

# **THE TRANSFORMATIONAL GOVERNMENT FRAMEWORK (TGF)**

Transformational  
Government is:

- A managed process of ICT-enabled change in the public sector, that puts the needs of citizens and businesses at the heart of that process and which achieves significant and transformational impacts on the efficiency and effectiveness of government.

## **The Business Case for TGF**

# Why a new framework?

All around the world, governments at national, state, and local levels face pressure to do more with less and are looking towards information and communications technologies (ICTs) as a means to help meet these challenges.

However, whilst government websites, e-services and e-Government strategies proliferate (even in the least economically developed countries), it has become clear that ICTs alone are not a silver bullet. There is much more that needs to be included.

One key lesson is the vital need to address the broad and complex set of cultural and organizational changes which, history tells us, are inevitably needed if large ICT-enabled change programmes are to succeed.

This and many other valuable lessons from the past decade or so of e-Government programmes can and should be applied in order to improve the success rate of new initiatives.

The business case for this Transformational Government Framework (TGF) is that it is built from this body of accumulated knowledge and experience, collected and organised under the OASIS umbrella.

Compared with previous approaches, truly transformative programmes constructed within the TGF will amply display these characteristics:

1. They will take a whole-of-government view of the relationship between the public sector and the citizen or business user.
2. They will take a whole-of-government view of the most efficient way of managing the cost base of government.
3. They will include initiatives to e-enable the whole frontline of public services: that is, including staff and organisations involved in direct, personal delivery of services (such as in education and healthcare) as well as e-enabling transaction-based services.
4. They will seek to engage with citizens and businesses as active owners of and participants in the creation of public services, not merely as passive recipients of services.

These differences lie at the core of what we call '**Transformational Government**' .

# The Evolution from e-Government to TG

| E-Government  | Transformational Government   |
|---|---|
| <ul style="list-style-type: none"> <li>• Government centric</li> </ul>                              | <ul style="list-style-type: none"> <li>• Citizen centric</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Supply push</li> </ul>                                     | <ul style="list-style-type: none"> <li>• Demand pull</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Government as sole provider of citizen services</li> </ul> | <ul style="list-style-type: none"> <li>• Government also as convener of multiple competitive sources of citizen service</li> </ul>                |
| <ul style="list-style-type: none"> <li>• Unconnected vertical business silos</li> </ul>             | <ul style="list-style-type: none"> <li>• A virtual business layer, built around citizen needs, operates horizontally across government</li> </ul> |
| <ul style="list-style-type: none"> <li>• “Identity” is owned and managed by government</li> </ul>   | <ul style="list-style-type: none"> <li>• “Identity” is owned and managed by the citizen</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Public data locked away within government</li> </ul>       | <ul style="list-style-type: none"> <li>• Public data available freely for reuse by all</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Citizen as recipient or consumer of services</li> </ul>    | <ul style="list-style-type: none"> <li>• Citizen as owner and co-creator of services</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Online services</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Multi-channel service integration</li> </ul>   |
| <ul style="list-style-type: none"> <li>• IT as capital investment</li> </ul>                        | <ul style="list-style-type: none"> <li>• IT as a service</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Producer-led</li> </ul>                                    | <ul style="list-style-type: none"> <li>• Brand-led</li> </ul>   |

# The Business Case for TGF

1. The TGF draws upon practical and policy development experience and knowledge gained in the last decade or so of e-government programmes.
2. The TGF comprehensively covers all aspects of a public sector transformation programme.
3. The TGF delivers early wins, e.g. a low entry barrier, increased citizen and business engagement and satisfaction, and cost savings.

4. The TGF uses a standard process to deliver a tailored implementation roadmap focused upon benefits realisation.
5. The TGF is not prescriptive about technologies or the approach to, or method for, doing ICT and business process change.

For more information and explanation see the “The Transformational Government Framework Primer” on the OASIS TGF Committee website:

[www.oasis-open.org/committees/tgf](http://www.oasis-open.org/committees/tgf)

OASIS (Organisation for the Advancement of Structured Information Standards) is a not-for-profit consortium that drives the development, convergence and adoption of open standards for the global information society.

<http://www.oasis-open.org>