

OGC Government Conference Working Together for Greater Value

Tuesday 5 December 2006, Royal Garden Hotel, London

Introduction

Intellect UK hosted this conference supported by a number of Multi-National companies including but not limited to Cable and Wireless and Lockheed Martin. The conference was opened by Mr John Higgins, CBE, and Director General of Intellect.

Intellect is the UK trade association for the IT, telecoms and electronics industries. Members of Intellect include approximately 80% of these markets.

Joe Harley CIO Council discussed the drivers for improved supplier management including:

- Better more modern public services
- Efficiency
 - 5% year on year savings on administration budgets
 - £14bn IT spend for UK Government (2005)
- CIO Council taking the lead
- Strategic Supply Board (CIO Council and Industry)

He continued to inform on the creation of a new Cross Government Supplier Management initiative which aimed to deliver:

- Operational performance improvements
- Absolute cost reduction
- Programme delivery improvements
- Cross Government working
- Improved understanding of IT capacity

Tiger teams have been formed as part of the Council with a major objective of improving the overall quality and reliability of the delivery of critical government IT programmes. A number of 'opportunities' were then discussed.

- "All departments to meet best in government standards for project and programme delivery by 2010/11"
- "Achieve a 20% overall cost reduction in government IT, including a 40% saving in the total cost of government desktops."

Mention was made to the delivery of desktop services from a limited number of National data centers.

John Priest, Strategic Sourcing Director, DWP / OGC, discussed the improving procurement process with government. He provided a very honest introduction outlining examples of where failure and poor performance had occurred. The CIO Council is committed to improve a number of key aspects:

- Making IT Supply a low risk to projects
- Becoming best of breed in comparative benchmarks
- A model for other purchasers world wide
- Being a client of choice for suppliers working with government

Stephen Darvill, LogicaCMG, Chair of Intellect Professionalism group discussed organisational professionalism guidelines. These guidelines were formed from an alliance with Intellect, BCS, NCC and e-skills UK. (<http://www.profitalliance.org.uk>) The goals of the programme were to ensure that the ICT industry was the profession to be part of in the 21st Century. In summary the objectives of the guidelines are:-

- Improved effectiveness of all organisations in the ICT supply chain
- Improve internal operations and interactions with other organisations
- Improve the perception of ICT in the minds of politicians, press, public and potential recruits
- Improve the UK's global competitiveness

The guidance indicates the importance of each organisation being a bridge in a supply chain and each supply chain bridge relies on the seven piers of organisational professionalism:-

- Integrity
- Processes
- People
- Communication
- Relationships
- Improvement
- Citizenship

Panel session covering IT Cost reduction.

The panel discussed the “unlocking” of around £1.4bn from the annual spend on legacy systems which could then be re-invested in new technology-enabled reforms in public services.

Four main streams were identified including, Desktop, Data centres, network and applications. Figures for cost reduction for each of these areas were indicated at 24% potential for data centre services, 40% for desktop with the use of thin client locked down technology, 34% on voice and data and at least 20% on applications.

Discussions took place around the importance of recognising the historical problems shared by many. This process was not about marginal reduction but efficiency, effectiveness, quality, outcomes and importantly cost reduction.

The government needs to make very tough decisions and requires the support of the industry to help them take them. Supplier relations are about strategic partnerships and long term relationships. These would become stronger through the professionalism of both the government and the suppliers themselves.

Conclusion

Poor representation was in the room for local government IM&T service providers at what clearly was a very important conference.

The organisational professionalism guidelines document is very good and provides some excellent ideas that could be adopted by our own organisations to further improve the services that we supply.

An interesting discussion could be had as to where government IM&T departments fit into the supply chain process, if at all currently. Would it be possible and appropriate for Assist to become a direct member of Intellect and what benefits would this give?

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