

***ICL Pathway***  
***Bringing Technology to***  
***Post Office Counters and***  
***Benefit Payments***



# Agenda

- Horizon
  - Requirement
  - Solution
  - Implementation
  - Business Development
- Demonstration
- Opportunities

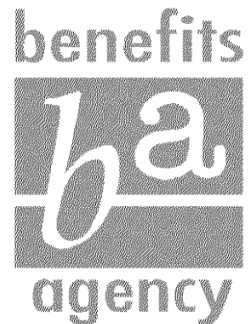




# ***Business Requirement***



- Support the needs of Benefits Agency
- Improve service to other major clients
- Improve competitive position in Bill Payments market
- Act as platform for development of new business



# ***Business Requirement***



- Virtually eliminate fraud from the payment of benefit
- Reduce administration costs of paying benefit
- Full and speedy reconciliation of benefit payments



# ***The Network***

- **19,000 Post Offices, 40,000 Service Points**
- **19m benefits claimants**
- **28m customers every week**
- **70,000 users to be trained**



# *The Services*

- Benefits Agency:
  - 20 benefits, £80bn, 1000m payments
  - Payment Management Service
  - Card Management Service
  - Fraud prevention and detection
- Government Clients: DVLA, National Savings
- Licensing: television, driver, vehicle, fishing
- Bill payments: gas, water, electricity, telephone, cable, LAs
- 172 services for 30 major clients handling £125bn pa

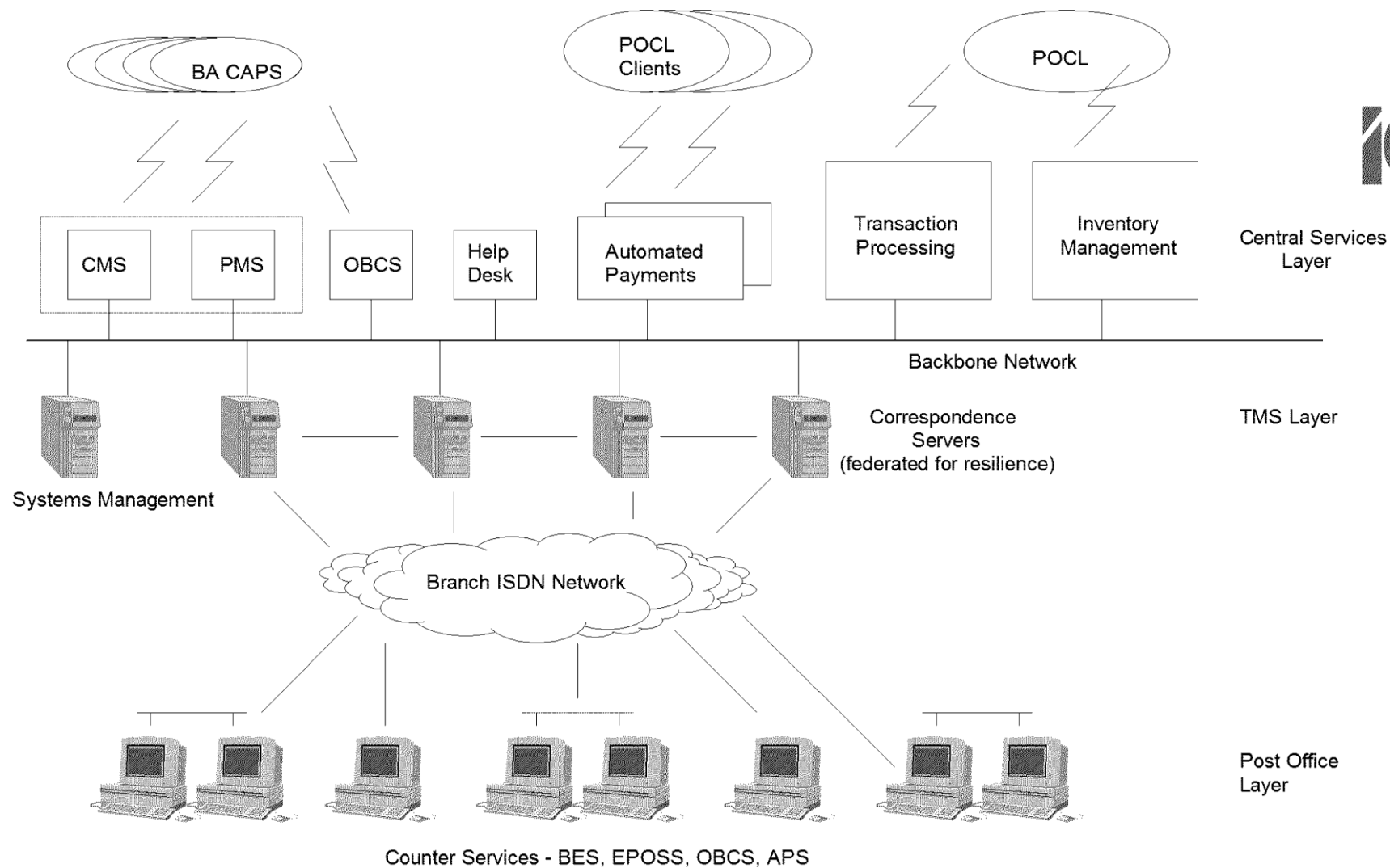


# Design Aims

- No technical knowledge
- Intuitive
- Event driven
- Allows user to concentrate on quality Customer Service
- Very high security
- Fast and resilient



