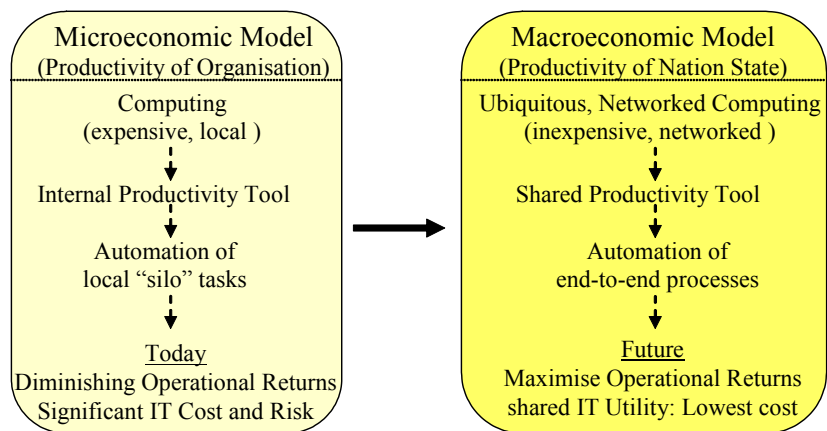


Is it time to change the business computing model for e-government?

The Aqera Utility

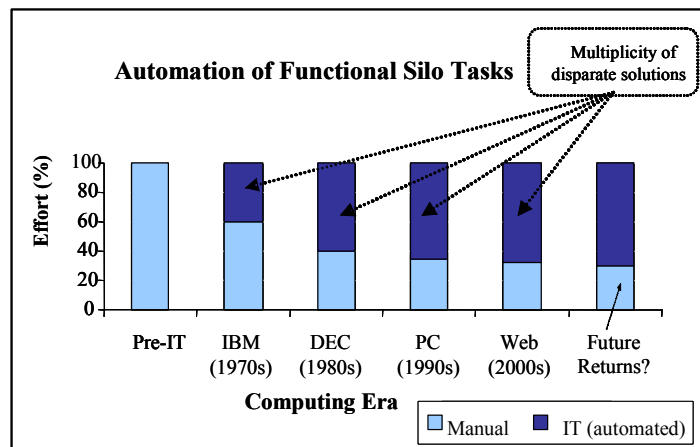
Business computing has been operating as a microeconomic tool within organisations for over 50 years. As we move relentlessly to a world of inexpensive, abundant networked computing with ubiquitous access for all changing to a macroeconomic model more suited to that new infrastructure is inevitable.

This transformation provides a unique opportunity to deliver a step-change in operational productivity and a dramatic reduction in the costs and risks of IT, but only if the benefits of holistic process redesign are maximised.



The transformation also needs to address the two major issues with today's business computing model.

First, it suffers from diminishing operational returns, although this trend has been masked to date by falling IT capital costs and outsourcing to cheap labour markets. Second, it has also produced massive, complex IT infrastructures in large organisations, such as governments, with a multitude of applications based on various generations of computing platforms.



A holistic approach to the development of the macroeconomic model addresses these issues through redesigned processes and software applications and delivers the e-government goal of “radical change through the adoption of advanced IT”.

An example of maximising the potential of the new model is the redesigned remuneration, taxes and benefits process shared by various government agencies, businesses and individuals illustrated overleaf. The screenshots for the new process, enabling “joined-up working” between all parties, are taken from the Aqera Utility Demonstrator (see www.aqera.com). Key features of the redesign are the single consolidated application for all parties and the inclusion of the individual’s perspective, both as a citizen and as a consumer. The mindmap overleaf shows the demonstrator scope for the above process from the individual’s perspective. The demonstrator also contains health scenarios, as well as more generic requirements such as licensing. The objective of the demonstrator is to give interested parties a visualisation of how a shared business computing Utility will operate.

The potential impact of the new model for business computing is likely to be similar to the introduction of the National Grid a century ago (an Industrial Age analogue to this transformation) and it is clear that there are huge savings to be made as well as delivering a more effective solution for all parties.

In summary the macroeconomic business computing model is the best, and possibly only, strategic, long-term answer to the issues with today’s business computing model and the opportunity presented by ubiquitous networked computing. It is time to start thinking about how to move to the new model. e-government is a good startpoint for such a transformation and HISL has developed an approach and tools to evaluate and deliver radical, new e-government solutions. The new model can be evaluated for a relatively small amount (£m’s) and delivers huge recurring savings (£B’s). HISL has developed an evaluation strategy and wishes to engage with e-government strategists to discuss how best to move it forward.