

# Appendix B

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## Introduction

- 1.1 The purpose of this Appendix is to provide the reader with an overview of those external drivers/initiatives that will influence the development and implementation of DETI’s e-Business Strategy.
- 1.2 The following paragraphs report on major strategic government (legislative & policy) drivers and (technology-based) initiatives for e-Government as well as presenting a review of relevant Departmental corporate & I.S. strategy documents (where available). The implications of these initiatives, for DETI, is discussed later in the main strategy report.

## Strategic Initiatives (External to DETI)

- 1.3 It is important to recognise the range of initiatives that form a strategic backdrop to this Strategy. The figure below summaries some of the major e-Business strategic drivers in Northern Ireland.



- 1.4 In the paragraphs following, we include a brief narration on these strategic drivers. These are discussed mainly in chronological order, although this is not intended to imply that one driver necessarily “created” the next one.

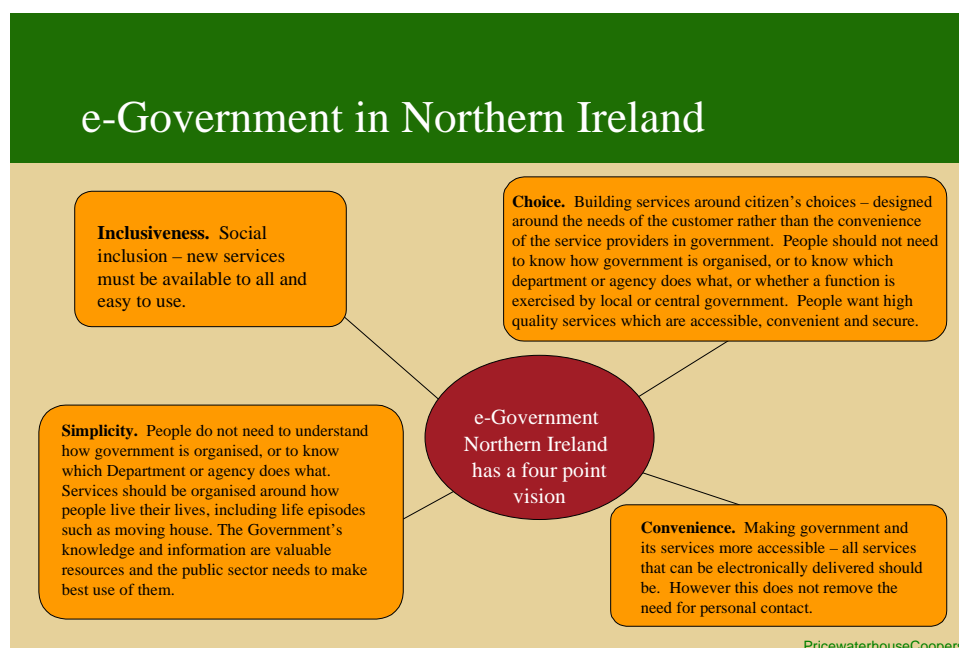
### ***'Citizens First': Modernising Government in Northern Ireland***

1.5 *'Citizens First'* seeks to set out the framework for modernising the public service in Northern Ireland. On 30 March 1999, the Government launched the *'Modernising Government'* White Paper aimed at a long-term programme of improvement through:

- Ensuring that policy making is more joined up and strategic;
- Making sure that public service users, not providers, are the focus, by matching services more closely to people's lives; and
- Delivering public services that are high quality and efficient.

### ***e-Government in Northern Ireland - a Strategy for Supporting 'Citizens First'***

1.6 This strategy document acknowledges both the government's *'Modernising Government'* White Paper and the recently published *'e-Government – a strategic framework for public services in the information age'*, aimed at bringing the e-Business revolution into the heart of government.



### ***Strategy 2010 and Leapfrog to the Information Age***

1.7 On 23<sup>rd</sup> March 1999, the Economy Minister for Northern Ireland presented a report, entitled *'Strategy 2010'* proposed policies to take the Northern Ireland economy through the first decade of the new millennium. The Information Age Initiative, established in September 1999, was tasked with preparing a Strategic Framework and Action Plan to ensure that Northern Ireland enthusiastically grasps the opportunities of the information revolution. The Action Plan – *'Leapfrog to the Information Age'* was launched by the Secretary of State for Northern Ireland on the 4<sup>th</sup> April 2000.