# Solution



# *Achievements to date*

- Release 1c went live on 20th November 1997
- 205 Post Offices with 330 counters running live services
- 85,000 order books checked each week for fraud
- Payment Card used by 1400 customers
- Card usage will increase to 38,000 customers
- 600 Postmasters trained, very positive feedback
- Positive customer response to Payment Card
- New Security, Communications, Data Centre, User Processes, Training, Systems Management, MIS, Help Desks



# ***Installation - Lessons Learned***

- Re-visit the process - increase length
- Importance of the training process
- Importance of expectation setting
- Postmasters very supportive



# USER CONTACT THROUGH IMPLEMENTATION (INFRASTRUCTURE PROGRAMME) (WEEK 1 TO WEEK 9)

WEEK 1

WEEK 1

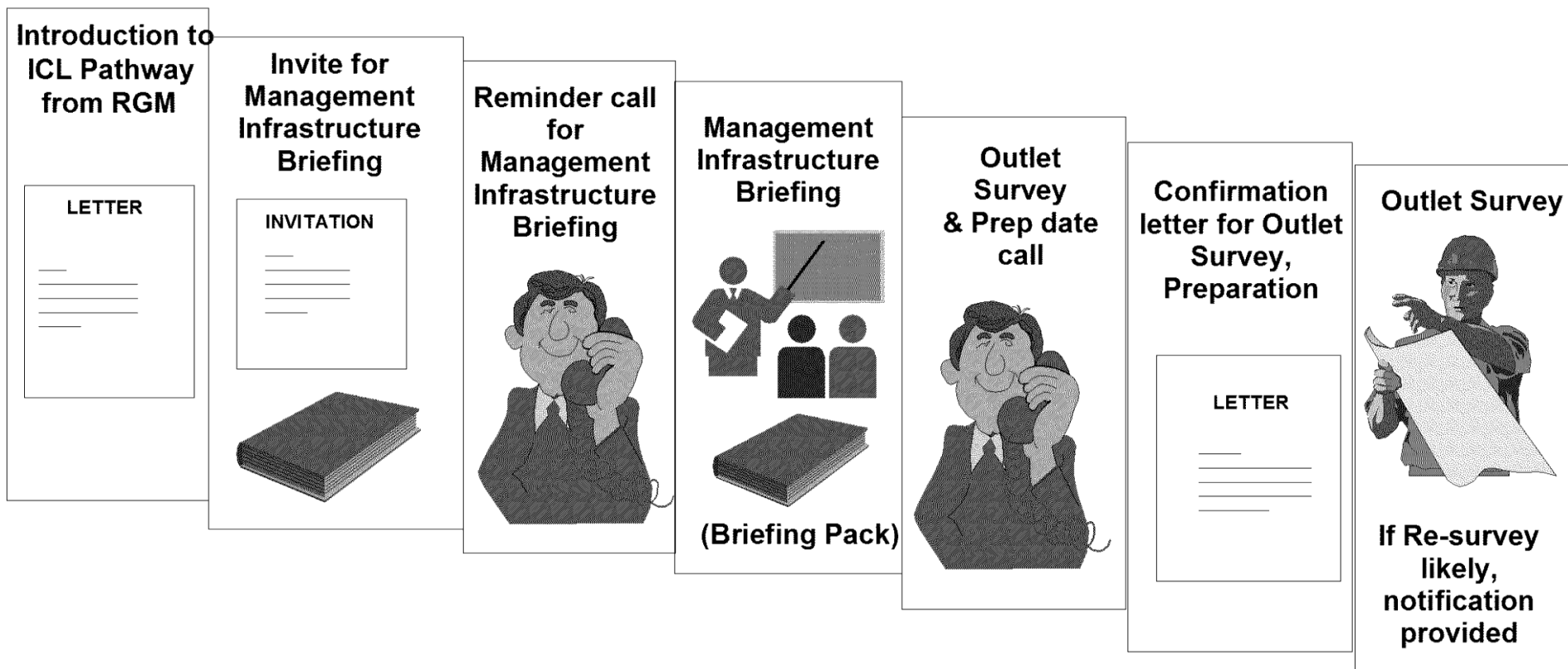
WEEK 5

WEEK 5 / 6

WEEK 7

WEEK 7 / 8

WEEK 9





## USER CONTACT THROUGH IMPLEMENTATION (INFRASTRUCTURE PROGRAMME) (WEEK 11 TO WEEK 23)

**WEEK 11  
23**

**WEEK 13 / 14**

**WEEK 18**

**WEEK 20**

**WEEK 22**

**WEEK**

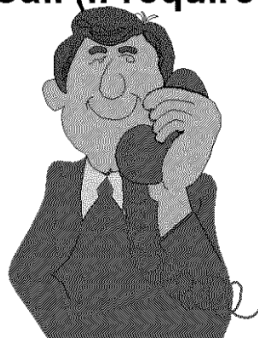
**Re-survey  
Arrangement  
Call (if  
required)**



