

Driving a trusted future in a radically changing world

Putting citizens in control of their own data



Patrick Stephenson, Client Managing Director, UK Central Government

There is tension...

Citizens are demanding consumer-styled experiences but they're concerned about their data:

Biggest worries are:

- 35%** of citizens have **security concerns** about sharing their personal data
- 34%** of citizens **lack trust in how organisations'** use their personal data
- 31%** of citizens have **doubts about the reliability** of technology

Imagine if:

- Trust was not an issue.
- By using the right approaches and technology, you can tackle these concerns head-on.
- Business leaders can finally move on with their transformation by addressing the public's nervousness.

What Citizens Want

Personalisation

"The digital experience is usually **built around the department** rather than the consumer."

"I'm convinced that there must be a **minimum set of data which the Government are already arbiters of**, that beneficially could be used ubiquitously."

Transparency & Trust

"I've never really felt uncomfortable giving my data away. But if I give my data and get **something of value** in return, then that's a worthwhile thing."

"One of the things that I'd like a Government website to do is to **show me exactly what interactions** I'm having with the Government at this time."

Experience

"DVLA is a fantastic example of where it does work. **Simple, easy to use, I get what I need quickly.** That's not universal in government."

"The more that we can **make the process easier** and quicker, the more faith we'll have."

Why don't citizens own their own data?

Well, they do in Estonia

Every citizen has **online access**, via multiple channels, to the information the government holds on them

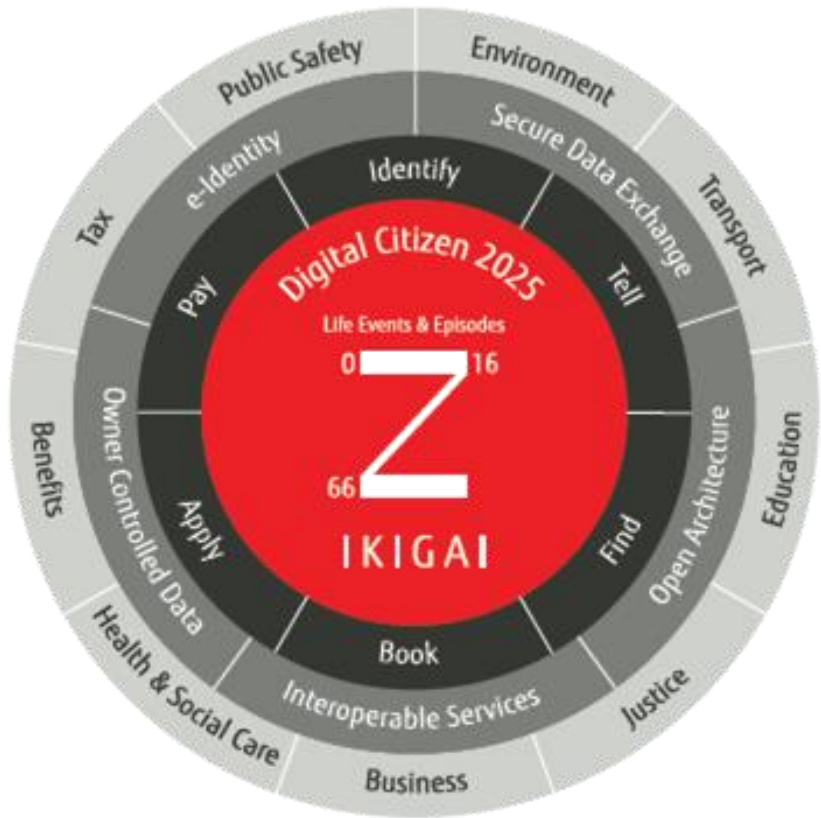
Citizens can access and **apply for government services through their portal** including full e-voting.

The only transactions you cannot undertake online are **buying a house and getting married**.

Estonia's approach is based on three simple, but critical principles.

