

# Reference Design Principles Management Summary

## Business Principles

Economies of Scale  
Executive Priorities  
High Quality Standardised Services

## Services Principles

Compelling Offering  
Value for Money  
Easy to Use

BUSINESS PERSPECTIVE

WHY?

WHAT?

SERVICES PERSPECTIVE

OPERATIONS PERSPECTIVE

WITH?

HOW?

TECHNOLOGY PERSPECTIVE

Skilled Workforce  
Consistent Performance  
Customer Focused

Government as a Platform  
User Centric Design  
Innovative Sourcing

## Operations Principles

## Technology Principles

# Reference Design Principles

## Business Principles

1. NI public sector will use shared services
2. Collaborate with private sector as appropriate in delivering shared services
3. Governance supports the delivery of Executive priorities
4. Governance drives the mandate and creates active participation by all stakeholders
5. Simplify, standardise & streamline processes informed by best practice
6. Continuous improvement and innovation will ensure that business and customer needs continue to be met

## Services Principles

1. Deliver services based on a common service delivery models with a clearly defined performance regime across all customers
2. Service catalogue will provide detailed service descriptions, performance measures with transparent costs
3. Funding and charging mechanisms will be sustainable, transparent and equitable for all stakeholders
4. Services will be benchmarked on a range of quality and cost indicators against the public and private sector to maximise value for money.
5. Services will be consistent, easy to use and easily accessible as driven by user needs
6. Services should be designed around 'Digital First' principles based on a set of core common components

## BUSINESS PERSPECTIVE

## SERVICES PERSPECTIVE

## OPERATIONS PERSPECTIVE

## TECHNOLOGY PERSPECTIVE

1. Develop the skills and capability of the workforce to deliver operational excellence
2. Develop an innovative and high performance culture by empowering staff to achieve their full potential
3. Deliver high quality and consistent performance across all services
4. Use SLAs and benchmarking to improve customer service
5. Fit for purpose target operating model supports the delivery of high quality services and front line delivery
6. Manage operations to be centred around and responsive to customer needs

1. Deliver a common infrastructure where justifiable for use across the NI public sector
2. Services built using open standards where appropriate based on best practice IA/IM policies which are legally compliant
3. Shared service self service will be user centric, intuitive, with a similar look and feel and will fully consider accessibility.
4. System design will be user led based on re-useable components where possible
5. Collaborative approach to procurement will be followed
6. Agile procurement will be used when appropriate

## Operations Principles

## Technology Principles

## **Business Principles – WHY?**

- 1. NI public sector will use shared services**
- 2. Collaborate with private sector as appropriate in delivering shared services**
- 3. Governance supports the delivery of Executive priorities**
- 4. Governance drives the mandate and creates active participation by all stakeholders**
- 5. Simplify, standardise and streamline processes informed by best practice**
- 6. Continuous improvement and innovation will ensure that business and customer needs continue to be met**

## **Services Principles – WHAT?**

- 1. Deliver services based on common service delivery models with a clearly defined performance regime across all customers**
- 2. Service catalogue will provide detailed service descriptions, performance measures with transparent costs**
- 3. Funding and charging mechanisms will be sustainable, transparent and equitable for all stakeholders**
- 4. Services will be benchmarked on a range of quality and cost indicators against the public and private sector to maximise value for money.**
- 5. Services will be consistent, easy to use and easily accessible as driven by user needs.**
- 6. Services should be designed around ‘Digital First’ principles based on a set of core common components.**

## Technology Principles – HOW?

1. **Deliver a common infrastructure where justifiable for use across the NI public sector**
2. **Services built using open standards where appropriate based on best practice IA/IM policies which are legally compliant**
3. **Shared service self service will be user centric, intuitive, with a similar look and feel and will fully consider accessibility.**
4. **Systems design will be user led based on re-useable components where possible**
5. **Collaborative approach to procurement will be followed**
6. **Agile procurement will be used when appropriate**

## **Operations Principles – WITH?**

- 1. Develop the skills and capability of the workforce to deliver operational excellence**
- 2. Develop an innovative and high performance culture by empowering staff to achieve their full potential**
- 3. Deliver high quality and consistent performance across all services**
- 4. Use SLAs and benchmarking to drive operational performance**
- 5. Fit for purpose target operating model supports the delivery of high quality services and front line delivery**
- 6. Manage operations to be centred around and sensitive to customer needs**