

Thursday 19 May 2016

CONCERTED ACTION NEEDED TO DRIVE REFORM THROUGH eGOV

Comptroller and Auditor General issues latest report

Comptroller and Auditor General (C&AG) Karen McConnell has today (19 May 2016) published her report into eGovernment (eGov). eGov is about transforming government. It is not just about putting access to services on-line. It uses new technology and changes in processes and systems to:

- effect a fundamental change in the design and delivery of public services to modernise the interface between government and citizens; and
- transform the way public services work and are organised to deliver modern services.

eGov has significant implications for citizens, businesses, service providers and leaders in government.

The C&AG's report focuses on learning from the initial failed eGov procurement, the clarity and understanding of the States' vision and strategy, the effectiveness of governance arrangements and the effectiveness of the management of change.

She found that there had been some learning from the past but that much needed to be done if eGov was to be successfully and cost effectively implemented in Jersey.

Karen McConnell concluded that many of the problems that the States has faced - and continues to face - in delivering eGov arise from corporate issues that she has referred to in previous reports:

- a lack of documentation and common understanding of clear principles for Public Sector Reform;
- the absence of effective corporate planning at a States-wide level, setting out how all resources (including ICT* and people) will be used to deliver strategic objectives;
- the operation of a substantial volume of legacy systems;
- an absence of a strong culture of programme and project management;
- weaknesses in the understanding and application of risk management;
- a strong sense of departmentalism as opposed to corporate working; and
- an absence of the culture of a 'learning organisation'.



Karen McConnell said:

"eGovernment is not easy. Successful implementation goes beyond the way an organisation runs itself, to its vision, culture and skills. To do this the States needs to be clear on the vision for and end state of Public Sector Reform, with which eGov is fundamentally interlinked."

"The programme got off to a bad start but since then improvements have been made. Substantial benefits can still be secured, but concerted action is needed in response to the recommendations I have made by leaders across the States as many of them cannot be implemented by the eGov team alone."

The report will be available on the Jersey Audit Office's website from 0930 on 19 May at (www.jerseyauditoffice.je).

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Notes to Editors:

- *ICT (Information and Communications Technology)
- The Office of Comptroller and Auditor General ('C&AG') was established in 2005 and operates under the Comptroller and Auditor General (Jersey) Law 2014
- The remit of the C&AG includes the audit of financial statements and wider consideration of public funds, often expressed as 'value for money'
- Karen McConnell was appointed in 2013 and the term of office was extended in 2014 to December 2019.
- Formerly of the UK Audit Commission ('the Commission'), Karen held a variety of senior positions, including leading the Audit Practice
- The Office of Comptroller & Auditor General is known as the 'Jersey Audit Office'
- Contact details are: Lincoln Chambers (First Floor), 31 Broad Street, St Helier JE2 3RR T:716800 / E: enquiries@jerseyauditoffice.je

Comptroller and Auditor General's Policy regarding issue of reports and contact with the media:

- Press releases will be published by the Jersey Audit Office to accompany the publication of each report
- Embargo times will be set at 0001 hours on day of publication - for both press releases, reports, and all other information pertaining to the publication date
- Other press releases/ statements may be made on an occasional basis, and not necessarily dependent upon the publication of a report. They will be subject to the same embargoes
- With any report issued, the opportunity is available for members of the press to request factual clarification, by email, of points contained therein
- Any comments made additional to any reports, will be included within any press release(s) as issued by the Jersey Audit Office, in the form of a quotation by the C&AG. These comments will be available for publication; but there will not be any supplementary live or pre-recorded interviews offered or undertaken by either Karen McConnell or the employees of the Jersey Audit Office
- The C&AG is prepared, on an occasional basis, to provide articles for publication in the local media, following a specific request and consideration of the relevant topic
- All public information, including press releases and reports, are accessible on the Jersey Audit Office website at www.jerseyauditoffice.je

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