Digital Local Government Partnership

Charter for Digital Transformation Collaboration

“Vision”
‘To benefit New Zealand’s communities by working together to transform local government service delivery’

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1 Introduction and Vision

Under the Charter the signatory councils agree to work together:

‘To benefit New Zealand’s communities by working together to transform local government service delivery’

2 Participation

The original Councils to this Charter are those who signed on 15 August 2018 at the launch of the Digital Local Government Partnership (DLG Partnership). It is agreed that other Councils are welcome and encouraged to join the DLG Partnership on the same terms and understanding as exists between the original Councils.

A register of participating Councils will be held by Society of Local Government Managers (SOLGM)

Due to the differing natures of the Councils and their respective digital networks and platforms, the level of participation will vary across the Councils, however all Councils agree to commit the appropriate time and resource to enhancing digital maturity within their respective Councils.

3 Objectives

The Councils will work towards achieving the Vision by working together and actively collaborating. In doing this we want to:

a) Improve customer and users’ experience of Council delivered activities and services by enhancing digital platforms and systems in respect of our respective Information and Communications Technology Networks.

b) Become “smarter buyers”.

c) ensure that the economic and environmental dividends from digital transformation – including open data, emerging technology and platform strategies – are delivered equitably across regions;

d) Attract, develop, and retain good internal human resources.

e) Enhance customer satisfaction.

f) Actively promote and advocate for initiatives that will deliver digital connectivity to every household and business in New Zealand

4 Outcomes

The signatories to the Charter agree to work together and collaborate on a range of digital work streams that will:

1. Establish policies and procedures that support the lifting of digital maturity across councils

2. Identify new and innovative digital functions and service delivery models

3. Develop and share delivery of ICT Network development, management and operations which enhance the customer and user experience

4. Investigate opportunities for the joint procurement and deployment of digital applications and systems to deliver better outcomes for participating councils
5. Engage with wider public sector bodies to influence the development of common standards and services and to help deliver local government priorities wherever appropriate;
6. Help LGA’s become more intelligent clients by better understanding their own needs and the needs of service providers, and guiding them to work more effectively with the market;
7. Deliver public services through technologies that utilise open standards, interoperability and open source technology wherever possible
8. Promote initiatives that support attainment of 100% ultra fast digital connectivity across New Zealand

5 The way forward

The Councils will

1. Appoint a governance group to monitor and measure progress on the objectives and support each participating Council to achieve improved digital outcomes for its community
2. Proactively support and initiate programmes and work streams within their councils to achieve the Objectives set out above
3. Commit appropriate resource to collaborating and participating in the work streams identified in the Outcomes above.

6 Agreements

The Councils agree to:

1. Operate in a good faith environment for the purpose of achieving the objectives and outcomes listed above.
2. Communicate with each other in an open and transparent manner.
3. Ensure that personnel and resources are available to collaborate and work together on joint initiatives Councils may wish to undertake among themselves
4. Jointly discuss and agree all fee quotes and estimates for any shared services or work streams that Councils may agree to collaborate on.

7 Term

The initial term of this Charter will run until 30 September 2019 and commitment to the Charter will be reviewed by participating Councils at that date.