

Putting Citizens and Businesses in Control – from Procrustes to Proteus via Haldane

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Procrustes, Proteus, Haldane – who they?!



- Procrustes
 - We'll service you if you fit our tests and types, and if not we'll make you fit!
- Proteus
 - We'll change shape and adapt the delivery to suit your needs
- Haldane
 - The architect of UK's machinery of government in 1918

A new Haldane?



- **“We are approaching the centenary of the Haldane Report. It is time for a fresh look at the structure of government. It may be that the current departmental structure remains appropriate, but the frequent changes over the last decade suggest that the time is ripe for a new review”**
 - **Select Committee on Public Administration June 2007**

The Haldane dilemma revisited

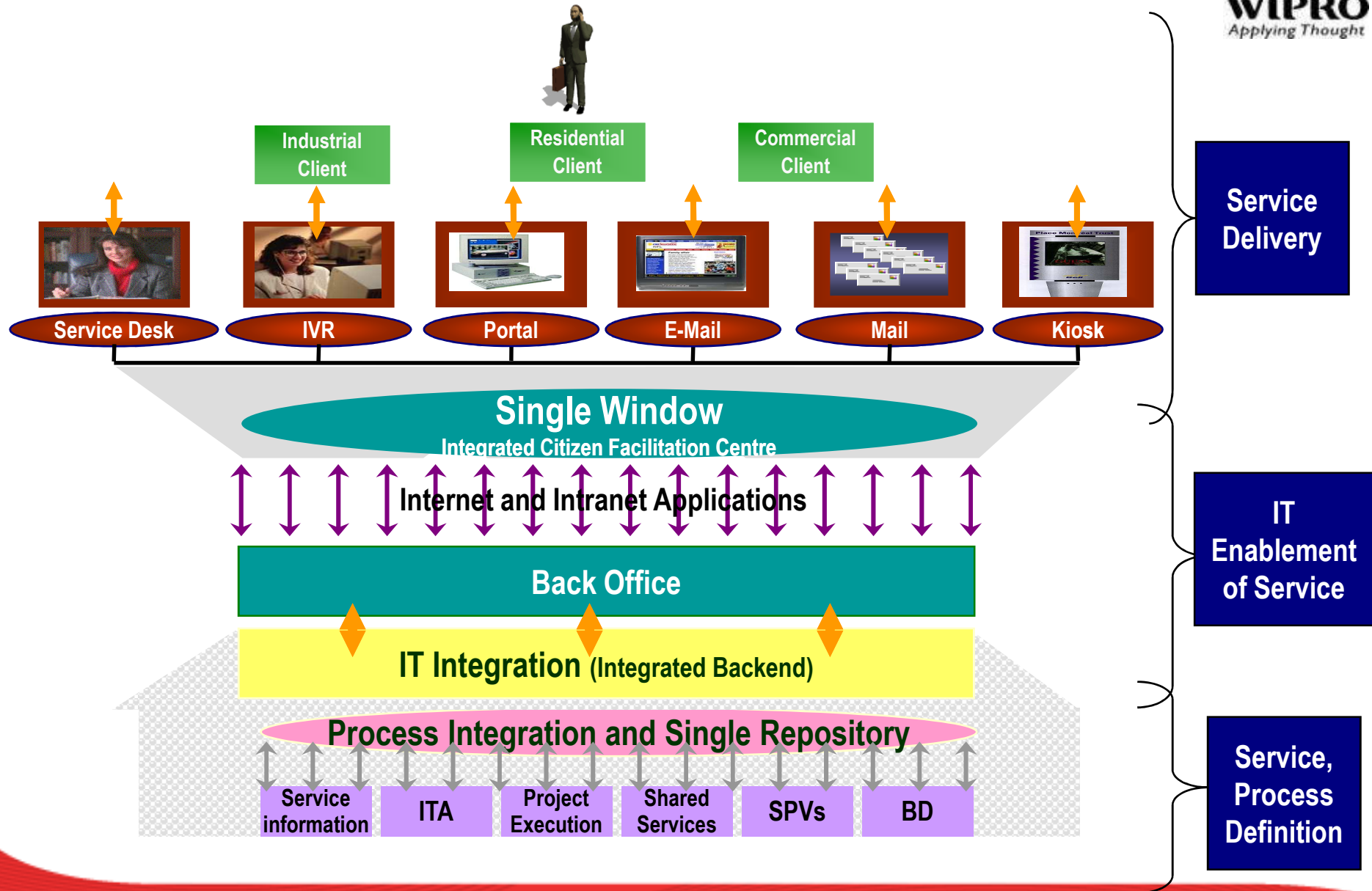


- The Haldane dilemma:
 - Structure around customer groups – “the persons or classes to be dealt with”
 - Structure around the production teams – “allocation according to the services to be performed”
- Haldane decided that the complexity of different social groups was too great and opted for “Departments”
- Information technology of the time was the telephone, paper and liveried messenger!
- But....

