

### Transformational Government: Implementation Plan Action list

		Work strand	Page	Para	Action/Detail	To be completed	BRAG status
1	CBC	Citizen and Business Centred Services: Varney Review (intro)	0	4	<p>Improve service delivery and efficiency by looking at how</p> <ul style="list-style-type: none"> <li>• channels can be made more efficient and responsive to the needs of citizens and businesses <b>(para 4)</b>; and</li> <li>• further improvements can be made in call centres and local office networks <b>(para 4)</b>,</li> <li>• processes can be reformed for handling identity <b>(para 4)</b>.</li> </ul>	Nov 2006	Completed
2	CBC	Citizen and Business Centred Services/Service Design: Systematic engagement (p 9 – 10)	9	22.1	The Government Social Research Unit to issue standards to ensure the consistency and comparability of customer insight research <b>(para 22.1)</b>	Nov 2006	Completed
3	CBC	Citizen and Business Centred Services/Service Design: Systematic engagement (p 9 – 10)	9	22.2	A new professional framework for communication and marketing <b>(para 22.2)</b>	Nov 2006	Completed
4	CBC	Citizen and Business Centred Services/Service Design: Systematic engagement (p 9 – 10)	9	22.3	Service Transformation Board to identify common service delivery themes that need action <b>(para 22.3)</b> .	Nov 2006	Completed
5	CBC	Citizen and Business Centred Services/Service Design: Systematic engagement (p 9 – 10)	9	22.4	The Service Design Authority to provide a combined picture for the Board of research output and insight <b>(para 22.4)</b>	Nov 2006	Completed
6	CBC	Citizen and Business Centred Services/Service Design: Systematic engagement (p 9 – 10)	9	22.5	The Service Transformation Board will commission further research where necessary to fill any gaps in available research from other sources <b>(para 22.5)</b>	Nov 2006	Ongoing - responsibility for this assumed by the Customer Insight Forum whose work feeds into the Delivery Council (the body which replaced the Service Transformation Board in 2006)
7	CBC	Citizen and Business Centred Services/Service Design: Customer Group Directors (p 10-11)	10	26	CGD for Older People to lead a group of organisations to deliver a series of cross cutting initiatives. <b>(para 26)</b>	Nov 2006	Completed
8	CBC	Citizen and Business Centred Services/Service Design: Customer Group Directors (p 10-11)	10	26	The experience of CGDs will be monitored and expanded to new areas <b>(para 28)</b>	Nov 2006	Completed
9	CBC	Citizen and Business Centred Services/Service Design:	10	26	Further appointments will be announced in November 2006. <b>(para 28)</b>	Nov 2006	Action subsequently overtaken by uprating of Delivery Council

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		<b>Customer Group Directors (p 10-11)</b>					
10	CBC	<b>Citizen and Business Centred Services/Service Design: Service design principles (p11 – 12)</b>	11	31	Service Transformation Board to establish itself as a clearing house for dealing with the obstacles to service transformation. <b>(para 31)</b>	Nov 2006	Completed
11	CBC	<b>Citizen and Business Centred Services/Service Design: Modern channels (p12-13)</b>	11	34	Each Department to review its websites, including proposed trajectories for reducing number of websites overall and converging on Directgov/Business Link <b>(para 34)</b>	Nov 2006	Completed.
12	CBC	<b>Citizen and Business Centred Services/Service Design: Modern channels (p12-13)</b>	11	36	Knowledge sharing about successful and innovative use of mobile devices to improve access for citizens <b>(para 36)</b>  Publish learning from existing pilot applications of mobile technology in central and local government <b>(para 36)</b>	Nov 2006	Completed
13	CBC	<b>Citizen and Business Centred Services/Service Design: Modern channels (p12-13)</b>	11	38	Service Transformation Board to agree an overall channel architecture for government <b>(para 38)</b>	Nov 2006	Completed
14	SS	<b>Shared Services: HR, finance and other corporate services (p14-15)</b>	14	45	Plans to be prepared for all 9 sectors <b>(para 45/46)</b>	Nov 2006	Partially completed  Sector plan for Local Government due 2008.
15	SS	<b>Shared Services: HR, finance and other corporate services (p14-15)</b>	16	49	Procurement principles and a procurement strategy to be developed and launched <b>(para 49)</b>	Nov 2006	Completed
16	CI	<b>Common infrastructure (p16)</b>	16	51	Develop and publish a common infrastructure roadmap <b>(para 51)</b>	Nov 2006	Completed
17	IM	<b>Information management (p18)</b>	18	60.1	Ensure interoperability between the various secure email systems being delivered across the public sector to support multi-agency working <b>(para 60.1)</b>	Nov 2006	Completed
18	IM	<b>Information management (p18)</b>	18	60.2	Develop the next generation of Electronic Document and Records Management systems <b>(para 60.2)</b>	Nov 2006	Completed
19	IM	<b>Information management (p18)</b>	18	60.3	Enable the easier sharing of information between authorised users via the Government Secure Intranet <b>(para 60.3)</b>	Nov 2006	Completed
20	IM	<b>Information management (p18)</b>	18	60.4	Make collaborative tools already used in departments available for wider re-use. <b>(para 60.4)</b>	Nov 2006	Completed
21	IM	<b>Information management</b>	19	61	Publish progress report <b>(para 61)</b>	Nov 2006	Completed

