HOW ABOUT ELECTRONIC FISH LICENCES?
MAKING-UP BUSINESS TRANSFORMATION AS YOU GO
Overview

- Introduction
- The perfect storm
- Transforming Government- the way forward!
- Learning as you goo
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Introduction

- Isle of Man
- 33 miles by 11
- Population of 80,000
- Not part of the UK, the EU or the EEA
- Self-governing in everything apart from foreign policy
- Social, educational, fiscal, fisheries (including licences…)
- Finance, technology tourism, agriculture and space
- Uninterrupted annual growth from the early 1980s
The Perfect Storm

- Favourable VAT revenue share agreement with UK from 1979
- 2011 UK withdraws from the agreement without warning
- Government income reduced by up to £200m - or almost 40% of its annual budget
- Government delivering both national and local government functions
- Employer of 1/3 of the economically active population
Transforming Government

- Business transformation programme
- Remit to slash costs and improve service delivery
- Anything and everything to be looked at (inc. all Statutory functions)
- Highest level backing - maybe less so just below that
- Development and delivery - a mix of consultants and secondments from within Government
Learning as you goo/go

- Learning taken from elsewhere – other programmes and initiatives- ‘the Council of the Future’
- Quick wins, low hanging fruit and other obvious stuff
- Being bold enough to try new stuff- importance of pilots
- Developing the Programme as it goes
- Being bold enough to stop if it isn’t working- programme/ project management methodology
- Do not re-invent the wheel
Information within the Programme

- Understood as central to the operation of Government from the offset-learning from successful programmes elsewhere
- Information projects: paper rationalisation, digitisation, EDMS
- Design involvement in other projects: all other TG projects
- Internal IRM consultancy role across Government-
Successes

- £3m savings in estate lease renewals (inc moving into end lease ‘vacants’)
- Paper rationalisation - time savings are real!
- Central direction control over departmental parallel projects generating coordination and cost savings (scale assisting best price)
- Process changes – the safe and the not so safe register
- Buses - colour and school bus service (combined saving of over £5mpa)
- Improving services with reducing staff numbers (natural wastage)
Now, the answer to the big question...

‘Should fishing licenses go e-based?’
One view- but is this stakeholder smarter than you think?

No, see, that solution is for a different problem than the one I have.
And the answer is...

- Maybe…if the following …
- Cost-effective and affordable
- Of a scale worth doing OR viable as a pilot or…
- A compliance matter
- Is the thing needed at all? better way to the desired outcome? (Bus colour, school buses minimum distance- both data informed…the right information with the right person at the right time…)
And Manx answer was...

- Poorly thought out
- Stand-alone in-department
- Costly and not very good
- Key early adopter demographic?
- Evolutionary dead end
- Of little revenue benefit (@ £50 a licence against £75 mpa required saving)
- Little clerical time/cost saving
- Was licencing the right solution? Issue and requirement- use of revenue?- is it policed? Other ideas- voluntary contribution?
Conclusions

- Change is possible
- Genuine corporate commitment matched at dept / service level
- Understanding that experts are needed - Transformation leads
- The better it is planned the better it is (SP deployment scope, resource, training)
- Involvement of information management expertise at the design stage and across the Programme
- Spend to save
- Learning process for the Programme - same but different process from elsewhere
- Resilience and opportunism
- Alliance of the willing
And finally...

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And now, over to Ren...