TONY BLAIR
INSTITUTE
FOR GLOBAL
CHANGE

Sharing Session Case Study 1 - UK

To realize economic growth and provide affordable & quality services to all which deliver effective, efficient, and transparent governance, through innovation and entrepreneurship. TBI works with countries on their path to becoming truly digital governments.

Chad Bond – Global Sector Head, eGovernment

Government IT cost

£16bn

2009 – 18 suppliers (all proprietary solutions)

Race Online 2012

www.raceonline2012.org

14th October 2010

Dear Francis Maude,

DIRECTGOV 2010 AND BEYOND: REVOLUTION NOT EVOLUTION

You asked me to oversee a strategic review of Directgov and to report to you by the end of September. I have undertaken this review in the context of my wider remit as UK Digital Champion which includes offering advice on "how efficiencies can best be realised through the online delivery of public services." This means that I have not reviewed Directgov in isolation but as part of how the government can use the Internet both to communicate and interact better with citizens and to deliver significant efficiency savings from channel shift. This letter sets out my findings and key recommendations.

Directgov as an organisation does two different things. It **provides access to online transactional services** such as student loans, car tax and Jobseekers' Allowance, and it **publishes government information** for citizens in one place on the Web. Currently, it is focussed on providing information that people need and on providing access to online transactions with less focus on government news, campaigns, and engagement. For me, the acid test for Directgov is whether it can **empower, and make life simpler for, citizens** and at the same time allow government to **turn other things off.** A focus on vastly increasing the range, usage and quality of online transactions will deliver the greatest impact; less hassle for citizens & businesses, and greater efficiency.

UK Cabinet's Functional Role

- Develop capability
- Set & assure standards
- Give expert advice
- Better outcomes across government
- Set cross-government strategies
- Develop & deliver services (only as required)
- Drive continuous improvement
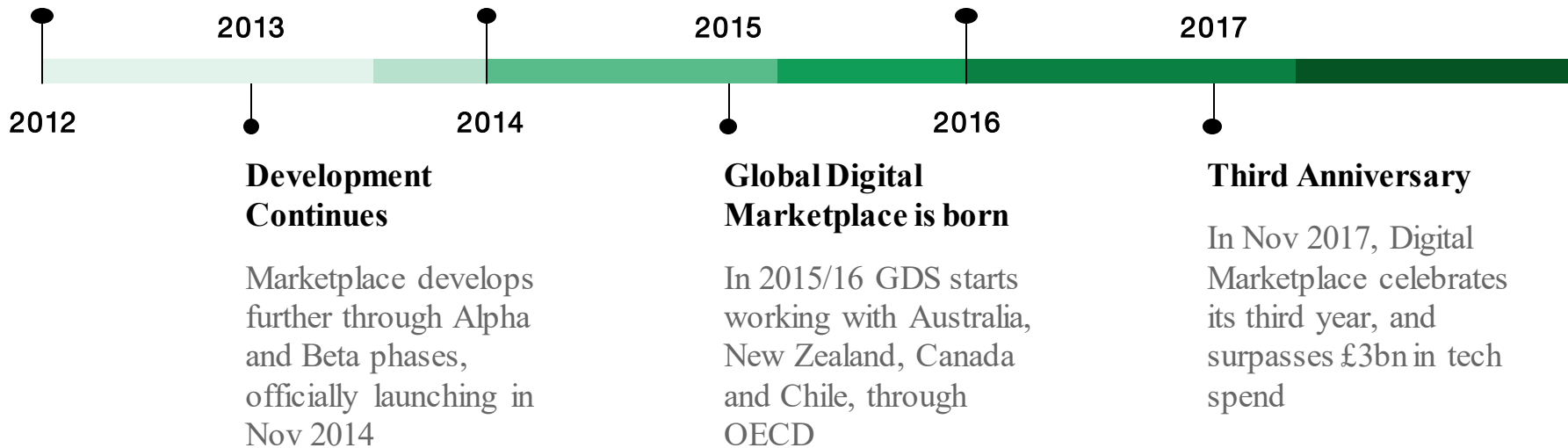
Digital Marketplace born