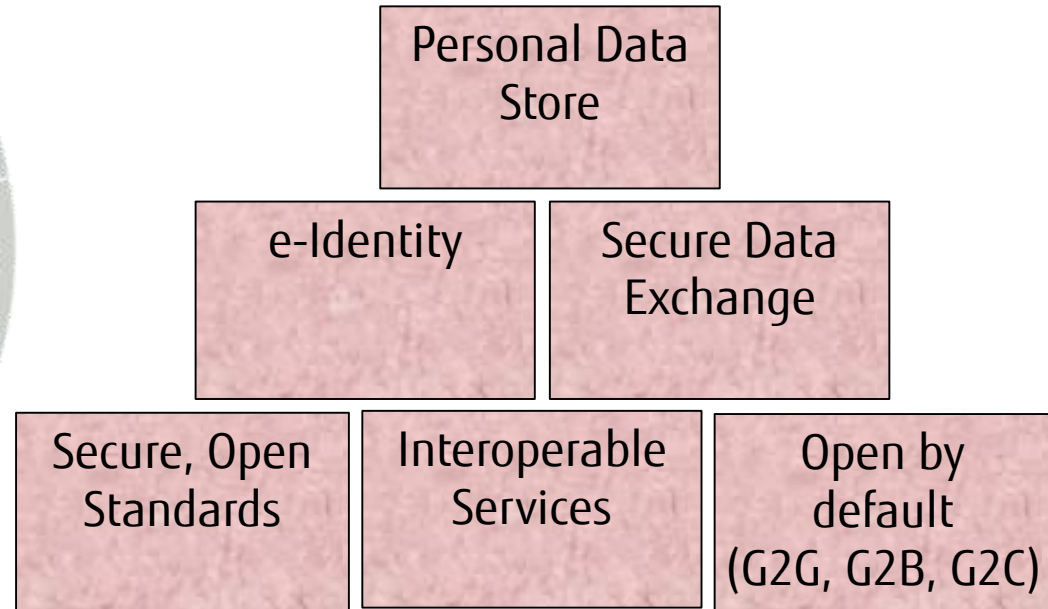
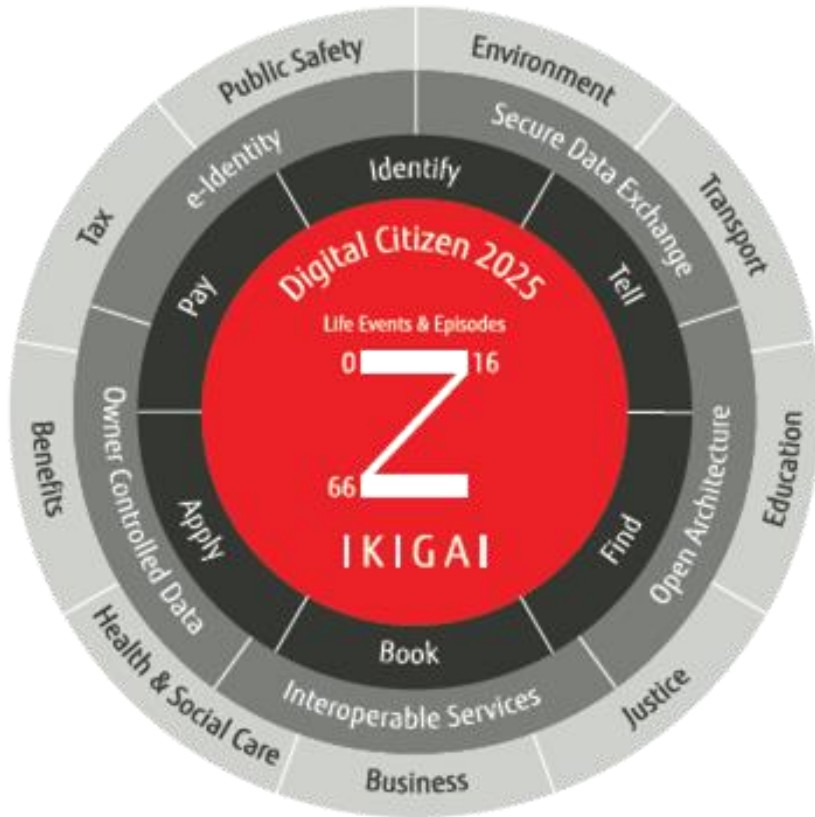
1. **Every citizen needed a unique ID** – The government issues citizens with an ID card, and two PIN codes, to allow them to access their services.
2. **The Government only collects each piece of data once** – This data is used to pre-populate forms across all departments.
3. **Data exchange between departments is via a secure mechanism called X-Road**

Our vision is Citizen Z



1. Life Events & Episodes
2. Tell Us Once
3. Right to be Forgotten
4. Portability and Accessibility

The building blocks of Citizen Z



So... are there examples of how
this approach can drive
Data4Good in the UK?

