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# Transformational Government Framework (TGF) Pattern Language Core Patterns Version 1.0

## Working Draft 05

(Incorporating proposed modifications to Committee Specification  
Draft 01 / Public Review Draft 01)

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**Related work:**

This specification is related to:

- *Transformational Government Framework Primer Version 1.0*. Latest version.  
<http://docs.oasis-open.org/tgf/TGF-Primer/v1.0/TGF-Primer-v1.0.html>

**Abstract:**

The **Transformational Government Framework** (TGF) is a practical “how to” standard for the design and implementation of an effective program of technology-enabled change at national, state or local government level. It describes a managed process of ICT-enabled change in the public sector, which puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government.

The complete Framework consists of:

- The TGF Primer
- The TGF Pattern Language
- and possibly other future deliverables

The TGF Pattern Language is a formalization of the Framework that is both human-readable and machine-tractable. It provides a concise, structured and formal set of “patterns” using the so-called “Alexandrian form”, where each pattern describes a core problem, a context in which the problem arises and an archetypal solution to the stated problem.

This Work Product constitutes the initial set of patterns that form the core of the TGF Pattern Language. This set may be revised and/or extended from time to time as appropriate.

**Status:**

To be completed



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# 1 Introduction

## 1.1 Terminology

The key words “MUST”, “MUST NOT”, “REQUIRED”, “SHALL”, “SHALL NOT”, “SHOULD”, “SHOULD NOT”, “RECOMMENDED”, “MAY”, and “OPTIONAL” in this document are to be interpreted as described in [RFC2119].

The notations and conventions used for the patterns in this document are covered in section 1.7 below.

## 1.2 Normative References

- [RFC2119] S. Bradner, *Key words for use in RFCs to Indicate Requirement Levels*, <http://www.ietf.org/rfc/rfc2119.txt>, IETF RFC 2119, March 1997.

## 1.3 Non-Normative References

- [Alexander 1964] C. Alexander, *Notes on the Synthesis of Form*, Harvard University Press, 1964
- [Alexander 1979] C. Alexander, *The Timeless Way of Building*, Oxford University Press, 1979
- [Brown 2011] P. Brown, *Introducing Pattern Languages*, <http://peterfbrown.com/patternlanguages.aspx>, March 2011.
- [Coplien 1996] J. O. Coplien, *Software Patterns*, Bell Laboratories, The Hillside Group 1996
- [EIF] *The European Interoperability Framework, version 2*, European Commission 2010, Annex 2 of <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0744:FIN:EN:PDF>
- [OIX] *Open Identity Exchange*, <http://openidentityexchange.org/>
- [SFIA] *The Skills Framework for the Information Age*, SFIA Foundation, <http://www.sfia.org.uk/cgi-bin/wms.pl/932>
- [SOA-RAF] *The SOA Reference Architecture Framework*, OASIS, [http://www.oasis-open.org/committees/tc\\_home.php?wg\\_abbrev=soa-rm](http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=soa-rm)
- [SOA-RM] *The Reference Model for Service-Oriented Architecture*, OASIS, <http://docs.oasis-open.org/soa-rm/v1.0/>
- [PMRM] The Privacy Management Reference Model, OASIS, [http://www.oasis-open.org/committees/tc\\_home.php?wg\\_abbrev=pmrm](http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=pmrm)
- [TGF-Primer] *Transformational Government Framework Primer*, 17 March 2011. OASIS Committee Note Draft 01 <http://docs.oasis-open.org/tgf/TGF-Primer/v1.0/TGF-Primer-v1.0.docx>

The text in the remainder of this section **1 Introduction** is for information only and is neither normative nor part of the TGF Pattern Language.

## 1.4 The Transformational Government Framework (TGF)

Transformational Government is defined in the Framework as “A managed process of ICT-enabled change in the public sector, which puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government.” This definition deliberately avoids describing some perfect “end-state” for government. That is not the intent of the Transformational Government Framework.

Rather, the focus is on the **process** of transformation: how a government can build a new way of working which enables it rapidly and efficiently to adapt to changing citizen needs and emerging political and market priorities. Central to this process is a strong emphasis on **leadership** and **governance** as well as an active role played by **all stakeholders** in the creation, delivery and use of government services.

## 43 1.5 The TGF Pattern Language (TGF-PL)

44 Whereas the [TGF-Primer] is intended primarily as a detailed and comprehensive introduction to the  
45 Framework, the TGF Pattern Language is intended as a working reference manual and tool of the main  
46 concerns that the Framework covers. It is intended to be readable end-to-end as a piece of prose but is  
47 structured also in a way that lends itself to being quoted and used pattern by pattern and to being  
48 encapsulated in more formal, tractable, and machine-processable forms including concept maps, Topic  
49 Maps, RDF or OWL.

## 50 1.6 Pattern Languages

51 The idea of Pattern Languages, as a process for analyzing recurrent problems and a mechanism for  
52 capturing those problems and archetypal solutions, was first outlined by architect Christopher Alexander  
53 [Alexander 1964] and [Alexander 1979]: “The value of a Pattern Language is that remains readable and  
54 engaging whilst providing basic hooks for further machine processing... [it] is not an ‘out-of-the-box’  
55 solution but rather some ‘familiar’ patterns with which a team can work” [Brown 2011].

56 Each pattern in a pattern language is expressed essentially as a three-part rule:

57 The **context** in which a particular problem arises (the ex-ante condition) and in which the pattern  
58 is intended to be used;

59 The ‘system of forces’ or **problem to be solved** and that includes the drivers, constraints and  
60 concerns that the pattern is intended to address – Alexander highlighted that this ‘system’ often  
61 involved conflicting forces (for example, an architect’s desire confronted with a material limitation)  
62 that the pattern should seek to resolve;

63 The ‘configuration’ or **solution**.

64 The exact configuration will vary from one pattern language to another but each pattern in the TGF  
65 Pattern Language will be structured as follows:

66 The **name** of the pattern and a **reference number**

67 An **introduction** that sets the context and, optionally, indicates how the pattern contributes to a  
68 larger pattern

69 A **headline** statement that captures the essence of the problem being addressed

70 The **body** of the problem being addressed as well as constraints and evidence for the pattern’s  
71 validity

72 The **solution** stated as an instruction or instructions – what needs to be done

73 Optionally, some **completion** notes that links the pattern to related and more detailed patterns  
74 that further implement or extend the current pattern. This may also include references to **external**  
75 resources that are not part of the standard

## 76 1.7 Notation and conventions used for the Pattern Language

77 The patterns of the TGF Pattern Language are grouped together and organized into a series of sections,  
78 corresponding to the high-level structure of the Transformational Government Framework.

79 Some patterns may be used in more than one part of the overall Framework but will only be outlined  
80 completely once, when first encountered. Thereafter, reference will be made back to its original definition.

81 Below is an example of a pattern together with comments about the notation and conventions used.

82 **Note:** The example is **not** a pattern that is part of the TGF Pattern Language as it was drafted from an  
83 early proof of concept. It is strictly informative.

84

## An example pattern

### 85 [4] Collaborative Stakeholder Governance

Pattern Number

Introduction, including cross-references to other patterns defined in the pattern language

86 It is a core responsibility of the [22] *Transformational Government Leadership* and stakeholders together  
87 to design and deliver a [5] *Benefit Realisation Strategy*. The [29] *Business Management Framework*  
88 provides guidance on six key aspects of business management including collaboration between  
89 stakeholders. Both [21] *Strategic Clarity* and [24] *Stakeholder Engagement* ensure that stakeholder views  
90 are clear and understood; and effective [38] *Policy Product Management* helps ensure that they share a  
91 common understanding of TG program expectations, including the [2] *Guiding Principles*.

Headline statement of the problem



Separator

93 **The TG program requires a process by which all key stakeholders are identified, engaged and**  
94 **buy-in to the transformation program.**

The body of the problem

95 Development and delivery of an effective Transformational Government program requires engagement  
96 with a very wide range of stakeholders, not only across the whole of government but also with the private  
97 sector, voluntary and community sectors as well as with business and citizen users of public services. A  
98 significant effort is needed to include all stakeholders in the governance of the Transformational  
99 Government program at an appropriate and effective level.

100 The Collaborative Stakeholder Governance Model assists a TG program to engage successfully with  
101 stakeholders and align them effectively behind shared objectives. It does this through stakeholder  
102 mapping and stakeholder engagement as well as keeping an eye open to potential or required  
103 cooperation with TG programs of other governments and agencies.