***Programme For Government (PFG)***

1.8 PFG sets out the NI Executive's plans and priorities for the three years, commencing April 2001, its priorities include:

- Growing as a Community;
- Working for a Healthier People;
- Investing in Education and Skills;
- Securing a Competitive Economy; and
- Developing North/South, East/West and International Relations.

1.9 In addition, PFG states that the Executive "will improve the co-ordination of our departments and agencies, ensuring that services are delivered in a way that meets the needs of the public."

***Targets for Electronic Service Delivery (ESD)***

1.10 The Government have established the following targets for ESD in Northern Ireland:

- By 2002, 25% of all **key** services capable of being delivered electronically; and
- By 2005, 100% of all **key** services capable of being delivered electronically.

1.11 The word **key** refers to services that satisfy one or more of the following criteria:

- High volume of associated transactions;
- Perceived as a high value service; and
- Has some level of obligation on the part of the citizen to use the service.

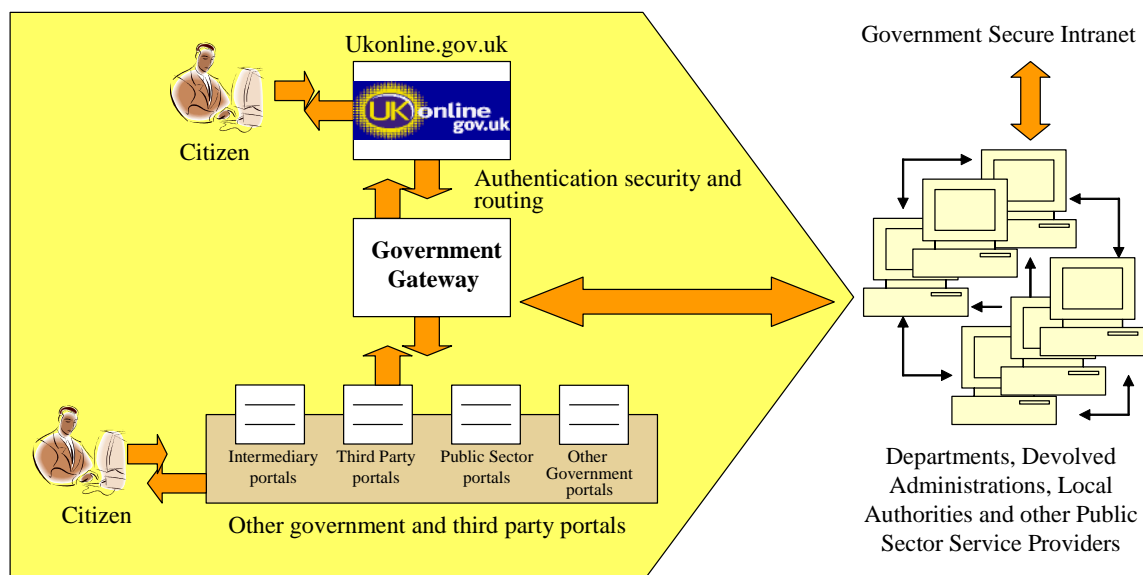
***UKonline and the Government Gateway***

1.12 UKonline is an ongoing campaign to provide citizens and businesses with a portal to all electronically delivered government services. The two key initiatives are Government Gateway and UKonline.gov.uk.

1.13 UKonline is an Internet-based web site with the goal of aggregating all government information and services in one place. It is intended to be the primary place where citizens go to get information about government services and to transact with Government online.

- 1.14 The Government Gateway ensures that the respective roles of government departments, in providing joined up services, are transparent to the end user. The Gateway provides the appropriate routing and connection services to departments and also the necessary security and authentication to enable different parts of Government to conduct electronic transactions with citizens.
- 1.15 The diagram below provides a high-level overview of how UKonline will connect the citizen to Government:

### UKonline Architectural Framework



### Implications for Northern Ireland

- 1.16 CITU(NI) (now NI e-Government Unit) have mandated the use of Government Gateway for all registration and authentication services required for Northern Ireland government electronic service delivery to citizens and businesses. The portal project will look to the provision of a Departmental Information Server (DIS) that is required to interface NI Departments with the Government Gateway.
- 1.17 The Government Gateway ensures that the respective roles of government departments, in providing joined up services, are transparent to the end user. The Gateway provides the appropriate routing and connection services to departments and also the necessary security and authentication to enable different parts of Government to conduct electronic transactions with citizens. The Gateway will also be instrumental in opening up government departments and their information assets and services to the public, private and voluntary sectors.
- 1.18 The Gateway is now in place and ready for use. There is currently an opportunity for departments to come forward to have services connected and there is also some funding available for this connection.

