



Te Tari Taiwhenua
Internal Affairs

Digitising Government Presentation

New Zealand's Digital Government

21 June 2024

New Zealand's Digital Government

- Introductions
- Our Minister
- The role of 'Government Chief Digital Officer'
- Strategy for a Digital Public Service and service modernisation
- Cloud
- Digital Identity
- Digital Investment
- The Use of Emerging Technologies (AI)

Our Minister, Hon Judith Collins KC

- Minister for Digitising Government
- She also holds other portfolios: Attorney-General, Minister of Defence, Minister for Digitising Government, Minister Responsible for the GCSB, Minister Responsible for the NZSIS, Minister of Science, Innovation and Technology, Minister for Space
- Focused on creating government services that work for New Zealanders.



Government Chief Digital Officer, Paul James



- A system leadership role (across the Public Service in New Zealand)
- First given in early 2000's, to improve ICT across the Public Service
- Mandate shifted over time to include:
 - setting policy, direction and standards for government ICT and digital government services, including developing standards and guidance to ensure that digital government services are accessible to all New Zealanders.
 - strengthening digital investment management to deliver greater value and efficiency and streamlining digital procurement across the public sector.
 - establishing and managing a portfolio of All-of-Government ICT products and services.
 - providing privacy leadership and supporting public sector security and resilience through ICT assurance

Strategy for a Digital Public Service

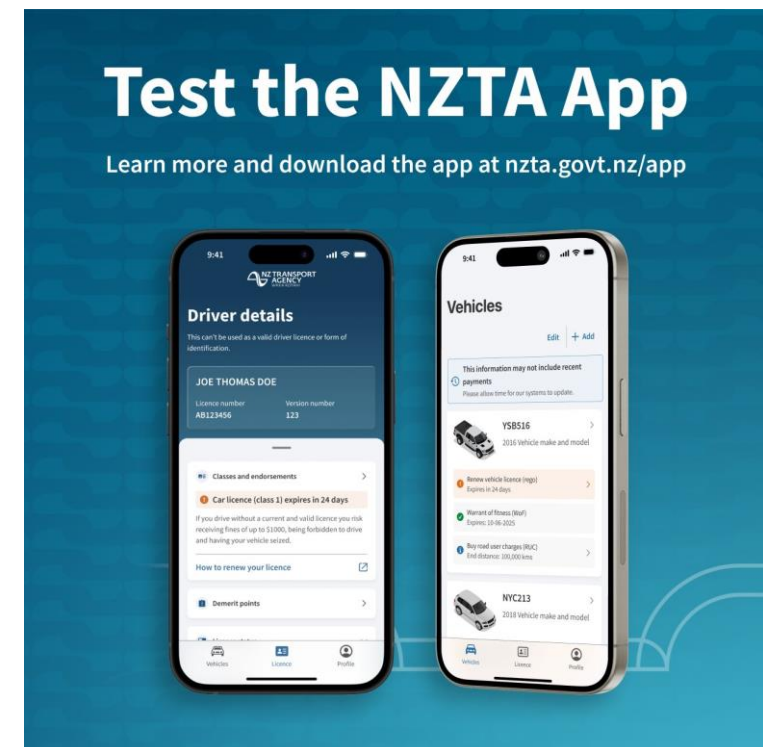
- The strategy aims to improve how government works together, how New Zealanders interact with government, and how the public service — in collaboration with partners — solves complex problems for the benefit of all New Zealanders.
- Our aim is to achieve the following outcomes:
 - Better results for New Zealand through a digital public service
 - New Zealanders experience with government improves
 - A modern, agile and adaptive public service
 - A strengthened Māori (indigenous people of NZ)-Crown relationship

Digitally enabled service modernisation

- Government procures a wide range of digital services and products, and **accounts for around a third of all IT spending in New Zealand.**
- Most government agencies are already using digital channels. We'll look to create smoother processes, where things just work better, making more services available online.
- We are **improving** how agencies invest in their digital infrastructure will be critical.
- We will **guide** agencies toward the use of common digital platforms and adherence to standards for back-office and public-facing services.
- We're **developing** and **sharing** performance metrics and targets to identify issues and direct continuous improvement in service delivery

Service Modernisation Road map

- The Minister for Digitising Government's priorities are focussed on accelerating digitising government.
- The Service Modernisation Roadmap brings together digital initiatives across the Public Service.
- Focuses on a number of different layers of activity, ranging from foundational to customer facing service delivery.
- Multiple agencies from the Public Service will be involved, for example: New Zealand Transport Authority, which has launched a beta application that allows New Zealander's to engage in transport services on their phone.



Cloud: Accelerating public service Cloud adoption

- Cloud capabilities are a critical component of our national digital infrastructure, and a foundational enabler for digital government and the wider digital economy.
- International and local providers are investing billions of dollars in New Zealand's onshore Cloud capabilities, with a potential increase in growth of New Zealand's data centre market size of over 300% by 2030.
- We have refreshed our Cloud First Policy, which requires government organisations to adopt cloud services in preference to traditional IT systems, following risk assessments.

Digital identity: Establishing a secure and trusted digital identity ecosystem

- Trusted digital identity services are a critical building block for the effective delivery of public and private digital services.
- The GCDO is leading work to establish a digital identity regulatory system for this ecosystem.
- In April 2023, Parliament passed the Digital Identity Services Trust Framework Act, which establishes a legal framework for the provision of secure and trusted digital identity services for individuals and organisations.
- This Act will come into force 1 July 2024.

Digital Investment: Strengthening oversight to deliver efficiencies and create value for New Zealand

- GCDO is delivering a more structured, coordinated approach to public service digital investment and better value and outcomes.
- The GCDO recently established the Digital Investment Office to exert greater influence over agencies' digital investments, increase the use of data to support evidence-based decisions, and support agencies to align with all of government direction.
- The GCDO is mandated to establish and manage a Portfolio of All of Government digital products and services. This Portfolio provides agencies with access to significant savings and reliable, secure and fit-for-purpose digital products and service providers that take advantage of government purchasing power

Artificial Intelligence (AI): Leveraging AI for the public service

- AI and automation have the potential to deliver huge efficiency and innovation benefits for the public service by performing high volume low value tasks, freeing up resources for higher value activity
- In July 2023, the Public Service Commission designated the GCDO responsible for leading the public service's use of AI.
- The GCDO and other system leads have released interim guidance on the responsible use of genAI in the public service.
- We are now working on an assurance framework.