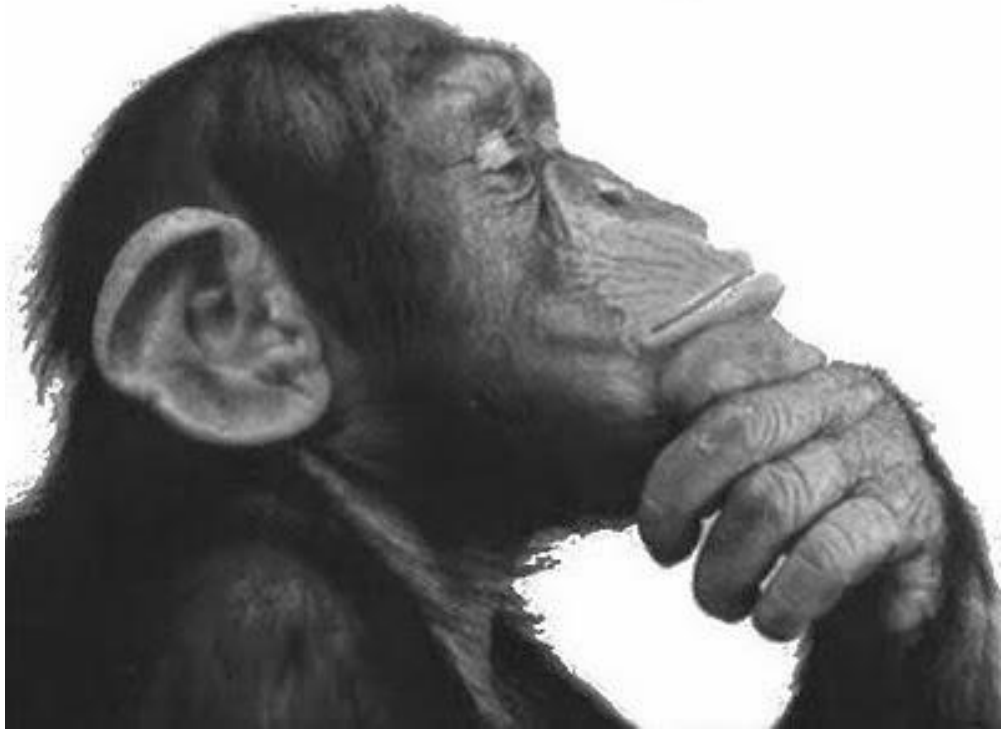
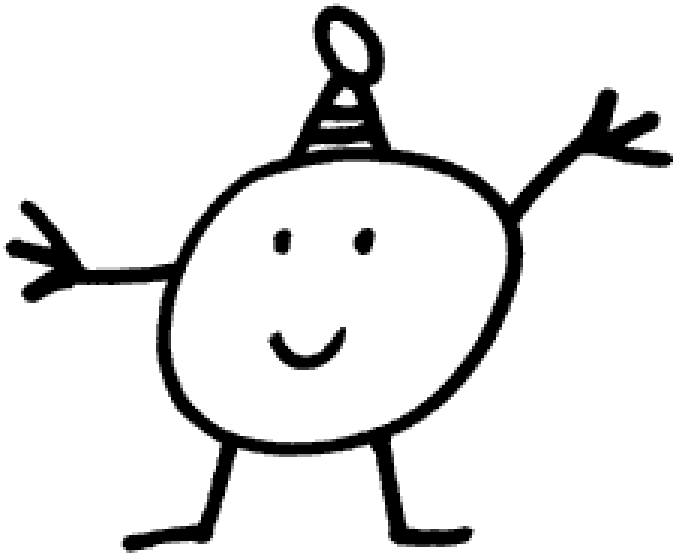
Hey Gov!