104 Therefore:

105 **A conformant TG program must have a Collaborative Stakeholder Governance Model that supports its**  
106 **overall business management.**

The solution, stated as an instruction or instructions

107 **This model must explicitly articulate a comprehensive stakeholder map, coupled with the**  
108 **structures, processes and incentives needed to deliver full understanding and buy-in to the**  
109 **program, plus effective stakeholder action in support of it.**

110 **Tooling should be provided with the aim of supporting all stakeholders and facilitating their**  
111 **collaboration as partners in the TG Franchise Marketplace.**

Separator



113 Stakeholder collaboration is further aided by a [37] *Common Terminology and Reference Model* and more  
114 specifically an up-to-date mapping of stakeholders depicted in a [63] *Stakeholder Model*, and their  
115 engagement through the [74] *Stakeholder Engagement Model*; in addition to a clear understanding of how  
116 they form part of the TG [58] *Ecosystem* and contribute to [75] *Interoperability*. Stakeholders also play key  
117 roles in the development of the [39] *Franchise Marketplace Model*.

Completion notes, including cross-references to patterns that further extend or refine the current pattern, as well as external references

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## **1.8 Terminology of Transformational Government**

Any process of transformation introduces new concepts or radically changes our understanding of existing ones. That process therefore requires that unambiguous terms are used consistently to refer to those concepts. Transformational Government is no exception, and a number of key terms are introduced and used:

- some of them may be familiar;
- some may be familiar but are used in a very specific or unfamiliar way;
- some may be unfamiliar or entirely new

We therefore invite readers to refer to the “Core Terminology” in the **[TGF-Primer]**, which is provided to ensure a clear, consistent and shared understanding of the key concepts involved.

**Comment [PFB1]:** Issue #64

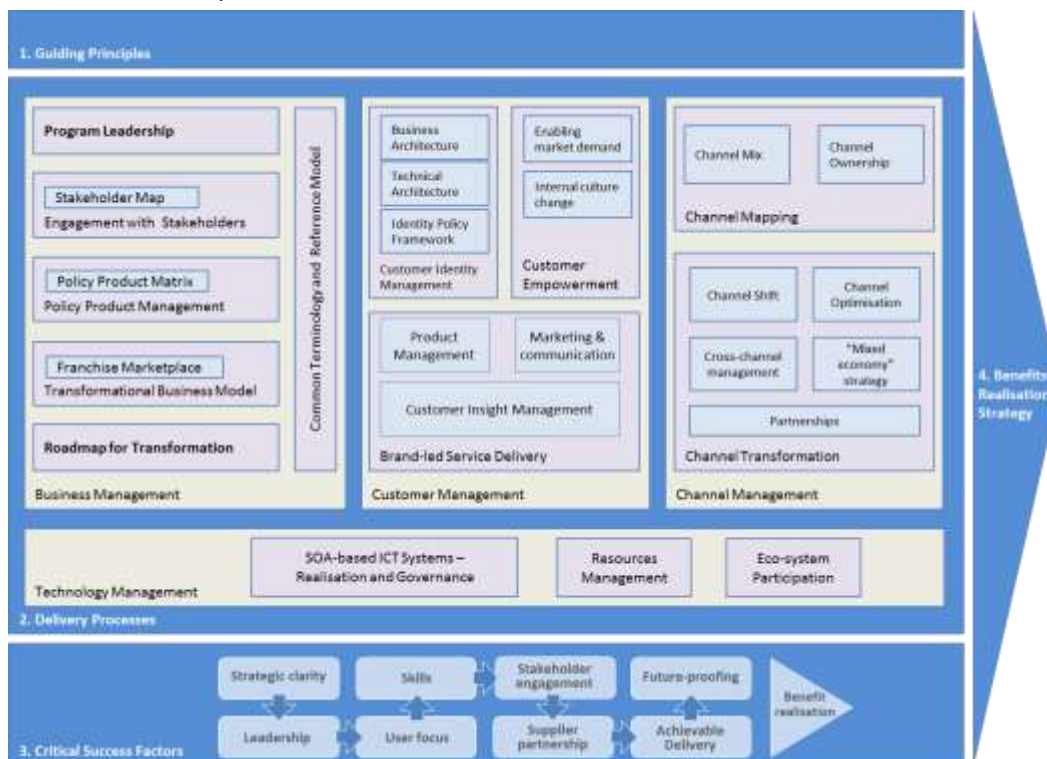


129

## 2 The Transformational Government Framework

130 In the increasingly common situation of governments being expected to deliver better and more services  
 131 for less cost whilst maintaining high-level oversight and governance, the Transformational Government  
 132 Framework provides a methodology for designing and delivering an effective program of technology-  
 133 enabled change at all levels of government.

134 The Transformational Government Framework (TGF) is made up of four high-level components that can  
 135 be seen schematically below:



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Figure 1 - The Overall Framework

### The TGF Pattern Language

139 The core concepts and building blocks of the Framework are expressed below as a set of Patterns that  
 140 together make up an initial set of "Core Patterns" of what can be an evolving TGF Pattern Language.

141 The patterns in the TGF Pattern Language mostly cover the core delivery processes, "topped and tailed"  
 142 by patterns concerned with Guiding Principles and Critical Success Factors.

143 The Transformational Government Framework is made up of a core of 20 patterns, starting and ending  
 144 with high level concerns, Guiding Principles and Critical Success Factors.

## 145 **Component 1 – Guiding Principles**

**Comment [PFB5]:** Issue #182

### 146 **[1] Guiding Principles**

147 A one size-fits-all approach to government transformation will not work. There are nevertheless some  
148 guiding principles which are universal and help inform the delivery of services.

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150 **A management hand on the tiller is not enough to deliver effective transformation.**

151 “Transformational Government” is a *managed process* of ICT-enabled change in the public sector, which  
152 puts the needs of citizens and businesses at the heart of that process and which achieves significant and  
153 transformational impacts on the efficiency and effectiveness of government. However, even the most well  
154 intentioned and effectively governed program can drift off course without clear direction provided by  
155 explicit and well-publicized guiding principles.

156 Therefore:

157 **Use a set of high-level guiding principles that cover as a minimum the need to:**

- 158 - **Develop a detailed and segmented understanding of your citizen and business**
- 159 **customers;**
- 160 - **Build services around customer needs, not organizational structure;**
- 161 - **Ensure citizen-service transformation is done with citizens, businesses, and**
- 162 **organizations and not to them;**
- 163 - **Grow the market for transformed services;**
- 164 - **Manage and measure key critical success factors.**

**Comment [PFB6]:** See issues #126 and 127

**Comment [PFB7]:** Edit proposed, AndyH

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166 See also “Part II, Component 1: Guiding Principles” in **[TGF Primer]**.

167 Delivering these principles, in line with the Critical Success Factors, requires government to re-visit – and  
168 potentially to transform – involves re-inventing every stage of the service delivery process. The  
169 Transformational Government Framework identifies four main delivery processes, each of which must be  
170 managed in a government-wide and citizen-centric way in order to deliver effective transformation. Most  
171 of the following patterns are concerned with the delivery processes and are presented in four sections :

**Comment [PFB8]:** Issue #68

- 172 • Section 2.1 Business Management
- 173 • Section 2.2 Customer Management
- 174 • Section 2.3 Channel Management; and
- 175 • Section 2.4 Technology Management

176 Patterns [2] to [16] below cover all four of these delivery mechanisms.

177 The core set of TGF patterns is completed by patterns [17] to [19] for the key Critical Success Factors  
178 and the final pattern [20] Benefits Realization.

**Comment [PFB9]:** Issue #182

179

180 **Component 2 – Delivery Processes**

181 **2.1 Business Management**

182 **[2] Program Leadership**

183 Transformation programs require strategic clarity and sustained leadership over a period of years.

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185 **There is no “ideal” leadership structure for a transformation program. Transformational**  
 186 **government cannot be pursued on a project-by-project or agency-specific basis but requires a**  
 187 **whole-of-government view.**

188 The transformational government program needs to connect up relevant activities in different agencies at  
 189 different levels of government within and between countries. All program stakeholders have a common,  
 190 agreed and comprehensive view of what the program is seeking to achieve.

191 The optimal positioning of the leadership team will depend on the context of each specific government.  
 192 Key functions should be occupied by individuals with sufficient authority to command the resources and  
 193 mobilize the support necessary to fulfill this mission. Effective leadership of a program requires the senior  
 194 accountable leaders to have access to a mix of key skills in the leadership team which they build around  
 195 them, including: strategy development skills, stakeholder engagement skills, marketing skills, commercial  
 196 skills and technology management skills. It is not essential that all Ministers and senior management are  
 197 committed to the transformation program from the outset. Indeed, a key feature of an effective roadmap  
 198 for transformation is that it nurtures and grows support for the strategy through the implementation  
 199 process. However, it is important that the program is seen not simply as a centralized or top-down  
 200 initiative. Sharing leadership roles with senior colleagues across the Government organization is  
 201 important.