How are Department of Justice Northern Ireland using Data4Good?

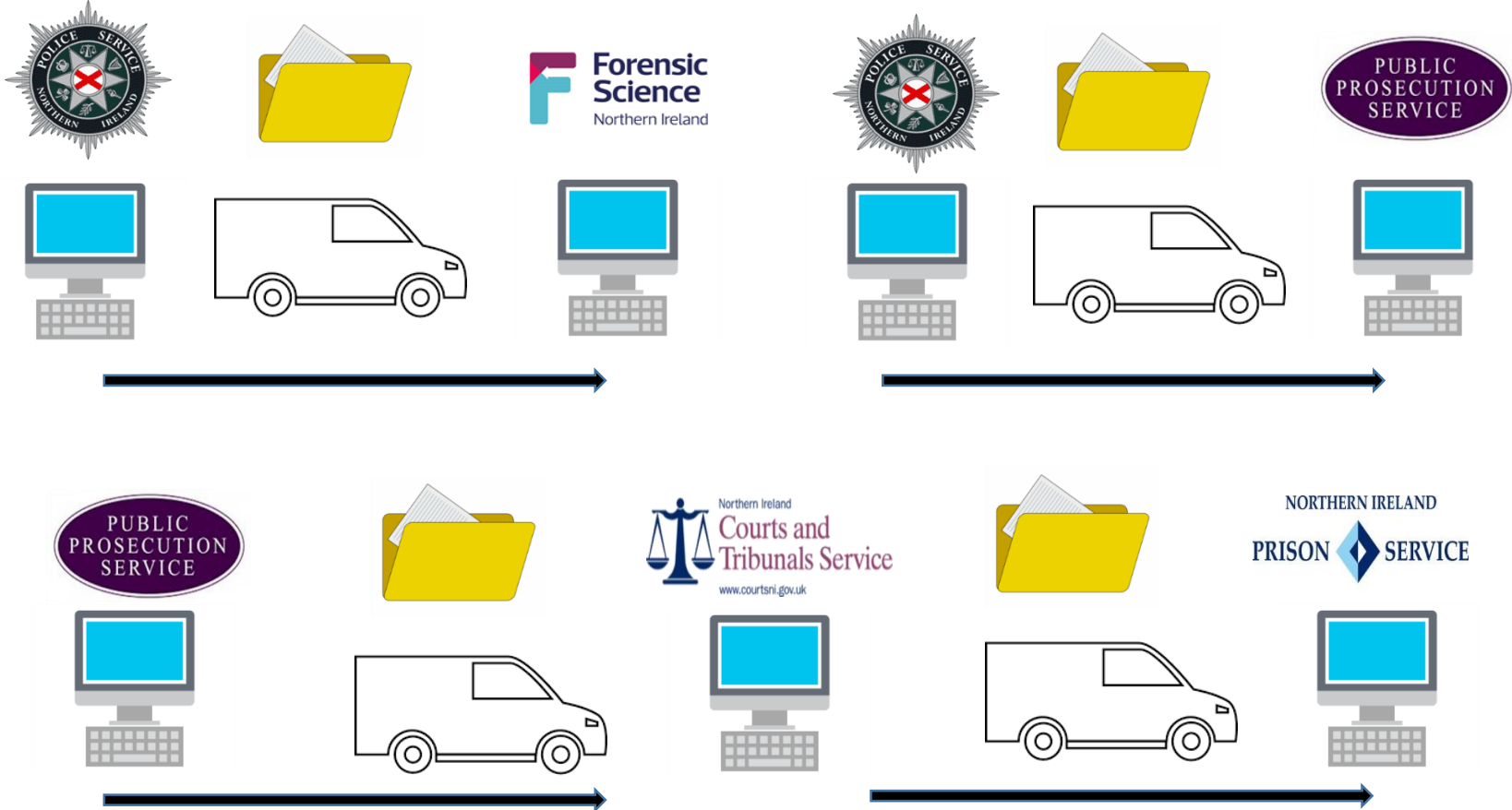
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shaping tomorrow with you