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		(p18)					
22	IA	Information assurance (p19)	19	64	Publish guidance on revised security policy (para 64)	Nov 2006	Completed
23	ID	Identity management (p20)	20	67.1	Governance structure for identity management across Government (para 67.1)	Nov 2006	Completed
24	ID	Identity management (p20)	20	67.2	Development of a tool to support customer service and risk managers in the design of identity registration and authentication services.(para 67.2)	Nov 2006	Completed
25	ID	Identity management (p20)	20	67.3	Study by HMRC and DWP on possibility of wider use of the National Insurance Number (para 67.3)	Nov 2006	Completed
26	ID	Identity management (p20)	20	67.4	Report by the Office of Government Commerce of a Kelly Study into the market for biometric identity systems (para 67.4)	Nov 2006	Completed
27	ID	Identity management (p20)	20	67.5	Talks with international partners on the major biometric identification schemes being planned (para 67.5)	Nov 2006	Completed
28	TS	Technical standards and architecture (p21)	21	69	Publish a standard Enterprise Architecture reference model. (para 69)	Nov 2006	Completed
29	TS	Technical standards and architecture (p21)	21	70.1	Address the technical barriers and costs to data sharing by agreeing a standard technical architecture (para 70.1)	Nov 2006	Completed
30	TS	Technical standards and architecture (p21)	21	70.2	Develop a consolidated IP-based network architecture for government, including GSI and Voice Over IP (para 70.2)	Nov 2006	Completed
31	TS	Technical standards and architecture (p21)	21	71	Agree a three-year programme of standards and technology development across government (para 71)	Nov 2006	Completed
32	SS	Sharing culture (p22)	22	76.5	Support for study to establish a core set of agreed performance standards for efficiency and effectiveness for corporate services across government. (para 76)	Nov 2006	Completed
33	SS	Sharing culture (p22)	22	76.1	Revise guidance on headcount caps (para 76)	Nov 2006	Completed
34	SS	Sharing culture (p22)	22	76.3	Study of VAT issues in relation to the use of shared services by non-departmental public bodies. (para 76)	Nov 2006	Completed
35	SS	Sharing culture (p22)	22	76.4	Legal advice is being sought on EU procurement rules issues. (para 76)	Nov 2006	Completed
36	PM	Portfolio management (p24)	24	81.1	Collate information on the "biggest projects" which are mission critical or market shaping (para 81.1)	Nov 2006	Completed
37	PM	Portfolio management (p24)	24	81.2	Collate information on projects in the Finance and Human Resources area within the Shared Services programme. (para 81.2)	Nov 2006	Completed
38	PM	Portfolio management (p24)	24	81.3	Collate information on Identification and data sharing programmes (para 81.3)	Nov 2006	Completed
39	PM	Portfolio management (p24)	24	81.4	Collate information on Replacement of legacy VME systems (para 81.4)	Nov 2006	Completed
40	PRO	IT profession in	25	88	Accreditor's Forum will be established and the first training	Nov 2006	Completed

