

**Dear Fiscal Board:
Stop IT self-harm!**

@sheldononline

Hola!



Cabinet Office



Ontario



Government Digital Service



Department
of Health





Government IT bullshit



Edit



Recommended by Mike Dixon, Matt Edgar, and 373 others



Dan Sheldon

Government, healthcare, design and web stuff. Digital Strategy Lead @DHGovUK. Former NHS.UK, ...

Oct 31, 2016 · 34 min read

The Government IT Self-Harm Playbook



375



32



Next story

Does Mitch McConnell Have Teeth?

Better services

Less money

Better services

to meet raised

expectations of users

Better services

that work like magic

**MANUAL DE USUARIO REGISTRO ESTRATÉGICO
DE SERVICIOS AL CIUDADANO**

Para el ingreso a la aplicación se deberá ingresar usuario y contraseña (*fig. 1*), lo cual nos llevara a la página de inicio de la aplicación Agencias (*fig. 2*) donde veremos el menú en la parte izquierda con el link de Agencias (*fig. 3*).

fig. 1

Agencias

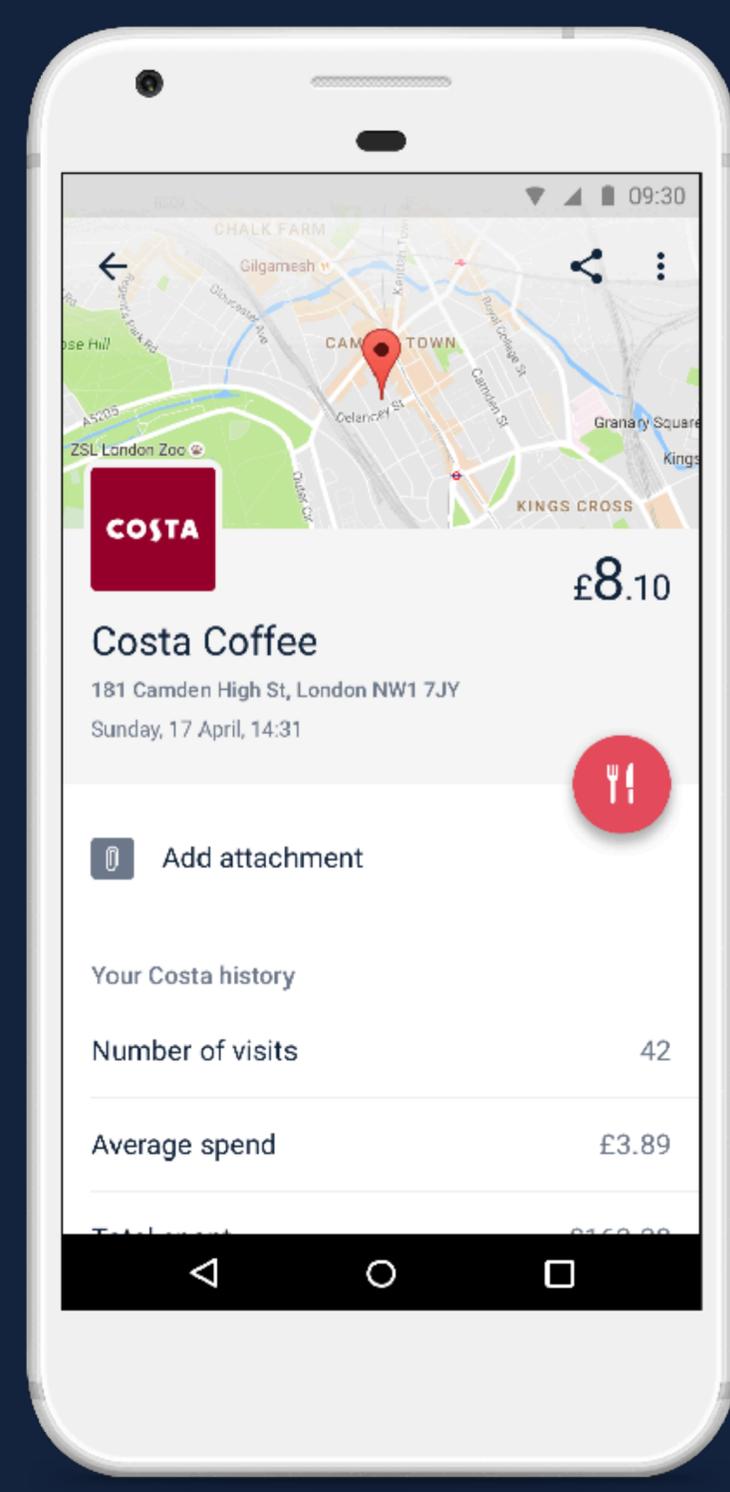
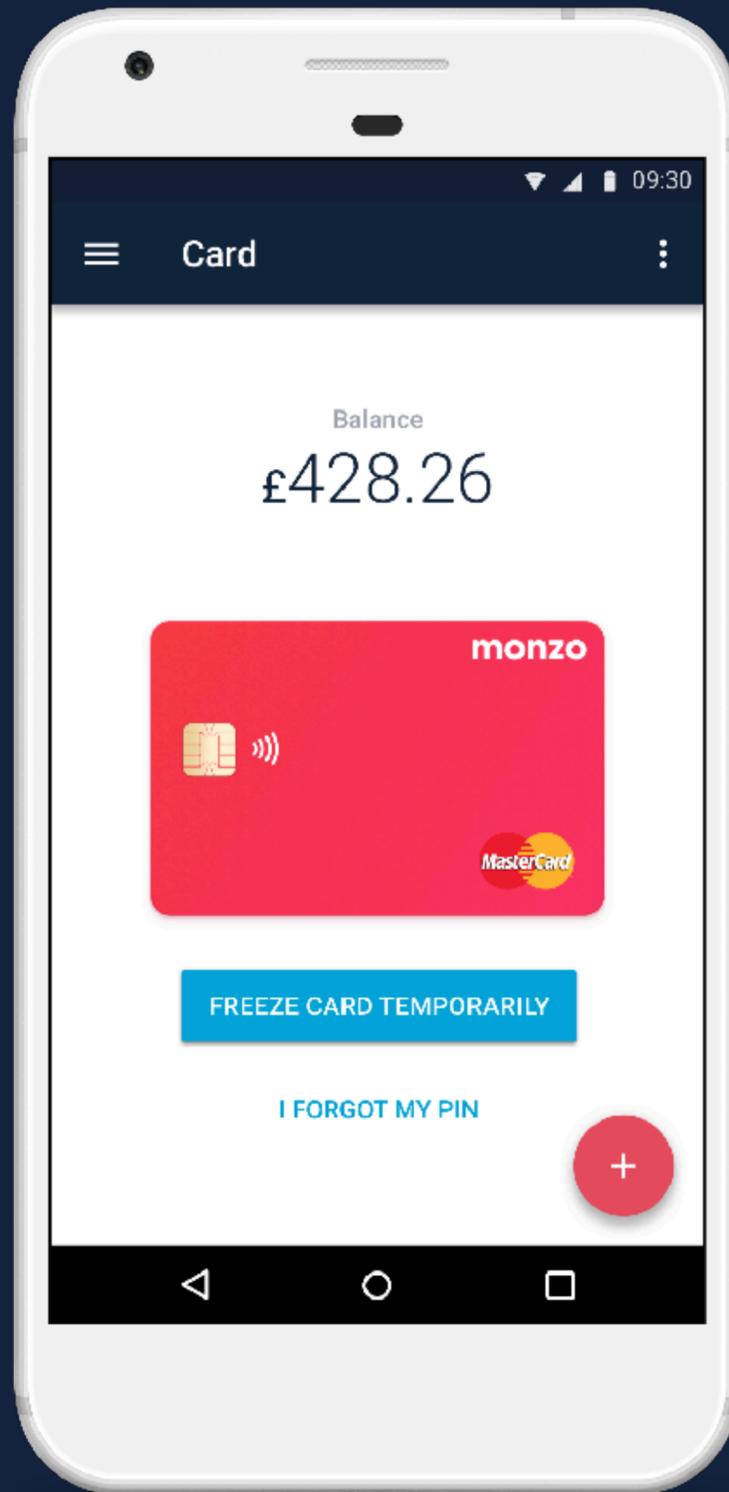
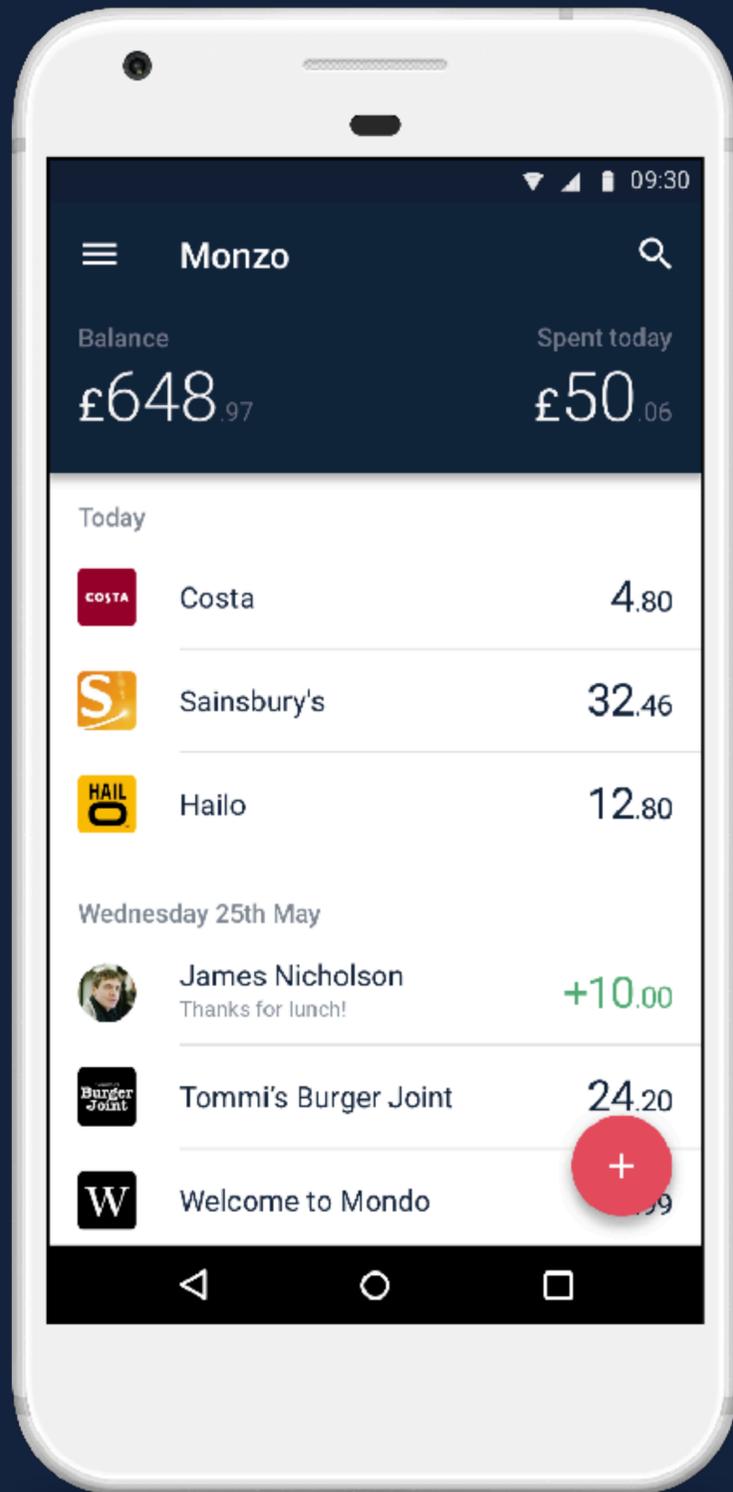
Edic	Nombre	Oficial enlace	Correo electronico	Teléfono
	Administración del Derecho al Trabajo	Sra. María del C. Fuentes	m Fuentes@gobierno.pr	(228) 222-2222
	Comisión de Relaciones del Trabajo del Servicio Público	Ltjdo. Antonio F. Santos	asantos@crtp.gobierno.pr	-
	Administración de Desarrollo Laboral	Sr. Alejandro J. Riera Fernández	ariera@ddl.org	-
	Junta de Calidad Ambiental	Ltjdo. Carlos W. López Freytes	carloswlopez@jca.gobierno.pr	-
	Comisión Industrial	Ltjda. Laura I. Santa Siches	lasantas@cijr.gobierno.pr	-
	Guardia Nacional de Puerto Rico	Coronel David Carrion Barah	dcarrion@gnpr.gobierno.pr	-