Louise Cooper, Head of Digital and Causeway, Department of Justice Northern Ireland

Pre Causeway



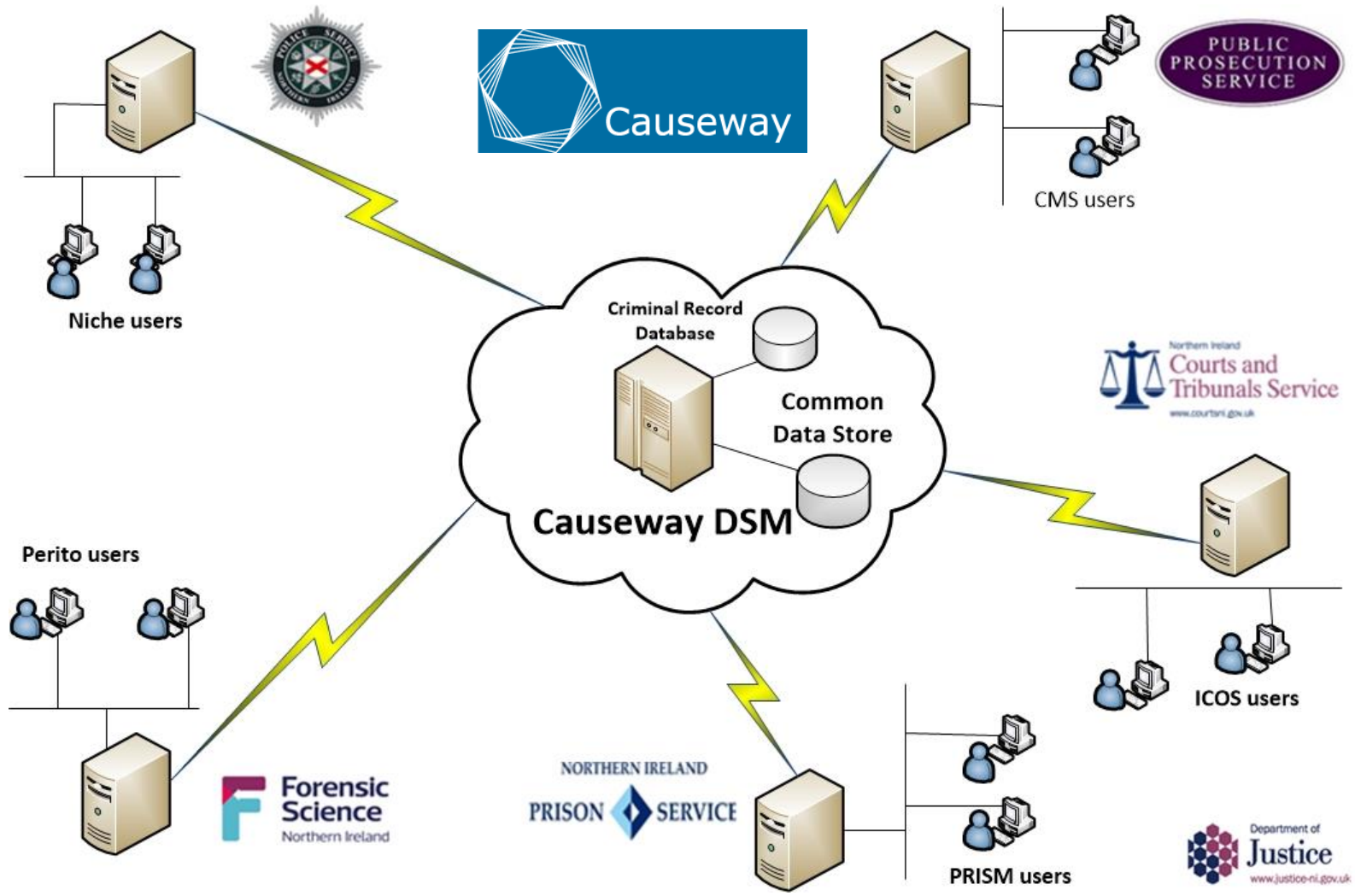
Causeway Vision

All the information shared within the criminal justice system will be accurate, consistent, up-to-date and accessible electronically by the staff who have a need to use it.