**Outlet Re-  
survey (if  
required)**



**Preparation  
Reminder Call  
and  
Modification  
Arrangement  
Call (if required)**



**Outlet  
Modification**



**Outlet  
Preparation**



**Ready for  
Installation  
(RFI)**



## USER CONTACT THROUGH IMPLEMENTATION (INSTALLATION AND AWARENESS PROGRAMME) (WEEK 1 TO WEEK 8)

WEEK 1

WEEK 5

WEEK 5

WEEK 6 / 7

WEEK 8

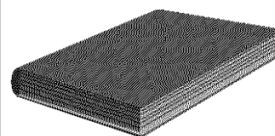
### User Awareness Invitation

INVITATION

### Reminder call for User Awareness Event



### User Awareness Event



(Briefing Pack)

### Training Event Invitation

INVITATION

### Communications Line Connection



## USER CONTACT THROUGH IMPLEMENTATION (INSTALLATION AND AWARENESS PROGRAMME) (WEEK 9 TO WEEK 12 )

WEEK 9

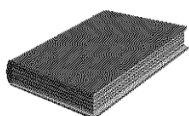
WEEK 11

WEEK 11

WEEK 12

**User Training  
(Joining  
Instructions)**

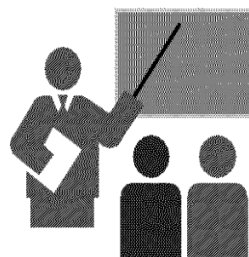
LETTER



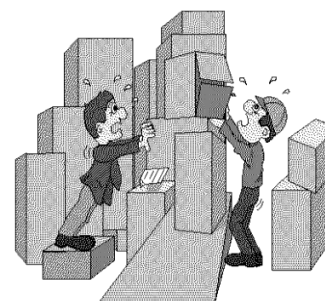
**Training  
Event  
Reminder  
Call**



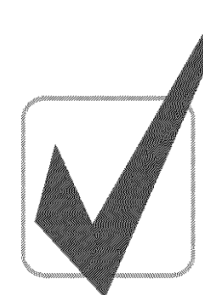
**User Training  
Event**



**Installation,  
Migration &  
Acceptance**



**Go Live**



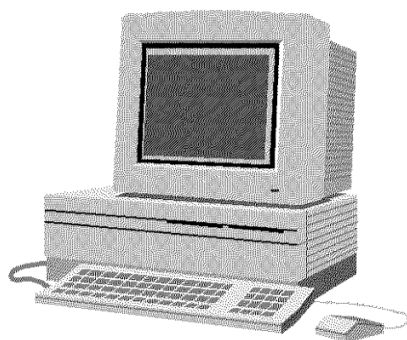
# *Product Development*

- Technology not the limiting factor
- Must examine end-to-end product
  - DVLA
  - BBC
  - National Savings
- Household Budgeting
- Royal Mail/Parcelforce



# ***A New Horizon***

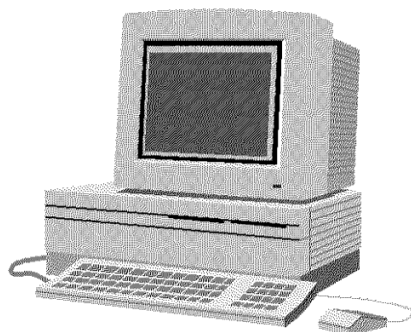
## ● **Release 1C Demonstration**



- Live in NE & SW
- 205 Post Offices
- Paying Benefit to Customers NOW!