202 Therefore:

203 **Have a clear vision based on an All-of-Government view and focus on results.**

204 **Focus on taking concrete, practical steps in the short to medium term, rather than continually**  
 205 **describing the long-term vision.**

206 **Whether a political leader or senior management, Political and management leadership must**  
 207 **commit to the program for the long term. This is particularly relevant given the realities of**  
 208 **changing political leadership and underlines the need to provide for continuity across those**  
 209 **changes.**

210 **Establish clear accountability at both the political and administrative management levels of the**  
 211 **program.**

212 **Deploy formal program management disciplines and have a clearly identified mix of leadership**  
 213 **skills.**

214 **Engage a broad-based leadership team across the wider government.**

215 **Ensure the Program’s interoperability with other services and programs through appropriate**  
 216 **Government-to-Government cooperation.**

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218 Establish a strong Business Case and know what outcomes you want to achieve, know where you are  
 219 now and how you will measure success. These are amongst several [17] *Critical Success Factors* and  
 220 which are further detailed in Part II of the [TGF Primer].

221 **[3] Engagement with Stakeholders**

222 The private, voluntary and community sectors have considerable influence on citizen attitudes and  
 223 behavior. These influences must be transformed into partnerships which enable the market to deliver  
 224 program objectives. This requires a “map” of all stakeholders as part of overall business management.

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**It is not enough to map and understand stakeholder relationships and concerns. Classic models of ‘actor’ and ‘stakeholder’ also need to be re-assessed**

Leaders from all parts of the government organization, as well as other organizations involved in the program, are motivated for the program to succeed and are engaged in clear and collaborative governance mechanisms to manage any risks and issues. The development and delivery of an effective Transformational Government program requires engagement with a very wide range of stakeholders, not only across the whole of government but also, **in most cases, with one or more of the private sector, voluntary and community sectors as well as with business and citizen users of public services, customers.** A significant effort is needed to include all stakeholders in the governance of the Transformational Government program at an appropriate and effective level.

**Comment [PFB12]:** Issue #71  
**Comment [PFB13]:** Issue #72

The generic concept of ‘User’ that is dominant in traditional IT stakeholder engagement models needs to be replaced by a model that disambiguates and identifies the different interests and concerns that are at stake as well as the key groups of stakeholders in the development of any service. By clearly separating out key stakeholder groups and starting to recognize and articulate their specific concerns as *stakeholders* (any individual’s *role* may vary according to context), an understand can evolve of how stakeholders relate (in different roles): to each other; to various administrations and services involved; to policy drivers and constraints; and how these all come together in a coherent ecosystem supported by a Transformational Government Framework.

Therefore:  
**Put a Collaborative Stakeholder Governance Model in place that ensures that all stakeholders are identified and engaged; and that they buy-in to the transformation program.**

**Create a Stakeholder Engagement Model that ensures that there are adequate Stakeholder Engagement Structures, Stakeholder Engagement Processes and Stakeholder Incentives in place.**

**Have a clear understanding both of the transformational government program as well as how to engage with it, irrespective of stakeholder role – as **user/public service customer**, supplier, delivery partner elsewhere in the public, private and voluntary sector, politician, the media, etc.**

**Comment [PFB14]:** Issue #73

**Develop a comprehensive stakeholder map, coupled with the structures, processes and incentives needed to deliver full understanding and buy-in to the program, plus effective stakeholder action in support of it.**

**Model the stakeholders, actors and systems that comprise the overall service ecosystem and their relationships to each other. Maintain and update the stakeholder model on a regular basis.**

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There is no single, correct model for doing this successfully, but any conformant TGF program needs to make sure that it defines its own Collaborative Stakeholder Engagement Model which explicitly articulates all of these elements: map all stakeholders, coupled with the structures, processes and incentives needed to deliver full understanding and buy-in to the program, plus effective stakeholder action in support of it.

Map All Stakeholders and maintain this map as part of overall business management. The development of successful customer franchises within the [7] *Franchise Marketplace* will depend on the effectiveness of collaborative governance.

See also “The Stakeholder Engagement Model” in Part III(a) of the [TGF Primer] (“Guidance on the TGF Business Management Framework”).

**Comment [PFB15]:** Issue #74

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**[4] Common Terminology and Reference Model**

In any change program of the breadth and complexity that the TGF supports, it is vital that all stakeholders have a common understanding of the key concepts involved and how they interrelate, and have a common language to describe these in.

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**Leadership and communication both break down when stakeholders understand and use terms and concepts in very different ways, leading to ambiguity, misunderstanding and, potentially, loss of stakeholder engagement.**

275 Concepts do not exist in isolation. In addition to clear definitions and agreed terms, It is the broader  
 276 understanding of the relationships between concepts that give them fuller meaning and allow us to model  
 277 our world, our business activities, our stakeholders, etc. in a way that increases the chance that our digital  
 278 systems are an accurate reflection of our work. ~~Any conformant agency should be able to use a common  
 279 terminology without ambiguity and be sure that these terms are used consistently throughout all work.~~

Comment [PFB16]: Issue #75

280 Therefore:

281 **Ensure that all stakeholders have a clear, consistent and common understanding of the key**  
 282 **concepts involved in Transformational Government; how these concepts relate to each other; how**  
 283 **they can be formally modeled; and how such models can be leveraged and integrated into new**  
 284 **and existing information architectures. To this end:**

285 **Seek agreement among stakeholders to establish and maintain an agreed and shared Common**  
 286 **Terminology and Reference Model.**

287 ❖ ❖ ❖

288 ~~This enables any conformant agency to use a common terminology without ambiguity and be sure that~~  
 289 ~~these terms are used consistently throughout all work.~~

Comment [PFB17]: Issue #75

290 A core terminology is proposed in the [TGF Primer] and any program should consider this as a basis for  
 291 ~~their~~ own terminology and reference model.

Comment [PFB18]: Grammar

## 292 [5] Policy Product Management

293 In any government, "Policy Products" - ~~that is,~~ the written policies, frameworks and standards which  
 294 inform government activity - are important drivers of change. In the context of Transformational  
 295 Government, the [2] Program Leadership will use a wide set of Policy Products to help deliver the  
 296 program.

Comment [PFB19]: Editorial

297 ❖ ❖ ❖

298 **Traditional policy approaches for e-government have often been too narrowly focused. An**  
 299 **effective Transformational Government program requires a more holistic approach to policy**  
 300 **development.**

301 We define a "Policy Product" as: any document ~~which that~~ has been formally adopted on a government-  
 302 wide basis in order to help achieve the goals of ~~citizen-service~~ transformational government. These  
 303 documents vary in nature (from statutory documents with legal force, through mandated policies, to  
 304 informal guidance and best practice) and in length (some may be very lengthy documents; others just a  
 305 few paragraphs of text).

Comment [PFB20]: Issue #76

Comment [PFB21]: Issue #77

306 Over recent years, several governments have published a wide range of Policy Products as part of their  
 307 work on e-Government, including e-Government Visions, e-Government Strategies, e-Government  
 308 Interoperability Frameworks, and Enterprise Architectures. Other governments are therefore able to draw  
 309 on these as reference models when developing their own Policy Products. However, we believe that the  
 310 set of Policy Products required to ensure that a holistic, government -wide vision for transformation can  
 311 be delivered is much broader than is currently being addressed in most Interoperability Frameworks and  
 312 Enterprise Architectures.

313 This more holistic approach is captured in the matrix shown below, which MUST be used to create a map  
 314 of all the Policy Products needed to deliver a particular TGF program effectively. This matrix maps the  
 315 four delivery processes of the TGF (Business Management, Customer Management, Channel  
 316 Management and Technology Management) against five broad interoperability domains identified in the  
 317 [EIF] (technical, semantic, organizational, legal, and policy interoperability). While the EIF framework is  
 318 conceptually complete, mapping it against these core delivery processes provides a much clearer sense  
 319 of the actions needed.

320 Therefore:

321 **Use the following matrix to classify the Policy Products:**

Delivery Processes	Interoperability Levels				
	Political	Legal	Organizational	Semantic	Technical
Business					

Management					
Customer Management					
Channel Management					
Technology Management					

322 Identify, for each and every cell in the matrix, the policy product(s) that are needed to deliver the  
 323 Transformational Program effectively. ~~More than one~~ Nil, one, or multiple policy product(s) may be  
 324 required per cell, but every cell MUST be completed. Consideration MUST be given to every cell as  
 325 to which policy products might be included.

Comment [PFB22]: Issue #78

326 ❖ ❖ ❖  
 327 The [2] Program Leadership should undertake this policy gap analysis through [3] Engagement with  
 328 Stakeholders, and then ensure that the accountability and process for developing any missing Policy  
 329 Products is embedded within the [8] Roadmap for Transformation.