# 1.
# A better experience of public services makes for better government



nice and friendly

POLITICIAN

amazon

EXPRESS
DELIVERY

DELAYS
EXPECTED

YES
NO

GDS

STOP
DECREASING SPEED
STEADY
INCREASING SPEED
FULL SPEED
MAKE SMOKE
STOP PUMPING OVER
UNITS
STOP MAKING SMOKE
PUMP OVER
CONNECTED
A. ROBINSON & Co LTD.
LIVERPOOL & GLASGOW
720

# 2.
# Government is not designed to deliver joined-up experiences

UK
An Executive Agency of the Home Office
Demonstration Card
Reference Number: 13327
Mr Charles Clarke
Thank you for taking part in the UKPS
Biometrics Enrolment Trial
© PA

CUSTOMS
and
IMMIGRATIONS
NON-NATIONALS
TRANSPORTATION OF
HAZARDOUS MATERIALS

GOV.UK VERIFY

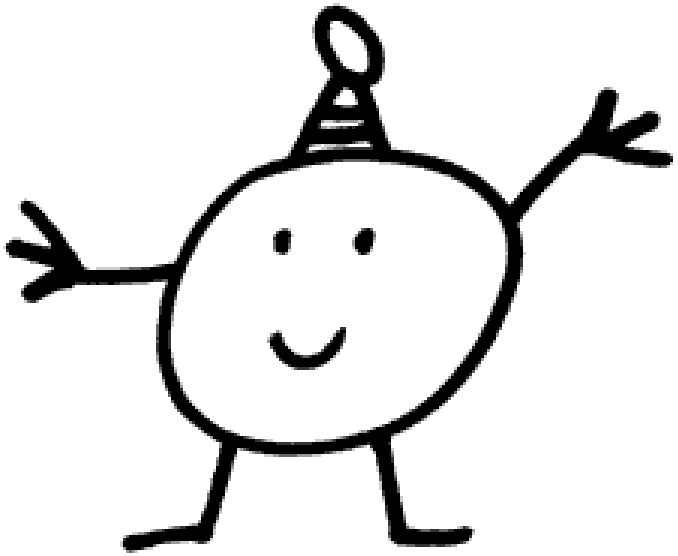
# 3.
# The Government Transformation Strategy aims to join things up

KEEP
CALM
AND
Do MORE
With LESS

1. Business transformation (AKA keep making great services)
2. Grow the right people, skills and culture
3. Build better tools, processes and governance for civil servants
4. Make better use of data
5. Create shared platforms, components, reusable business capabilities

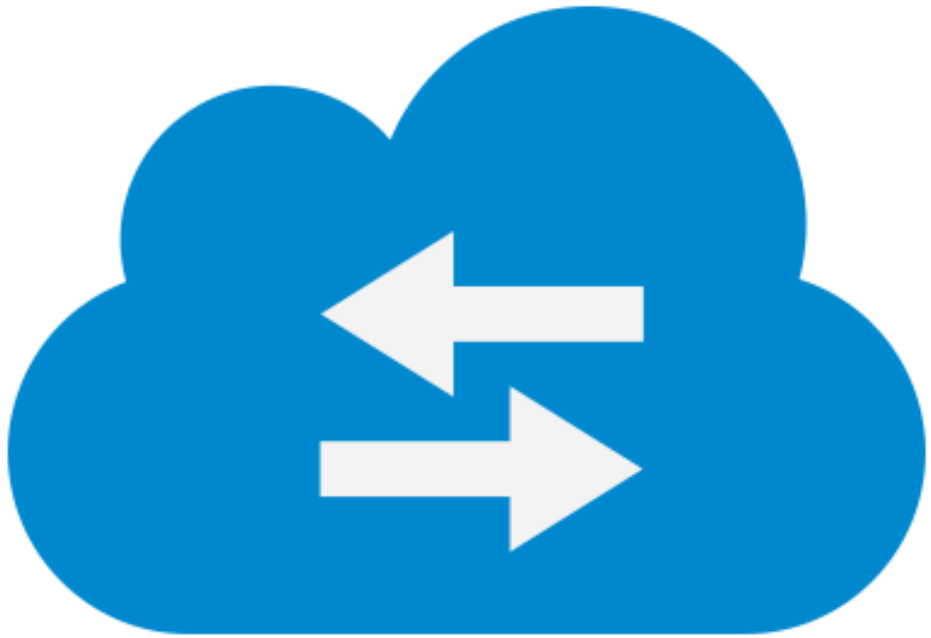
Yes, BUT...

