

Enhanced citizen services, enabled by technology

Overview

The Transformational Local Government discussion paper outlines a strategy to engage with citizens and communities, and reshape service delivery across local government. Modern technology can help to deliver information and services in different ways, for example:

- Connecting processes and systems within and between partner organisations
- Ensuring timely management information to support decision making
- Providing opportunities for staff to work in new ways, on the move or from home

A solution to address the challenge of transforming public services

Sponsored by Microsoft, the Transformational Government Accelerator has been developed by a consortium of leading local government specialists, including Diagonal, Solidsoft and K2, to provide the most contemporary approach available to addressing the issues set out in the Transformational Government Agenda.

It enables existing systems and processes to be migrated to a shared application and information framework, bringing together once siloed technologies, resulting in truly joined up service delivery and cost efficient business processes.

Enabled by Technology

Key measures of local government performance which are directly addressed by the Transformational Government Accelerator include:

- Managing citizen contact
- Cashable efficiencies
- Connecting processes from the citizen through to the back office
- Channel shifting to the lowest appropriate cost method of service delivery
- Citizen data integration

The TGA is a Microsoft Citizen Service Platform Solution, a framework that helps local, regional, and national governments solve their unique business challenges:

- Improve Customer Service
- Enabling Compliance & Accountability
- Caring for the Environment
- Improving Social Care
- Enabling Collaboration and Shared Services
- Sustaining the Local Economy
- Raising Educational Standards



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Business integration

The Transformational Government Accelerator facilitates new ways of working in every local government department, including Social Care, Planning, Revenues & Benefits, Leisure Services and Legal and Member Services. It can also manage and provide efficiencies in internal processes such as Finance and HR, providing you with a flexible platform capable of responding to any future changes in technology and public sector developments.

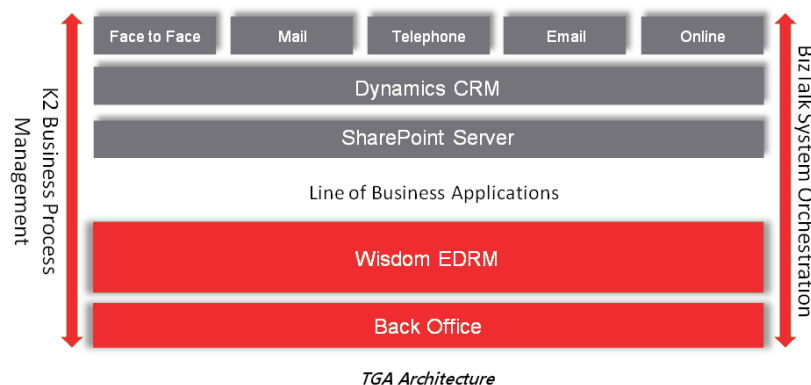
It extends and integrates existing line-of-business systems by providing a wrapper that allows business processes to flow across disparate, previously incompatible systems, both within and between agencies. This effectively eradicates information silos without the need to “rip and replace” existing systems. When legacy systems are ready to be replaced, the open standards based architecture of the Accelerator provides a framework into which more contemporary solutions can be integrated and deployed. Using the Accelerator, local authorities can link their people to their processes and their processes to their systems.

Diagonal in the public sector

Diagonal has worked extensively in the UK public sector for many years, providing a wide range of solutions to our clients that are aligned to the strategic agenda in government today.

Our solutions include:

- Citizen Relationship Management
- Document Capture
- Workflow/Business Process Management
- Web Content Management
- Search and Retrieval
- Enterprise Portals
- Collaboration
- Application Integration



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