



# VISION TO REALITY **BRINGING IDEAS TO LIFE**

## Enabling Smart Digital Citizen Engagement



Microsoft Partner of the Year  
**2015 Winner**  
Public Sector: CityNext

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# CitiZen

Digital Service Delivery for Public Sector

A digital customer self service platform designed for the Public Sector by the Public Sector

Powered by  Microsoft Azure



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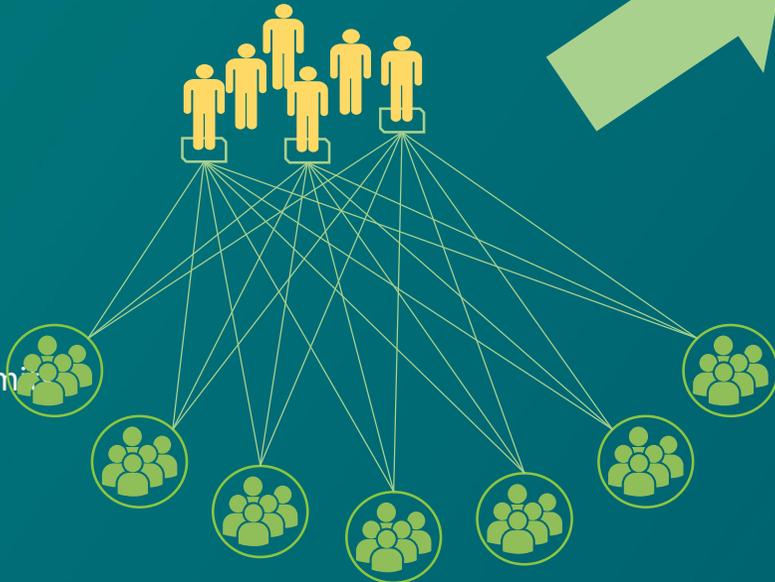
# Transforming CitiZen Engagement & Service Delivery

## Challenges & Drivers of Change across the Public Sector

- **Customer** – Increasing demand to do business with Public Sector Organisations online
- **Financial** – Increasing expectation to do more with less
- **Political** – Increasing expectation for collaboration across Public Sector Organisations
- **Industry** – Sustainable & Productive Service Delivery across the Public Sector
- **Technology** – Market poorly serviced by existing solutions

## Citizen Scenarios

- My Family
- My Community
- My Property
- My Residence
- My Employment
- My Business
- My Health
- My Education
- My Citizenship
- My Licenses & Permits
- My Payments



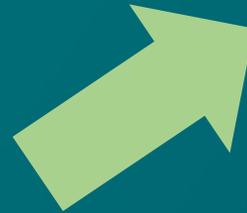
## Channels & Access

- Over the Counter
- Mail/Postal
- Phone/Call Centre
- Internet/Mobile
- Intermediaries

# Transforming CitiZen Engagement & Service Delivery

## Transformation

- Digital Channel Engagement
- End to End Value Chain Integration
- Customer Self-service
- Consistent Customer Experience
- Service Standardisation
- Service Integration
- Increased Data Quality
- Secure, Federated, Single Sign on
- Cost & Efficiency Gains
- Economies of Scale
- Shared Service Opportunities



## Bringing Public Sector Organisations Together

- Central Government
- State/Regional Government
- Local Government
- Health
- Education
- Justice
- Other Agencies & Authorities

# A Digital Service Platform for the Public Sector



Powered by  Microsoft Azure

## Key Principles:

- Developed for the Public Sector by the Public Sector
- Business inclusive value driven approach
- Digital Channel Transformation
- Collaborative Approach: Governance + Capability + Software
- Shared framework and platform for the benefit of many
- Standardisation enables transformation
- Templated deployment, continual optimisation



### Private Cloud for Government & Public Sector Agencies

- Support for Government approved hosting platforms including Microsoft Azure
- Support for 'all of government' authentication services i.e. NZ Post & DIA RealMe
- Supports multiple Payment Gateway integration



### Digital Channel Platform & Extensible eServices Framework

- Federated across agencies
- Extensible Framework
- Independent of Backend Systems with support for integration to multiple back ends



### Customer Portal

- Integrated Customer Portal
- Supports mapping of customer account to multiple backend account records
- Support for functional Micro-Portals i.e. eDogs Micro Portal



### Online Services

- Support for delivering both Authenticated & Unauthenticated Services
- Standardised and consistent look and feel
- Integrated with backend master data and systems



