

2021 Market Review Government and Justice

Building the smart software that
helps improve public services



Civica is a trusted digital partner for more than 40 departments and agencies and their local partners. We design, build and deploy responsive digital services and workplace solutions that leverage data effectively and drive a better experience for the public and enable working flexibility and productivity for public sector employees.

The way we see it

The dialogue has changed across many dimensions, that's what we have seen universally. What has previously been seen as too hard in relation to digital transformation in central government entities and organisations, is now in scope; programmes have actually been delivered that 3-4 years ago were constantly being pushed back. And as expectations of the general public around the experience and service delivery from public bodies continues to rise, this has only added to the pressure for central government bodies to move, to modernise and to deliver quickly.

The need for digital transformation in central government entities has been understood for a considerable time. But in the absence of a 'burning platform', some dimensions of that digital transformation were easily pushed back, as being lower priority, or requiring too much effort (right in "that" moment). But the COVID-19 pandemic changed all that – the burning platform was now right in front of us.





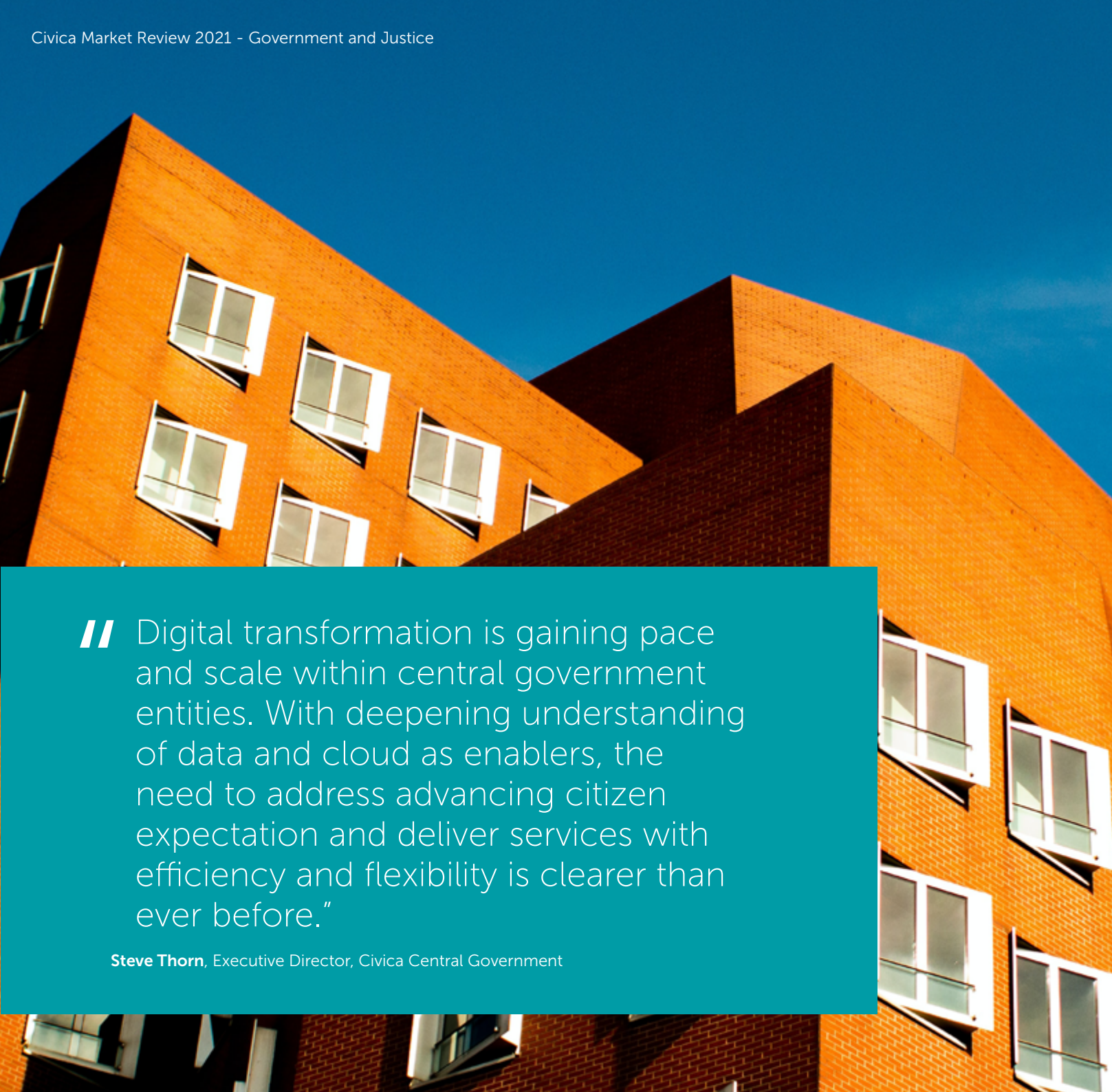
Senior civil servants and government ministers lent their weight to programmes and initiatives that otherwise may have taken years to get their attention, moving to high on their to-do lists. In part this was driven by practical realities – everyone needed to keep core public services operating and that meant embracing new ways of working.

