

Media Release

Date: 20 January 2020

SMART Guernsey programme to improve and expand online access to public services

The States of Guernsey is today launching SMART Guernsey, this forms part of our significant transformation programme under our ten-year framework of Public Service Reform.

Technology plays a big part in all our day-to-day tasks with many of us doing more and more on the internet and using mobile devices. Some States of Guernsey services are accessible online in this way, but not all, and in many cases those that are, still aren't user-friendly enough.

At the end of last year a contract was signed with digital specialists Agilisys to work in partnership with the public service to use technology to transform the way services are delivered. With that partnership in place, the programme which will make this happen, SMART Guernsey, is now being rolled out.

SMART Guernsey will use developments in a range of technologies including cloud computing, data science, robotics and the latest IT software to improve how services are delivered. The aim is for States of Guernsey, with input from the community and stakeholders, to be the best public service of any small jurisdiction.

Paul Whitfield, Chief Executive of the States of Guernsey said: 'This programme is ambitious but it is right to aim high if we're going to deliver transformation and the ambitions of public service reform. I want the experience of using public services to be quick, easy and hassle-free. I want our service users to know our teams are putting them first. I want to do that in as efficient and cost-effective a way as possible.'

As well as improving the quality of services and the ease in which Islanders can access them, the changes delivered through SMART Guernsey will bring efficiencies. With the ageing demographic already increasing demand for public services, there are significant cost pressures facing the government and without efficiencies, the costs to the Island will be higher still.

Some of the first trials to take place as part of SMART Guernsey have begun, including the piloting of digital medical certificates, a new system for submitting corporate tax returns will be launched before the end of the month. The programme is looking at opportunities for

new and improved services in a range of public service areas that will bring the most significant benefits.

Richard Hanrahan, Chief Executive Agilisys Guernsey said: 'Technology is unlocking opportunities for innovation and efficiency on a previously unimaginable scale. For Agilisys' ten-year partnership with the States of Guernsey, this means a huge opportunity to drive change, enable digital innovation and improve public services. There's lots to do, and work is well underway. We're confident that, in the coming months and years, Islanders will really feel the improvements SMART Guernsey will bring.'

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