## ● **Release 2 Demonstration**



- EPOSS
- BES
- APS





# *Eyes on the Future*



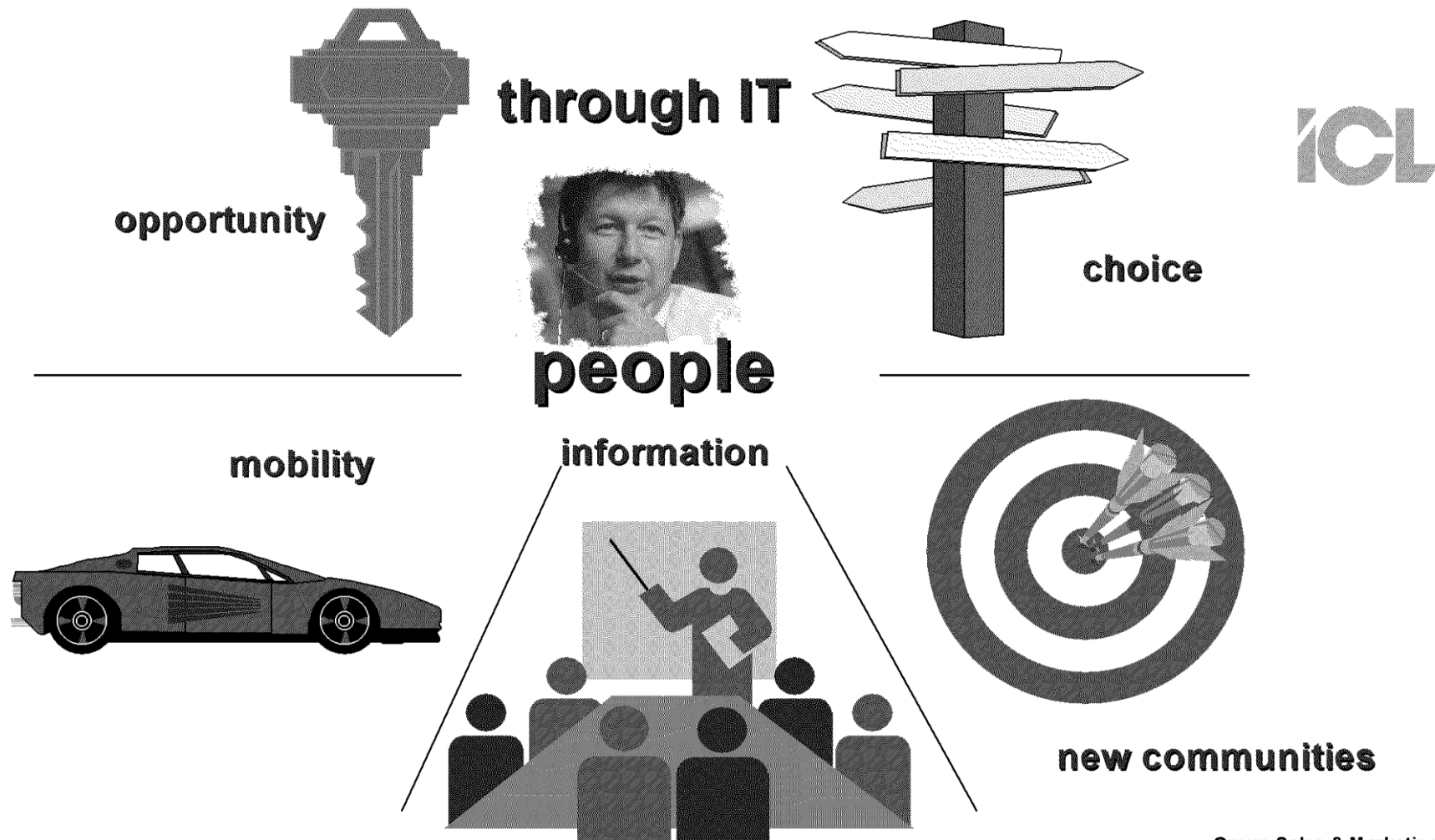
ICL in the Information Society



# Feet on the Ground



# *What is the Information Society?*



# *How will the Information Society be different?*

**governance**



**trading**



**ICL**

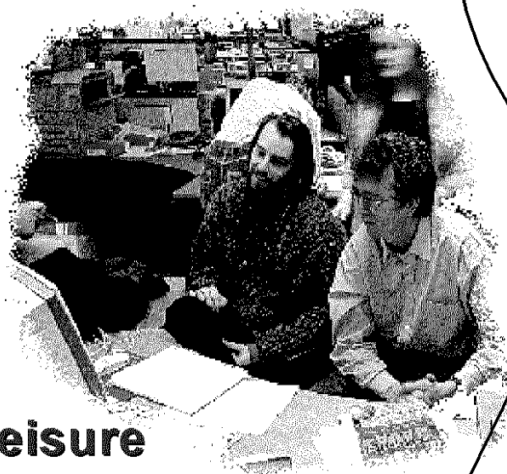
**community**



**individual**

**community**

**leisure**



**work**



**learning, education, knowledge**





## ***Governance will be different***

- **The Information Society can be built around the citizen**
- **The quality of democracy can be raised by allowing more people to be in debate**
- **Government can supply services at a time & place of the citizen's choosing**
- **Services can be delivered electronically**



# ***Delivering Better Government***

# ***Market Conditions***

- ***Reduction of GDP spend (44%)***
- ***Reduction of Civil Service (quietly)***
- ***The Largest Electronic Govt***
- ***Consumer/Citizen Focused (C3)***
- ***Government Purchases Services***
- ***Private Sector Provides***

# ***Election Commitments***

## ***MAJOR REFORMS***

- ***EDUCATION***
- ***WELFARE***
- ***EMPLOYMENT***
- ***PENSIONS***
- ***BENEFITS***
- ***REGIONAL GOVT***
- ***TAXATION***

***ALL ENABLED  
BY  
INFORMATION  
TECHNOLOGY***

# *Election Commitments*

***....BY THE NEXT ELECTION, 1  
IN 4 OF ALL TRANSACTIONS  
BETWEEN THE GOVERNMENT  
AND THE CITIZEN WILL BE  
PERFORMED  
ELECTRONICALLY....***

**Tony Blair September 1997**

# ***CCTA Prediction***

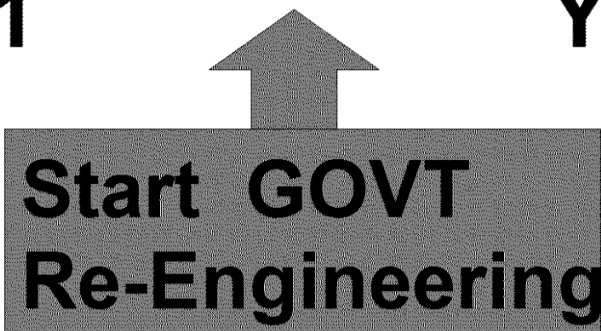
***90% of all Transactions  
between the Government and  
its Suppliers will be  
performed Electronically by  
the next Election***

