

STATE SERVICES COMMISSION  
Te Komihana O Ngā Tari Kāwanatanga

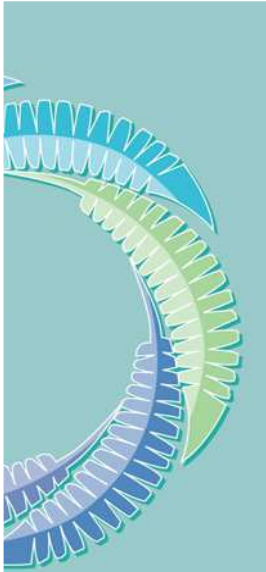


‘Industry Leaders Networking Forum’  
14<sup>th</sup> February, 2008

# Turn the Telescope Around

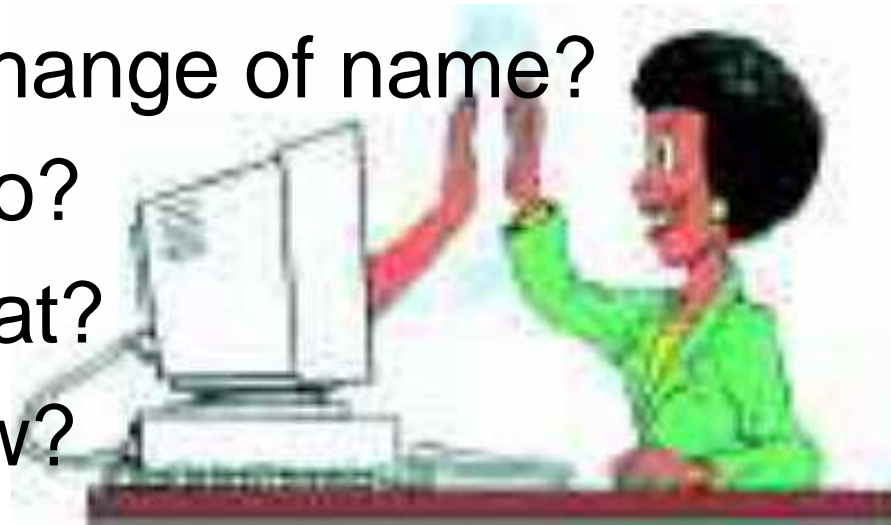
Presented to you by  
Shenagh Gleisner,  
Chief Executive - Ministry of Women’s Affairs

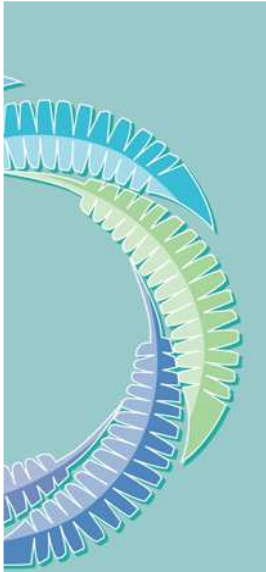
  
MINISTRY OF WOMEN'S AFFAIRS  
MINITATANGA MŌ NGĀ WĀHINE



# Change is Afoot

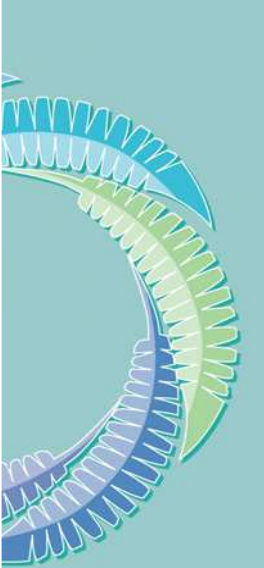
- The Chief Executive of the Ministry of Women's Affairs? Why?
- A change of name?
- Who?
- What?
- How?





# What I Will Cover

- Role and purpose of the committee;
- What is driving change?
- Is this change real, or is it just words?
- What are the priorities?
- What it might mean for us all?



## Aiming to Achieve – for example:

- Groupings of services/transactions to allow citizen access to multiple programmes;
- Channel synchronization – all previous interactions available at a face to face level;
- Citizens/businesses only giving information once.



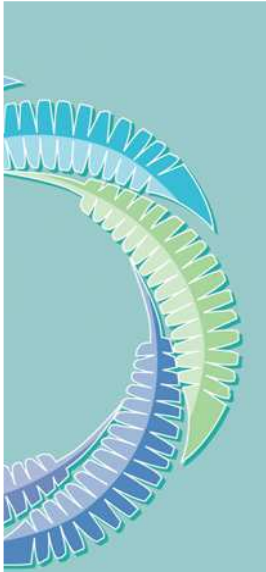
# External Perceptions of New Zealand

- More focus needed on user needs;
- Less concern about technical and financial risks – think about complex people issues;
- Stop the duplication of systems.

# The Mindset is Shifting

- Greater focus on the collective interest;
- And it is translating into practice, e.g.
  - Ministerial portfolios;
  - Budget process;
  - Cross sectoral action.

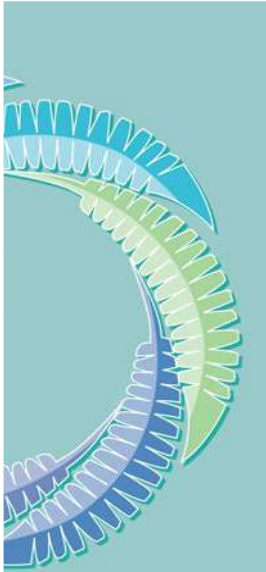




# The Mindset is Shifting

- Citizen focus and public value;
- And it is translating into practice e.g.
  - “No wrong door”;
  - Multiple communication channels;
  - Amplifying the voice of the citizen and business.





# Deciding Upon Priorities

- Transformational;
- Where a catalyst is useful;
- Wide application for many uses;
- Where the committee can make a unique contribution.

**This is more about culture change than technology refinement.**

# What we do & How we do it

**Overarching – intervention at key decision points to ensure interoperability**

## **WHAT:**

1. Identity management citizens engaging with a secure identity;
2. Reducing compliance costs for businesses;
3. Geospatial/location based information;

## **HOW:**

1. Catalyst to keep building public sector wide contribution;
2. Supporting collaborative leadership;
3. Steering and oversight as specified by SSC team;

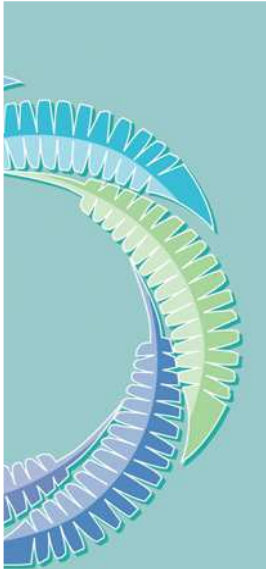
## What we do & How we do it, continued....

### **WHAT:**

4. Border agencies providing single window on government of businesses;
5. Sharing of information in social sector;
6. Lifecycle management of documents;

### **HOW:**

4. Promoting future-proofing of interoperability and championing good practice;
5. Raising important matters onto the agenda early;
6. Supporting a small agency with a large task;



# What we can ALL do

- Think public sector enterprise;
- Make funding decisions with an enterprise hat on;
- Pose problems in a way that inspires a collaborative response;
- Strengthen capacity to manage inputs strategically;
- Think and talk from a citizen's perspective.



# What YOU can do

- Challenge agencies to support the Development Goals and E-government strategy;
- Work with lead agencies in cross-government projects.