

Friday 14 February 2025

## Comptroller and Auditor General encourages Government to learn lessons from previous IT implementations

*Comptroller and Auditor General (C&AG), Lynn Pamment CBE, has today, 14 February 2025, published a Thinkpiece on Learning from previous IT implementations.*

The States of Jersey have committed over £240 million in recent years to Information Technology (IT) programmes. Of this commitment, almost £142 million had been spent to the end of 2023 with further expenditure committed of almost £100 million between 2024 and 2028.

As the Government embarks on its next phase of investment, through the Thinkpiece the C&AG reinforces the importance of Government using lessons learned to maximise the opportunities and minimise the risks inherent in IT implementation projects.

In setting out the learning, Lynn Pamment has considered related reports from her own Office, reports from Scrutiny and the Public Accounts Committee (PAC) and States' internal reports, as well as best practice from other jurisdictions.

The Thinkpiece is structured around eight key areas of learning that the C&AG has identified as relevant to the States:

- Setting a strategic vision
- Articulating the business case
- Effective procurement
- Stakeholder engagement
- Programme and project management
- Cost and financial controls
- Capacity and management of contractors; and
- Tracking and realising benefits.

## **Lynn Pamment CBE said:**

“Over recent years, the Government of Jersey has embarked on a significant programme of digital modernisation. It has done so without a clear vision for digital services to citizens and without a supporting overarching IT strategy.

“In common with many other organisations, not all of the States’ IT programmes have run to initial time and initial budget. In addition, there has been expenditure on projects that have not been implemented.

“By reviewing what has been done in terms of previous IT implementations in the areas highlighted in my Thinkpiece, and using those lessons to good effect, the Government can drive the changes necessary to deliver successful IT projects and programmes.

“I will continue to undertake audits of significant IT investment and I plan to undertake an audit of cyber security arrangements during 2025 and an audit of the Transform project during 2026.”

The *Thinkpiece: Learning from previous IT implementations* can be Jersey Audit Office can be found at: <https://www.jerseyauditoffice.je>

## **ENDS**

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### **Notes to Editors:**

- 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, corporate governance, internal control and wider consideration of public funds, often expressed as ‘value for money’
- The 2025 to 2028 Audit Plan can be found at: [www.jerseyauditoffice.je](http://www.jerseyauditoffice.je)
- Lynn Pamment CBE took up the role of Comptroller and Auditor General (C&AG) for Jersey from 1 January 2020. Following the introduction of the Comptroller and Auditor General (Jersey) Law 2014 the term of office is fixed at seven years and is non-renewable.
- The Office of Comptroller and Auditor General is known as the ‘Jersey Audit Office’.
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- 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 Lynn Pamment or the affiliates of the Jersey Audit Office
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