

**WRITTEN QUESTION TO THE CHIEF MINISTER
BY DEPUTY S.Y. MÉZEC OF ST. HELIER
ANSWER TO BE TABLED ON TUESDAY 24th MARCH 2015**

Question

Further to the Minister's answer tabled on 10th March 2015 to question 8666, could a breakdown of the £219,000 spent on the implementation phase of eGovernment be provided and could the Minister further explain what tangible benefit can be attributed to the cost of attempting to implement eGovernment so far?

The Chief Minister has stated in the Assembly that he is aiming to produce a new timetable for the implementation of eGovernment, could he therefore indicate when that timetable will be completed?

Answer

£206,000 represents the full costs of the eGovernment team, which numbered 3 FTE, in 2014. The balance of £13,000 was for a mix of internal communications, a research trip to Estonia and supplies such as computer hardware and software.

The eGovernment team has supported delivery of a number of tangible benefits, including a design and business case for eGovernment which was approved by the Council of Ministers and remains in place. Work is also progressing on digital identification, to allow customers to access services online.

Smaller, although still significant, elements of work include initiatives in various departments, such as the ability to pay social security contributions online. We will soon be offering online planning submissions.

A new approach to eGovernment is being developed and we expect to start procuring services in May 2015. Activity on eGovernment continues to progress during this re-planning phase. A number of eGovernment projects are already underway, and more have been started since January. This ensures that while we develop complex technical design in the background, we are delivering improved services to customers in the foreground.