



EUROPE AND CENTRAL ASIA
REGIONAL GOVERNANCE CONFERENCE

ANKARA | June 11-12, 2019

Digital Transformation in the UK Public Sector: Challenges and Opportunities

Breakout Session F - GovTech

Presented by

Alex Segrove

Head of International Delivery, GDS



WORLD BANK GROUP



PRESIDENCY OF THE REPUBLIC OF TURKEY
PRESIDENCY OF STRATEGY AND BUDGET



REPUBLIC OF TURKEY
MINISTRY OF TREASURY
AND FINANCE



SIGMA
Creating Change Together





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



RESULTS



- 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]



RESULTS



- 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!

Visit

GOV.UK

Follow

[@gdsteam](https://twitter.com/gdsteam)

Questions?

alex.segrove@digital.cabinet-office.gov.uk



EUROPE AND CENTRAL ASIA
REGIONAL GOVERNANCE CONFERENCE

ANKARA | June 11-12, 2019