Those new ways included apps. With a smartphone in almost every hand of the population, citizens of all ages see apps as their accessible point of interface into all manner of services, be they private sector retail or for public services. With speed of creation key, the [CovidCertNI app was developed by Civica](#) in conjunction with Digital Health & Care NI (DHCNI) and the Digital Transformation Service (DTS), and several other organisations, in just 6 weeks. Making it easier and quicker for people to access their certificate, this service eliminated paper and saved time for citizens and the authorities.

The fundamentals within this super-topic of digital transformation have remained the same, even if the pandemic has triggered the need for action (and at speed). Data as fuel for smart public services - from central government ministries to local authorities and housing associations, along with an enhanced experience for citizens, is still understood and needed. Civica is proud of the work done in this area and the contracts won to deliver enhanced data. With an objective to integrate data from multiple sources, remove duplication, enhance data analysis and lead to a single view of a person or location, the [five-year contract for Police Scotland](#) is one example. Sitting within their 'Data Drives Digital' programme, Civica's MultiVue Master Data Management software is the key solution applied.

We are helping organisations shape their relationship with their data and truly maximising the value of it. We've helped Sovereign Housing to manage more than 60,000 properties by delivering an enterprise level data warehouse and business intelligence platform. Placing those insights directly into the hands of employees is bringing greater efficiency to data handling as well as opening new doors for advanced understanding through the smart use of this consolidated data resource.





// Digital transformation is gaining pace and scale within central government entities. With deepening understanding of data and cloud as enablers, the need to address advancing citizen expectation and deliver services with efficiency and flexibility is clearer than ever before."

Steve Thorn, Executive Director, Civica Central Government

The changing working landscape has only further reinforced the notion that work is something that you do and, less and less, a place you go. The perception that the public sector is, sometimes, inflexible in its mindset has changed across the last 2 years. Government employees have adapted and delivered, connecting virtually rather than in person and establishing the access they needed to operate in a dispersed way. As government entities embraced this challenge, the benefits for both employee and citizens started to become very clear. Education Scotland and its 350 staff (working alongside teachers and education practitioners throughout Scotland) saw this, joining with Civica under a major digital transformation partnership. With a focus on getting the [right tools and systems in place for Education Scotland](#) staff to do their jobs efficiently and provide the right support for education customers in their care, the partnership will support practically and with knowledge and skills, help drive digital transformation in the entity.

We are also continuing to see the world of public sector services taking inspiration from the private sector. The bar is constantly being reset, higher and higher in the eyes of each citizen as the solutions and services they use in their private life become better, more intuitive and deliver more efficient services. From banking apps, to takeaway delivery or click and collect purchases, if retailers can evolve during a pandemic ask the citizens, then why shouldn't government entities?

The demand for government services to be more like Amazon, or more like Uber Eats, or Netflix, with recommendations and pro-active offerings, cannot be held back. Citizens can't stop being "influenced-consumers", digitally experienced and digitally demanding, just because they are now dealing with a government entity. We are already seeing this trend bringing in things like "one-click completion" where online systems can bring through data known about the citizen to prepopulate requests or serve up customised content providing a better experience to the user.

Smart use of data and cloud systems that can support the controlled exchange of information, along with flexible and fast deployment of services, are the key enablers that must be embraced. The migration from (and dealing with the cost of) legacy non-cloud systems will remain a challenge for public entities, but the trends of citizen expectation cannot be reversed.



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