To support the delivery of 25 GDS Exemplar projects, the early discovery phase of Marketplace begins

First Anniversary of Digital Marketplace

In Nov 2015, Marketplace celebrates its first year, partnering with Crown Commercial Service as One Government

Second Anniversary

By Nov 2016, Marketplace has supported over £1.7 billion of digital and technology spend, 56% (c.£1bn) with SMEs, and achieved over £725m in savings

2013

2015

2017

2012

2014

2016

Development Continues

Marketplace develops further through Alpha and Beta phases, officially launching in Nov 2014

Global Digital Marketplace is born

In 2015/16 GDS starts working with Australia, New Zealand, Canada and Chile, through OECD

Third Anniversary

In Nov 2017, Digital Marketplace celebrates its third year, and surpasses £3bn in tech spend

Digital Marketplace suppliers

4,088
Total suppliers

SME 3,797

Large 291

2,856
G-Cloud

SME 2,586

Large 270

2,018
Digital outcomes
and specialists

SME 1,901

Large 117

DOS and G-Cloud
DOS only
G-Cloud only
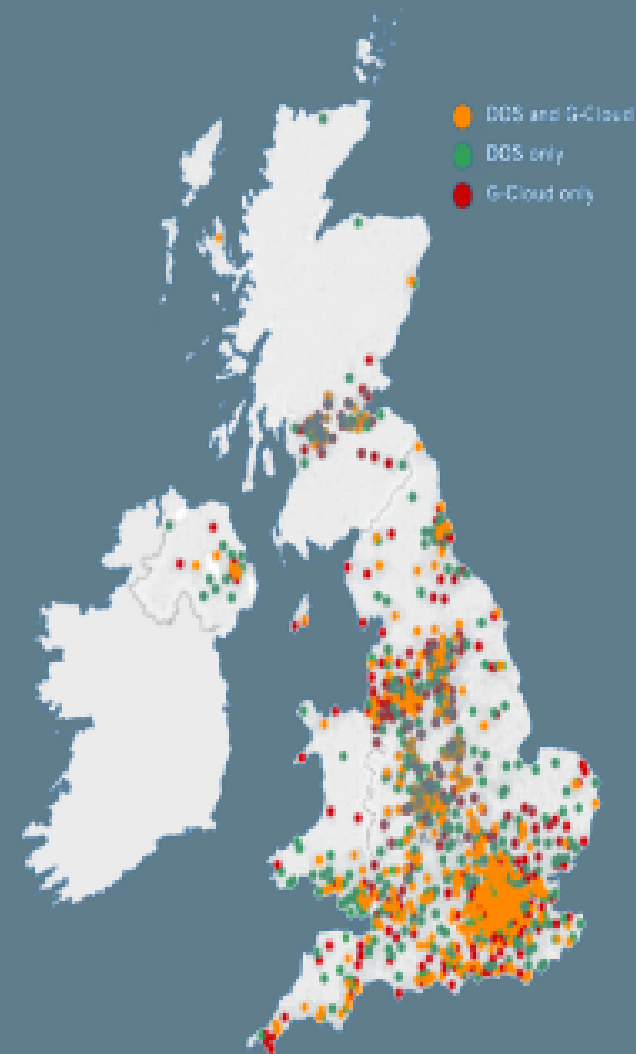
Controls advise on pretty much all **digital and technology** that government wants to spend money on, and we assure the **quality** of development. Including:

1. Spend controls

2. Digital service standard assessments

Objectives

- to help organizations stop unnecessary expenditure

- to help organizations deliver value for money

- to help organizations deliver sustainable government reform

- to help a smarter, cross-government approach by leveraging central expertise

Horse passports....

Selling the National Debt / Bonds

£2.3 Bn

Assessed against

The Technology Code of Practice

1. Define user needs

Understand your users and their needs. Develop knowledge of your users and what that means for your technology project or programme.

Read more about point 1

2. Make things accessible

Make sure your technology, infrastructure and systems are accessible for users.