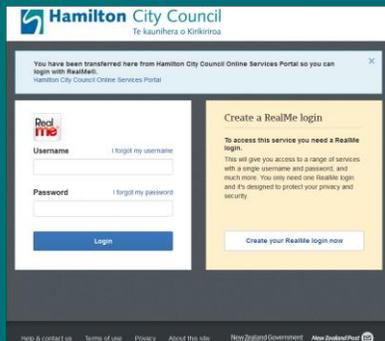
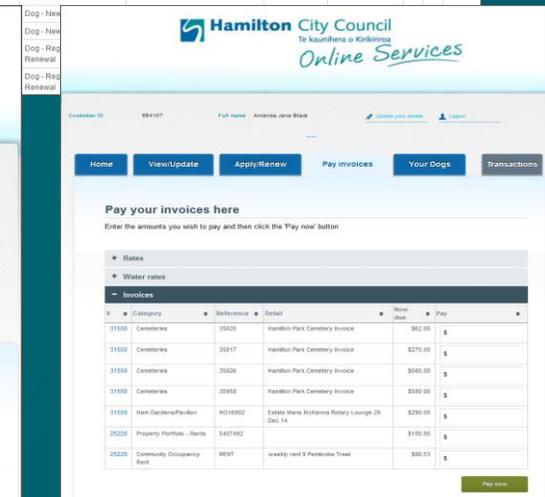
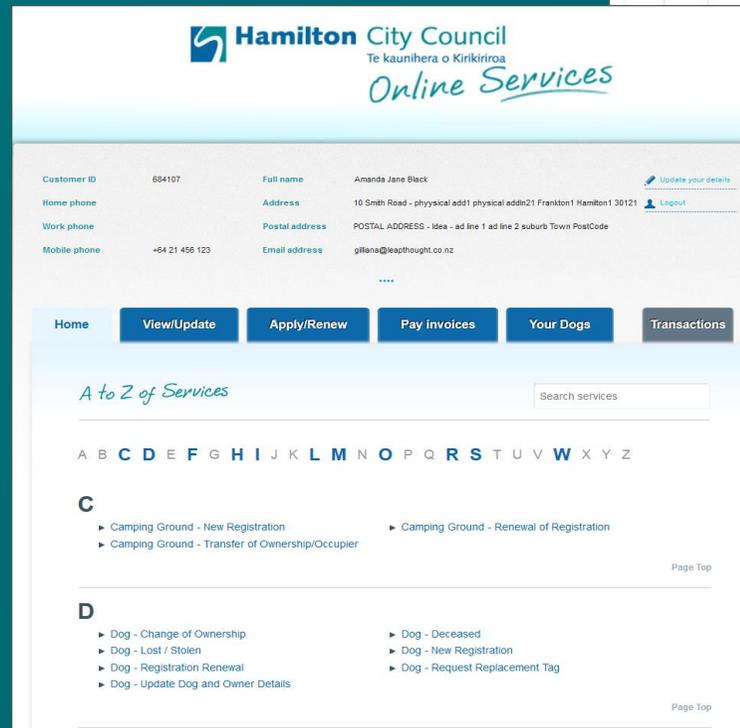
### Tenant Admin Portals

- Transaction Administration and Processing
- Customer Account Administration
- Processing Group & User Administration

# A Secure Customer Portal

Customers can login and access a secure Online Portal

- View and maintain Account and Contact Details.
- Access to general 'authenticated' online services to submit online applications, renew existing registrations, permits and licenses, make online payments etc.
- Access to Service Group Modules/ 'Micro-Portals' i.e. My Dogs for specific functional services.
- Access to Online Transaction History including processing status of transactions lodged as well as transaction and payment receipts.
- Visual design and branding of each customer portal is specific to each Public Sector Organisation.



# Online Services

## Customers access and complete on services

- Access to a catalogue of both 'authenticated' and 'unauthenticated' online services to:
  - Request information
  - Submit new online applications
  - Renew existing registrations, permits and licenses
  - Complete online payments etc.
- Consistent Look and Feel across all online services with enhanced usability through clearly defined service steps and workflow, intuitive navigation, service specific content and help, in page validations etc.
- Reusable interfaces and components across all services i.e. property search, street search, attachments, receipts, payment gateway etc.
- Service specific master data pre-loaded through integration with backend systems.
- Service specific content including service information, help text etc.

