

Overcoming Barriers to Digital Transactions

Connect Digitally is leading delivery partners in overcoming barriers to the implementation and take-up of digital transactions, solving complex issues such as data sharing, interoperability and legal compliance.

The Connect Digitally approach is to identify barriers to both implementation and take-up, solve difficult and common problems and work collaboratively with early adopters and other partners to produce resources which prevent 'reinventing the wheel'. The solutions are then transferred by working with delivery partners such as local authority consortia and by using a range of communication methods including workshops, webinars and a managed private web community.

The Connect Digitally team are pragmatic, technically innovative, excellent communicators and well respected by both local and central government partners.

It is important to provide solutions to overcome barriers whether real or perceived. Connect Digitally has worked with partners to overcome a wide range of barriers related to the following areas:

- Technical
- Usability
- Cost
- Awareness
- Culture
- Accessibility
- Legal
- Digital Exclusion
- Ownership
- Trust
- Broadband Coverage
- Organisational Silos
- Suppliers
- Security
- Partners (touch points)
- Data Quality

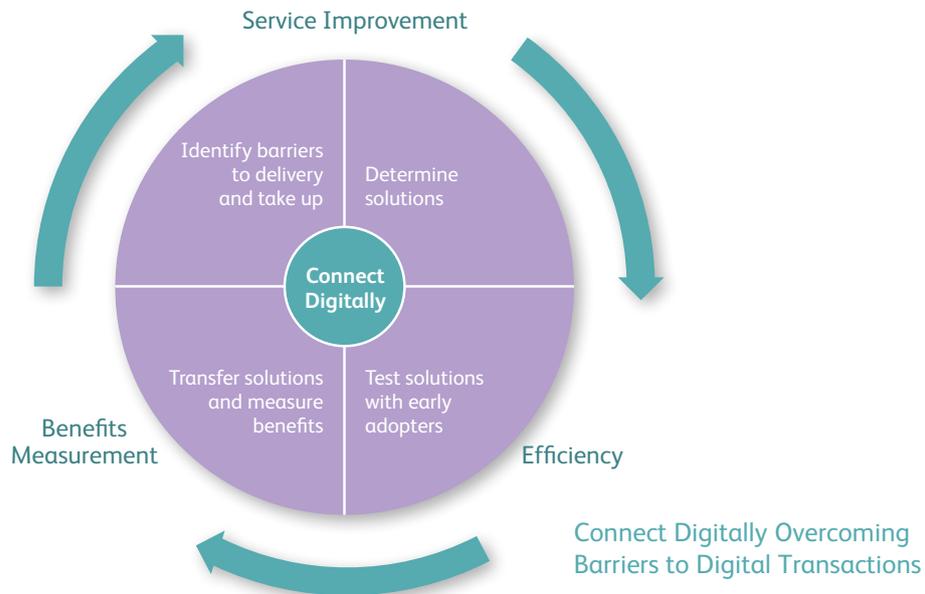


Connect Digitally's steps to success for overcoming barriers to digital transactions include:

- Identify real and perceived barriers to both implementation and take-up
- Solve difficult and common problems
- Refine and transfer solutions
- Facilitate knowledge sharing to gather data and/or overcome barriers
- Acknowledge and promote good practice from all delivery partners
- Enable local adaptations and ownership
- Appoint local champions to provide regional support

Connect Digitally's steps to success for overcoming barriers to digital transactions include (cont.):

- Collaborate with commercial partners
- Encourage local delivery partners to build capacity for sustainability



Evidence of Connect Digitally success includes:

- Legal guidance provided outlining legal compliance guidelines for delivering online transactional services.
- Data sharing agreement between 4 central government agencies and 174 local authorities.
- Memorandum of Understanding established between 4 central government agencies.
- Service Level Agreement confirmed with 174 local authorities.

Others agree...

“ **A revolution in public service delivery.** ”

Local Government Delivery Partner

“ ...we are not reinventing the wheel... (but are) using the excellent resources (provided by Connect Digitally)... to help embed customer service improvements. ”

Local Government Delivery Partner

“ Connect Digitally have provided us with some amazing insight into best practise to roll-out major change programmes enabled by IT. They build teams that will challenge preconceptions and identify bottlenecks utilising the very people who may have had the preconceptions or would cause a bottleneck. Thus creating a winning team to deal with the people, processes and technology issues. ”

System Architect, Central Government Delivery Programme