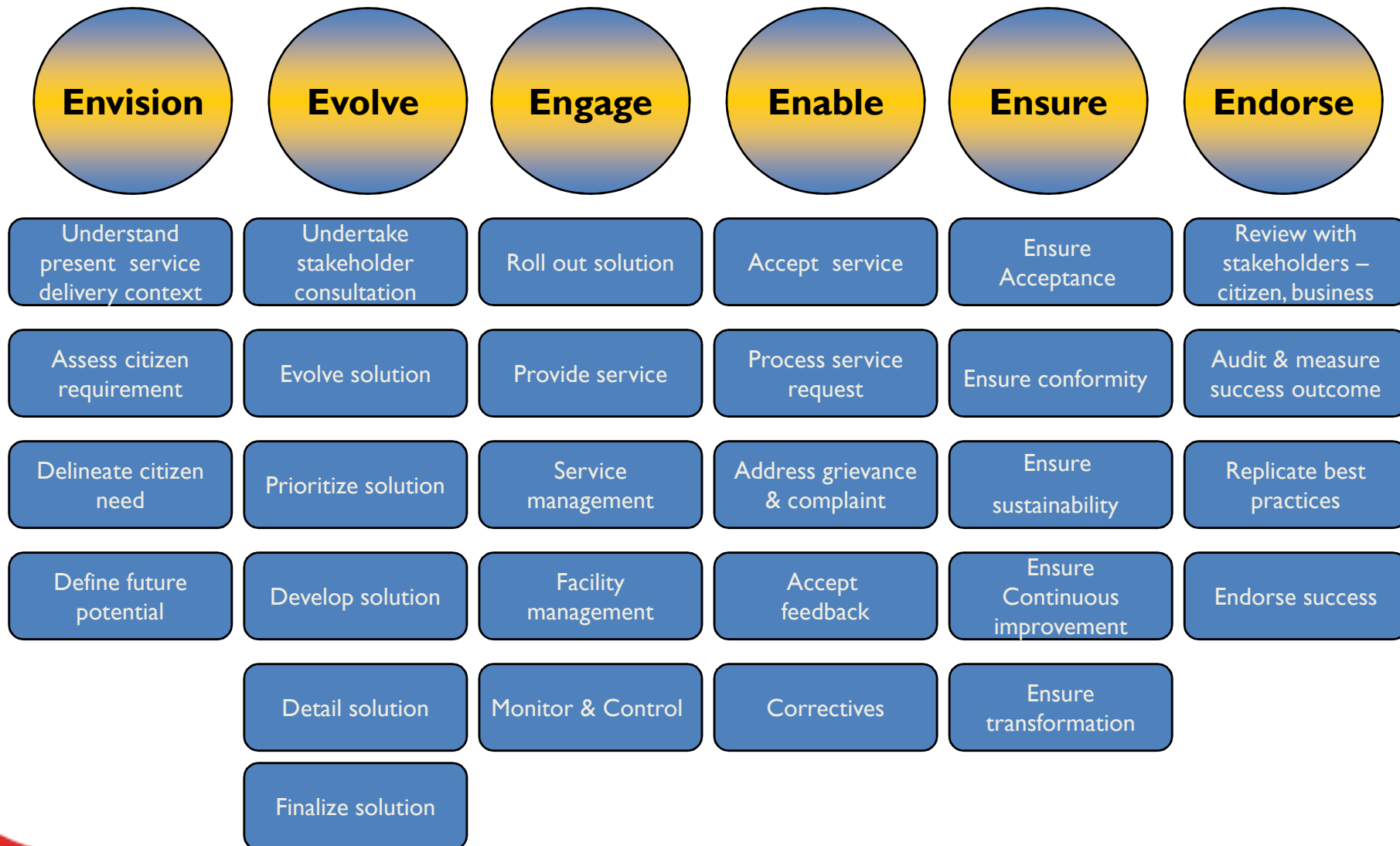
100 years is a long time!