Hamilton City Council  
Te kaunihera o Kirikiriroa  
Online Services

← Back to dashboard

### 1 Food registration information

### 2 Property search

### 3 Your details

### 4 Legal occupier

### 5 Application

### 6 Declaration

### 7 Pay

### 8 Receipt

## Food Premises - New Registration

**Find the property**

Please use the following search facility to select the property that the request is for

Click [here](#) to find the property on a map

You can search for a property by valuation number, legal description or street address

Street address / Valuation number / Legal description

Hint: Search by typing a street address e.g. "20 Kitch Street Hamilton", a valuation number e.g. "04002-023-00", or a legal description e.g. "Lot 3 C/P 51234"

If you cannot locate the property using the above search option, please continue and enter your property details on step 5.

Back Cancel Continue

← Back to dashboard

### 1 Food registration information

### 2 Property search

### 3 Your details

### 4 Legal occupier

### 5 Application

### 6 Declaration

### 7 Pay

### 8 Receipt

## Food Premises - New Registration

**Your Details**

Name  
Mrs Amanda Jane Black

Postal address  
POSTAL ADDRESS - Idea - Ad Line 1 Ad Line 2 Suburb Town PostCode

Is this your postal address different for this application?

Please specify at least one phone number \*

Mobile phone e.g. +64 22 024 5678  
+64 21 458 123

Work phone e.g. +64 7 246 4567

Home phone e.g. +64 7 529 2876

Email address  
gilena@leapthought.co.nz

Back Cancel Continue

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Online Services

Customer ID: 884977 Full name: Amanda Jane Black  
Home phone: 06 348 8644 Mobile phone: 06 348 8644 Email address: gilena@leapthought.co.nz

Home View/Update Apply/Renew Pay services Your Dogs Transactions

### A to Z of Services

Search services

A B C D E F G H I J L M N O P Q R S T U V W X Y Z

### C

- Camping Ground - New Registration
- Camping Ground - Renewal of Registration
- Camping Ground - Transfer of Ownership/Occupier

Page One

### D

- Dog - Change Ownership
- Dog - Litter Control
- Dog - Registration Renewal
- Dog - Update Dog and Owner Details
- Dog - Deceased
- Dog - New Registration
- Dog - Request Replacement Tag

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# Agency Admin Portal

## Agency business users access a secure Admin Portal

- Agency business users are able to access a secure admin portals to:
  - Administer and Process online transactions submitted by customers
  - Administer Online Customer Accounts including customer authorisations
  - Administer 'Processing' Service Groups
  - Administer business user accounts

**CitiZen - Administration** | Hamilton City Council

Transaction Status: Being Processed | Service Group Code: LIM | Transaction Type: Land Information Memorandum (LIM)

Ref no.	Date	Customer no.	First name	Last name	Transaction	Subject	Data status	Receipting status	Batch no.	Batch status				
100866	16/12/2014	ddd	ddd	ddd	Land Information Memorandum (LIM)	800 Victoria Street Hamilton Central Hamilton 3204	Requires update	Processing						
100859	16/12/2014	Milesoft Ltd	Miles	Miles	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Processing						
100850	16/12/2014	c	a	a	Land Information Memorandum (LIM)	7 Iain Court Rototuna Hamilton 3210	Requires update	Processing						
100830	16/12/2014	356899	Test	69	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Processing						
100810	16/12/2014	Milessoft Ltd	Miles	Miles	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Processing						
100790	16/12/2014	Bryan	Miles	Miles	Land Information Memorandum (LIM)	Anglesea Street Hamilton Central Hamilton 3204	Requires update	Processing						
100770	15/12/2014	Najeeb	Ahmed	Ahmed	Land Information Memorandum (LIM)	515 River Road Claudelands Hamilton 3214	Requires update	Processing						
99640	3/12/2014	Bryan	Miles	Miles	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Received						
99448	28/11/2014	Bob	Smith	Smith	Land Information Memorandum (LIM)	800 Victoria Street Hamilton Central Hamilton 3204	Requires update	Received						
99331	27/11/2014	684107	Amanda	Black	Land Information Memorandum (LIM)	Victoria Street Hamilton Central Hamilton 3204	Requires update	Processing						
99293	27/11/2014		Firstname	Y	Land Information Memorandum (LIM)	22 Briar Rose Court Huntington Hamilton 3210	Requires update	Processing						
98616	25/11/2014	sdf	sdfids	sdfids	Land Information Memorandum (LIM)	515 River Road Claudelands Hamilton 3214	Requires update	Received						
98399	25/11/2014	684107	Amanda	Black	Land Information Memorandum (LIM)	515 River Road Claudelands Hamilton 3214	Requires update	Received						
97701	24/11/2014	Toopey	Brown	Brown	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Received						
97690	24/11/2014	stewart	brown	brown	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Received						
97532	21/11/2014	1002611	Test	Seventy-Five	Land Information Memorandum (LIM)	3 Iain Court Rototuna Hamilton 3210	Requires update	Processing						
97094	18/11/2014	Jonson Ltd	Jonson	Jonson	Land Information	3 Iain Court Rototuna	Requires update	Processing						

