

A decorative header featuring a grid of white line-art icons on a blue background. The icons include a document, a tag, a gear, a magnifying glass, a smartphone, a document with lines, a tag, a gear, a magnifying glass, a smartphone, a document with lines, an envelope, a speech bubble, a target with an arrow, two interlocking gears, a pie chart, an envelope, a speech bubble, a target with an arrow, two interlocking gears, a pie chart, a checkmark in a circle, a presentation board with a line graph, a thumbs up, a lightbulb, a clock, a checkmark in a circle, a presentation board with a line graph, a thumbs up, a lightbulb, a clock, and a checkmark in a circle.

Service Innovation in Government

ALGIM Spring Conference 2018

Nadia Webster - Service Innovation Lab

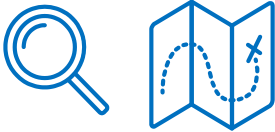
Service Innovation Lab



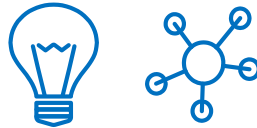
**CROSS AGENCY
WORK PROGRAMME**



DIVERSE TEAMS



UNDERSTAND



DESIGN



TEST

Building Capability

Mindsets



Skillsets



Toolsets



Demonstrate

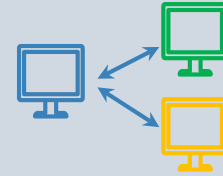
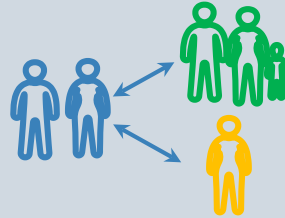


Government as a Platform

RESPONSIVE



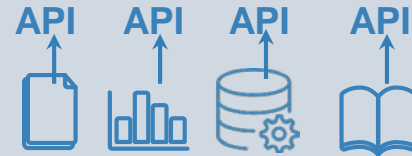
SERVICE ORIENTED



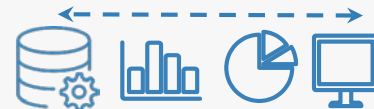
COLLABORATIVE



OPEN



EVIDENCE BASED



Better Rules Discovery



MULTIDISCIPLINARY

INVOLVED

Parliamentary Counsel Office
Ministry for Business,
Innovation and Employment
Inland Revenue



**3 WEEK
EXPLORATION**

QUESTION

How do we develop policy &
legislation that is user-
centred, considers service
delivery from the outset, and
enables the use of digital
technology?



**TRANSFORMATIVE
IDEA**

RULES AS CODE

Human and machine
consumable government
rules for efficient and
effective service delivery

Current State:

Policy Development and Implementation



SILOS



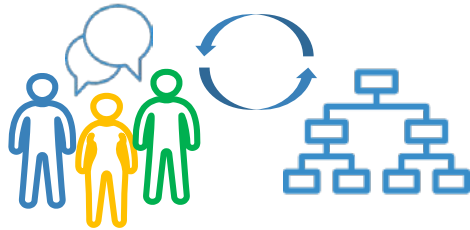
**TRANSLATION
ERRORS**



**POLICY INTENT NOT
DELIVERED**

Future State:

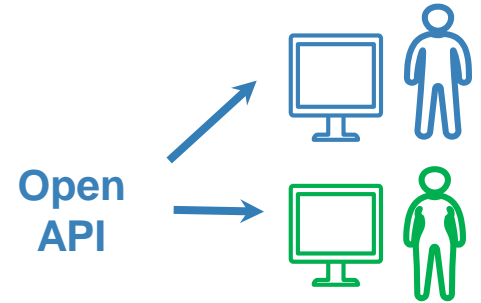
Policy Development and Implementation



**CO-DESIGN THE
LOGIC**



**HUMAN & MACHINE
CONSUMABLE**



**POLICY INTENT
DELIVERED**

Rates Rebate Discovery

INVOLVED

- Tauranga City Council
- Auckland Council
- Wellington City Council
- People who apply for Rates Rebates
- Department of Internal Affairs
- Ministry of Social Development
- Inland Revenue

