

**WRITTEN QUESTION TO THE CHIEF MINISTER  
BY DEPUTY S. Y. MÉZEC OF ST. HELIER  
ANSWER TO BE TABLED ON MONDAY 5th OCTOBER 2015**

**Question**

Following the decision earlier this year to temporarily take a break from implementing e-Government, could the Chief Minister outline at what stage this is at now and state how much money has been spent on what in the intervening period?

**Answer**

eGov is a complex programme established to transform services across the States of Jersey. Services are being reengineered both within and across existing departmental boundaries.

The programme aims to:

- Reorganise services around customers and move services online
- Deliver a more efficient public sector
- Stimulate the local digital industry.

A briefing will be arranged for States Members to explain progress in detail. In summary, progress to date includes: -

**Business change**

A *Design Authority* is being established to create the layout for, amongst other things, systems and data architecture. This will help the States of Jersey adopt organisation-wide, rather than departmental, solutions. This will improve customer service and internal efficiency. We are currently out to tender for this work.

A *portfolio governance* function is also being established to manage the complex interdependencies of the Reform and eGov programmes and to ensure benefits are clearly identified and realised.

**Technical developments**

Business requirements for online authentication have been established and we are in the advanced stages of negotiation with industry bodies.

**Foundations**

We are working on publishing open government data, a natural extension to our approach to Freedom of Information. We are also expanding our ability to take online payments across the States of Jersey.

**Processes**

A broad range of services are being simplified and moved online. This is being done both within and across departments, the latter under the banner of '*Tell us once*'.

This will make it easier for Islanders to inform government of changes in their circumstances so that eventually they will need to give information to just one department.

Several of these improvements have already been delivered:

- new epayments (Social Security);
- Health Screening appointments in some areas (HSSD)
- rate payment (parishes);
- several more are due later this year and early next year, including GST payment (HA); pensions applications (SSD); fault reporting (TTS)

### ***Tell us Once***

Four services - registration of new residents, new businesses, births and deaths - have been joined up across multiple service providers including States departments, parishes; Jersey Financial Services Commission, GPs and funeral directors. This demonstrates designing services around customers extends beyond the boundaries of the public sector.

The *Tell us Once* programme has now started work on change of details (e.g. address, email, telephone); and the combined return (manpower, ITIS and contributions).

### **Expenditure**

Expenditure from 1st January 2015 – 30th September 2015 has been £870,000. This is within budget, and includes £576,000 on eGov implementation and staff costs, and £161,000 on *Tell us once*.