

Transformational Government

Phase 1: November 2005 - July 2007
 Departmental Programmes
 Digital Strategy
 Implementation Plan

Phase 2: August 2007 - 2011
 Transformation through the
 Comprehensive Spending Review

Phase 3: Beyond 2011
 Further radical change enabled by technology

Phase 1

This diagram represents the highlights of the first eighteen months of Transformational Government as described in 'Timetable for Change' (Transformational Government, p.18)



Transformational Government: Timetable for change

November 2005 to July 2007

Phase 1

- **Delivering** discrete programmes of change including Connecting for Health, reform of the Criminal Justice System and the Harnessing Technology Strategy in Education.
- **Tackling** digital inclusion and service provision through Connecting the UK: the Digital Strategy.
- **Mobilising** the professionalism agenda.
- **Creating** key roles and structures to lead transformation beyond 2006.
- **Using** the Comprehensive Spending Review process to set clear plans and targets.
- **Working** with government and public services at all levels to identify opportunities for specific shared actions.



Transformational Government implementation plan

The publication of *Transformational Government* in November drew positive comment from colleagues, the media, industry and industry watchers. I believe this reflects the collaborative approach and wide-ranging engagement that took place both inside and outside of Government whilst the strategy was being prepared. We have since received submissions in response to the strategy from over 100 organisations and individuals - a summary of the main issues raised is being published with the plan.

We have already made good progress. For example, the first Customer Group Director has been appointed and is leading a series of cross-cutting initiatives to address services for older people. Two pilot workshops for the IT Academy have been run, providing real development opportunities for IT professionals.

At a time when technology is fundamentally changing people's daily lives, the Comprehensive Spending Review is offering a unique opportunity to embed the principles of *Transformational Government* across government. I am keen that the excitement, motivation and momentum that the strategy generated are not lost as we work towards putting it into action.

There is clearly much to do, as set out in this document, but we are laying the foundations for change. Colleagues, IT professionals and everyone involved in service improvement across the public sector have worked hard to deliver these foundations. I have no doubt that – together - we will deliver the whole.

Ian Watmore
Head of the Prime Minister's Delivery Unit

For more information visit www.cio.gov.uk

August 2007 to 2011

Phase 2

Following the Comprehensive Spending Review settlement, the priority becomes:

- **Transforming** delivery into public services centred round citizens and businesses.
- **Transforming** support into a shared services framework.
- **Realising** financial and service benefits of current and planned investments.
- **Embedding** key changes and new cultures.



Beyond 2011

Phase 3

A period of further radical change in the delivery of public services, enabled by technology:

- **Citizens** and businesses about to serve themselves – at home, in work and public places, and on the move.
- **Public** servants empowered by technology in fulfilling their roles.
- **Policy** makers utilising technology in service design and achieving policy outcomes.



Boundaries between departments, between central and local government, and between public, private and voluntary sectors continue to be less important and less visible to citizens and business.