# HOWEVER, THE ELECTION CYCLE

Year 1

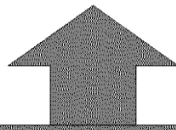
Year 5

Year 9



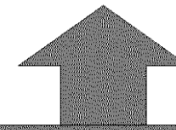
# HOWEVER, THE ELECTION CYCLE

Year 1



**Start GOVT  
Re-Engineering**

Year 5



**Deliver GOVT  
Re-Engineering**

Year 9

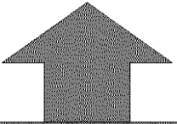


# HOWEVER, THE ELECTION CYCLE

Year 1

Year 5

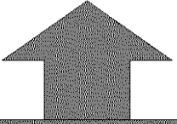
Year 9



Start GOVT  
Re-Engineering

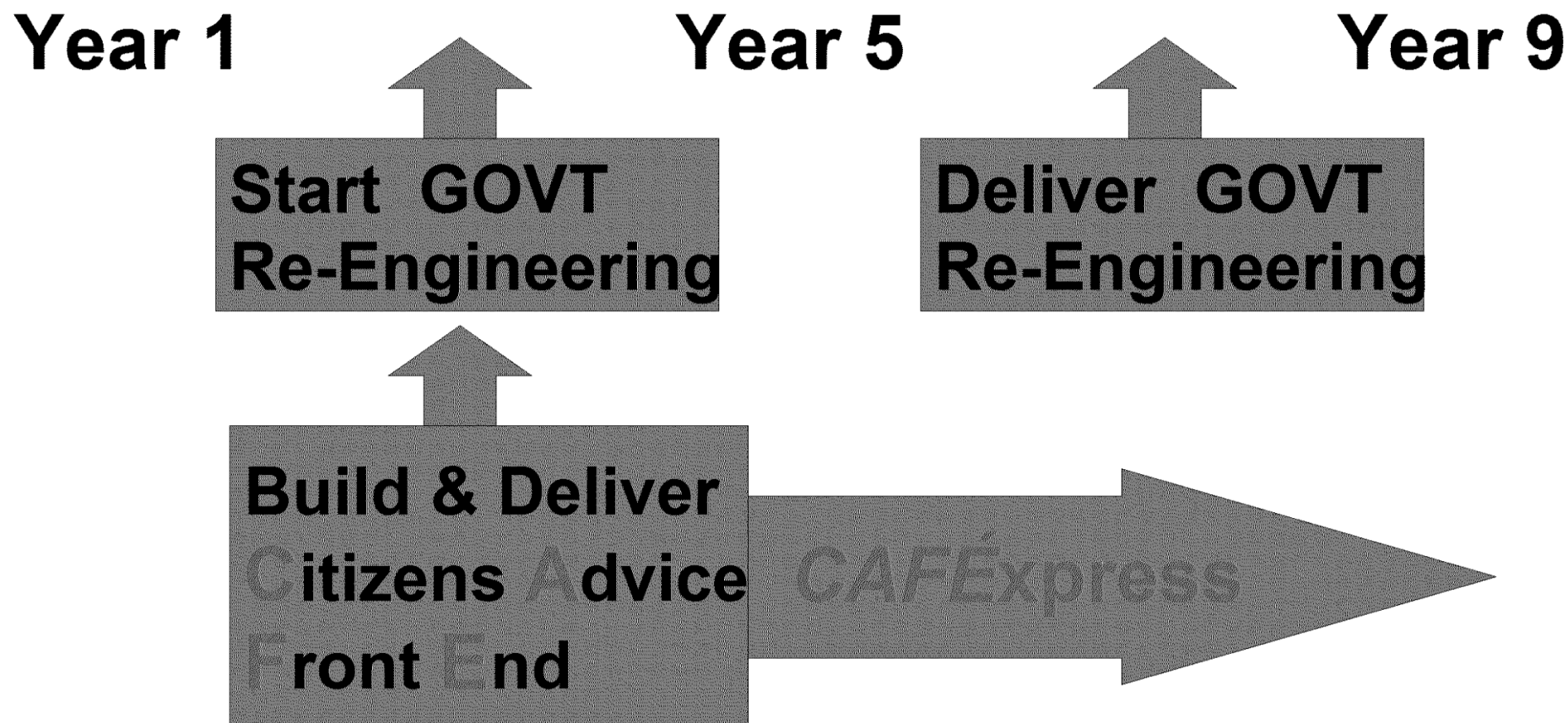


Deliver GOVT  
Re-Engineering



Build & Deliver  
Citizens Advice  
Front End

# HOWEVER, THE ELECTION CYCLE





# THE CITIZEN'S NIGHTMARE

**Machinery of Government is organised  
for the convenience of Government,  
not the Citizen**

**POST  
OFFICES**

**DSS**

**DfEE**

**HMCE**

**IR**

**OTHER**

**LOCAL  
GOVT.**



# THE CITIZEN'S NIGHTMARE

A person becoming unemployed, may have to visit 6 Govt Depts or Agencies in order to seek benefit and new employment



?