fig. 2



fig. 3





Less money

- 90% less

In 2009, the UK spent
£16bn on government IT

That's **1%** of the
UK economy

£4.1bn

**The goal is not better websites.
The goal is better government.**

A man in a dark suit and white shirt stands at a podium on the left side of the frame. He is looking towards the right, gesturing with his right hand. On the podium, there is a laptop, a water bottle, and some papers. Behind him is a white backdrop. To the right, a large projector screen is mounted on the wall, displaying the text "Why not Puerto Rico?" in white on a blue background. The room has white walls and a modern, minimalist aesthetic.

Why not Puerto Rico?

- 1. Don't waste a crisis**
- 2. Be bold**
- 3. Stop self-harm**

Step 1

Identify it

**Big, complex
projects...**



Paul Downey

@psd



Following

@swardley early on in GDS I was in a meeting with the "Head of Large and Complex Projects at <big-consultancy>", a self-fulfilling job title

RETWEETS

2

LIKES

13



8:49 AM - 15 Sep 2016



**led by analogue
managers...**



**who outsource
everything...**



with bad contracts...

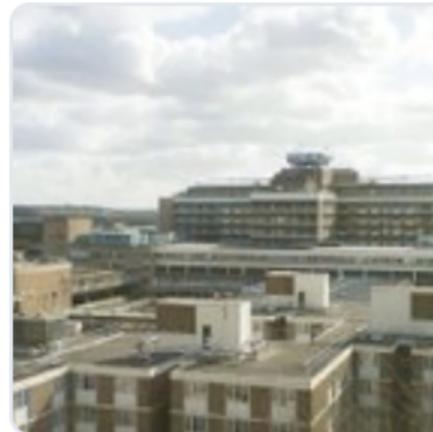


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Four years into 10 year contract they realised needs had changed. So they're now signing a new 10 year contract 🤔



Preferred supplier picked for Cambridge's IT infrastructure ...

The multi-million pound IT infrastructure tender at Cambridge University Hospitals NHS Foundation Trust is down to its final stages.