330 Examples of policy products that can be found to populate the cells of the matrix can be found in 'Policy  
 331 Product Management' in Part III(a) of the [TGF Primer].

Comment [PFB23]: New text for whole pattern ("NZ Edit")

332 **[6] Transformational Business Model**

333 A central task of the [2] Program Leadership is to enable the machinery of government to deliver  
 334 customer-centric services. They need to cooperate with stakeholders in developing a new business  
 335 model that delivers those services in practice, when and where they are needed.

336 ❖ ❖ ❖  
 337 **The failure to create an appropriate new business model has arguably been the greatest weakness  
 338 of most traditional e-Government programs. The transition to e-Government has involved  
 339 overlaying technology onto the existing business model of government: a business model based  
 340 around existing functionally-oriented government departments and agencies. These behave like  
 341 unconnected silos in which policy-making, budgets, accountability, decision-making and service  
 342 delivery are all embedded within a vertically-integrated delivery chain based around delivery  
 343 functions rather than recipient needs.**

344 The experience of governments around the world over the last two decades has been that silo-based  
 345 delivery of services simply does not provide an effective and efficient approach to e-government. Without  
 346 examination of, or fundamental change to, the underlying business model level, the design and delivery of  
 347 services remains fragmented and driven by the structures of government, rather than the needs of the  
 348 government's customers.

349 Government transformation programs involve a shift in emphasis, away from silo-based delivery and  
 350 towards an integrated, multi-channel, service delivery approach: an approach which enables a whole-of-  
 351 government view of the customer and an ability to deliver services to citizens and businesses where and  
 352 when they need it most, including through one-stop services and through private and voluntary sector  
 353 intermediaries.

354 ❖ ❖ ❖  
 355 Therefore:  
 356 **Establish a Transformational Business Model to help build services around citizen and business  
 357 needs, not government's organizational structure. This will include:**

- 358 • providing citizens and businesses with services which are accessible in one stop and  
 359 ideally offered over multiple channels
- 360 • enabling those services also to be delivered by private and voluntary sector  
 361 intermediaries.

362 **The Transformational Business Model must go beyond simple coordination between the existing  
 363 silos and should include:**

- 364 • **An integrated business and information architecture which enables a whole-of-**  
365 **government view of the customer, thus making possible both the integration of services**  
366 **and “cross-selling” between services**
- 367 • **Incentives and business processes that encourage the internal cultural change and cross-**  
368 **silo collaboration needed to drive the integration and joining-up of services.**
- 369 • **A cross-government strategy for shared development, management and re-use of**  
370 **common customer data sets, applications, and applications interfaces (e.g. authentication,**  
371 **payments, and notifications).**

372 **Do not spend money on technology before addressing organizational and business change and**  
373 **design for re-use and interoperability.**



375 Rather than attempting to restructure Government to deliver such a Transformational Business Model,  
376 the [7] *Franchise Marketplace* SHOULD be considered as the recommended approach to implement this  
377 model. Multi-channel delivery of services can be provided through optimized [14] *Channel*  
378 *Transformation*. Common customer data sets can be built as shared services with customer data under  
379 customer control and managed using [16] *Technology Development and Management*. This pattern is  
380 facilitated by placing citizen, business, and organizational data under their control as set out in  
381 [11] *Customer Identity Management*.

**Comment [PFB24]:** New text for whole pattern (“NZ Edit”)

## 382 **[7] Franchise Marketplace**

383 The [6] *Transformational Business Model* underpins the requirement of Transformational Government  
384 programs to build services around citizen and business needs rather than government’s organizational  
385 structure. This includes having a whole-of-government view of the customer; as well as providing those  
386 customers with services that are accessible when and where they are most needed and ideally offered  
387 over multiple channels. This can be achieved using a “Franchise Marketplace”



389 **There is a seeming paradox - given the huge range of government service delivery - between**  
390 **keeping “global” oversight of all aspects of a customer’s needs at the same time as delivering**  
391 **well-targeted services in an agile way.**

392 Too many government departments and agencies have overlapping but partial information about their  
393 citizens and business customers, but nobody takes a lead responsibility for owning and managing that  
394 information across government, let alone using it to design better services.

395 One way of addressing this problem has been to restructure government: to put responsibility for  
396 customer insight and service delivery into a single, central organization which then acts as the “retail arm”  
397 for government as a whole to interact with all its customers.

398 Under this model, one organization becomes responsible for the service delivery function across all  
399 channels - face-to-face, contact center, web - with relevant staff and budgets being transferred from other  
400 agencies.

401 This is one way of implementing the [6] *Transformational Business Model* as required but with one  
402 obvious difficulty: making structural changes to government can be extremely hard. The sheer scale of  
403 the “government business” means that any changes need to be implemented carefully over a long period  
404 of time and take account of the inherent risks in organizational restructuring. The resulting large-scale  
405 delivery organization needs extremely careful management if it is to maintain the agility that smaller-scale,  
406 more focused delivery organizations can achieve.

407 An alternative approach is called the “Franchise Marketplace”: a model that permits the joining-up of  
408 services from all parts of government and external stakeholders in a way that makes sense to citizens  
409 and businesses, yet without attempting to restructure the participating parts of government.



411 Therefore:

412 **Establish a number of agile, cross-government, virtual "franchise businesses" that:**

- 413 a) are based around customer segments (such as, for example, parents, motorists, disabled  
414 people) and that sit inside the existing structure of government;
- 415 b) deliver customer-centric, trusted and interoperable content and transactions to citizens,  
416 businesses and other organizations; and
- 417 c) act as champions of and drivers for customer-centric public service improvement.

Comment [PFB25]: Issue #96: delete "customer-centric" here?

Comment [PFB26]: Issue #98

418 ❖ ❖ ❖

419 The Franchise Marketplace is a specific example of a [6] Transformational Business Model and is  
420 considered as the most effective and lowest risk way of delivering the element of the [1] Guiding  
421 Principles which requires Transformation Programs to "Build services around customer needs, not  
422 organizational structure". More detail on the Franchise Marketplace model is set out in the [TGF-Primer]

## 423 [8] Roadmap for Transformation

424 It is essential that the vision of the [2] Program Leadership, and the associated [6] Transformation  
425 Business Model and process of [5] Policy Product Management are translated into an effective Roadmap  
426 for Transformation. This should not be some all-encompassing master plan – which tends to be brittle  
427 and prone to failure – but a pragmatic framework for delivering clearly identifiable results in achievable  
428 stages.

429 ❖ ❖ ❖

### 430 Big-bang approaches don't work

431 Since everything can clearly not be done at once, it is vital to map out which elements of the  
432 transformation program need to be started immediately, which can be done later, and in what order. The  
433 "big bang" approach to implementation has been shown not to work or be effective. By its nature it is  
434 heavily reliant on significant levels of simultaneous technological and organizational change. Instead, a  
435 transformational government program will develop a phased delivery roadmap which balances quick wins  
436 with the key steps needed to drive longer term transformation.

437 Therefore:

438 **Establish a phased Transformation Roadmap.**

439 **Work with citizens and businesses to identify a set of services that represents a 'quick win' for  
440 government and its customers alike which will bring quick user value.**

Comment [PFB27]: Issue #113

441 **Give priority to services which that can be delivered quickly, at low cost, and low risk using  
442 standard 'off the shelf' (rather than bespoke) solutions.**

Comment [PFB28]: Issue #114

443 **Establish systems to learn from early customer experience, to improve services in the light of  
444 this, and then to drive higher levels of take-up.**

Comment [PFB29]: Issue #115

445 **Work with early adopters within the government organization in order to create exemplars and  
446 internal champions and thus learn from experience and drive longer-term transformation.**

447 ❖ ❖ ❖

448 The [TGF Primer] gives further details of best practices for planning and delivering a Transformation  
449 Roadmap. In particular, it sets out a Strategic Trade-off Model which can be helpful in guiding the focus  
450 of the [2] Program Leadership through the course of the transformation program as it evolves. It also  
451 describes the typical structure of a best practice Transformation Roadmap, covering five main phases:  
452 Plan, Initiate, Deliver, Consolidate, and Transform.

Comment [PFB30]: Issue #116

453 The Transformation Roadmap should be pursued with due attention to risk management, and should  
454 therefore include checkpoints at key stages to allow regular, independent review of performance against  
455 the [17] Critical Success Factors.

456



## 457 2.2 Customer Management

### 458 [9] Brand-Led Service Delivery

459 Insight into citizen and business needs helps develop a detailed and segmented understanding of citizens  
460 and businesses as customers of government services.

