# Transformational Government

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Government Gateway

**Paul Kilner**
Head of Business Relationship Management
Delivery and Transformation Group
EDT Cabinet Office
Paul.kilner@cabinet-office.x.gsi.gov.uk

Doc Ref: **BRM PKa**
Version 1.0
Cleared Baseline

EDT

**Making best practice**
common practice

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# Transformational Government

- **11 Million registered business and citizen online community in the UK**

- Seven times larger than the Barclays Bank UK online customer base
- Or 120 capacity filled New Wembley Stadiums

# Transformational Government

- **Delivery of over 20 Million online forms to Government**

- If each of the 20 million forms had been post using first class this would have cost over £6 million pound in stamps alone

HM Government

Government Gateway
*Secure Online Services*

# secure access to

**With the Government Gateway, completing and exchanging documents online is safe and hassle-free, so the numbers really add up. In fact, 11 million citizens and companies are now e-enabled. That's equivalent to 120 Wembley Stadiums filled to capacity. Isn't it time you made the Government Gateway part of your system?**

# •3 Million online self assessment tax forms in 2006/2007

- 150,000 people filed their self assessment tax return on the one day in January 2007
- That is the equivalent of the population of a town the size of Oxford
- Or the same number of people who have recently attended, in the mud, Glastonbury festival in Somerset

# Transformational Government

- The Government Gateway:
  - is the Cabinet Office run centralised registration service for online e-Government services in the UK, which enables customers to securely sign-up to UK Government services available over the Internet
  - offers many other pan-Government online services from enrolment, authentication, transaction (sending) of completed online forms, a payment engine and SMS (text) services
  - is an innovative and world renowned service delivery solution. This initiative is not just technically innovative but also in the way it shapes our ways of working in terms of bringing government together and breaking down silos
  - is innovative in terms of combining rich functionality, open access to key customer facing public services and high levels of service usability with advanced online security. The Government Gateway now means that Government can now offer safe online interaction for critical services with citizens and businesses

# Transformational Government

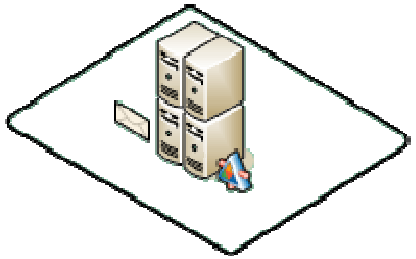
"The Government Gateway is a clear example of IT enabling the transformation of Government. This also demonstrates how private and public sector can work together to provide great public services to citizens.“

Ian Watmore,
Permanent Secretary & Head of Unit Prime Minister's Delivery Unit

“I consider that the Government Gateway is a key component of common infrastructure and supports the public sector response to the ambitious challenge for shared services set out in the Transformational Government paper, presented to Parliament in November 2005.”

John Suffolk,
CIO for Government

# Transformational Government



- **Delivery of Common Infrastructure agenda**
  - The Government Gateway is a leading example of the effective delivery of an IT based Common Infrastructure product. To date:
    - 10 million people are enrolled on the Government Gateway
    - 100 plus services are available through the Government Gateway
    - 3 million people a year submit their tax assessment via the Government Gateway
- **Reliable, up-to-date technology**
  - The Government Gateway has recently seen a £47m investment in the establishment of a Managed Service Provider relationship with Atos Origin. This has seen a new data centre being built and the establishment of a 24/7 helpdesk
- **Constantly updated and modernised service**
  - The Government Gateway is constantly updated through a planned programme of annual and monthly releases. New and innovative features are continually added to the Government Gateway (funded by a specific department / user). These enhancements are then made available, free of charge to existing users.
- **Provides a single user identity management system**
  - The Government Gateway provides public sector organisations with a single user identity management system for use across all Government online services

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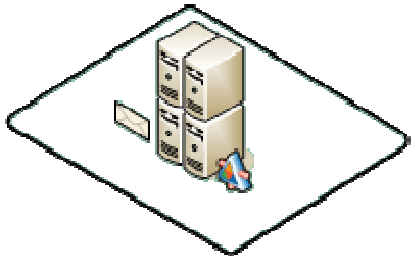

