

Comments on Transformational Government Enabled by Technology

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I felt this is an extremely interesting paper but I have certain practical, low cost suggestions which could improve the overall quality of the outcome, as follows:

1. Project Management

Re-introduce the Prince 2 method which was previously a requirement for Government contracts, as this method has a requirement to ensure quality at all stages and ensure effective communication between the Government, the appropriate department, and the suppliers, both at the senior level and at the practical quality assurance level

2. Assuring Quality

Re-introduce the requirement that all suppliers of IT systems should satisfy the - TickIT auditing which is against the ISO 9000:2000 quality standard by registered TickIT auditors, who are approved by an independent certification body. These auditors are both competent in assessing quality and have the necessary current computer knowledge.

3. Business Continuity Plans

To ensure that full Business Continuity Plans have been specified, guaranteed by the supplier and checked by the supplier and particularly for any work undertaken by the supplier offshore.

4. Personal Responsibility for Failed Projects

Consideration of limited personal responsibility for failure of projects or of the j QUT'AWM business continuity plans of those projects, similar to the personal penalties, of reduction of salaries by up to 50% for six months, for certain top executives following the failure in the previous month of the Tokyo Stock Exchange system.

5. Security for General Public - Security Features

To encourage the general public to use the Government systems with confidence, require all appropriate security features to be turned on for personal computer systems, at the time of purchase, by the suppliers

6. Security for the General Public - Passwords

To replace or supplement as soon as possible the use of pin or passwords as a means of identification, by the biometrics information held on the proposed identity cards in order to protect the elderly and those who would become confused by needing to remember combinations of letters and numbers.

7. Increasing Confidence for the Elderly

Actively support local centres to raise awareness and confidence by the elderly in the use of computer systems. Provide training versions of the appropriate government software that could be used at these centres, to increase the confidence of the elderly in their use.