

Sent: 25 January 2006 00:55
To: IT Strategy Project Team
Subject: Customer Group Directors

I was impressed to read the "Transformational Government Enabled by Technology" strategy published in November. I know that implementation is now underway.

My consulting firm specialises in e-government strategy and management, particularly in the development of sustainable services involving multiple government organisations. I am particularly interested in the Customer Group Director element of the strategy and would be interested in your planning and progress there. Experience shows that the type of approach you are proposing is vital to create customer focused "joined up" services, but the challenges in working across organisations are also very great.

I'd be pleased if you could send me any further information on you planning and implementation of this aspect of the strategy. I would also be interested to know of any future events where you would be presenting details of progress.

Regards
Peter Croger

Peter Croger
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