Digital Transformation in the UK Public Sector: Challenges and Opportunities

Breakout Session F - GovTech

Presented by
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THE STORY

- UK government had over 1800 websites in 2010
- Citizens found it hard to interact with government online and to find the information they needed
- A report by Baroness Martha Lane Fox titled ‘Revolution not Evolution’ kickstarted the Government Digital Service
- Minister Francis Maude (Cabinet Office) signed off the creation of GDS
THE STORY

- GDS formed a core team and delivered an ‘alpha’ or minimum viable product of a new, single website for government in just 12 weeks
- Meanwhile, government technology suppliers were all big companies based in south-east England
- Digital skills were not widespread in UK civil servants
IMPLEMENTED ACTIONS

- Alphagov turned into GOV.UK - a single home for UK government online where citizen and state interact
- 25 exemplars: transforming services as well as bringing together content
- Service assessments and spend controls introduced to ensure quality services and less wasted money
IMPLEMENTED ACTIONS

- After services, Government as a Platform: Notify, Verify, Pay
- Government Design Principles were developed to ensure common approaches to problem solving in government - now accompanied by GOV.UK Design System
- Digital Marketplace transformed government procurement in IT sector
- GDS Academy teaches agile ways of working across the public sector
● Today there are 18,000 digital, data and technology professionals working in government across different departments - 800 of them work at GDS
● GDS Academies has trained over 10,000 civil servants: courses on agile, product management, delivery management and user-centred design
● Spend controls saved government [£xm] in [year]
• 4000 suppliers for digital in government - 3700 are small-medium enterprises
• GOV.UK Notify has sent nearly 400m notifications (letters, texts, emails) for 870 services in central and local government and the NHS
• GOV.UK Pay has processed over £100m in payments for 150 services
• GOV.UK Verify has over 4m users registered to access services securely and is stopping fraud across government
LESSONS LEARNED

- Build teams, capabilities and products - not projects
- Solve problems once - allow service teams to solve unique problems
- Transform procurement to make the playing field level
- Checks, balances, standards and guidance help build consistent services for users
THANK YOU!

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