**CitiZen - Administration** | Hamilton City Council

Registration Status: Completed

Details: First name: Mark, Last name: Healey, Email: mark.healy@hcc.govt.nz, Registration Status: Completed

Customer Summary: Lynda Evans, Jason Crossfield, Winnifred Roberts

Services: Please indicate your account type as either Residential, Business or Both. Account type: [ ] Residential, [ ] Business, [ ] Both

**CitiZen - Administration** | Hamilton City Council

Service processing groups | Admins

User id	First name	Last name	Password	Service processing groups	Super admin	Active	
System	System	Account		• All	No	Yes	
alans1	Alan	Shum		• All but Dogs Group	No	Yes	
alans2	Alan	Shum		• Regulated Business Group	No	Yes	
admin	Admin	User		• All	Yes	Yes	
alans	Alan	Shum		• Regulated Business Group	No	Yes	
sadhanac	Sadhana	Chaturvedula		• All but Dogs Group	Yes	Yes	
apanyam	Aneel	Panyam		• Regulated Business Group	Yes	Yes	

# Transaction Processing

Agency business users access a secure Admin Portal to administer and process transactions submitted by customers.

- Business users access service transactions associated with the service process groups they are associated with.
- Online Transactions can be filtered by multiple filters including for example service group, processing status, customer, etc.
- Individual service transactions can be processed including updating processing status information, processing notes.
- For each service transaction support for multiple data views is provided to identify master data changes etc.
- Transaction Receipts, Declarations, Attachments etc. can be accessed.
- Batch processing of services supported.

**UPDATE TRANSACTION STATUS**

Transaction Details: Land Information Memorandum (LIM) Date: 16/12/2014 3:07:01 p.m. Ref No: 100859  
 Customer Details: Milesoft Ltd Miles (ID: )

There are currently no users processing this transaction. [Take Ownership](#)

[Data](#) [Payment](#) [Summary](#) [Notes](#)

Data processing status: Requires update

Show all data | Show master data | Download PDF

**Data Submitted**

**Property**

Street address : 3 Iain Court Rototuna Hamilton 3210  
 Legal description : Lot 390 DP S88488  
 Property category : Residential  
 House : No  
 Shed : No  
 Attached garage : No  
 Detached garage : No  
 Other : No  
 Has a swimming pool : No  
 Has a spa pool : No

**UPDATE TRANSACTION STATUS**

Transaction Details: Land Information Memorandum (LIM) Date: 16/12/2014 3:07:01 p.m. Ref No: 100859  
 Customer Details: Milesoft Ltd Miles (ID: )

There are currently no users processing this transaction. [Take Ownership](#)

[Data](#) [Payment](#) [Summary](#) [Notes](#)

Line Item	Amount	Description	Payment Receiving Status
LIM Request	\$392.00		Processing

**UPDATE TRANSACTION STATUS**

Transaction Details: Land Information Memorandum (LIM) Date: 16/12/2014 3:07:01 p.m. Ref No: 100859  
 Customer Details: Milesoft Ltd Miles (ID: )

There are currently no users processing this transaction. [Take Ownership](#)

[Data](#) [Payment](#) [Summary](#) [Notes](#)

Date/Time	Name	Status	Comment
16/12/2014 3:14:24 p.m.	System Account	Being Processed	Payment receiving status of LIM Request changed from 'Ready' to 'Processing'

New comment:

**CitiZen - Administration**

Transactions Customers Manage Admin

Transaction Status: Being Processed | Service Group Code: LIM | Transaction Type: Land Information Memorandum (LIM)

Ref no.	Date	Customer no.	First name	Last name	Transaction	Subject	Data status	Receiving status	Batch no.	Dis
100868	16/12/2014		ddd	ddd	Land Information Memorandum (LIM)	800 Victoria Street Hamilton Central Hamilton 3204	Requires update	Processing		
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97094	18/11/2014		Janson Ltd	Janson	Land Information	3 Iain Court Rototuna	Requires	Processing		

