

## Response to Transformational Government Enabled by Technology

In recent years technology and the way in which we use it has changed considerably. Over half of all house holds now have the internet at home and those who don't can still have internet access through schools, libraries, internet cafes etc. The internet has changed and continues to change the ways in which we communicate, shop, gain information, bank and interact with the government.

Currently, an individual's data is held across multiple government databases, and identified using a variety of different numbers: National Insurance Number, Driver Number, Passport Number etc and each of these databases duplicates information such as name, address, date of birth, sex, contact number etc. This means that each time one of these core pieces of information changes by moving house or a name change through marriage, the details have to be changed independently on each database which is time consuming both for the individual and the front line staff who have to effect the change, it also increases the chances of an error occurring.

The government has identified **the need to use shared services to streamline the system making it more effective and to use technology to improve public services by making them more citizen centric, focusing on their needs rather than the needs of the service providers.**

Technology can be used to open up channels to information, it is essential for efficient public services that those on the front line have easy access to the information that enables them to carry out their work effectively.

The government believes that **'technology-enabled transformation will help ensure that: Citizens and businesses have choice and personalisation in their interactions with the government.'**

Systems currently in use across government vary, many are old, are incapable of sharing information and still paper based. New systems that interact, make the sharing and access of relevant information easy and remove the need for staff-intensive paper or form based practices.

The wide availability of the internet has opened up new possibilities for the sharing and access of information. Where as traditionally the citizen might have filled in a paper form and submitted it to a government department where a member of staff would input the information into a database, it is now possible for the citizen to fill in the form online from where it will be directly entered into

the database, reducing the amount of work generated and reducing the risk that the information will be entered incorrectly.

The government has recognised that until recently technology systems were built around the 'product' rather than the needs of the customer whether they are the citizen, health care workers, teachers etc. Information is being collected in a disjointed manner and is not available on demand to those who need it.

The Transformational Government paper uses phrases such as:

**'designed around the citizen or business'**

**'move to a shared services culture'**

to describe the transformations it wants to see in its technology programme.

The PAOGA vision is to hand back control and responsibility for data to the individual. Our technology delivers federated identity facilitating shared services that is Data Protection Act compliant. Its benefits include security, control, consistency, verification, full audit trail and saves time by reducing or removing the need for repetitive data input.

Much information that is held currently in government databases is duplicated. At the core of PAOGAs shared services model is PAOGAperson; a secure data vault that is separate from multiple applications (in skills, health, finance property for example) that can interact with PAOGAperson strictly on a permissions basis. This approach can be applied across the board so that each government department or agency can have an application that is appropriate to the needs of the individual and the front line workers.

One of the governments objectives is to **'Develop modern channels for citizen and business access to services'**. All PAOGA solutions are online applications that are accessible through a highly secure login service called PAOGAnet.

By allowing individuals to manage their own data online through PAOGAperson, time will be saved in data entry, the accuracy of the data is improved and the individuals feel more in control.

Our permissions based system would allow front line staff in hospitals, schools and government departments and agencies online access to relevant information about an individual ensuring that the right information is available to the right people.



PAOGA online systems rapidly increase the speed at which information can be shared and updated. Rather than filling in a paper form and it later being inputted into a computer system, forms can be filled in online, submitted and are accessible instantly by relevant parties. As well as reducing the time involved in affecting a change it reduces the frustration cause by delays in current systems.

There is concern amongst citizens about a government controlled centralised system, by trusting the individual to manage their own data PAOGA believes that the government can gain trust in return as well as reaping all the benefits that an online shared services system can provide.

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