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		government (p25)			courses will be certified for IT Security Professionals in Government. <b>(para 88)</b>		<b>Completed</b>
41	PRO	IT profession in government (p25)	25	89.1	Over 8,000 'registers of interest' in the Government IT Profession <b>(para 89.1)</b>	Nov 2006	
42	PRO	IT profession in government (p25)	25	89.2	Identify competency leads and IT Profession members in the majority of central government departments <b>(para 89.2)</b>	Nov 2006	
43	PRO	IT profession in government (p25)	25	89.3	Agree Strategies for roll-out across the wider public sector and begin roll-out <b>(para 89.3)</b>	Nov 2006	
44	PRO	IT profession in government (p25)	25	92	Develop of a full strategy for establishment of the IT Academy <b>(para 92)</b>	Nov 2006	<b>Completed</b>
45	PRO	IT profession in government (p25)	25	93	Consider skills and culture implications for the whole of the public sector <b>(para 93)</b>	Nov 2006	<b>Completed</b>
46	RPD	Reliable project delivery (p27)	27	96.1	Finalise and approve project control processes and governance structures and implementation plan <b>(para 96.1)</b>	Nov 2006	<b>Completed</b>
47	RPD	Reliable project delivery (p27)	27	96.2	Finalise and approve detailed plans and processes for engagement with key technology-enabled business change programmes. <b>(para 96.2)</b>	Nov 2006	<b>Completed</b>
48	SMI	Supplier management (p28)	28	102	Pilot and phased introduction of a Common Assessment Framework <b>(para 102)</b>	Nov 2006	<b>Completed</b>
49	SMI	Supplier management (p28)	28	102	Development of a parallel assessment framework for suppliers to give feedback to government on its performance as client <b>(para 102)</b>	Nov 2006	<b>Completed</b>
50	SMI	Supplier management (p28)	28	103	Implement process of Supplier Performance Plans - six monthly assessment and performance planning agreed between suppliers and Government <b>(para 103)</b>	Nov 2006	<b>Completed</b>
51	INN	Innovation (p29)	29	106.1	Build innovation into the competency frameworks for all civil servants <b>(para 106.1)</b>	Nov 2006	<b>Agreed with CSCG that this will be addressed in the next regular revision of the competency framework</b>
52	INN	Innovation (p29)	29	106.2	Develop a framework for encouraging innovation across government and identify priority areas for development <b>(para 106.2)</b>	Nov 2006	<b>Completed</b>
53	INN	Innovation (p29)	29	106.3	Develop a business model and supporting tools for the innovation process <b>(para 106.3)</b>	Nov 2006	<b>Completed</b>
54	INN	Innovation (p29)	29	106.4	Establish an online space to share research, ideas and information <b>(para 106.4)</b>	Nov 2006	<b>Completed</b>
55	CBC	Citizen and Business Centred Services/Service Design: Modern Channels (p12-13)	12	35	Public service providers to build customer ability to verify basic personal details into the design of services <b>(para 35)</b>	July 2007	<b>Partially completed- STA Tell Us Once service to be rolled out by 2011</b>
56	TS	Technical standards and architecture (p21)	21	72	UK geographic information strategy to maximise exploitation and benefit and to provide framework to guide regional and local initiatives <b>(para 72)</b>	July 2007	<b>Partially completed: submitted to Ministers and due to be published early 2008</b>
57	PM	Portfolio management (p24)	24	83.1	Refine and extend the Portfolio Management approach to a wider range of projects and programmes in government. <b>(para 83.1)</b>	Nov 2007	<b>Completed</b>
58	PM	Portfolio management	24	83.2	Use portfolios already in place to manage supply and	Nov 2007	<b>Completed</b>