461 ❖ ❖ ❖  
462 **A lack of focus on users-customers often leads to duplicated and inefficient government services  
463 delivered through inappropriate channels.**

Comment [PFB31]: Issue #120

464 Understanding user-customer needs, and how to design and deliver services that users will engage with,  
465 ~~is~~ requires a brand-led approach. A brand is something much deeper and more fundamental than logos,  
466 badging and corporate identity. It is the underlying promise made by an organization to its customers  
467 about the products and services it delivers, as reflected in the reality of how customers experience those  
468 products and services. Branding is a discipline in which governments lag behind the best of the private  
469 sector. Whereas brand development in the private sector is an explicit and vital driver of overall product  
470 and service strategy, the public sector has largely ignored a painful fact: that its services constitute a  
471 brand, whether they acknowledge this or not, and one that is all-too-often perceived negatively.

Comment [PFB32]: Issue #121

Comment [PFB33]: Issue #186

472 In a brand-led company, customer insight informs all aspects of the product development process, and  
473 involves a comprehensive program of qualitative and quantitative research to understand and segment  
474 the customer base. Lessons learned from this are fed into a brand-led product management process - not  
475 as a one-off input of initial research, but through a continuous process of iterative design and customer  
476 testing. A key output from this is a set of brand values for the product or service, which then need to drive  
477 all aspects of service delivery, support, and marketing ~~communications for the service~~. ~~And t~~his is all  
478 managed as an iterative process of continuous improvement, ~~not a linear one~~.

479 ~~This is not typically how governments manage their own service development, and governments  
480 generally lack the skills to do it. Yet i~~f governments are to succeed in the ambition of shifting service  
481 delivery decisively away from traditional channels to lower-cost digital channels, then these marketing  
482 branding challenges have to must be met.

483 Therefore:

484 **Establish a culture of Brand-led Service Delivery across government, based around three key  
485 pillars of (i) Customer Insight, (ii) Product Management, and (iii) Marketing and Communication:**

486 (i) **Customer Insight: Don't assume to know what users-customers of a service think. Be  
487 obsessive about understanding the needs of customers – both internal and external – on a  
488 segmented basis. Invest in developing a real-time, event-level understanding of citizen and  
489 business interactions with government.**

Comment [PFB34]: Issue #120

490 (ii) **Product management: Establish a brand-led product management process covering all  
491 stages of government service design and delivery, agreed and managed at a whole-of-  
492 government level, which gives citizens access to services through a "one-stop" services  
493 available over multiple channels.**

494 (iii) **Marketing and communication: Use the brand values for one-stop government to drive all  
495 aspects of marketing and communications for government services.**

Comment [PFB35]: Issue #122

496 ❖ ❖ ❖  
497 Often, governments may face significant gaps in terms of the people and skills needed to manage brand-  
498 led product development and marketing cycles of this nature, so identifying and addressing these gaps as  
499 part of the [18] Skills strategy is vital. It is also vitally important that the drive to brand-led service delivery  
500 is led at a whole-of-government level: the element of the [1] Guiding Principles which points to the need to  
501 "own the customer at the whole-of-government" level is therefore of particular significance for this pattern.  
502 The cultural change required by brand-led service delivery will be facilitated and accelerated through  
503 [10] Citizen-Customer Empowerment.

Comment [PFB36]: Issue #123

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## [10] ~~Citizen Stakeholder~~ Empowerment

Many e-Government programs have failed because the citizen ~~and business customers of public sector services is-are~~ seen as simply a ~~passive recipients~~ of ~~those~~ services rather than ~~an-actor active stakeholders~~ in their design and delivery.

❖ ❖ ❖

~~Citizen~~ Service transformation is done *with* citizens, ~~businesses and organizations, and not to them~~

The focus of a Transformational Government program is on citizens, ~~and~~ businesses, and ~~other organizations being actively engaged as owners and participants – as stakeholders – in the creation of public services and not just on the narrower idea of “customer” as a passive consumers of those services. Citizens and businesses are engaged as owners of and participants in the creation of public services.~~

Therefore:

Engage ~~citizens-service customers~~ directly in service design and delivery ~~as active stakeholders.~~

Encourage and enable service innovation in the Citizen-to-Citizen, Business-to-Citizen, Citizen-to-Government, and Business-to-Government sectors.

Give ~~citizens-people~~ the technology tools that enable them to create public value themselves, ~~and g~~Give them ownership and control of their personal data.

Make all non-personally identifiable government data ~~that is held by government,~~ freely open for reuse and innovation by ~~citizens and~~ third parties.

❖ ❖ ❖

Encourage internal cultural change with the [6] *Transformational Business Model* as well as through [3] *Engagement with Stakeholders* by use of a [7] *Franchise Marketplace*.

## [11] ~~Citizen Customer~~ Identity Management

A key element of the [1] *Guiding Principles* is that “~~Citizen~~ Service transformation is done with citizens, ~~businesses, and organizations and~~ not to them”. One of the consequences of this is that an effective identity management strategy needs to give ~~citizens-people – whether acting on their own behalf as a citizen, or on behalf of another citizen or of a business –~~ ownership and control of their personal data.

❖ ❖ ❖

Identity management is a key enabler of effective service delivery, yet something with which most governments struggle. At the heart of that struggle is often a failure to put the ~~customer – whether a citizen or a business –~~ at the center of government’s thinking about identity.

Identity is a complex, and by definition deeply personal, concept. ~~An individual single-citizen in fact has may have~~ multiple, overlapping ~~and partial~~ “identities”, each of which ~~may-be-is~~ associated with different rights and permissions, even different addresses. These identities ~~often~~ overlap, but in some cases the ~~citizen-individual~~ may want to keep them separate in order to protect ~~his-or-her~~ privacy. At other times, the ~~citizen-individual~~ may want them to be joined up, and be frustrated at constantly having to furnish government with the same information over and over again. Governments have often struggled to manage this complexity, for reasons described in [TGF-Primer].

A wide range of agencies, standards bodies and advocacy groups are deeply involved in many aspects of the work needed to resolve these problems, from technical models for privacy management (such as the OASIS [PMRM]) through to the business, legal and social issues around online identity assurance (such as promoted by [OIX]). It is not the purpose of the Transformational Government Framework to address the details of identity management but rather to give high-level guidance on the main issues that a conformant program should seek to address – based on a set of best practices which is emerging around the world and which we believe represents a way forward for ~~citizen-service~~ transformational government, which is broadly applicable across a very wide range of governments.

Therefore:

Establish a ~~Citizen-Customer~~ Identity Management Framework and within this:

Comment [PFB37]: Issue #124

Comment [PFB38]: Issue #125

Comment [PFB39]: Issues #126 and 127

Comment [PFB40]: Issue #128

Comment [PFB41]: Issue #130

Comment [PFB42]: Issue #131

Comment [PFB43]: Issue #132

Comment [PFB44]: Issue #63

Comment [PFB45]: Issue #134

Comment [PFB46]: Issue #135

Comment [PFB47]: Issue #136

Comment [PFB48]: Issue #137

Comment [PFB49]: Issues #138 and 139

Comment [PFB50]: Issue #140

Comment [PFB51]: Issue #141

- 552 – Have a business architecture based on federation between a wide range of trusted  
553 organizations (the Government, banks, employers etc.), and a clear model for cross-trust  
554 between these organizations;  
555 – Use a supporting technology architecture which does not rely on monolithic and  
556 potentially vulnerable large databases but which, in line with the SOA paradigm, uses  
557 Internet-based gateway services to act as a broker between the different databases and IT  
558 systems of participants in the federated trust model;  
559 – ~~Place citizens~~~~Put people themselves~~ directly in control of their own data, able to manage  
560 their own relationship with government – whether on their own behalf as **individual**  
561 citizens or in another identity relationship or intermediated role – and with clearly visible  
562 controls to reassure them that this is the case.

Comment [PFB52]: Issue #142

Comment [PFB53]: Issue #143

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❖ ❖ ❖

564 Further details about this ~~Citizen-Centric~~ Identity Management approach are described in **[TGF Primer]**.  
565 No one Government has implemented all features of this approach, but all are being successfully  
566 deployed around the world, and together they represent our view of the approach to identity management  
567 which will best help deliver Transformational Government. This pattern is important in order to deliver  
568 integrated, citizen-centric services as part of a [6] *Transformational Business Model* and the [7] *Franchise*  
569 *Marketplace*, as well as to enable the ~~citizen~~~~customer~~-led service innovation envisaged by [10] *Citizen*  
570 *Customer Empowerment*. At a technology level, the approach is underpinned by the SOA-based [16]  
571 *Technology Development and Management*.