POST  
OFFICES

DSS

DfEE

HMCE

IR

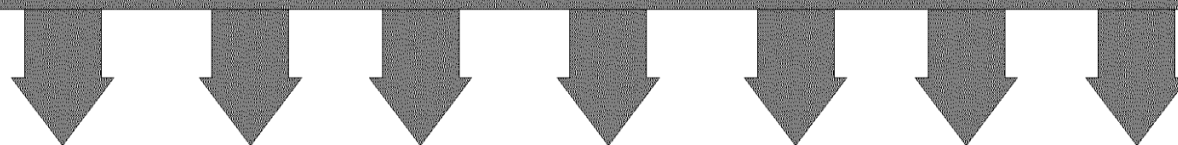
OTHER

LOCAL  
GOVT.



# THE CITIZEN'S NIGHTMARE

A single parent mother, seeking to return to work must visit 7 different Govt & Private Agencies



?

POST  
OFFICES

DSS

DfEE

HMCE

IR

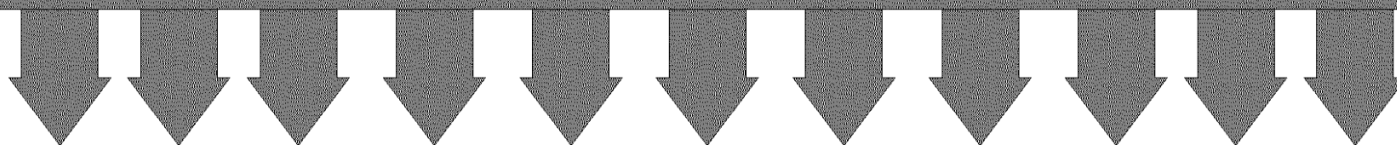
OTHER

LOCAL  
GOVT.



# THE CITIZEN'S NIGHTMARE

A young adult leaving home to look for housing, work and/or further education will visit up to eleven Govt Dept or Agencies



?

POST  
OFFICES

DSS

DfEE

HMCE

IR

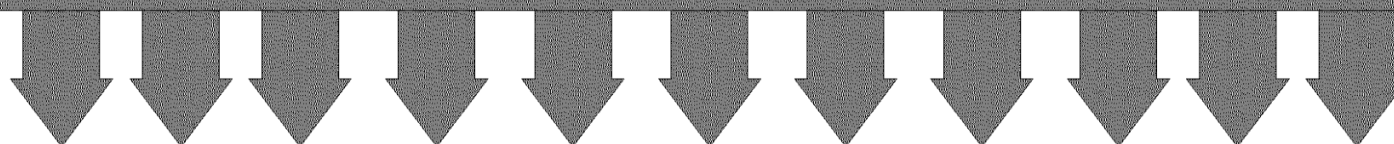
OTHER

LOCAL  
GOVT.



# THE SME's NIGHTMARE

Shopowners meet 10 different inspectors p.a.  
Plus complete up to 30 different types of forms  
SME's spend 7% of turnover on Govt compliance



?

