

CONNECTED

Imagine a time when delivery of public services is truly seamless; when those who deliver them can easily share information; and when the public can access services online as easily as paying a bill. That's the vision of *Transformational Government: Enabled by Technology*, the Government's IT strategy.

Jim Murphy, formerly Parliamentary Secretary with responsibility for e-Government, launched the strategy in November 2005. It covers all public service delivery across both local and central government, and is an excellent example of cross-government working. The strategy sees government transforming public services by using technology more effectively, with three areas of focus – 'identifying shared services', 'creating a government IT profession' and 'taking a citizen-centred approach to technology'.

The Chief Information Officer Council, an important leadership group made up of IT heads from central and local government, will see through the implementation of the strategy and support the delivery of IT-enabled public services across government. www.cio.gov.uk

Public services all in one place

A great example of a citizen-centred approach to technology in government is Directgov (www.direct.gov.uk). The website brings advice, online applications and information on public services together in one place. It receives approximately 2.9 million visits a month and has received several prestigious technology awards, including Central Government Website of the Year at the Good Communications Awards in 2005. It is one example of how government is directing and shaping its services for citizens.

“ If you can order your shopping, manage your bank accounts and book cinema tickets online, why shouldn't you expect the same convenience online from government? A few clicks and you're there – that's what people expect and demand from their services today, and government is no exception. ”

Jim Murphy MP