Comment [PFB54]: Issue #144

Comment [PFB55]: Issue #145

572

## 573 2.3 Channel Management

### 574 [12] Channel Management Framework

575 Government services are delivered through a wide range of channels. One of the core aims of a  
576 Transformational Government program is to ensure that these are managed in the most cost-effective  
577 way at a whole-of-government level, and meet the needs of citizen and business customers.

Comment [PFB56]: Issue #148

578 ❖ ❖ ❖  
579 **Channel management is often a weak spot in government service delivery, with widespread**  
580 **duplication, inefficiency and lack of user-focus.**

582 Experience has shown the common pitfalls in channel management by governments include:

- 583 • Managing new, digital channels as "bolt-ons", with business and technical architectures which are
- 584 entirely separate from traditional face-to-face or paper-based channels
- 585 • No common view of customer service across multiple channels
- 586 • Operational practices, unit costs and service standards for many channels which fall well below
- 587 standards set for those channels in the private sector
- 588 • A reliance on government-owned channels, with insufficient understanding of how to partner with
- 589 private and voluntary sector organizations who have existing trusted channels to government
- 590 customers
- 591 • Unproductive and costly competition among service delivery channels

Comment [PFB57]: Issue #152

592 Transformational Government programs seek to avoid these pitfalls, by building a channel management  
593 approach centered on the needs and behavior of its citizen and business customers. This means that  
594 delivery of services needs to be customer-centric, with services accessible where and when citizens and  
595 businesses want to use them, including through both "one-stop" services and a wide range of private and  
596 voluntary sector intermediaries. Services should be offered over multiple channels, but with clear policies  
597 to shift service users into lower-cost digital channels (including a digital inclusion strategy to enable take-  
598 up of digital services by those segments of the customer population currently unable or unwilling to use  
599 them)

Comment [PFB58]: Issue #153

600 Therefore:

601 **Establish a Channel Management Framework, which includes:**

- 602 • a clear audit of what existing channels are currently used to deliver government services, and
- 603 the costs and service levels associated with these ('Channel Mapping'); and
- 604 • the vision and roadmap for developing a new channel management approach centered on the
- 605 needs and behavior of citizens and businesses ('Channel Transformation').

606 ❖ ❖ ❖

607 This pattern helps deliver integrated, customer-centric services as part of a [6] Transformation Business  
608 Model and the [7] Franchise Marketplace, as well as to enable the service innovation envisaged by [10]  
609 Customer Empowerment.

Comment [PFB59]: Issue #157

610 It is extended by two further patterns, [13] Channel Mapping and [14] Channel Transformation Strategy.

### 611 [13] Channel Mapping

612 A vital first step in developing a [12] Channel Management Framework is to carry out a mapping of  
613 existing delivery channels across government, and to put a cost to each transaction delivered through  
614 these channels based on standard industry assumptions.

615 ❖ ❖ ❖

616 **Government service delivery organizations often do not have a clear and quantified**  
617 **understanding of which channels their customers use, what the average and marginal costs of**  
618 **delivery through these channels is, or how service levels and customer satisfaction vary by**  
619 **channel.**

620 When government organizations carry out a full channel mapping for the first time, a common finding is  
621 that much customer contact between governments and citizens/businesses is:

- 622 • unnecessary - because the user is struggling to find the right place to get the service they need,  
623 resulting in multiple contacts before their need is finally resolved
- 624 • hidden and un-costed - because only some of these customer contacts are caught by existing  
625 management information systems. The rest are just lost within the broader operational structure and  
626 budget of the organization.

627 And when channel mapping is undertaken at the whole-of-government level, it typically highlights  
628 significant duplication across government (for example: having multiple high-street locations in the same  
629 town serving different government departments or agencies; thousands of contact telephone numbers;  
630 hundreds or even thousands of web-sites). There is significant scope for delivering both cost savings and  
631 service improvements by joining government services together through channels managed on a shared  
632 basis, and through channels managed by private and voluntary sector intermediaries.

633 Therefore:

634 **Establish a clear map of customer interactions by channel, and the true costs of these, in order to**  
635 **provide essential data in both building the business case for service transformation, and in**  
636 **highlighting priority areas for reform.**

637 **Take a holistic approach to understanding the range of channels through which government**  
638 **services are and could be delivered, including both “Channel Mix” (that is, the physical type of**  
639 **channel being used, including face-to-face, mail, e-mail, Internet and telephone) and also the**  
640 **variety of “Channel Ownership” options ~~which that~~ are available (including service delivery**  
641 **through private and voluntary sector channels).**

Comment [PFB60]: Issue #158

642 ❖ ❖ ❖

643 This pattern is needed to inform development of a [14] *Channel Transformation Strategy*. Further details  
644 on how to set about Channel Mapping can be found in Part III(c) of the [TGF Primer].

## 645 **[14] Channel Transformation**

646 The [12] *Channel Management Framework* requires a TGF program not only to undertake [16] *Channel*  
647 *Mapping* of existing channel usage and channel costs, but also to develop a Channel Transformation  
648 Strategy ~~which that~~ sets out the vision and roadmap for developing a new channel management  
649 approach centered around the needs and behavior of citizens and businesses.

Comment [PFB61]: Issue #158

650 ❖ ❖ ❖

651 **Government can learn a lot from the best of private sector approaches to channel management,**  
652 **but also needs to recognize unique challenges and opportunities ~~which that~~ apply to channel**  
653 **management in the public sector.**

Comment [PFB62]: Issue #160

654 Once a full [13] *Channel Mapping* has captured the current channel mix and cost base, it is important to  
655 map out a strategy for the future desired channel mix, and the future customer experience over different  
656 channels. Successful private-sector businesses tend to be more effective at this than government. They  
657 understand that each channel opens up different ways to create value for customers, so they differentiate  
658 services across channels. They also take a hard-nosed approach to channel management, with  
659 customers being encouraged to use the channels that are most efficient from a business point of view.  
660 They also realize that channel shift is a complicated process, which needs planning over a multi-year  
661 period.

662 Transformational Government programs adopt a similar approach, setting out clear strategies for channel  
663 transformation. Typically though they recognize two distinct differences between the public and private  
664 sector:

- 665 • First, government has an obligation to provide services on a universal basis, so is not able to pick and  
666 choose which customers it will engage with through different channels. "Directed choice" towards  
667 cheaper channels is therefore the strategy selected for most citizen-facing services (although a  
668 number of governments are increasingly looking to make Internet-only services the norm for  
669 businesses).
- 670 • Second, in terms of the online channel, government is in a unique position compared with any other  
671 online service provider. Whereas an online bank or retailer is limited by the size of the online  
672 population in the market, a government can take action significantly to increase that online  
673 population. "Digital inclusion" policies, aimed at increasing the proportion of citizens-potential  
674 customers who have access to and confidence in using online channels, are therefore an important  
675 part of government channel strategies which would not normally be seen in their private-sector  
676 counterparts.

Comment [PFB63]: Issue #161

677 In addressing these issues, it is important to recognize that government service delivery cannot be  
678 divorced from what is happening in the broader market: the expectations of citizens and businesses are  
679 shaped by their experiences of other services. Demand for e-services across society will continue to grow  
680 while other market players (in the private, voluntary and community sectors) will have a significant  
681 influence on citizen-the attitudes and behavior of public service customers.

Comment [PFB64]: Issue #163

682 Therefore:

683 **Develop a Channel Transformation Strategy and within this:**

- 684 • **Shift users-customers where possible-appropriate to lower cost digital channels - including**  
685 **through digital inclusion policies which build access to and demand for e-services in those**  
686 **segments of the population which-that face barriers to their use;**
- 687 • **Optimize the cost and performance of each channel, using public and private sector**  
688 **benchmarks to drive improvement;**
- 689 • **Improve cross-channel management, by building channel support services around a common,**  
690 **web-based infrastructure in order both to improve customer service and reduce costs;**
- 691 • **Facilitate development of a thriving mixed economy delivery of services;**
- 692 • **Build partnerships which enable the market and others to work with the government to deliver**  
693 **jointly-owned objectives.**

Comment [PFB65]: Issue #164

Comment [PFB66]: Issue #193



695 The Channel Transformation Strategy must be informed by [13] *Channel Mapping*, and must address how  
696 to shift users-customers into lower-cost channels while maintaining and reinforcing [10] Citizen-Customer  
697 *Empowerment*. The mixed economy of delivery of government services is developed with private and  
698 voluntary sector intermediaries and SHOULD be addressed using the [87] *Franchise Marketplace* pattern.  
699 A significant effort is needed to include all stakeholders in the governance of the Transformational  
700 Government program at an appropriate and effective level: see [3] *Engagement with Stakeholders*. The  
701 key milestones and accountabilities for delivery of the Channel Transformation Strategy should be  
702 embedded within the [8] *Roadmap for Transformation*.