digitalhealth.net

9:41 AM - 22 Aug 2017

11 Retweets 22 Likes





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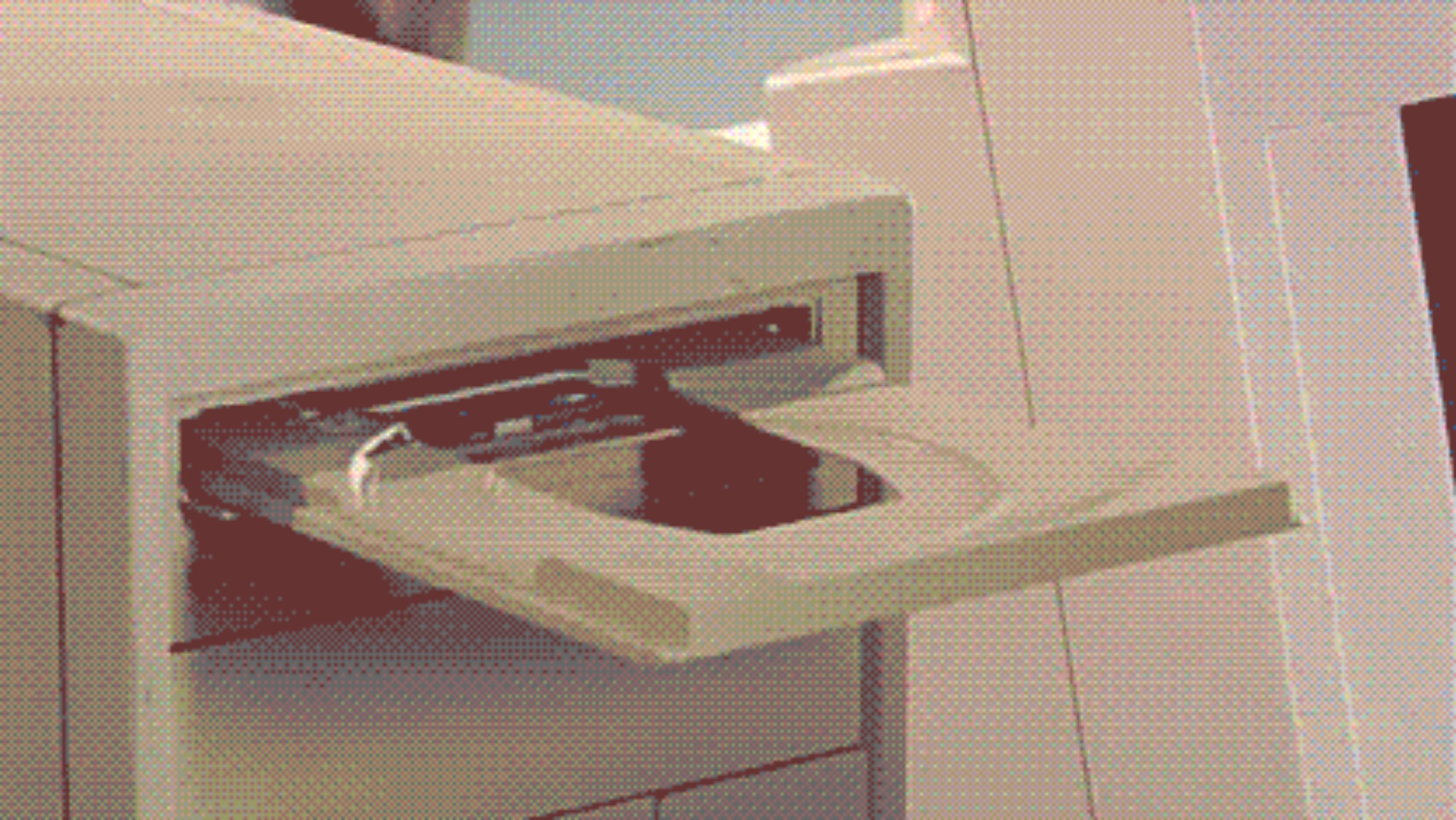
If you've just signed a tech contract worth millions of taxpayer £ that assumes you know what you'll need in 2027 you're doing it wrong.

3:47 PM - 5 Jan 2017

**to the same old
vendors...**

Supplier "SI"	Estimated Public Sector revenues (£million)
HP/EDS	2,235
BT	2,100
Fujitsu Services	1,200
Capgemini	900
IBM	650
Capita	646
Dell	645
Serco	580
CSC	400