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		(p24)			demand; identify further opportunities and help to set priorities <b>(para 83.2)</b>		
59	PM	Portfolio management (p24)	24	83.3	Ensure that decisions taken in the CSR reflect up-to-date portfolios <b>(para 83.3)</b>	Nov 2007	Completed
80	PM	Portfolio management (p24)	24	83.4	Follow up the CSR with revised portfolio assessments reflecting allocation decisions and new PSA targets <b>(para 83.4)</b>	Nov 2007	Completed
61	CBC	Citizen and Business Centred Services/Service Design: Service design principles (p 11 – 12)	11	32	In 2007, the Service Transformation Board will be tracking the effectiveness of these initiatives and reporting on its conclusions <b>(para 32)</b>	Dec 2007	Completed: to be covered by Sir David Varney in 1 <sup>st</sup> Annual Report
62	DS	Data sharing (p17)	17	56.1	A statement of the Government's position on data sharing <b>(para 56.1)</b>	Dec 2007	Completed: Vision published September 2006
63	DS	Data sharing (p17)	17	56.2	A 3-5 year information strategy <b>(para 56.2)</b>	Dec 2007	Not yet completed
64	DS	Data sharing (p17)	17	56.3	New guidance for staff setting out clearly what the rules are and where they must exercise their discretion <b>(para 56.3)</b>	Dec 2007	Not yet completed
65	DS	Data sharing (p17)	17	56.4	Clearer exposition of policy on the use of statutory gateways <b>(para 56.4)</b>	Dec 2007	Not yet completed
66	DS	Data sharing (p17)	17	58	Informed public debate on both the benefits and the risks of data sharing with a communication programme <b>(para 58)</b>  Departments to align plans for future data sharing with the Government's position on data-sharing <b>(para 58)</b>	Dec 2007	Not yet completed
67	PRO	IT profession in government (p25)	25	89.4	Nominate individuals to lead each competency across the whole of the wider public sector. <b>(para 89.4)</b>	Dec 2007	Completed
68	GEN	Engaging local authorities (page 7 of Implementation Plan)	7	16.1	Discussion document to explore the themes in the strategy from a local government perspective <b>(para 16.1)</b>	Ongoing	Completed
69	GEN	Engaging local authorities (page 7 of Implementation Plan)	7	16.2	Wider debate on how to take forward implementation of the strategy <b>(para 16.2)</b>	Ongoing	Completed – with formation of Delivery Council to take forward
70	GEN	Engaging the Devolved Administrations page 7)	7	17	How to achieve a more inclusive approach with the Devolved Administrations <b>(para 17)</b>	Ongoing	Completed – DA reps on CIO and CTO Councils and other key bodies
71	CBC	Citizen and Business Centred Services/Service Design: Customer Group Directors (p 10-11)	10	25	Two Customer Group Directors will take the lead in cross-government service improvement from the perspective of a group of customers <b>(para 25)</b>	Ongoing	Ongoing
72	DS	Data sharing (p17)	17	54	Government (and Information Commissioner's Office) to clarify its strategy for data sharing, and to see what more can be done to retain trust in services that involve sharing information <b>(para 54)</b>	Ongoing	Completed: Vision and IC Standard Code of Practice
73	DS	Data sharing (p17)	17	57	Review of the penalties for wilful misuse or illegal sharing of data <b>(para 57)</b>	Ongoing	Completed

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74	IA	Information assurance (p19)	19	65	Ongoing work with Microsoft and IBM to enhance the security of future Windows and Open Source products (para 65)	Ongoing	Ongoing
75	ID	Identity management (p20)	20	67.6	Implementing the Hampton Review recommendations (para 67.6)	Ongoing	Ongoing
76	SS	Sharing culture (p22)	22	76.2	Consideration of issue of funding for cross-government projects (para 76)	Ongoing	Ongoing
77	PRO	IT profession in government (p25)	25	87.1	Continue to develop competency and skills frameworks and the processes that support their use by HR Directors across Government (para 87.1)	Ongoing	Ongoing
78	PRO	IT profession in government (p25)	25	87.2	Ensure that the views of the CIO Council on issues such as pay are represented centrally (para 87.2)	Ongoing	Ongoing
79	PRO	IT profession in government (p25)	25	87.3	Continue to work in partnership with the Programme & Project Management and Procurement professions (para 87.3)	Ongoing	Ongoing
80	PRO	IT profession in government (p25)	25	87.4	Support the development of IT awareness and IT-enabled business change management skills (para 87.4)	Ongoing	Partially completed – remaining deliverables of IT skills for non-IT profs blueprint by end 2008
81	PRO	IT profession in government (p25)	25	87.5	Work with the Capability Review programme to identify the expected IT capabilities for each organisation and support those organisations (para 87.5)	Ongoing	Completed
82	PRO	IT profession in government (p25)	25	90.1	Deliver a broad programme of communications events (para 90.1)	Ongoing	Completed
83	PRO	IT profession in government (p25)	25	90.2	Develop a people charter (para 90.2)	Ongoing	Completed
84	RPD	Reliable project delivery (p27)	27	97.1	Ensure robust management and controls of all IT enabled business change programmes and projects (para 97.1)	Ongoing	Phase 1 –completed (process agreed)
85	RPD	Reliable project delivery (p27)	27	97.2	Ensure processes in place to learn and disseminate best practice and to measure its effectiveness (para 97.2)	Ongoing	Phase 1 –completed (process agreed)
86	SMI	Supplier management (p28)	28	100	Carry out a six-monthly forward look at the demand and supply of IT services to government (para 100)	Ongoing	Completed
87	SMI	Supplier management (p28)	28	101	Ensure continuous improvement processes for information extranet accessible by 165 public sector organisations and supplier intelligence “hub” for public sector bodies with supplier management (para 101)	Ongoing	Completed
88	INN	Innovation (p29)	29	105	Share knowledge more systematically within the government IT community, and work with other sectors (para 105)	Ongoing	Ongoing