Comment [PFB67]: Issue #166

Comment [PFB68]: Issue #167

Comment [PFB69]: Issue #168

703

## 704 **2.4 Technology Management**

### 705 **[15] Resources Management**

706 All too often, technology resources are seen as a means to an end, artifacts that are used to accomplish  
707 a particular problem at hand and thus something transient to be disposed of at the end of a particular  
708 cycle. As systems become more complex and organizations mature, resource re-use becomes ever more  
709 important and prevalent.



711 **Technology resources need to be managed as much as any other resource.**

712 Technology resources are increasingly re-used beyond the scope of their original intended use. This is to  
713 be encouraged. However, in order to be re-used effectively, resources need to be identified and managed  
714 by explicitly designated owners and also be identifiable across ownership domains.

715 The ability to identify a resource is important in system interactions, in order to determine such things as  
716 rights and authorizations, as well as to understand what functions are being performed; what the results  
717 mean. Within large-scale, SOA ecosystems, interactions take place across ownership boundaries and the  
718 combination of interactions can be unpredictable. Identifiers provide the means for all resources important  
719 to a given SOA system to be unambiguously identifiable at any moment and in any interaction.

720 Establishing resource identity and subsequently managing those resources and their identities thus  
721 become an important part technology management.

722 Therefore:

723 **Manage information and ICT system resources as distinct, valued assets**

724 **Manage issues related to the identification, ownership, stewardship and usage policies for each**  
725 **asset type.**



727 Section 3.1.3 of the **[SOA-RAF]** looks at the issue of resources and how they should be identified and  
728 managed.

### 729 **[16] Technology Development and Management**

730 Technological change is more rapid than organizational change and yet governments often find  
731 themselves locked-in to particular technology solutions.



733 **Governments need to protect themselves against the downside of technology evolution and**  
734 **maintain governance of ICT development and deployment**

735 Transformational Government needs a strategic IT platform to guarantee future agility as business and  
736 customer priorities change. Such a platform cannot afford to be locked-in to specific technologies or  
737 solutions that prevent or limit such agility.

738 Therefore:

739 **Concentrate technology resources and efforts around leveraging open standards and SOA**  
740 **Principles so as to ensure development and deployment agility, and support all customer**  
741 **interactions, from face-to-face interactions by frontline staff to online self-service interactions.**

742 **Use the Reference Model for Service-Oriented Architecture [SOA-RM] as the primary source for**  
743 **core concepts and definitions of the SOA paradigm. Have a clear understanding of the goals,**  
744 **motivations and requirements that any SOA-based system is intended to address. Identify**  
745 **boundaries of ownership of all components in any SOA ecosystem.**

746 **Realize discrete services that can perform work on behalf of other parties. Use common building**  
747 **blocks that can be re-used to enable flexible and adaptive use of technology to react quickly to**  
748 **changing customer needs and demands. Have clear service descriptions and contracts for any**  
749 **capability that is offered for use by another party.**

750 | Manage key ICT building blocks as government-wide resources and make them available as **re-**  
751 | **usable**, shared services - in particular common **customer** data sets (e.g. name, address); **common**  
752 | **citizen** applications **and application interfaces** (e.g. authentication, payments, notifications); and  
753 | core ICT infrastructure.

Comment [PFB70]: Issue #89

Comment [PFB71]: Issue #169

Comment [PFB72]: Issue #170

754 | Wherever possible prefer interoperable, open standards, particularly when **these are well**  
755 | supported in the market-place.

756 | Pay due attention to the total cost of ownership and operation of technology and consider the  
757 | possible value of open source when making technology choices.

758

❖ ❖ ❖

759 | This pattern should be seen in conjunction with the [8] *Roadmap for Transformation*.

760 | The [EIF] has a useful definition of “open” in 5.1.1 “Specifications, openness and reuse”.

761



762

## Component 3 – Critical Success Factors

Comment [PFB73]: Issue #182

763

### [17] Critical Success Factors

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There is now an increasing body of research which seeks to understand why some ICT-enabled transformation programs succeed and why others fail. ~~Effective risk management is part of the solution but consideration of a range-A number~~ of critical success factors ~~is-are~~ needed for the delivery processes covered in the patterns above.

Comment [PFB74]: Issue #172

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**Programs and projects which seek to deliver Transformational Government face significant risks to successful delivery. Clarity and insight into the consequences of transformation are needed.**

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It is unrealistic to expect to get everything right first time and moving forward will be a process of continuous improvement. Systems are needed which allow the government organization to understand the current position, to plan, to move quickly, and to learn from experience.

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These risks are not related to the technology itself – which is largely mature and proven – but rather to business and cultural changes. Such changes are needed within government to deliver the business management, customer management and channel management transformations required as part of a Transformational Government program. A conformant program needs to keep track of a core set of critical success factors throughout the lifetime of the program.

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Therefore:

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**Develop then mManage and measure a clearly defined set of Critical Success Factors.**

Comment [PFB75]: Issue #173

781

**Seek regular, independent review of performance against those critical success factors.**

782

**Have mechanisms in place to assess risk and handle monitoring, recovery and roll-back.**

783

❖ ❖ ❖

784

The [TGF Primer] recommends nine core Critical Success Factors:

785

- Strategic Clarity

786

- ~~Program~~ Leadership

Comment [PFB76]: Issue #174

787

- User Focus

788

- ~~Stakeholder~~Engagement with Stakeholders

Comment [PFB77]: Issue #174

789

- Skills

790

- Supplier Partnership

791

- Future-Proofing

792

- Achievable Delivery and

793

- Benefits realization

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[20] *Benefits Realization* is used to measure the level of success in achieving [17] *Critical Success Factors*.

795

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See “Part II, Component 2: Critical Success Factors” in [TGF Primer] for further details.

Comment [PFB78]: Issue #112 – pattern moved

797

### [18] Skills

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Implementing a Transformational Government program and establishing [9] *Brand-Led Service Delivery* involves taking a holistic, market-driven approach to service design and delivery, which in turn often requires new skills. Part of the responsibility of [2] *Program Leadership* is to ensure that program leaders have the skills needed to drive all aspects of the program. This focus on skills has of course to be part of an effective HR Management discipline.

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**Governments generally lack the key skills to manage service development. Where they do exist there is often reliability on a small number of individuals with no continuity plans in place for when those individuals are either absent for any reason or leave the team.**

805

806

807 We know that the full range of business change, product and marketing management, program  
808 management, and technology skills needed to deliver transformational change does not already exist in  
809 our organization.

810 Many of the policy products required for the Transformational Government program will take us into new  
811 territory and it is unlikely that we will all the skills necessary to develop these in-house.

812 Therefore:

813 **Ensure the right skills mix is available to the program, particularly in the leadership team but also**  
814 **throughout the whole delivery team.**

815 **Map out the required skills together with a clear strategy for acquiring them and a continuity plan**  
816 **for maintaining them.**

817 **Be prepared to buy-in or borrow the necessary skills in the short term to fill any gaps.**

818 **Ensure that the program leaders, i.e. the senior accountable leaders, have the skills needed to**  
819 **drive ICT-enabled business transformation, and have access to external support.**

820 **Ensure there is skills integration and skills transfer by having effective mechanisms to maximize**  
821 **value from the skills available in all parts of the delivery team, bringing together internal and**  
822 **external skills into an integrated team.**

823 ❖ ❖ ❖  
824 The development of a Transformation Competency Framework is a good way of producing a taxonomy of  
825 the competencies required to deliver ICT-enabled transformation, which should then be underpinned by  
826 tools enabling organizations to assess their competency gaps and individuals to build their own personal  
827 development plans. Deployment of a formal competency framework such as [SFIA] can be helpful in  
828 identifying and building the right skill sets. As an example see the UK's eGovernment Competency  
829 Framework which is available at [www.civilservice.gov.uk/my-civil-  
830 service/networks/professional/it/framework.aspx](http://www.civilservice.gov.uk/my-civil-service/networks/professional/it/framework.aspx) .

831 See also [5] Policy Product Management, [19] Supplier Partnership and [17] Critical Success Factors.

Comment [PFB79]: Issue #61

Comment [PFB80]: Issue #112 –  
pattern moved

## 832 **[19] Supplier Partnership**

833 Governments rely heavily on suppliers to deliver large parts of their services. These suppliers are usually  
834 external organizations but they can also be other internal parts of government. The management of  
835 supplier relationships needs to sit above the management of individual contracts and it is important that  
836 distinction is fully understood by all parties.