- 1.19 The NI e-Government Unit (NIEGU) is to conduct a communication exercise in the short term to encourage Departments to avail of the opportunity which is not expected to last.
- 1.20 In the near future funding may be reduced and it is anticipated demand will increase. Projects will have to be prioritised and this will be done based on the following characteristics:
- Whether they are cross-cutting, involving the supply of e-enabled services by two or more public sector organisations;
  - Whether they provide key innovative “common good” infrastructure or services for the NICS or other parts of the Public Sector; or
  - Whether they are aimed at providing proof of concept in the application of modern technology in the transformation of business processes.
- 1.21 There is a dependence on the Office of the e-Envoy for the provision of this service and NIEGU is now investigating the possibility of using other local suppliers to assist with connection to the gateway.

#### ***Public Service Network (PSN)***

- 1.22 PSN is an integrated high-speed network connecting NI Departments, and the wider public sector, to provide voice and data transmission facilities. It is the current network vehicle for access to the Government Gateway for the registration and authentication services described above. DETI Networks have already received PSN(R) accreditation.

#### ***OnlineNI***

- 1.23 In Northern Ireland an Online NI “Portal to Government Services” project has received funding of £1.2 million from the Executive Programme Fund – Service Modernisation to develop a portal into Northern Ireland Government electronic services over the next three years.
- 1.24 OnlineNI is currently being piloted and will act as the “window” to government. The pilot is being developed in conjunction with Fujitsu and uses Plumtree portal technology.
- 1.25 No decision has been made with regard to the continuation of this solution or not. Over the next 6 months a business case will be prepared and a suitable supplier procured for the further development of the portal.
- 1.26 The success of the portal is closely linked to the web content solution and the ability of the individual departments to provide services electronically to citizens.

**Knowledge Network**

- 1.27 Knowledge Network (KN) is a UK initiative launched in October 2000 and is currently available to around 55,000 users across the UK Government Secure Intranet. The service offers access to government facts and figures, briefing on current issues as well as sites for cross government communities and projects.
- 1.28 In Northern Ireland, Knowledge Network has been implemented to initially provide shared services across Departmental Private offices. These services are:
- **Correspondence registers** – to track advice general responses made to various types of correspondence.
  - **Ministers Diary** – to enable the activity of a Minister to be planned and scheduled; and
  - **Media Activity Planner** – to aid the co-ordination of Press Activity across Government.
- 1.29 Knowledge Network phase 2 (KN2) will deliver a further 6 applications for use in all NICS departments:
- Key policy briefing and planning, facts and figures;
  - Ministerial briefing, - lines to take;
  - Key speeches;
  - Key themes;
  - Press releases, press cuttings; and
  - Hansard.
- 1.30 A key feature of phase 2 is the linking of the applications to the main themes of the programme for government.

**Northern Ireland Citizen Interaction Centre (NICIC)**

- 1.31 The NICIC project is primarily focused on two main aspects. Firstly the sustainability of the current voice communication service between the Northern Ireland Public and the NICS. Secondly the provision of the necessary infrastructure to support citizen centric services for the NICS Departments and Agencies and other existing BDS customers.

- 1.32 FrontLine is the chosen CRM solution for NICIC services and all telephone operators and across NICS. A third of the 70 telephone operators across the service have the new system in place and rollout is continuing. The intention is that individual Departments/Divisions will subsequently develop their own deployments of FrontLine, linked to the NICIC Telephony facility.
- 1.33 DETI's Consumer Affairs Branch is using the NICIC infrastructure and FrontLine to deliver ConsumerLine. Two other projects are piloting the use of NICIC and FrontLine: DETI's e-Registry project and a project in DRD Roads Service.

### ***NICS Corporate Strategic Framework***

- 1.34 This Corporate Strategic Framework provides the basis for building electronic government services within Northern Ireland while ensuring consistency and appropriate integration with current initiatives within the Cabinet Office, the Scottish and Welsh devolved administrations and certain programmes in the Republic of Ireland.
- 1.35 The vision associated with these significant changes must therefore be of a modernised, efficient government alive to the latest developments in e-business, and meeting the needs of citizens and businesses in Northern Ireland.
- 1.36 The Corporate Strategic Framework addresses the four key aspects of providing government services electronically:
- Connecting the citizen and business;
  - Connecting with the citizen and business;
  - Effective government; and
  - Efficient government.