# Example of the New Zealand Services Catalogue:

## - Public Sector Context: Local Government

### INDIVIDUALS

#### CUSTOMER PORTAL

- Register with RealMe
- Login / forgot password
- Update details

#### PROPERTY & RATES

- Land Information Mem. (LIM)
- Rates Payment
- Rates View
- Solicitors Rating Info Access
- Water Rates Payment
- Water Rates View

#### OTHER PAYMENTS

- Invoice Payment
- Invoice View

#### DOG REGISTRATIONS

- Register – New/Transfer/Renew
- Declaration of Dog Death
- Declaration of Lost/Stolen Dog
- Change of Address / Owner
- Update Details - Dog / Owner
- Replacement Dog Tag / Disc

### BUSINESSES

#### PUBLIC PLACES PERMITS

- Footpath Sign
- Merchandise Display
- Mobile Shop
- Outdoor Dining
- Sausage Sizzle / Cake Stall

#### INDEPENDENT QUALIFIED PERSON (IQP)

- New Registration
- New Registration by Agent
- Renewal
- Renewal by Agent

#### REGULATED BUSINESS

- Camping Grd- Register/Transfer
- Funeral Drtr - Register/Transfer
- Hairdressers - Register/Transfer
- Offensive Trade - Reg/Transfer
- Change of Occupier by Owner
- Renewal of Registration

#### FOOD PREMISES

- Food Control Plan – Renewal
- Food Permit – Special Event
- Cancellation of Registration
- Change of Occupier by Owner
- New Control Plan Registration
- Register / Renew / Transfer

#### CONSENTING

- Building consents
- Resource consents
- Land use

### COMMUNITY

#### PUBLIC SUBMISSIONS

- Document publishing
- Structured feedback capture
- Response reporting & analytics

#### KNOWLEDGE BASE

- Knowledge articles and alerts
- Search & syndication across sites

# Snapshot of Results:

- Public Sector Context: New Zealand Local Government

Below are some real world examples of the business value derived from existing New Zealand Local Authorities and their Customers using CitiZen as a digital channel and moving away from over the counter or mail/postal channels:

- 30% Dog registrations received online 2012 annual renewal period followed by 40% in 2013 and 50% in 2014.
- 54% (408 of 757) submissions for 10 Year Plan received online
- 300+ parking fines paid online in first month of a 'soft-launch'.
- 13.5% (169 of 1249) submissions for District Plan received online
- 50% Land Information Memorandum (LIM) applications now being received online
- Self-serve Solicitor's Reports to save up to 100 staff days per year (8000 @ 30 min each). This equates to between \$100k and \$200k cost and efficiency saving per annum.

# Benefits to Public Sector Agencies

## COST REDUCTION

- Reduce phone, mail and over the counter interactions
- Move customers to the Online Digital Channel and self-service
- Automate back office processing
- Reduce CAPEX and OPEX budgets and increase Economies of Scale
- Enables cross-agency collaboration and standardisation