Read more about point 2

3. Be open and use open source

Publish your code and use open source to improve transparency, flexibility and accountability.

Read more about point 3

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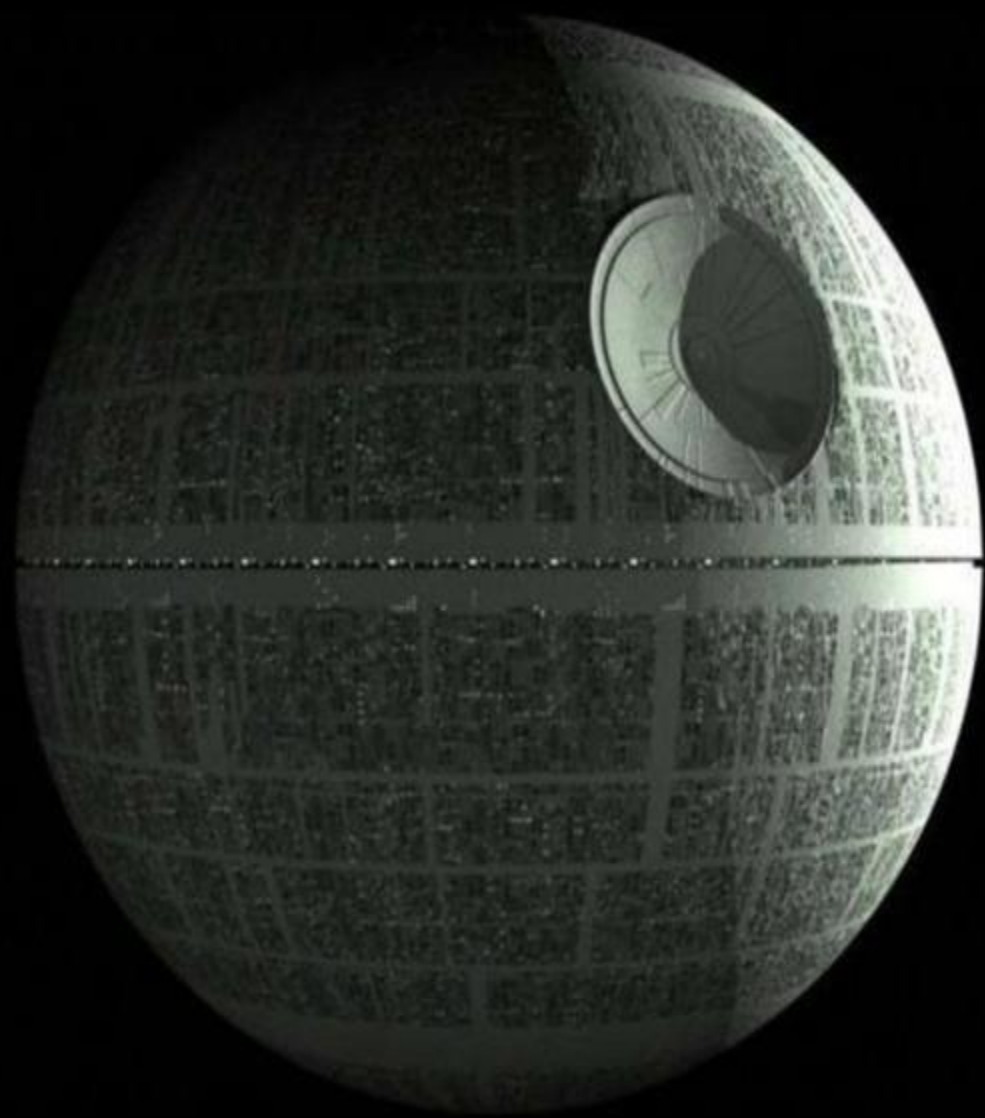Make sure your technology, infrastructure and systems are accessible for users.

Read more about point 2

No contracts over £100m

No extensions

One size doesn't fit all

Thank you

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Chad Bond – Head of eGovernment