### ***Accounting Services Programme (ASP)***

#### **Introduction**

- 1.37 In November 2000 the Northern Ireland Civil Service (NICS) commissioned a review of accounting services across all departments, which concluded in March 2001 that procurement of an ERP system based upon a centralised database should proceed followed by implementation on a programme basis (to be known as the Accounting Services Programme).
- 1.38 The ASP Board has recently re-examined the need for the ASP and confirmed that the ASP remains a high priority programme to address the following NICS and departmental needs:
- The provision of accounting services to departments on a common basis;
  - The satisfaction of both NICS corporate and departmental requirements;

- The provision of services designed to address the need for departmental decision making and transaction support;
- The protection of the departmental Accounting Officer with regard to Business Continuity; and
- The rationalisation of the manner in which existing departmental finance functions operate in order to deliver accounting services in the most effective and efficient manner.

### Required Services

- 1.39 The required services will be provided to all departments within the Northern Ireland Civil Service, including their executive agencies (with the exception of Water Service). Although a number of agencies do not depend upon their sponsoring department for their systems, they will have access on a call off basis to the services provided under the ASP.
- 1.40 The services will be implemented on a common basis but may be delivered in different ways to each of the eleven departments as the finance function, structure and supporting business processes within each of these organisations are different.
- 1.41 The services to be provided are categorised under three main headings:
- Financial Application Services;
  - IS Services; and
  - Service Management services.

### ASP Financial Application Services

Scope of ASP Financial Application Services	
Mandatory	Optional
<ul style="list-style-type: none"> <li>• Financial Management and Budgetary Control</li> <li>• Income Processing and Management of Debtors</li> <li>• Purchase Order Processing</li> <li>• Registration, Invoice entry and payment and management of Creditors</li> <li>• Travel and Subsistence</li> <li>• Cash Management</li> <li>• Fixed Asset Accounting</li> <li>• Stores and Inventory Accounting</li> </ul>	<ul style="list-style-type: none"> <li>• Project Accounting</li> <li>• Sales Ledger</li> <li>• E-Procurement</li> </ul>

### Business Model

- 1.42 The ASP Board is considering a business model that might involve the creation of the data centre initially, with implementation of a shared service centre over a subsequent period of time. Departments would retain responsibility for core accounting processes, such as preparation of requisitions and orders. In addition their finance functions would maintain financial and management reporting, and budgetary control including the provision to policy branches of high quality and timely financial information and services to support them in data driven policy development. The shared service centre would provide other business services including aspects of transaction processing (for example, invoice matching, and supplier payments, systems administration, helpdesk and contract and performance management).
- 1.43 Under this scenario departments would complete the transition to the new ASP service initially, and cut-over to the new shared service centre at a later date and not all at once.

### Implementation

- 1.44 A three stage transition to the full service is envisaged:
- **Stage 1** assumes that all Departments will migrate onto the new ASP services, but not the shared service centre;
  - **Stage 2** encompasses the transition of all departments from the in-house provision of non-core accounting services to those provided by the ASP shared service centre; and
  - **Stage 3** the new ASP shared service arrangements will commence live operations and the implementation of a programme of continuous improvement.
- 1.45 Indicative timescales for the stages, elements of which may run in parallel, are set out below (financial year ended):

**Figure 1 - ASP Timescales**

Activity	Start	End
Procurement	2004	2005
Stage 1 Core ASP Implementation stage costs	2005	2007
Stage 2 SSC arrangements	2004	2008
Stage 3 SSC live running	2008	2013

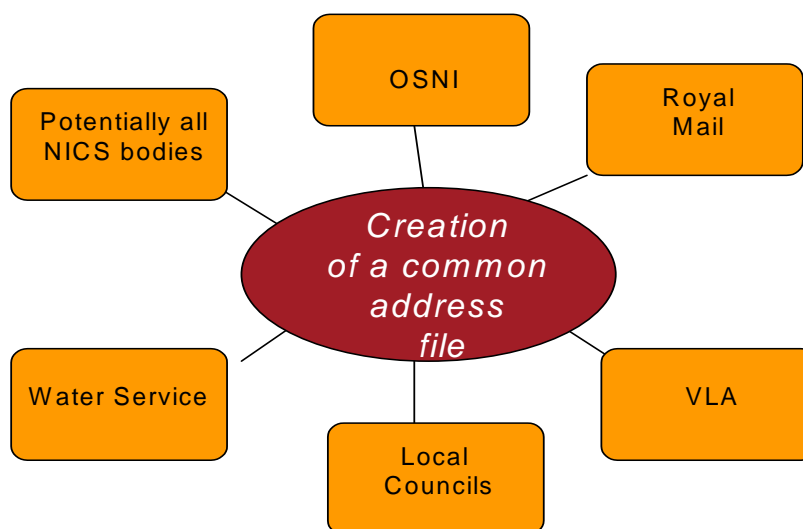
- 1.46 The transition to the shared services arrangement will commence in mid 2007, and will be completed by the end of 2008.

