

**WRITTEN QUESTION TO THE ASSISTANT CHIEF MINISTER
BY DEPUTY S.Y. MÉZEC OF ST. HELIER SOUTH
QUESTION SUBMITTED ON MONDAY 20th FEBRUARY 2023
ANSWER TO BE TABLED ON MONDAY 27th FEBRUARY 2023**

Question

“Will the Assistant Minister provide a breakdown for the last 8 years of the projects that have existed for the purposes of implementing e-government, with an explanation as to the direct benefit each has provided to Islanders who interact with Government services and how much they cost (including how much, if anything, has been written off because of failed or halted projects)?”

Answer

Written question 6/2019 confirmed the spend on the e-government programme up to 31 December 2018. Since January 2019 an additional £730,000 was spent, which included the delivery of a Digital ID.

The programme delivered the following capabilities:

- A central register of people (individuals) who have had an interaction with Government. This is known as the People Directory
- An “Enterprise Service Bus” which enables connection and integration between IT systems. Internally this is known as the Integration Layer
- An online forms platform, Granicus, to deliver citizen / service user facing functionality to replace paper or PDF forms
- A Digital ID through Yoti that enables individuals to be authenticated and gain access to secure services

All these capabilities are still in place and used on a daily basis.

The online forms platform has 333 forms live as at 31 January 2023. The Yoti Digital ID has over 40,000 registered users and the new JerseyMe Digital ID has more than 2,500 registered users since it was launched in summer 2022.

The People Directory, Integration Layer, Online Forms Platform and Digital ID are the basis upon which several key digital services have been developed, including the Personal Income Tax return and the capabilities used in the COVID-19 response such as border testing, vaccination bookings and vaccination certification (supplemented by new technology for COVID to deliver more interactive services).

Work to deliver digital government is ongoing and a digital leadership group has been put in place to drive formation of a digital strategy.

[\(6\) approved and answered dep morel to cm re spending on egov.pdf](#)