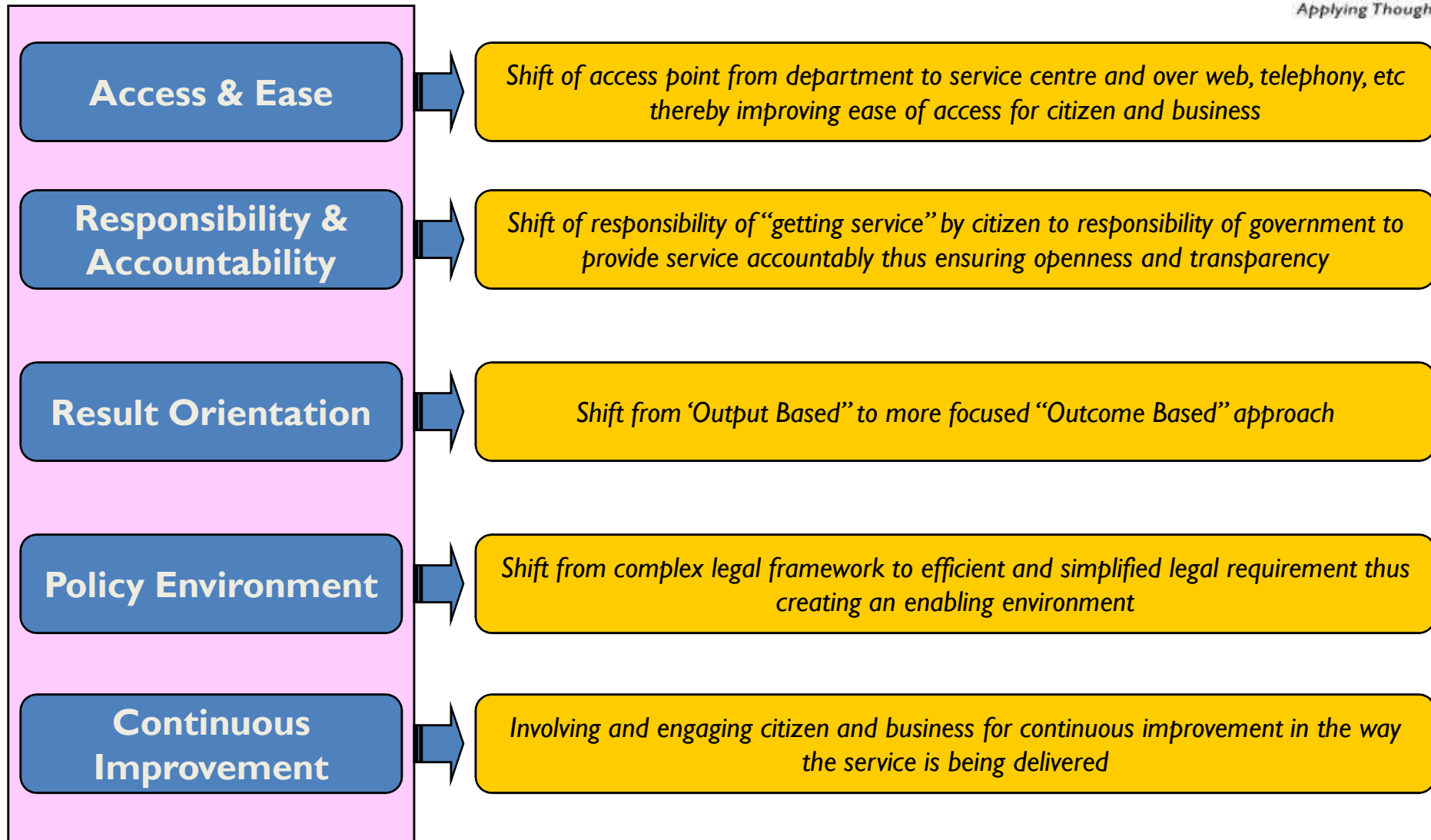
What does this Protean approach look like?

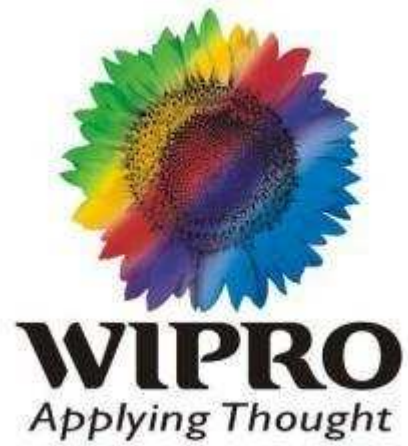


Wipro “e6 Framework” – ICSD Development



Shift in focus – Department to Citizen Centric





Thank You

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