***NI Public Sector Electronic Human Resource (eHR) programme***

- 1.47 DFP have recently initiated a procurement process for this corporate project. The eHR programme is seeking a strategic partner to assist in the delivery, implementation and operation of an integrated Northern Ireland Civil Service eHR business solution.
- 1.48 The “core” requirement covers directly related business process improvement services and the ICT components required to implement the strategic solution and replace current systems (the HRMS application for personnel and recruitment and the existing payroll bureau service) and is likely to cover:
- the business implementation to provide change management support for the design of processes and workflows to underpin the new HR service delivery model;
  - the ICT implementation which will include the software (package modules plus customisation and interfaces), the hardware platform, and the implementation, training and data migration services;
  - providing a managed service for the on-going support of the hardware, software and payroll bureau service; and
  - Providing a solution enhancement service which will enable new requirements to be met and agreed improvements or extensions to the solutions to be developed and introduced.
- 1.49 In addition to the core requirement, the eHR Programme will consider procuring additional services including the following:
- Provision of a wholly managed payroll service whereby responsibility for the associated administrative processes involved in non-industrial and industrial pay (33,000 staff including 3,000 industrials) would be provided by the service provider; and
  - Provision of a wholly managed service for some HR services whereby responsibility for the associated administrative processes would be provided by the service provider.

### ***Pointer Project***

- 1.50 The primary focus of this project has been to develop a partnership between Ordnance Survey of Northern Ireland, Royal Mail and the Valuation & Lands Agency - in co-operation with local councils - to take forward the development of a Common Address File.



- 1.51 The objective of the project is to develop a Common Address File providing a definitive index of addresses and form the focus for the maintenance and management of address information within the Northern Ireland Public Sector, allowing for a standards based and consistent co-existence of geographic and postal address information.
- 1.52 In addition, the project will form a link to geographic entities through spatial relationships that open up access to various public and private sector data management and analysis initiatives.
- 1.53 The next phase of the project is further development of the existing Pointer database and maintenance system. This will see the development of a maintenance hub, which will:
- Allow Local Councils, OSNI, the VLA and Royal Mail to seamlessly (as far as possible) provide address data for the maintenance of Pointer;
  - Support the full implementation and automation of the unified address life cycle; and will
  - Put in place a system to supply the data to OSNI's customers.
- 1.54 The project includes a publicly available Internet presence for the Pointer project, through the provision of an Internet portal or equivalent. The portal will provide a dynamic resource on which information on the status of the project can be found, and will allow users to search the Pointer address database on a limited basis.

- 1.55 The portal will maximise the integration of address data and OSNI mapping data, and will allow registered and authenticated users to download full address datasets and change-only datasets, and to view their account information.
- 1.56 A version of the portal is currently live in ConsumerLine.

#### ***NI Public Sector e-Procurement Strategy***

- 1.57 A group referred to as “Implementation Team” was formed to investigate the delivery of Procurement services for the Northern Ireland Public Sector. Their initial report, published in June 2001, is entitled “A Review of Public Procurement – Findings and Recommendations”.
- 1.58 The NI Procurement Board have (in October 2003) finalised an e-procurement strategy for Northern Ireland.
- 1.59 This Strategy is to be communicated formally to Departments. It includes proposals for provision of an on-line tendering facility, available to all NICS Departments, during 2005.

#### ***Data Protection Act (1998)***

- 1.60 Data Protection Act gives rules for the way organisations treat personal information about a citizen. It applies to written and electronic records. The processing of personal data must comply with the eight enforceable principles of good practice.

#### ***The Freedom of Information Act 2000.***

- 1.61 The Freedom of Information Act received Royal Assent on November 2000 and creates new rights of access to government information. In essence, the Act gives citizens the statutory right to records or information of any date held by the public authority concerned in connection with its public functions.
- 1.62 The Act covers the following two main areas:
- Right of access to recorded information held by public authorities; and
  - Exemptions from the duty to disclose information.
- 1.63 The Freedom of Information Act extends to Northern Ireland and the intention is that this legislation will be brought into force in Northern Ireland at the same time as in England and Wales, no later than 2005, although it may be sooner.

