

Project Controls Expo – 14th November 2018

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**Technology enabling Social Transformation
at the Ministry of Justice**

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About the Speaker

Richard Matthews

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Focus on:

- Product Centric Technology Design
- Product teams not projects
- Focus on User Needs not Organisational Convenience
- Duty of Care to Users
- Making things open

About the Topic

- ❑ Technology is not just 'Technical' Change (clear outputs)
- ❑ It needs to be Adaptive change too (less clear outputs)
- ❑ We have stop thinking about IT project and instead business change that will enable Social Transformation
- ❑ Using IT to build platforms to transform Justice
- ❑ Using Project Controls to deliver non cashable benefits

Examples from the Ministry of Justice

- ❑ Technology Transformation Programme
- ❑ Replaces;
 - end user devices,
 - printers,
 - networks,
 - ITSM services,
 - telephony
 - video services

Examples from the Ministry of Justice

- But what it actually delivers is:
 - a resilient and functioning court,
 - ability for vulnerable witness to use video to appear rather than face their accuser,
 - support for assistive technology users to enable a more diverse workforce
 - Improves security for staff by providing more data in mobile formats
 - Provides a modern up to date platform to allow court reforms and probation reforms to build upon

Examples from the Ministry of Justice

- In Cell Technology
- Introduces:
 - Analogue phones in cell
 - Landing based kiosks
 - Introduction for self service for a number of services for prisoners

Examples from the Ministry of Justice

- But what it actually delivers is:
 - Prisoner can keep in contact with family
 - Self management and training for life outside of prison
 - Manage own money
 - Manage food and diet
 - Reduces tension as prisoners not queuing for wing phones

Adaptive Change

- Ensuring that change is not static and assumptions are challenged and respond to change
 - Change of ministerial teams
 - Changes in technology
 - Changes in public opinion
 - Changes in funding
 - Changes in departmental policy

Looking outside of the cashable benefits

- Both programmes heavily focused on cost savings. Using project controls it allowed us to focus on wider benefits:
 - A more empowered and diverse workforce
 - A more productive and efficient workforce (9000 days of efficiencies just from improved log in times)
 - Less need to travel due to Skype
 - A better 'user' experience
 - An ability to build upon a platform for wider change
 - Better staff engagement

Key Messages

- ❑ Translate project objectives into social outcomes
- ❑ Focus on both technical and adaptive changes
- ❑ Ensure that change is built in
- ❑ Constantly test assumptions to ensure that both cashable and non-cashable benefits are both understood and recognised