

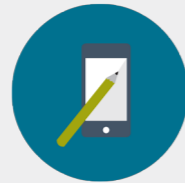
Result 10 Blueprint on a page



The Customer Vision:

Digital by Choice

It will be so easy for New Zealanders to transact with government digitally that they choose to do so.



The Service Vision:

Digital by Design

Services will be designed for digital: seamless, smart and secure.



The System Vision:

Digital by Default

Integrated digital service delivery will be 'how we do things' in government.

Support New Zealanders through the digital transition

Action 1 Assist customers to transact digitally, and provide alternatives for those who can't

Redesign services

More digital services designed with integration in mind

Integrated service information and access points

Integrated identity and transaction account

Action 2

Make the transactions in the Result 10 'basket' more user-friendly

Action 3

Provide more transactions in the digital environment

Action 4

Consolidate and rationalise the government web domain and rewrite service information to make transactions easier to find and use

Action 5

Adopt RealMe and deliver integrated digital transactions

Action 6 Identify and adopt digital service standards

Increase system capability

Action 7 Evolve contact centre capability to promote and complement digital service delivery

Action 8 Measure service delivery cost and quality consistently across government

Action 9 Remove legislative barriers

Action 10 Strengthen digital service design and delivery capabilities

Benefits for New Zealanders

- Reduced customer effort required to access government services
- Increased customer satisfaction
- Greater uptake of entitlements by eligible customers
- Reduction in penalties and debt incurred inadvertently by customers who have failed to meet obligations to government

Benefits for government

- Reduced per-transaction service delivery costs
- Improved public perception of government
- Greater realisation of entitlement-related policy objectives
- Greater realisation of compliance-related policy objectives
- Reduced service delivery infrastructure costs

New Zealanders can complete their transactions with government easily in a digital environment.