

Intellect programme for suppliers to the local government market

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Russell Square House
10-12 Russell Square
London WC1B 5EE

T +44 (0) 20 7331 2000
F +44 (0) 20 7331 2040
www.intellectuk.org

Information Technology Telecommunications & Electronics Association

Contact: Melissa Frewin, Programme Manager
T: 020 7331 2169
E: melissa.frewin@intellectuk.org

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1. Background

Intellect is the UK trade association for the IT, telecoms and electronics industries. Its members account for over 80% of these markets and include blue-chip multinationals as well as early stage technology companies. These industries together generate around 10% of UK GDP and 15% of UK trade.

Intellect works with its members from the major technology sectors and their customers to improve the dynamics of markets and supply chains, which enables members to develop and employ best practice.

2. Intellect focus areas

As a trade association, Intellect's activities are centred on influencing policy, providing thought-leadership, improving markets and supply chains, and helping members to grow their business. Intellect's programme of industry representation is member led, high quality and integrated at European and, if appropriate, a global level. The programme is focused on six key areas:

- Digital Communications & Convergence
- Transformational Government
- Transformational Business
- Identity & Information Management
- Defence & Security
- Energy & Environment

Intellect's Transformational Government is the most active of the six focus areas, with members participating in well-over 20 special interest groups, working groups and workstreams. These groups look at a range of central *and* local government markets and initiatives.

More information about the focus areas can be found at:

<http://www.intellectuk.org/content/view/800/4/>

3. Intellect-Socitm Local Government Supplier Forum

a) Overview

The Intellect–Socitm Local Government Supplier Forum was established in April 2004 with the aim of fostering closer working and better understanding between the local government community and industry suppliers in the local government marketplace. Socitm (the Society of Information Technology Management) is the professional association for ICT managers working in and for the public sector <http://www.socitm.gov.uk/>

The forum activities ranges from quarterly briefings from key players in the local government arena, bringing together a whole range of organisations both from supplier and local government communities, to smaller scale, non-commercial activities, such as joint lobbying.

A Management Committee, which consists of Intellect and Socitm representatives, is responsible for taking forward the work of the forum.

The aims and objectives are:

- to identify areas of common interest between the local government community and the supplier community eg, educational events and joint approaches to particular policy areas
- to agree how work on particular issues can be taken forward in a practical way
- to act as a channel for ideas and issues from the different constituencies involved, feeding these to bodies such as the Socitm National Council

b) Meetings programme

Recent meetings of the Intellect-Socitm Local Government Supplier Forum have included:

- 31 May – Local Government Standards

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- Paul Davidson, Director of Standards, Local e-Government Standards Body (LeGSB)
- Mike Thacker, Director ESD – Suppliers, Local Government Integration Practice (LGIP)
- 20 November - Shared Services: technical and delivery models in local government
 - Colin Cram, Director of the North West Regional Centres of Excellence
 - Patrick Smith, Client Executive for Local Government at IBM

The schedule for 2008 includes the following themes (speakers to be confirmed):

- Software Licensing Models / Software as a Service
- Multi-agency Working
- Performance Management
- Service Delivery for the Third Sector
- Shared Services Revisited
- Data Sharing and ID Management
- Personalisation

4. Local eGovernment Standards Body (LeGSB)

Intellect sits on the Local e-Government Standards Body (LeGSB), which was re-launched on 7 November 2006. Established to support the needs of local authorities and the Transformational Government agenda, LeGSB is embarking on a journey to facilitate the take up of standards, which can then be mapped onto a local government standards architecture reference model and developed with the local government community.

Intellect liaises with members of the Intellect-Socitm Local Government Supplier Forum on issues that are raised by LeGSB.

5. Local Government IT Excellence Awards

For twelve consecutive years Intellect has worked with Socitm and SOLACE to produce the Local Government IT Excellence Awards. Each year we receive a wide selection of entries detailing the achievements of local government projects.

This year's awards attracted over 35 entries and the winner, the London Borough of Hammersmith and Fulham's Customer Access Strategy, was announced at the Socitm Annual Conference in Belfast.

The judging panel for the 2007 awards included:

- Charles Ward (Chair of the Judging Panel), Chief Operating Office, Intellect
- Kate Mountain, Chief Executive Officer, Socitm
- Tracy Turner, representing SOLACE (Director for Communities at Uttlesford District Council)
- Helen Olsen, Editor, Informed Publications
- Brian McKenna, Editor, Computer Weekly (represented by Mick Elliot on the judging day)
- John Blundell, Head of Local Government, Cabinet Office (represented by Charlie Aitkin of the Local Government Team on the judging day)
- Ian Platt, Managing Director, Ericom Software Ltd
- Patrick Smith, Industry co-Chair of the Intellect-Socitm Supplier Forum (also Client Executive - Local Government at IBM)

6. Government Connect Industry Advisory Group

Government Connect is an initiative led by local authorities, the Department for Local Communities and Local Government (CLG) and the Cabinet Office that aims to provide a common infrastructure for secure electronic interaction between local government, central government and citizens.