837 ❖ ❖ ❖  
838 **Transformational Government programs require effective, partnership-based relationships with**  
839 **suppliers.**

840 Supplier partnerships should set out a formalized and robust way of managing, monitoring and  
841 developing supplier **and commissioning party** performance whilst at the same time minimizing risks to the  
842 business. **They 'Partnerships'** focus on the overall relationship **with suppliers over time** rather than the  
843 specific relationship around an individual, **time-limited,** contract.

Comment [PFB81]: Issue #104

Comment [PFB82]: Issue # 105

844 Successful **supplier** partnerships require specific skills sets to effectively manage the relationship.  
845 Attention should be given to this as part of the wider focus on ensuring the requisite skills are available to  
846 the program.

Comment [PFB83]: Issue #106

847 Therefore:

848 **Select suppliers based on long-term value for money rather than **the price in the short-term**, and**  
849 **in particular based on the degree of confidence that the chosen suppliers will secure delivery of**  
850 **the expected business benefits.**

Comment [PFB84]: Issue #107

851 **Manage the relationship with strategic suppliers at the level of top management on both sides of**  
852 **the partnership with joint responsibility for the success of the program.**

853 **Resolve issues on a regular (e.g. daily) basis rather than as part of regular schedule partnership**  
854 **review meetings.**

855 ~~Look for Seek~~ pragmatic solutions to problems and opportunities for improvement within the  
856 overall relationship without contravening any particular contractual term or schedule.  
857 Ensure client/supplier integration into an effective program delivery team with shared  
858 management information systems.  
859 Ensure there is always a win-win situation for both sides of the partnership.

Comment [PFB85]: Issue #108

Comment [PFB86]: Issue #109

860 ❖ ❖ ❖  
861 A good example of Supplier Management Guidelines is available at:  
862 [www.ogc.gov.uk/contract\\_management\\_strategic\\_supplier\\_management.asp](http://www.ogc.gov.uk/contract_management_strategic_supplier_management.asp)

863 See also the [3] *Engagement with Stakeholders*, [718] *Skills* and [87] *Franchise Marketplace*.

Comment [PFB87]: Issue #111

Comment [PFB88]: Issue #182

## 864 **Component 4 – Benefits Realization Strategy**

### 865 **[20] Benefits realization**

Comment [PFB89]: Re-ordered  
(previously pattern [11])  
Issue #185

866 No program has any value if it does not or cannot deliver what has been promised. Benefits Realization is  
867 therefore a core responsibility for the [2] *Program Leadership*.

868 ❖ ❖ ❖  
869 **All intended benefits need to be delivered in practice, and this will not happen without pro-active**  
870 **benefits management.**

871 Many organizations often fail ~~to~~ pro-actively ~~to~~ manage the downstream benefits after an individual ICT  
872 project or program has been completed. Often, ICT programs are seen as “completed” once the technical  
873 implementation is initially operational. Yet in order to reap the full projected benefits (efficiency savings,  
874 customer service improvements etc.), on-going management is essential, often involving significant  
875 organizational and cultural changes. The Transformational Government Framework does not seek to  
876 specify in detail what benefits and impacts a Transformational Government program should seek to  
877 achieve – that is a matter for each individual government ~~– h- H~~ However, the TGF does set out a best  
878 practice approach to benefits realization.

Comment [PFB90]: Issue #117

Comment [PFB91]: Issue #118

Comment [PFB92]: Issue #62

879 Therefore:  
880 **Establish a benefits realization strategy to ensure that the intended benefits from the**  
881 **Transformational Government program are delivered in practice. Build that strategy around the**  
882 **three pillars of (i) Benefit Mapping, (ii) Benefit Tracking and (iii) Benefit Delivery:**

- 883 (i) **Set out all the intended outcomes from the transformation program and be clear how the**  
884 **outputs from specific activities and investments in the program flow through to deliver**  
885 **those outcomes;**
- 886 (ii) **Baseline current performance against the target output and outcomes, define “smart”**  
887 **success criteria for future performance, and track progress against planned delivery**  
888 **trajectories aimed at achieving these success criteria; and**
- 889 (iii) **Ensure that governance arrangements are in place to ensure clear accountabilities for the**  
890 **delivery of every intended outcome.**

Comment [PFB93]: Issue #119

891 ❖ ❖ ❖  
892 See also Component 4 (“Benefits realization Strategy”) of the [TGF Primer] for further details. The  
893 benefits realization strategy should be a formal document, developed as part of the [5] *Policy Product*  
894 *Management* process and in collaboration with [3] *Engagement with Stakeholders*. Benefits realization is  
895 an integral part of the [17] *Critical Success Factors*, and review of progress against the benefits  
896 realization strategy should be part of the checkpoint process recommended therein.

### 897 3 Conformance

898 The following ~~conformance~~-statements indicate whether, and if so to what extent, each of the above  
899 patterns ~~above~~ are to be used in a conformant transformational government program.

Comment [PFB94]: Issue #175

900 All conformant Transformational Government programs:

- 901 1. **MUST** use the [1] *Guiding Principles*;
- 902 2. **MUST have** [2] *Program Leadership* including:
  - 903 - Clear accountability at both the political and administrative levels;
  - 904 - Deployment of formal program management disciplines;
  - 905 - A clearly identified mix of leadership skills;
  - 906 - Engagement of a broad-based leadership team across the wider government.
- 907 3. **MUST** demonstrate [3] *Engagement with Stakeholders*;
- 908 4. **MUST** agree and use a [4] *Common Terminology*;
- 909 5. **SHOULD-MUST** create a Policy Product Map (using the matrix as a tool to help identify the Policy  
910 Products required) within the relevant government as outlined in [5] *Policy Product Management*;
- 911 6. **MUST** have a [6] *Transformational Business Model*;
- 912 7. **SHOULD** ~~use-consider~~ the [7] *Franchise Marketplace* ~~model as the recommended approach to~~  
913 ~~implementing the~~ [6] *Transformational Business Model*;
- 914 8. **MUST** have a [8] *Roadmap for Transformation*;
- 915 9. **MUST** have a [9] *Brand-Led Service Delivery Strategy*, which is agreed and managed at a whole-of-  
916 government level and which addresses:
  - 917 - Customer Insight
  - 918 - Product Management
  - 919 - Marketing and communication;
- 920 10. **MUST** have a [10] *Stakeholder Empowerment* framework, which encourages and enables service  
921 innovation in the Citizen-to-Citizen, Business-to-Citizen, Citizen-to-Government, and Business-to-  
922 Government sectors;
- 923 11. **MUST** have a [11] *Customer Identity Management* framework, which:
  - 924 - Uses a federated business model;
  - 925 - Uses a service-oriented architecture (as part of the wider SOA described in the TGF  
926 Technology Management Framework);
  - 927 - ~~is citizen-centric, giving citizens~~ Gives people control over, as well as choice and  
928 transparency ~~over-regarding, their~~ personal data;
- 929 12. **MUST** have a [12] *Channel Management Framework*;
- 930 13. **MUST** include [13] *Channel Mapping*;
- 931 14. **MUST** address [14] *Channel Transformation*;
- 932 15. **MUST** provide [15] *Resources Management*;
- 933 16. **MUST** address [16] *Technology Development and Management*;

Comment [PFB95]: Issue #177

- 934 **17. MUST** measure and manage [17] *Critical Success Factors*] and **SHOULD** consider using at a  
935 minimum the specific critical success factors outlined in the [TGF Primer].
- 936 **18. MUST** address [18] Skills issues;
- 937 **19. MUST** establish a [19] *Supplier Partnership*.
- 938 **20. MUST** have a [20] *Benefits Realization* strategy which addresses the areas of benefits mapping,  
939 benefits tracking and benefits delivery.

---

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959

## B. Revision History

960

Revision	Date	Editor	Changes Made
01-incomplete	2011-05-17	Peter F Brown	Initial Draft – incomplete
02-complete	2011-06-13	Peter F Brown	Complete draft – first full (draft) set of patterns
03-incomplete	2011-07-05	Peter F Brown	Incorporates comments, edits from TC members
03-incomplete	2011-07-11	Peter F Brown	Update of missing patterns and revisions of text so far. Two patterns, [4] and [18], still missing
03-complete (This document)	2011-07-13	Peter F Brown	Completed draft. Ready for submission as Committee Specification Draft
03-complete	2011-07-18	Peter F Brown	Minor typos corrected
03-complete	2011-07-20	Peter F Brown	Typos and minor textual amendments proposed by Nig Greenaway
04	2011-08-03	Peter F Brown	Amendment to conformance clause 9 modified as per TC vote on 21 July 2011 Acknowledgments section completed
<u>05</u>	<u>2011-11-10</u>	<u>Peter F Brown</u>	<u>Disposition of issues from Public Review (CDPRD01). Some minor formatting issues remain</u>

961