#### ***The Electronic Communications Act (Northern Ireland) 2001***

- 1.64 This Act received royal assent on 5<sup>th</sup> April 2001 and brings Northern Ireland into line with the rest of the UK with respect to the facilitation of the use of electronic communications and data storage.

- 1.65 The most significant element of this legislation is that it makes provision for the legal recognition of electronic signatures and the process under which they are generated, communicated or verified.
- 1.66 It will also facilitate the use of electronic communications or electronic storage of information, as an alternative to traditional means of communication or storage. However this “facilitation” is by means of increasing Ministerial powers rather than forming part of the legislation. The Act gives Ministers the power to modify legislation currently preventing the use of electronic communications or storage in place of paper.

### ***NICS EDRMS Infrastructure Project and the Information Access Programme***

- 1.67 As part of the GB Invest to Save funded project on Electronic Records Management Systems, an Inter-departmental working group comprising of representatives of the Public Records Office, 11 other GB departments and the Office of Government Commerce (OGC) has developed a set of generic functional requirements for electronic records management in UK Government at: <http://www.pro.gov.uk/recordsmanagement/eros/invest.default.htm>.
- 1.68 These requirements have recently been updated and can be used as a benchmark for incorporation into new public sector information systems development work. The original requirements have been tested against currently available software packages in the electronic document and records management application area and approved packages have been listed on the PRO web site.
- 1.69 OFMDFM, on behalf of the NICS, is currently progressing a project to deliver a Corporate EDRM Systems Infrastructure for all 11 Government Departments and their Agencies. This project is governed by a “Joint ERM working group”. The project is part of the **Information Access Programme** which is also addressing Freedom of Information, Environmental Information Regulations (EIRs) and Data Protection requirements.
- 1.70 To-date extensive consultations have taken place with business and technical representatives from all 11 government Departments as well as consultations with EDRM vendors and Systems Integrators.
- 1.71 The Northern Ireland Information Manager has been appointed as Programme Co-ordinator for the Information Access Programme. A Glossary of Information Management Terminology as well as a Standards Statement have also been prepared and have been reviewed by all Heads of ISU.
- 1.72 An Outline Business Case and Statement of Requirements have been prepared and a procurement process to establish a framework contract for ‘preferred’ products is nearing completion.
- 1.73 It is proposed that Departments can use this framework contract to select specific products to fulfill their requirements in relation to EDRM, Workflow and Enterprise Application Integration (EAI).

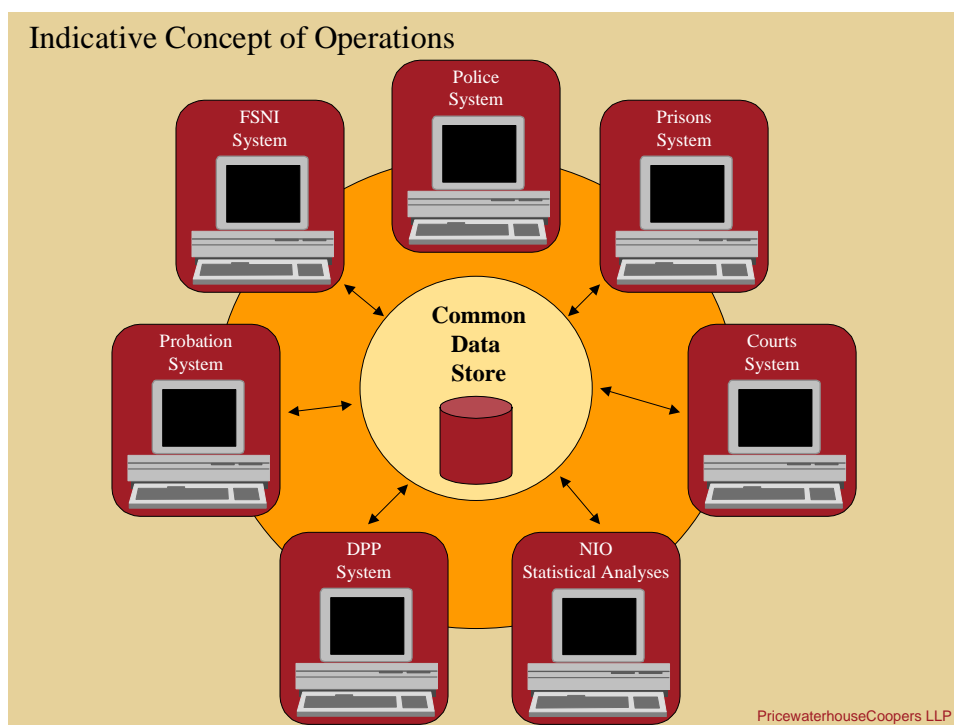
- 1.74 The project will initially involve OFMDFM, DETI and PRONI as Lead Implementations. Following an assessment of these lead implementations, around June 2004, other NICS entities will be able to avail of the services under this framework – subject to their own affordability constraints.

