

Better data, better lives

New Zealand's data leadership role and approach
to enable better public service

April 2017

Daria Kwon, Senior Manager
International & Business Performance Statistics
Insights & Statistics group
Statistics New Zealand

Better Public Services

“Better Public Services focuses on the State Services working better to deliver improved results for New Zealanders. Better Public Services seeks to retain the strengths of our State services while addressing weaknesses such as fragmentation, government agencies working in silos, and inefficiencies.”



Our data leadership role

Agency/Sector Focus

Use data to deliver improved outcomes (e.g. policy development, service delivery) by:

- collecting and managing data
- using data and analytics
- investing in agency data systems
- developing the required capability
- sharing and reusing data
- sharing lessons and good data practice
- contributing to co-design of shared approaches

Service
delivery

Service
Design

Agency
operations

Policy
development

Investment
approach

System Focus

Provide a platform for agencies to maximize their use of data - across all sectors and all uses of data - by:

- defining the strategy and shape of the system
- support agencies to standardize data
- ensuring availability of data
- assessing maturity across the system
- facilitate and plug gaps

Five pillars of functional leadership

Strategic Vision

- Setting and agreeing shared vision and direction
- Future thinking on trends and where system needs to move
- Setting clear priorities for the system
- Setting agreed performance indicators/targets
- Identifying & analysing issues that impact on the effective use of data
- Engagement point for partnership framework

System Design

- Set data system architecture
- Confidentiality and privacy requirements
- Data management best practice
- Endorsing shared approaches, and shared technology platforms
- Setting clear and consistent system-wide rules
- Developing data standards
- Develop data sharing protocols
- Efficiency
- Data first integration

Assurance

- Directing use of shared technology platforms
- Promoting data standards
- Maintain data sharing protocols
- Ensuring feedback on performance of the system

Capability, Building & Support

- Providing shared resource/consultancy
- Provide 'as a service' data and analysis capability
- Knowledge sharing forums/communities of practice
- Enable development of a workforce strategy
- Develop career pathways across the system
- Developing & promoting understanding of the value of data
- Analytical capability
- Data design
- Collaborating with professional associations & academic institutions

Tools & Enablers

- Develop and operate shared system-wide infrastructure
- Provide overview/coordinate system infrastructure
- Share code and solutions
- Host data
- Develop data infrastructure frameworks, classifications, methodology
- Innovation space including tool repository, document space, wiki, and blogosphere

Unlocking the value of data

Access to more data

- Easy to find, and safely accessible
- Providing users safe means of access
- Unlocking the value of data and drive innovation

Improve data quality

- Increasing sharing & operability of data
- Data is designed with inter-operability in mind
- Adoption of common practices, application of standards and best practice

Strengthen capability

- Need to prepare for future capability
- Share, strengthen & grow
- Looking beyond government, partnership with industry and academia

What are the benefits?

- Unambiguous choice: better public service
 - More efficient decision making, eliminating duplication across agencies, reduced research cost & burden
 - More effective policy formation based on real evidence – e.g. Social Investment Unit
 - Building further trust and reputation: our credibility as national statistical agency

Better data, better lives

Better data, better lives: How integrated data is shaping New Zealand



Link to the video:

- <https://www.youtube.com/watch?v=uINWUfydbYA>