UNDERSTAND

the user journey and pain points



**MANUAL &
COMPLEX**



PEOPLE MISS OUT



\$1M

**DISPROPORTIONATE
TIME & COST**

Rates Rebate Alpha

Testing a digital approach

“I’m partially blind, so if things are on a computer I can zoom in and read them”

- Pilot applicant

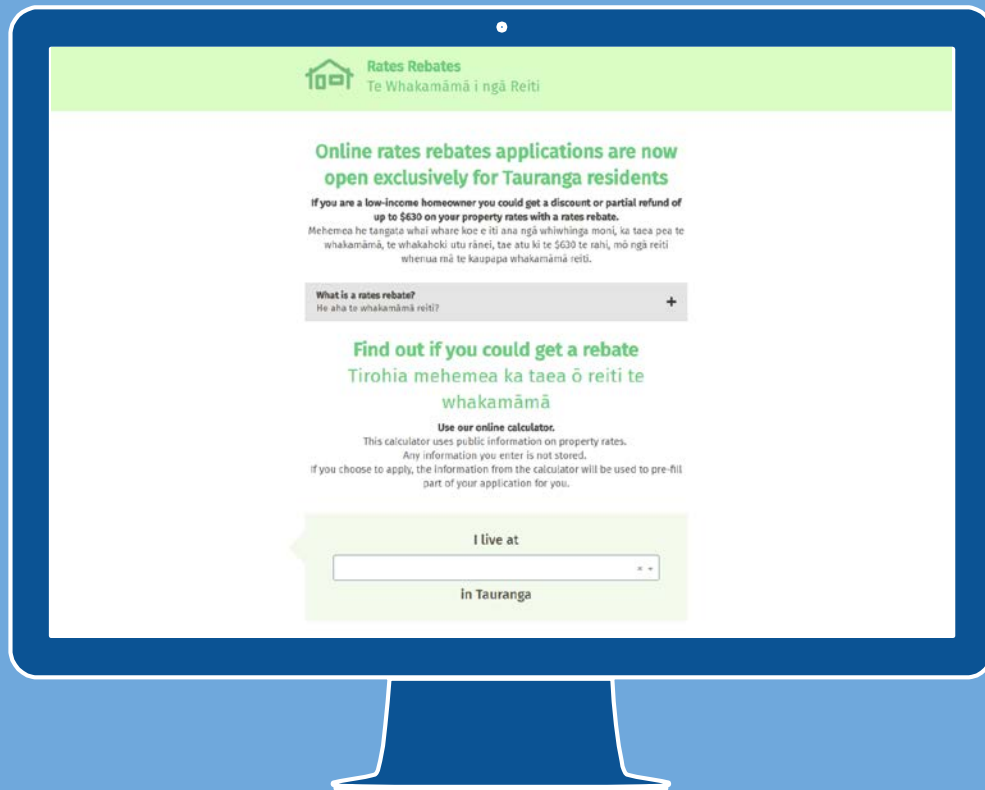
“That was easy, wasn’t it!”

- Pilot applicant

“I would do it online next time”

- Pilot applicant

ESTIMATED \$10M PER
ANNUM SAVINGS IN
EFFICIENCY GAIN



Notice of Sale Scoping

INVOLVED

- Auckland Council
- Tauranga City Council
- Whangarei District Council
- Wellington City Council
- Land Information New Zealand
- Law Society Representative

UNDERSTAND

the user journey and pain points



MANUAL



ERROR PRONE

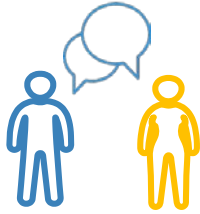


**TIME, COST &
REPUTATION**

Notice of Sale Opportunities

IDENTIFY

opportunities for service improvement



**IMPROVE
COMMUNICATIONS**



**IMPROVE DATA
FLOW & TIMELINESS**



**IMPROVED SERVICE
DELIVERY**

THANKS!

Any questions?

You can find me at

- ▶ **nadia.webster@dia.govt.nz**

Read more about the Service Innovation Lab's work:

- ▶ **<http://digital.govt.nz/blog/LabPlus>**