### ***NI Review of Public Administration (RPA)***

- 1.75 An NI wide review of public administration is underway currently and could potentially recommend changes in the way in which DETI services are delivered.
- 1.76 The project has been delayed due to suspension of the NI Assembly. However, an RPA report has recently been issued for consultation. There is no information available at this time to indicate whether any implications will emerge for DETI.

### ***Causeway Programme***

- 1.77 This major initiative will “join up” criminal justice agencies and is summarised in the figure below.



- 1.78 The Causeway programme manager has already requested a list of government agencies/bodies that are interested in supplying information or extracting information from their database.
- 1.79 Current Causeway Programme plans are to provide a capability to view criminal records by “March 2004”. Full implementation of new systems is scheduled for completion in 2006.

**Broadband Services within NI**

1.80 Telecommunications Policy Unit within the Department of Enterprise, Trade and Investment (DETI) is responsible for encouraging the rollout of Broadband across Northern Ireland (NI). The major objective is to achieve a “world-class telecomms infrastructure for NI”, for the benefit of citizens, business and industry. To advance this agenda DETI, is implementing a range of complementary initiatives designed to progressively develop telecommunications infrastructure, stimulate demand for broadband, and develop broadband applications to both support the knowledge based and driven economy and to promote digital inclusion.

1.81 There are a number of ongoing initiatives, including:

- **Local Access Tender for the Provision of Broadband Services**

This tender is seeking the equitable and comprehensive provision of cost effective broadband services for all.

From 27 responses received on 22 August 2003, 3 were short-listed. In February 2004, the Minister, Ian Pearson, announced that BT has been judged as the supplier likely to offer the most economically advantageous solution. DETI is conducting further negotiations with BT to finalise and secure agreement on proposals to provide comprehensive and equitable broadband services to all of Northern Ireland.

- **UK Broadband Fund**

Northern Ireland secured £1.46m as its share of DTI’s £30m UK Broadband Fund to develop innovative schemes extending broadband networks to a wider range of customers than those who appear commercially viable. To date £1m has been invested in 30 projects that seek innovative ways to encourage the rollout of broadband to areas currently considered to be commercially non-viable. A further 23 applications are under consideration.

- **Flagship Initiative**

This call, with up to £2 million available, sought innovative broadband projects addressing applications, content or services that will directly impact on the effectiveness of the Northern Ireland economy. From the 19 submissions received funding was made to a proposal from Derry City Council addressing e-government, e-business and e-tourism applications over wireless technology.

- **InterReg III A**

This EU Fund to promote cross-border integration has allocated €6 million to stimulate investment in and accelerate development of efficient communications and e-commerce infrastructure in Northern Ireland and the six border counties of the Republic of Ireland. DETI’s Telecommunications Policy Unit is liaising with the Department of Communications, Marine and Natural Resources (DCMNR) in Dublin to develop a Call in line with the aims of Interreg III. It is planned to

launch the Call April 2004 with the target of having projects approved by the end of June 2004.

- **Public Sector Broadband Aggregation**

Following completion of a feasibility study, led by DETI, the decision to proceed with public sector broadband aggregation was made by the Permanent Secretary's Group on 29<sup>th</sup> August 2003. This decision was subsequently endorsed by all Ministers and publicly announced by Ian Pearson on 7<sup>th</sup> October.

The project was taken forward by the Office of the First and Deputy First Minister (OFMDFM) to examine, the type of organisation/team needed to implement broadband aggregation. The project team reported its recommendations to PSG in January 2004, and Ministerial approval has been given to take the project forward under DFP.

- **Digital Island**

DETI's Telecoms Policy Unit is currently addressing a number of cross border telecoms issues through the Digital Island initiative. This is a policy-level framework, put forward by InterTradeIreland, DETE and DETI, aimed at seeking the fullest exploitation of the digital technologies by businesses across the island. DETI together with DCMNR and DETE has agreed to take forward a strand within the Digital Island model on ICT Infrastructure and Services. Issues currently being addressed include:

- all Island tariffs for data and mobile communications;
- all Island telephone numbering ranges;
- spectrum roaming in the border regions; and
- cross-border infrastructure.