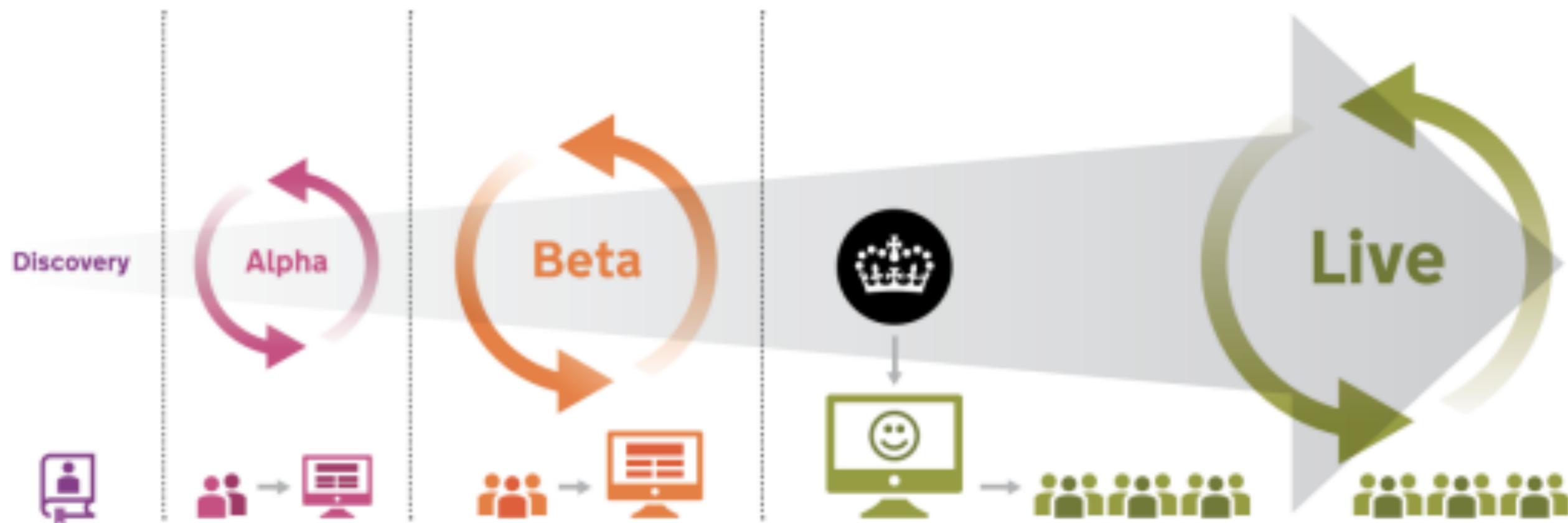
**using legacy
technologies...**



**and legacy ways of
working...**

1. Write **policy**
2. Guess **requirements**
3. **Procure** IT system
4. Inflict on **users**
5. **Operate** (aka stasis)

User needs



**that ignores citizen
needs...**

User needs, not government needs



and costs

taxpayers billions.

Step 2

Stop the bleeding



Control

Centralise IT spend control

Build a S.W.A.T. team

Give them authority

Contracts

£100m max

2 years max

No extensions

Procurement

Make it as easy as Amazon

Lower barriers for vendors

Transparent and fair

Vendors

Increase competition

Buy from best, not just biggest

Grow UK tech economy

Technology

Open systems (APIs)

Open standards

Open source

Cloud first

Capability

Specialists into government

Work on trust and culture

Break down the silos

Delivery

Achievable objectives

Services not projects

User needs first

Mandate

Start at the top

Change the institutions

Enshrine it in law

Make everything open

“The PRITS shall have absolute authority over the user experience across all government digital services and the power to direct all government IT spending.”

Step 3

Start again



53m+ population

1.4m staff

6.5m carers

9,000 organisations

£113bn budget

3,000 websites

NHS

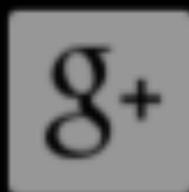
Failed NHS computer fiasco costs taxpayers ANOTHER £2bn - even though the £12bn modernisation project has been scrapped

- Government in contract dispute with U.S. technology providers

By CHARLES WALFORD FOR THE DAILY MAIL
UPDATED: 13:23, 8 December 2011



Share



 28

View comments

The Spine

Handles
10 billion
messages
every year,
about eight
times the
annual number of London
Underground passengers



900,000
registered users –
which equates to
approximately 70% of
the total NHS workforce.
Typically has 250,000
people accessing the
Spine at any one time



Connects and services
over 28,000 health
care IT systems in
21,000 organisations



**Holds over 1,500 million
records and documents**

In peak periods
the Spine handles
2,000 messages per
second – nearly
four times the
number of debit
and credit card
transactions that
take place per
second in the UK.

The UK Cards Association,
Card Expenditure Statistics, Jan 2015

“Sign a new contract today and
we can save 10%”



£21m

150



swardley

@swardley

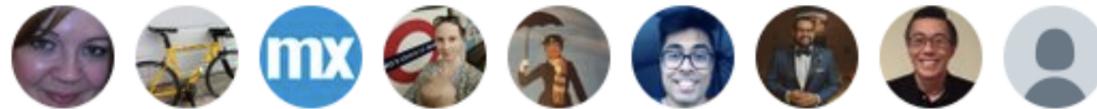
Following



To put bluntly, without an effective spend control system every "digital" effort will fail to solve fundamental organisational issues ...

12:14 PM - 27 Aug 2017

28 Retweets 80 Likes



Better services

Less money

**It's not complicated,
it's just hard.**

@sheldononline