POST  
OFFICES

DSS

DfEE

HMCE

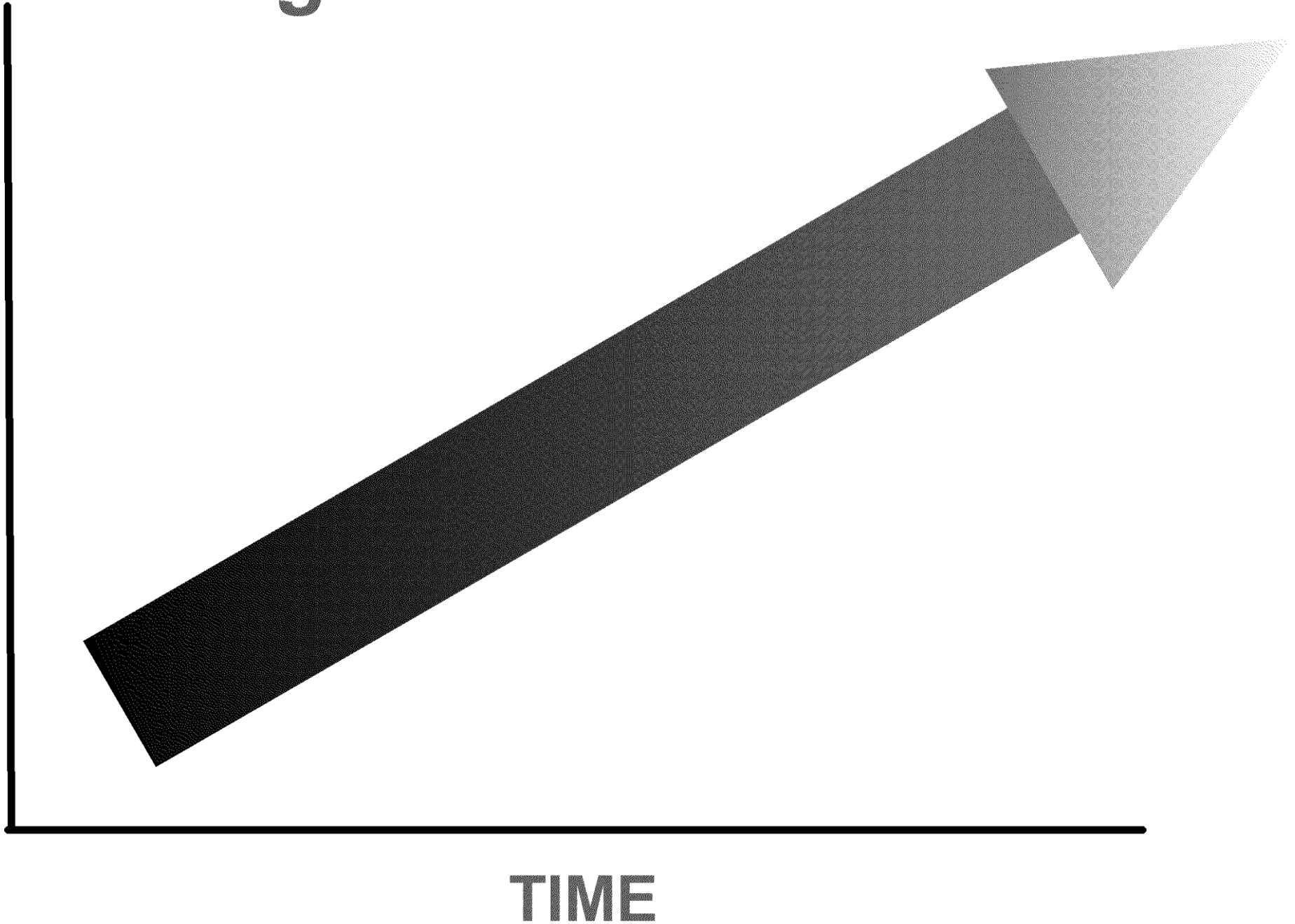
IR

OTHER

LOCAL  
GOVT.

# *Re-engineer around the Citizer*

CITIZEN INTIMACY





# *CAFÉ*press

*CAFÉ*press

**Based on LIFETIME EVENTS or EPISODES**

**POST  
OFFICES**

**DSS**

**DfEE**

**HMCE**

**IR**

**OTHER**

**LOCAL  
GOVT.**



# LIFETIME EVENTS

- UNEMPLOYMENT, EMPLOYMENT
- BIRTHS, MARRIAGES & DEATHS
- SELF EMPLOYMENT
- START, CHANGE, FINISH SCHOOL
- LICENSING ISSUES
- HEALTH ISSUES
- HOUSING, COMMUNITY CARE

**POST  
OFFICES**

**DSS**

**DfEE**

**HMCE**

**IR**

**OTHER**

**LOCAL  
GOVT.**



# *CAFÉ*express

*CAFÉ*express

**Based on LIFETIME EVENTS or EPISODES  
COUNSELLOR ASSISTED**

**POST  
OFFICES**

**DSS**

**DfEE**

**HMCE**

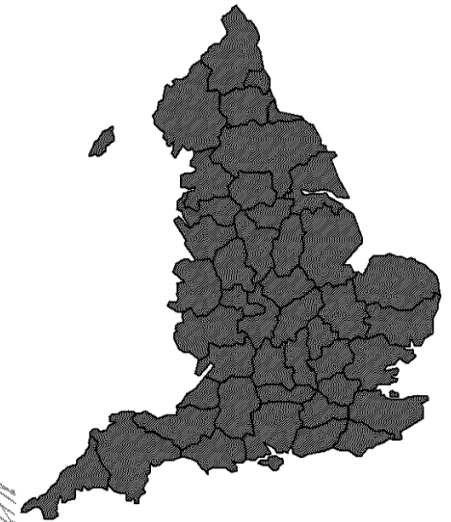
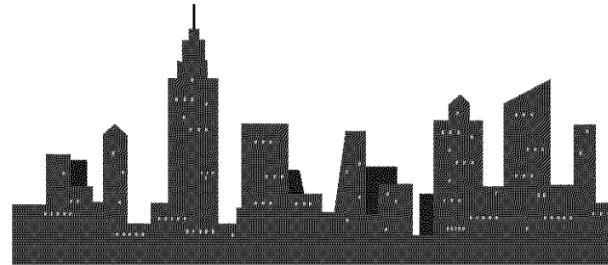
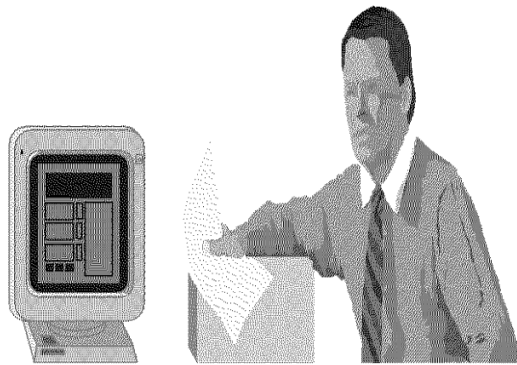
**IR**