# 4.
# (Usable) data is the key to unlocking public service innovation

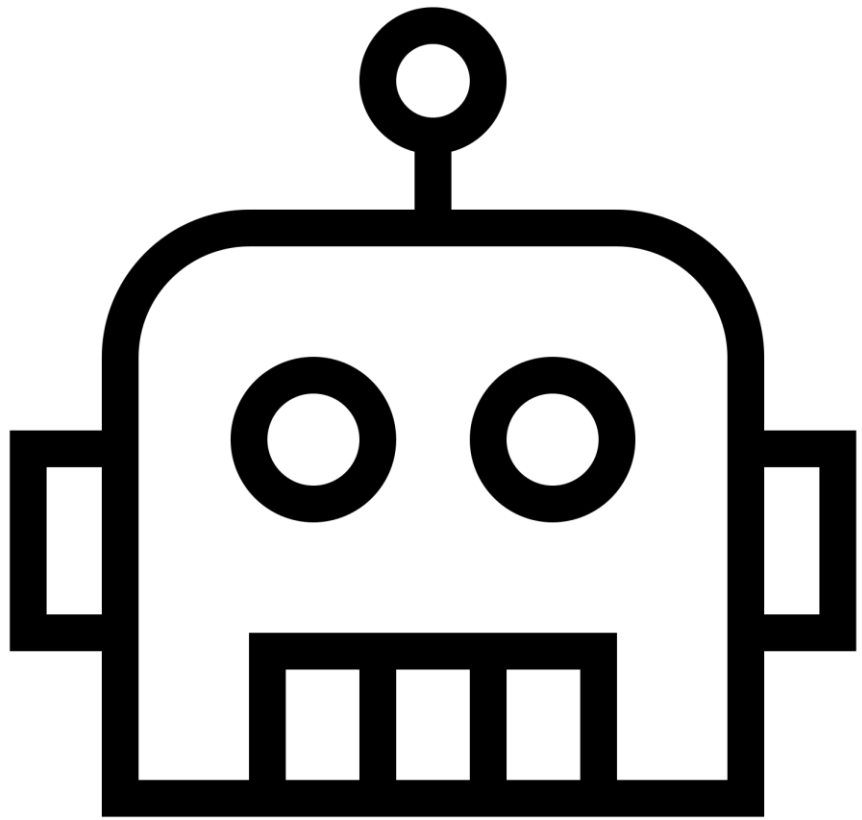


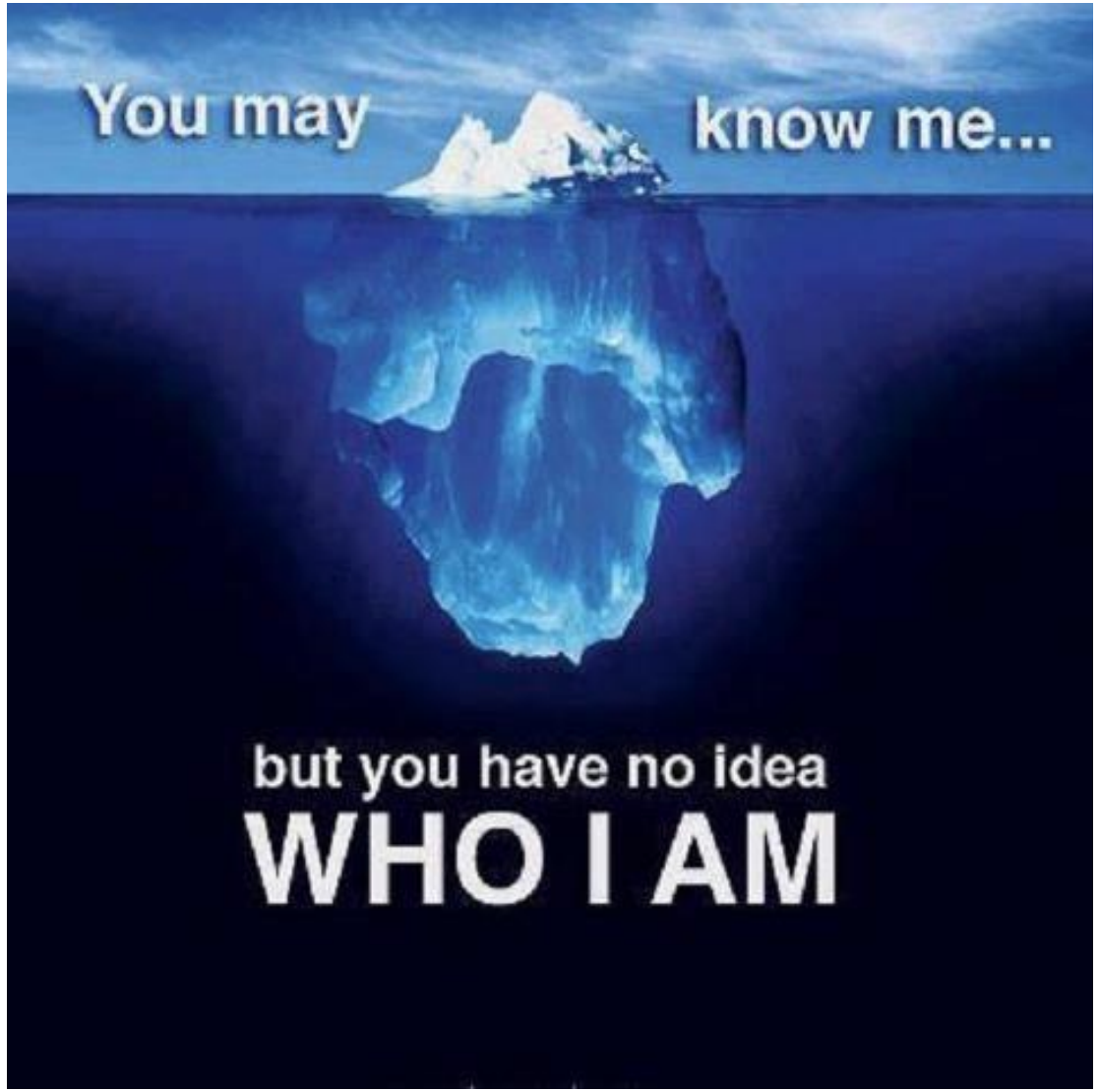
nice and friendly

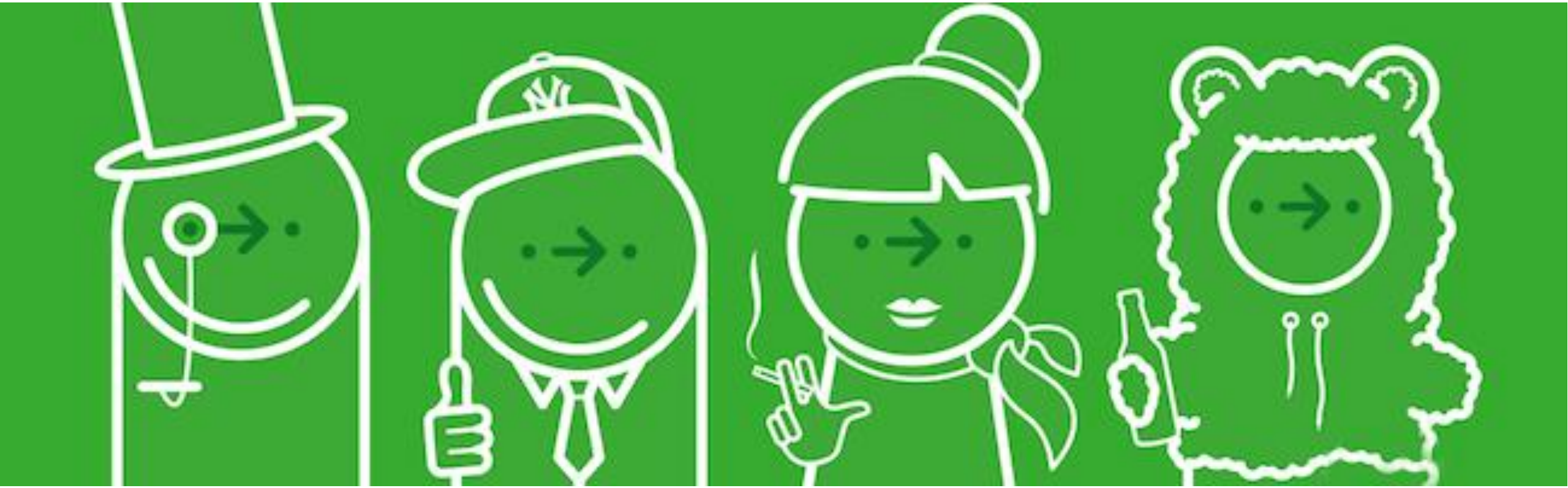
DATA



BOOM!




You may know me...
but you have no idea
WHO I AM



USE CASE

# $\Sigma$

1. A better experience of public services makes for better government
2. Government is not designed to deliver joined-up experiences
3. The Government Transformation Strategy begins to address this
4. But usable data is really the key to unlocking public service innovation

‘The future started yesterday and we’re already late’

– John Legend

NTT DATA

DIGITAL