- **Staged and trusted approach to service development**
  - The Government Gateway has a tried and trusted approach to bringing new services online. The EDT Cabinet Office team have Business Relationship Managers who guide clients from the start to the finish of the process.
- **Shares the costs across all stakeholders**
  - The Government Gateway is uniquely funded by having three Strategic Investors (HMRC, DWP and DCLG) who provide the long term funding for the project. Other departments, while paying a limited / proportional contribution, benefit from this investment on a pay once use many shared asset basis.
- **Helps service owners to get online by providing common user identity and messaging components once**
  - The Government Gateway works with all Public Sector bodies from the largest departments (HMRC, DWP), to medium organisations (some 34 local authorities) to small organisations (West Midlands Fire Brigade).
- **Award winning technology**
  - The Government Gateway has won numerous awards over the last six years.
  - From the Government Computing Innovation award and the Digital Britain award for joined-up government in 2001 to the IDDY World Identity Management Deployment of the year 2006.

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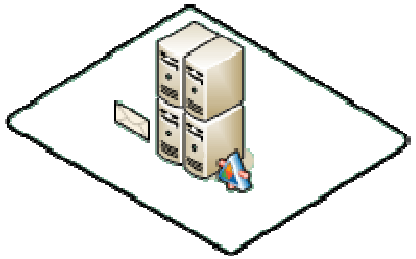

- **Accelerates the establishment of e-Government**
  - The Government Gateway is an example, if not the leading example, of 2nd Generation e-Government success. Accelerating the proliferation of e-Government services across Government.
- **Robust technology – available 24 / 7 365 days a year**
  - 99.83% for Payment Engine
  - 99.76% for Production Gateway
  - 99.84% for Secure Mail Availability
  - 99.73% for Helpdesk Tools
  - 99.98% for Alerts Engine
- **Provides consistent, standards based interfaces for all services**
  - The Government Gateway has enabled over 100 frontline Government electronic services to be delivered in a consistent and reliable manner. The Government Gateway is based on open source technology that has allowed a variety of standards to be incorporated and developed.
- **Supports the intermediary policy**
  - The Government Gateway supports the intermediary policy by enabling third parties to supply and support Government services in a 'develop once use many' scenario

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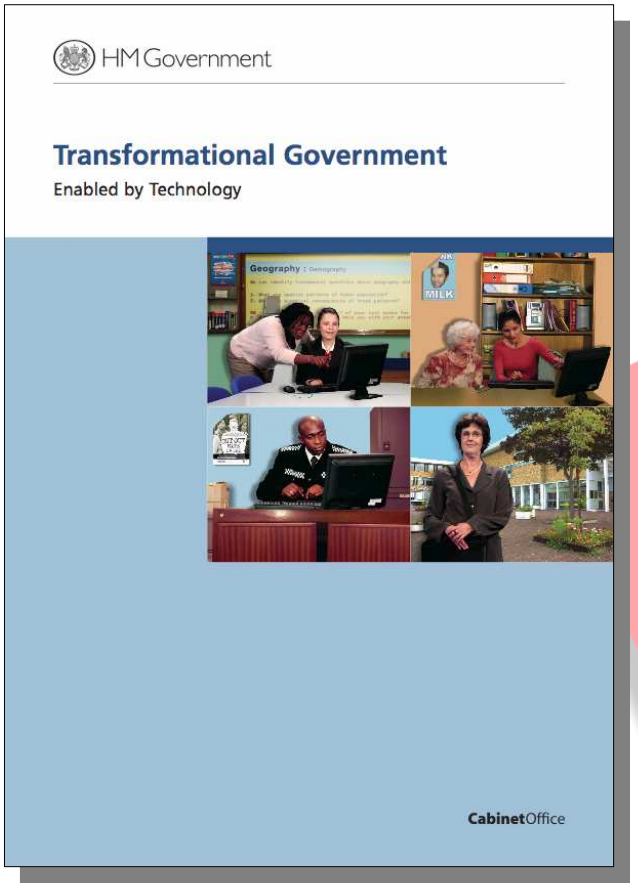

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CabinetOffice

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01925 808068