Design principles

- Information is captured once at the point it enters the justice system and then shared and re-used electronically
- Criminal justice organisations retain and manage their own business systems *but*
- Follow defined business processes and meet common data, communications and security standards



Causeway timeline

Criminal
Record
Viewer



2004

2005

2009

2014

2019

New contract and
NICS shared
services

NORTHERN IRELAND
PRISON SERVICE

Northern Ireland
Courts and
Tribunals Service
www.courtstni.gov.uk

End to end

Technology refresh
and contract
extension

enterprise
shared services
better together



Causeway stats

Incoming messages



4.8m

Outgoing messages



8.2m

Criminal record searches



840k

Criminal Records

Criminal records created automatically by messages populating the Criminal Record Viewer



Causeway benefits

Savings

Accuracy

Real time

Criminal records

Faster justice

Improved collaboration

End to end
system
understanding

Shared data

Challenges

Security

System
interoperability

Data sharing
arrangements

Standard naming
conventions and
processes



2019 benefits

NICS shared
services

Enhanced
management
information

Enhanced
digital
capabilities

Flexibility to
add new users



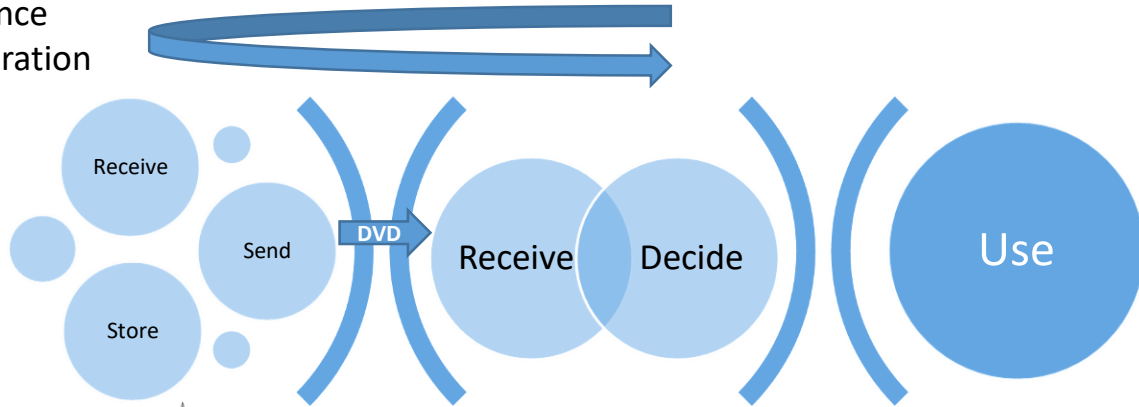
All figures for illustration only



- Stage 1: offence reported to PSNI to suspect charged/informed
- Stage 2: suspect charged/informed to file submitted to PPS
- Stage 3: file submitted to PPS to prosecution decision
- Stage 4: PPS decision to first court appearance
- Stage 5: first court appearance to court disposal

Managing digital evidence

Evidence Preparation



Case Progression



THE LAW SOCIETY OF NORTHERN IRELAND



Managing digital evidence



1



2



3

THE **LAW SOCIETY**
OF NORTHERN IRELAND



THE BAR *of*
NORTHERN
IRELAND

How can you
co-create with us to
use Data4Good?

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Citizen Z in action

How can we leverage technology to improve the individuals experience in returning to work after a major life changing event or episode?



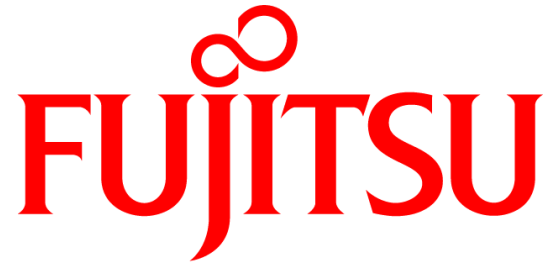
Start your journey to Citizen Z today



Book your digital transformation workshop - cocreatingprogram@ts.fujitsu.com



Location → 22 Baker Street, London or our Mobile DTC can come to you



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