## BETTER CUSTOMER EXPERIENCE

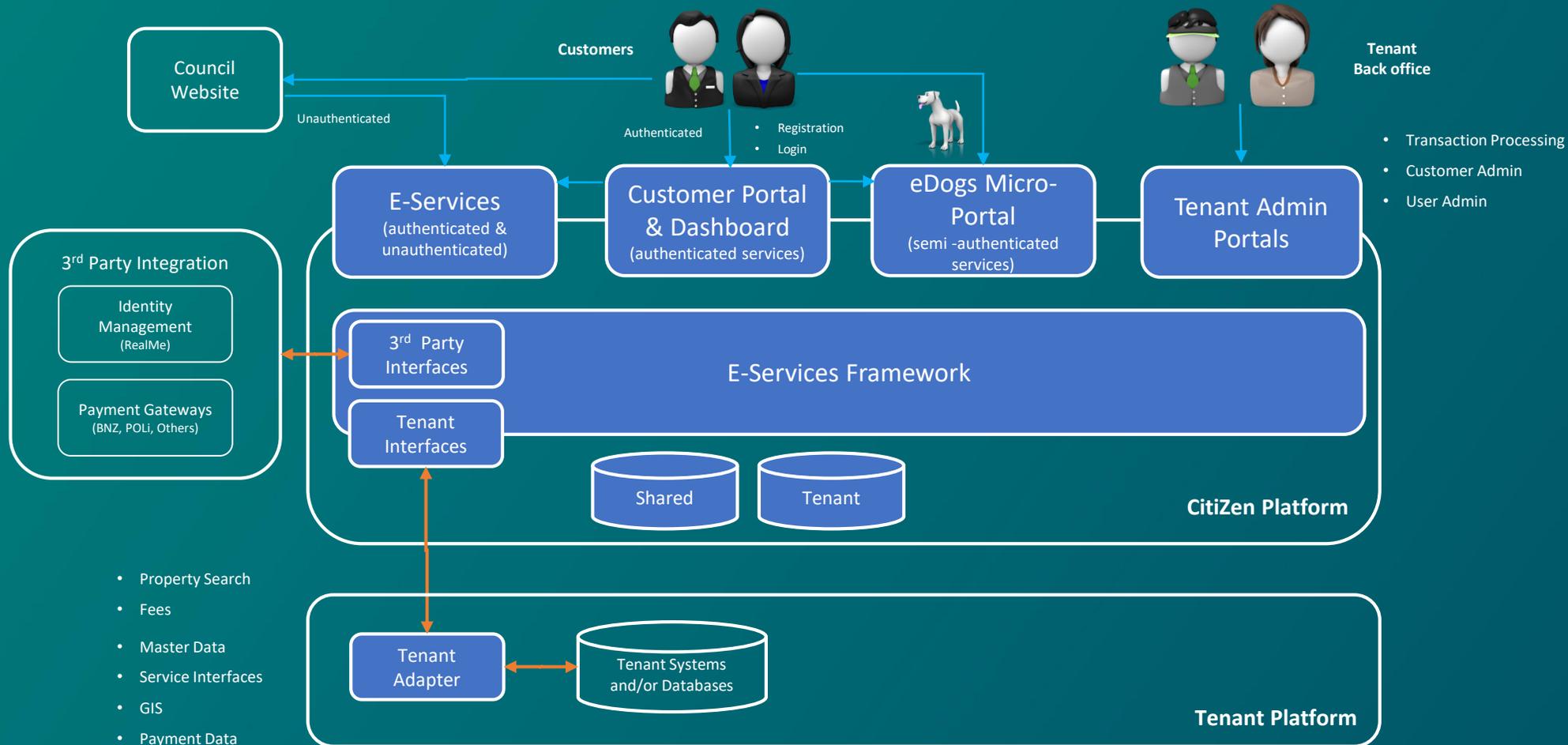
- Provide digital channel engagement as a choice for Self Service
- Seamless user experience, transparency, and faster processing
- Improves data accuracy, reducing duplication, errors and rework
- Consistent and standardised service delivery experience

## SPEED & AGILITY

- Governed by participating Public Sector Agencies enabling cross-industry standardisation and reuse
- Speed to market
- Accelerated development lead-times
- Extensible, Independent, Integrated
- All of Government approved platform

# CitiZen Platform:

- Public Sector Context: New Zealand Local Government



# Frequently Asked Questions

## Q. Does CitiZen support integration with external systems?

A. CitiZen provides a diverse set of bi-directional APIs that can be consumed by external systems. CitiZen currently is being used by Councils with different regulatory systems with varying degrees of integration support.

## Q. What external systems CitiZen can integrate with?

A. Document and Records Management systems, Regulatory Systems, GIS, Data Warehouses, Financial Systems, Payment Gateways, CRM systems.

## Q. Does CitiZen integrate with our payment gateway?

A. CitiZen is designed to support different payment gateways as each tenant prefers to integrate with their own payment gateway. CitiZen also supports POLi payments.

## Q. Does CitiZen offer single sign on for customers registered to access our website or other services?

A. Yes, CitiZen supports single sign on and supports federation with a diverse range of Identity Providers. CitiZen also leverages DIA's all-of government RealMe service for federated authentication for New Zealand customers.

## Q. Have existing customers realised demonstrable benefits?

A. All the existing customers of CitiZen have realised substantial tangible benefits that we are able to share - please contact us to learn more.

## Q. Where is it hosted? Microsoft Azure

A. CitiZen is hosted on Microsoft's Azure and offered as a SaaS.

## Q. Is there a 24/7 support facility for CitiZen?

A. CitiZen comes with a comprehensive 24/7 support with industry strength RPO and RTOs.

## Q. IS THERE A 24/7 SUPPORT?

A. Yes, 24/7 support is available and comes with multiple support options.