Since early March 2007, Intellect, with the collaboration of Government Connect, has been convening an Advisory Group to help improve procurement. The group reflects the diverse range of commercial interests involved, including hardware suppliers, software developers, business reengineering suppliers and change management agencies. The merging of the Technical and Business Vendor Advisory Groups, creating an emphasis on 'Industry' signifies a much wider relationship between central and local government with respect to the Government Connect (GC) programme, and the important status and role that industry will play in its implementation and exploitation.

Work is underway to develop a web portal enabling industry to share work and promote the services of suppliers to local authorities. Cooperation from industry will also enhance the implementation of the GCSx connections being delivered to local authorities and the development of online services to citizens.

For more information on the GC Industry Advisory Group please see:

<http://www.intellectuk.org/content/view/3573/47/>

Earlier this year, Intellect ran a Concept Viability Workshop for Government Connect/CLG and the DCFS, which focused specifically on Employee Authentication (EIAS). Concept Viability allows government customers to take market soundings to test the practicability of their ideas at the earliest stage. In essence, the earlier the concept is tested, the better; clients will gain greater understanding of the achievability of their ideas and high-risk proposals can be modified or abandoned before any substantial investment has been made.

7. Intellect Public Sector Council

Intellect's Public Sector Council brings together the leaders of the IT industry's public sector businesses. It provides a unique forum for industry to discuss and agree its positions and priorities, particularly in relation to government plans for technology-supported transformation of public services.

The council guides Intellect's engagement with public sector bodies such as HM Treasury, the Cabinet Office and Office of Government Commerce, as well as other influencers and stakeholders, including the media. Council members participate in the work of the Strategic Supply Board (SSB) and the working groups associated with the Supplier Management Initiative. A joint governance structure and programme office coordinates the engagement between the Council and SSB.

The Public Sector Council has established a number of workstreams which are open to Intellect's wider membership, these address key issues (Procurement, Innovation, Professionalism, Quality Delivery and Enterprise Architecture). The Public Sector Council Enterprise Architecture Workstream is of particular relevance to suppliers to the local government market and its objectives are:

- to engage in a constructive dialogue with government through the CIO/CTO Councils to establish a common understanding of key terms and concepts
- to help the government to develop a pragmatic approach to EA and ensure that public sector strategies/plans will lead to a solution that is fit for purpose
- to help to educate the wider public sector on the potential cost reductions and other benefits that can be generated by EA

8. Other initiatives

As well as the local government sector-specific programmes and initiatives that Intellect runs, there are also a broad range of cross-cutting/horizontal issues that it addresses through special interest groups and working groups. Information about those groups that may be relevant to suppliers to the local government market is noted below.

a) Business Assurance Group: product, service and process quality

The Business Assurance Group is a forum for members with an interest in product, service and process quality, to share ideas and experiences for the benefit of the industry as a whole.

Testing is an important part of our industry and was formerly the focus of an important Intellect special interest group. However, the market and industry of testing has evolved. Likewise, quality now encompasses many facets of business operations, including the more traditional perspective of testing. In June 2006, Intellect's Quality and Testing Groups agreed to merge into one group whereby all opinions and disciplines are represented.

The group is committed to:

- raise awareness amongst members of emerging instruments and changes, which impact on the sphere of operation of the membership
- represent the informed view of the membership to regulatory and other influential bodies
- provide a platform for increased understanding between suppliers and customers
- consolidate and disseminate good practice

The group is working on a number of projects to improve quality in the software arena:

- looking at the economic impact of the testing of IT systems in the UK. This programme was initiated in response to loss of confidence in the UK IT industry due to recent studies which have shown that IT implementation failure, 'down-time' and security breaches due to inadequate testing are common across many industry sectors
- online Quality Practice Guides give members guidance and advice about the best way to approach quality assurance
- a code of best practice to help customers and suppliers address the testing and quality assurance issues that surround the acquisition and delivery of IT-enabled projects and programmes.
- representatives attend external committees in their capacity as Intellect members, to contribute and influence on Intellect's behalf

b) Document Management

The Intellect Document Management Group brings together members with an interest in the document management field in order to facilitate greater understanding by both the supply community and customers of the capabilities of current document management.