**OTHER**

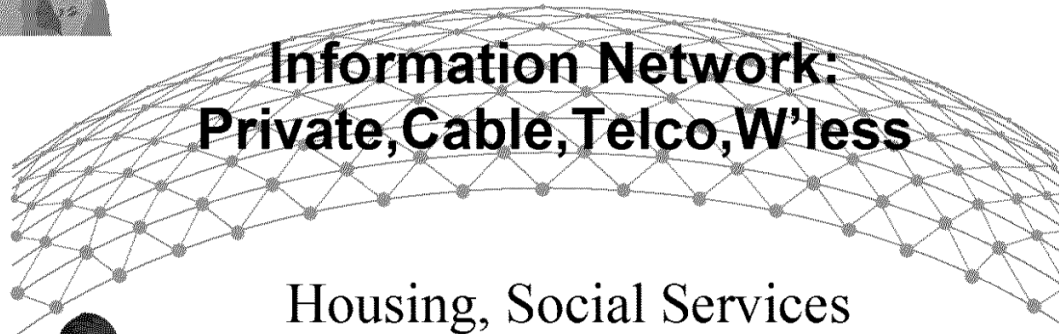
**LOCAL  
GOVT.**



# Local Service Delivery

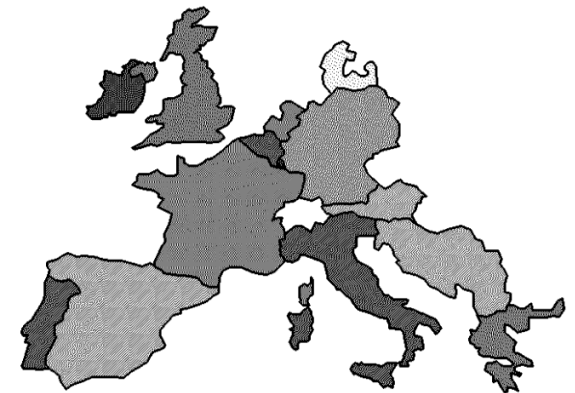
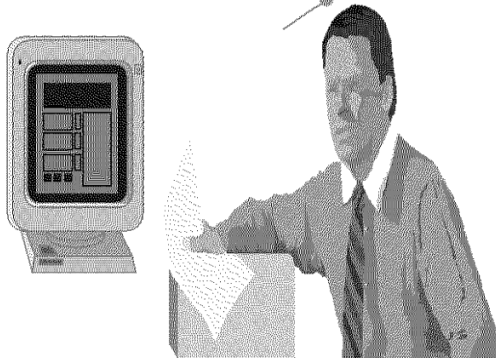


**PO Counters**  
**Public Kiosks**  
**MM PCs**  
**iTVs**  
**Mobile**



**Information Network:**  
**Private, Cable, Telco, W'less**

Housing, Social Services  
Environment, Planning,  
Leisure, Education,  
Public Health, etc



# *Public Kiosks*

- **Experience in Retail & Financial Services**
- **Vertical market knowledge**
- **Tourism, DfEE, DSS, Local govt**
- **Design, build and manage service**
- **BT TouchPoint**



**ICL**

# ***Post Office - Key Assets***

- **Universal access/Social inclusion**
- **The Network**
- **Secure network**
- **Brand values**
- **Personal service**

# ***The Post Office Opportunity***

- **Universal access/Social inclusion**
- **government.direct**
- **ISAs**
- **Stakeholder pensions**
- **Personal budgeting**
- **Social Bank/Fiscal account**
- **Medical & Public health**
- **Local banking/Small businesses**

# ***The Post Office Online***

- Today - bringing 28m customers every week to 400+ clients
- To come: Universal Access
  - High St
  - Kiosks
  - Telesales
  - Internet
  - Digital TV
- Brand Image: - Security, Trust, Integrity

*Tomorrow - 56m customers for every client*



## ***WHY ICL***

- ***Pathway secure network***
- ***Post Office access***
- ***Local & Central Govt knowledge***
- ***Pericles Citizen Service Software***
- ***Technology innovation***

# ***The Information Society***

**governance**



**trading**



**ICL**

**community**



**individual**

**community**

**leisure**



**work**



**learning, education, knowledge**





# ICL and the Information Society

- Life Long Learning
- Knowledge Management
- Electronic Publishing
- Interactive Media
- Electronic Commerce
- Electronic Government



*Thought Leadership / Innovative Projects*

# UK Government Agenda

- Welfare to Work
- Excellence in Schools
- University for Industry
- National Grid for Learning
- Creative Industries
- Competitiveness, SMEs
- Regional Development Agencies
- [government.direct](http://government.direct)





# TWO NATIONAL NETWORKS

## National Grid for Learning

## Post Office Counters

**Access:** Schools, Colleges, Libraries

**Post Offices**

**Number:** 50,000

**19,000**



**Timescale:** 2002

**1999**

**Focus:** Skills, Learning

**Citizen <=> Govt**

**Content:** Education material  
Teaching/Coaching  
Online courses

**Govt service delivery**  
**Personal information**  
**Financial**

**transactions**

**Security:** Internet /Intranet

**Commercial services**  
**Secure**

**Style:** Self service  
Browse/Dialogue

**Counter service**  
**Transaction/Enquiry**

*Complementary roles*