### **Windows 2003**

1.82 The vision for the NICS Windows 2003 Programme is that it will contribute to the "**Interconnectivity and Interoperability**" needed across NICS to support cross-government applications. It will achieve this by providing the necessary directory-based infrastructure and associated business processes so that present insular "silos" of identity data can be integrated into a corporate repository of identity data. It will also provide a means to grant access to information and applications across departments.

1.83 By December 2004 the NICS will have the following capability:

- A fully supported and agreed strategic NOS (Network Operating System) infrastructure implemented across NICS, that is based on a Windows 2003 server multiple forest solution with a common schema and centralised common directory;

- A standards-based corporate repository of identity information (email, telephone, & postal) of NICS staff that can be accessed by all NICS IT users;
- Fully operational standards, policies, procedures and governance developing and maintaining the commonality of the design; and
- A means to grant access to information and appropriate active directory-enabled applications across departments via Windows 2003 cross forest transitive trusts;
- The common approach publicised to the wider public sector in an attempt to influence interconnectivity and interoperability beyond the NICS community.

1.84 The major benefit of the Programme is the provision of a platform upon which to implement active directory-enabled applications across departments.

1.85 The business case for W2003 has been approved.

### ***e-Participation***

1.86 OFMDFM have recently commissioned a feasibility study to identify ways in which e-Participation technologies and methodologies can be used to support processes which involve participants:

- At all stages in policy development, especially initially;
- In more interactive, coordinated, meaningful and innovative ways; and
- When policies have been developed by providing for fast and effective analysis, follow-up and feedback of results.

1.87 Key requirements of the study and its key deliverables are summarised in the tables below.

<b>Requirements</b>
Review current and planned e-Participation and consultation projects and initiatives and experience across the Northern Ireland Civil Service (NICS) and experience elsewhere including the GB civil service.
Examine the feasibility of a common “joined-up” approach to e-participation for the NICS, within the wider context of promoting active citizenship and community development.
Support for the processes involved in policy development and public engagement. This would include access to best practice, guidance and expertise. The findings of “Review of Consultation Processes” undertaken by the Statutory Duty Unit in OFMDFM will be a key consideration in identifying the scope of e-participation as will a number of other exercises (e.g. the Good Practice Review on User Involvement by the Health Social Services and Public Safety family of organisations).
Analysis, including the recording, publication, and coordination of participant dialogue, plus the maintenance and sharing of contacts data relating to special interest groups.

<b>Requirements</b>
Using ICT to undertake participative exercises by looking at consultation and engagement as a coherent and coordinated NICS wide process.
The use of different channels (Internet, Digital TV, Kiosk, call centre – NI Citizen Interaction Centre) to deliver consultation may need to be considered.
The role of Knowledge Network and the NI Portal (OnlineNI) as a delivery mechanism.
Identify suitable pilots for e-participation.
<b>Deliverables</b>
A definition of the scope of e-participation and a glossary of common terms.
A review of current and planned e-participation projects and initiatives in NI Departments.
In the light of best practice in NI and elsewhere, a clear definition of e-participation opportunities.
An analysis of the potential for promoting e-participation across Government, including the scope for partnerships with other sectors, and the anticipated constraints and barriers
An assessment of the opportunity for a more joined up approach to e-participation, both in terms on common architecture, standards and tools, and in presenting a more coordinated approach to engaging the public.
On the basis of the above, recommendations, if appropriate, for suitable pilots, and the terms of reference, duration and expected benefits of any pilots.
A screening in terms of equality, New TSN and Human Rights to actively address the potential for different impacts – especially with regard to “hard-to-reach” groups.

- 1.88 Many existing Departmental e-Business strategies include an “e-consultation” project and indeed many Departments and Agencies have already progressed some way towards, at least, making consultation documentation available on their web sites.
- 1.89 It will be important for this e-Business strategy to recognise the potential contribution of OFMDFM’s e-participation project to DETI’s longer term goals in relation to e-consultation and this is discussed in the main strategy report.

### ***Impact of these external Strategic Initiatives on DETI***

- 1.90 Many of these initiatives will impact upon DETI’s future strategy. Indeed DETI are already either leading or participating in a number of these initiatives including EDRMS, NICIC, OnlineNI and W2k3 projects. The longer term implications of these strategic initiatives on DETI are discussed further in the main body of this e-Business strategy and in Appendix A.