The objectives of the group are:

- Promoting the document management industry to key stakeholders.
- Improving the knowledge and understanding of document management throughout industry and government.
- Assisting the development of the industry and its marketplace through a variety of appropriate means.
- Working with Intellect to produce appropriate guidance and information both for the document management industry and for wider industry.
- Lobbying appropriate stakeholders on issues affecting standards relating to document management.
- Promoting the importance of document management in a variety of vertical markets, for example national and local government, the financial services industry, the utilities sector.

c) Healthcare

The Healthcare Council and the Healthcare Group aim to develop and coordinate Intellect healthcare policy and communications across the UK and overseas healthcare markets. Furthermore, we facilitate dialogue between government and industry on the modernisation of health IT thereby:

- enabling members to understand the opportunities and implications of strategic policy and programmes, set by country and UK wide
- providing an effective forum for industry to inform government departmental and health service thinking on IT, consolidating our substantial shared expertise for mutual benefit

As part of this programme the Council has also established several working groups looking at issues such as:

- Health and Social Care
- Telehealth
- SNOWMED Clinical Terminology standards

d) Identity Management

By promoting greater knowledge and understanding of the identity arena, the group aims to highlight Identity Management opportunities and markets for members, and inform customers on the principles and best practice associated with such projects.

The working group has two workstreams – the National Identity Scheme (NIS) and identity management – and its objectives are to:

- provide a channel for government and other stakeholders to exchange views with industry on technology issues as they arise and draw on private sector experience in shaping future policy and projects.
- provide expertise to comment on the technology-related issues and where necessary correct examples of misinformation and misconception about identity systems whether in government, among other stakeholders or in the press and media.
- maintain a healthy level of informed awareness about developments in this sector and their applicability to new projects through dialogue and debate with a range of leading speakers from government and industry.
- ensure that policymaking is informed by a good understanding of technology.
- build identity management development policy and planning, and assist member companies – particularly small and medium sized enterprises – in their relationships with government.
- encourage networking and collaboration between members for their mutual interest and benefit.
- influence the development of identity management market so that it is profitable and encourages a strong and informed supplier base.
- develop practical business guidance to assist customers and suppliers to understand better the identity management procurement environment.

e) Information Sharing Group

The Intellect Information Sharing Working Group represents over 50 suppliers, encompassing a range of companies across Intellect's membership. The group's aim is to champion Information Sharing, publicise its benefits, establish and spread best practice and highlight positive developments. By demonstrating how Information Sharing is best achieved, the group's work supports Intellect's wider public sector agenda and the Transformational Government strategy.

Information sharing is a vital and growing area of concern for both private and public sectors, but many obstacles remain to successful and widespread adoption. The group has recognised a number of key challenges, which it seeks to address, including:

- Culture change
- Business process and organisational structure transformation
- Legislative and regulatory barriers
- Identification and value of information assets
- Information integrity and validity
- Information security
- Ownership, risk and reward
- Privacy

In addition to addressing these key areas and identifying benefits, the group is working to identify successful business cases for information sharing and trading across customers, as well as ensuring that suppliers are well informed about this fast-developing market.

f) Shared Services

The Intellect Shared Services working group takes a high level view of the shared services market in its' entirety, and seeks to ensure there is room for a variety of approaches which incorporate both back office and customer facing areas. Intellect has been involved in helping

to shape the shared services market as part of the Transformational Government strategy, and the group continues this work on behalf of industry, offering members' experience and knowledge on shared services and demonstrating to public sector customers that industry can deliver Shared Services effectively.

The working group has published a paper entitled 'Implementing Shared Corporate Services in the Public Sector', which can be downloaded from the top right hand corner of the following webpage: <http://www.intellectuk.org/content/view/77/47/> The paper details the steps government must take by the end of 2007 if it is to make shared services, and all the associated benefits, a reality.

g) Software

The target audience for this group includes customers, government, parliamentarians, other industry bodies and the media. The group focuses on the software industry and anything that affects it - topics for research and lobbying include:

- promoting the UK Software Industry to key stakeholders (eg, ministers, officials, politicians and other opinion formers)
- promotion of the UK as a place to develop software.
- the Economic Impact of the Software Industry on UK GDP
- promotion of SMEs & their issues to MPs especially of UK origin
- the regulatory framework, both economic and political, in which the Software Industry operates
- ensuring that UK Government provides a neutral 'level playing field' for all software companies when procuring software
- working to provide a tax regime that supports the UK Software Industry
- promoting the importance and value of Intellectual Property Rights to the economy and ensuring that companies are able to gain a fair return on investment in R&D
- assisting in the development of Intellect guidance on issues such as software licensing and pricing
- promoting the importance of software in a number of vertical markets e.g. retail, financial services, central civil government

h) Third Sector

Intellect has recently launched a working group, which will focus on the government's plans to increasingly use the third sector to delivery public services. This work is still in its infancy and the group is currently scoping the challenges and opportunities in this area.

8. Intellect contact

If you have any questions about the information contained in this document please contact:

Melissa Frewin
Programme Manager
Intellect
T: 020 7331 2169
E: melissa.frewin@intellectuk.org