



| States Assembly

States Greffe

Dr Andrew McLaughlin
Chief Executive
Government of Jersey
BY EMAIL

25 February 2025

Dear Andrew,

Thinkpiece: Learning from previous IT implementations

As you will be aware the Comptroller and Auditor General (C&AG), has published a [Thinkpiece: Learning from previous IT implementations](#) on the 14 February 2025. Whilst this is not a formal audit that requires an Executive Response, the Public Accounts Committee (PAC) is keen to understand how the Government intends to act on the suggestions set out in the Thinkpiece.

The Thinkpiece identifies eight key areas of learning relevant to the States:

- Setting a strategic vision
- Articulating the business case
- Effective procurement
- Stakeholder engagement
- Programme and project management
- Cost and financial controls
- Capacity and management of contractors; and
- Tracking and realising benefits.

Can you please advise the PAC on how the Government are going to take forward the suggestions around the eight key areas in the Thinkpiece. In particular, we would appreciate any specific actions planned (or already underway) and indicative timescales for delivery.

There is one area in particular within the Thinkpiece that the PAC would like further comment from yourself on following the discussion that we had at the most recent quarterly hearing:

“I recognise that the Government has undertaken an exercise to prioritise the IT projects for investment as part of the proposed Budget 2025 to 2028. The prioritisation and re-prioritisation of projects and programmes in the absence of a coherent overarching vision and strategy however creates increased risks that projects and programmes will be implemented in a sub-optimal way and may not deliver intended benefits to citizens.”

“I reiterate the recommendation made in previous reviews that the States of Jersey should finalise the development, approval and adoption of an overarching technology strategy for Government.”

The PAC would be grateful for your response by 24th March 2025. Please note that it is the intention of the PAC to publish your response on the States Assembly website unless advised otherwise.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Inna', followed by a horizontal dash.

Deputy Inna Gardiner
Chair
Public Accounts Committee