System lead and agency initiatives:

Customer service experience

Initiative	Year 1 FY24/25	Year 2 FY25/26	Year 3 FY26/27
Government Chief Digital Officer (GCDO): Develop a proof of concept for an AI virtual assistant to search across government websites to make it easier for New Zealanders to find the information and services they need	Jul-Jun		
GCDO: (1) Set the direction for a consistent government approach to service delivery channels and a brand experience and (2) deliver service design and user experience requirements, guidance and tools to guide agencies to deliver improved and more consistent digital customer service experiences	Jul-Jun	Jul-Jun	
GCDO: (1) Provide reporting and insights on high-demand digital services and customer perception to ensure government digital services meet New Zealanders' needs and expectations; (2) Identify and scope a potential new integrated 'life event' digital service for New Zealanders	Jul-Jun	Jul-Jun	
Service Transformation System Lead (IR): Develop and deliver customer service guidelines for improving customer experience of digital services	Jul-Jun		
NZTA: Deliver a land transport-related services app to provide a secure digital "one-stop shop" for a range of NZTA services	Jul -Jun		
MBIE Develop high-level architecture enabling the revamp of www.business.govt.nz to form a single portal for business and make it easier for businesses to access information that creates value for them	Jul-Dec		
MBIE: Enhance digital services for tenancy bond collection and distribution to deliver an improved customer experience	Jul-Dec	Jan-Dec	
ACC: Increase government productivity by sharing ACC's approach to using AI to summarise customer call centre transcriptions with other agencies	Jul-Jun		
MoE/HNZ: Expand coverage of zero.govt.nz to support online delivery of services to New Zealanders for whom mobile device data availability is a barrier	Jul-Jun		
MoE: Develop and deliver a new learning support platform for families and caregivers of children with additional learning needs	Jul-Jun		
DIA (National Library): Extend coverage of services to support all New Zealanders to access and use government digital services in public libraries	Jan-Jun		
MSD: (1) Deliver a modern digital system to support contracting with partners in a consistent and transparent manner, meaning social sector partners have less red tape, and better systems and processes; (2) Develop a new Digital Employment Service to connect jobseekers, employers and training providers and support New Zealanders to find employment	Jul-Jun	Jul-Jun	
MOJ: Modernise its Contact Centre and workflow platform to enhance support for court system users		Jul-Jun	Jul-Jun
MOJ: Provide court remote participation services to enhance New Zealanders' access to justice		Jan-Jun	Jul-Jun
HNZ: Deliver the MyHealth Record digital self-service portal to enable people to access their personal health information	Jul-Jun		

Reusable digital components

Initiative	Year 1 FY24/25	Year 2 FY25/26	Year 3 FY26/27
Government Chief Data Steward (GCDS): (1) Streamline government's data requests of New Zealand businesses to minimise compliance burden; (2) Develop a plan to build a high-quality administrative data pipeline to provide improved data for service delivery	Jul-Jun		
GCDO: Support agencies to increase their usage of reusable Application Programming Interface (API) components that enable secure machine-readable data sharing to support more integrated service delivery		Jul-Jun	
MBIE: Through FormBuilder, develop simpler and more consistent government forms to make it easier for businesses to provide information digitally to government	Jul-Jun	Jul-Dec	
MSD: Create efficiency and value for money by (1) delivering a payments service design for use across social sector agencies; (2) developing common social sector patterns to speed up eligibility assessment and delivery of social sector products and services to New Zealanders	Jul-Jun	Jul-Jun	Jul-Jun
ACC: Leverage HNZ's MyHealthID to improve the customer experience of onboarding service providers and clients (rather than ACC developing its own unique solution)	Jul -Jun		
DIA: (1) Deliver Identity Check service for online identity verification for government services to make it easier for New Zealanders prove who they are online; (2) Provide a unified digital photo submission onboarding service to access government services, that works with Identity Check	Jul-Jun	Jul-Dec	
HNZ: (1) Provide Consumer Population Identification and Registration (CPIR) tool to identify and support targeted engagement with under-served populations through digital channels; (2) Provide MyHealth Account digital health identity solution that connects consumers to their health information online and lets them securely access digital health services from anywhere	Jul-Jun		

Data, digital & security foundations

Initiative	Year 1 FY24/25	Year 2 FY25/26	Year 3 FY26/27
GCDS: Work with key agencies to identify opportunities for implementing data standards in their Service Modernisation Roadmap initiatives, and support those agencies with implementation	Oct-Jun		
Government Chief Information Security Officer (GCISO): (1) Cybersecurity standards; (2) Cybersecurity guidance; (3) Threat and vulnerability management support; (4) Infrastructure to support work at different classifications across government	Apr-Jun		
GCDO: Contribute to an All-of-Government AI work programme and support agencies to use AI for its benefits while managing the risks	Jul-Jun	Jul-Jun	
GCDO: (1) Build out and publish All-of-Government digital architecture to guide agencies towards a unified target state for government digital service delivery; (2) Develop digital standards for web and mobile accessibility to support delivery of user-friendly services for all New Zealanders	Jul-Jun	Jul-Jun	Jul-Jun
GCDO: Set a clear pathway for consistent use of e-invoicing by government agencies through the Common Process Model and All-of-Government Financial Management Information System (FMIS) supplier panel, to make it easier for businesses to interact with government	Jul-Jun		
DIA (Digital Identity Services Trust Framework Board): Develop an All-of-Government pathway for implementation of digital identity credentials	Jul-Jun		
ACC: Develop an innovative proof of concept with IR to explore using a secure and privacy-protecting data sharing platform to support service delivery	Jul -Jun		
MBIE: (1) Enhance customer interactions with the New Zealand Business Number (NZBN) register to make it easier for businesses to interact with government; (2) Replace the system supporting the Government Procurement Catalogue to improve the way agencies procure from the private sector	Jul-Jun		
MOJ: Provide service interoperability to securely share Court information with trusted partners (Te Wheke)	Jan-Jun	Jul-Jun	
MOJ: Deliver digital case and court management to transform courts' administration and court users' experiences (Te Au Reka)	Jul-Jun	Jul-Jun	Jul-Jun
MOJ: Deliver Digital Case Documents to improve tribunal administration and to facilitate remote hearings in the Disputes Tribunal	Jul-Mar		
MoE: Develop an immunisation information ecosystem for the education and health sectors (including ECE/schools) to underpin emerging health digital tools	Jul-Jun		

Doing digital well

Initiative	Year 1 FY24/25	Year 2 FY25/26	Year 3 FY26/27
GCDS: Build public trust and confidence in government's use of data for digital service delivery through a focus on ethics and Māori data governance	Jul-Jun		
GCDO: (1) Support Treasury to improve the way government invests in digital to deliver greater value for money; (2) Support agencies in sustainable development and ownership of reusable digital system assets to improve government efficiency	Jul-Jun	Jul-Jun	Jul-Jun
GCDO: (1) Lead digital workforce planning to build public service capability to meet current and future service delivery needs; (2) Support the Digitising Government Ministerial Oversight Group to set the direction for digital government service delivery	Jul-Jun	Jul-Jun	Jul-Jun