

CPMO – Change Initiative Mandate

Purpose:

The Change Initiative Mandate is the first document required to initiate a project. It is considered to be a pre-project document; it encapsulates the ideas and basic information that is available at this point.

The mandate has been prepared to provide a defining document to which stakeholders can sign up, and under which the project (up to and including the production of a Business Case may be delivered).

Requested By	[REDACTED]
Initiative Name <i>No more than 50 characters</i>	Digital ID
Commissioned By	John Quinn
Date Submitted	23/2/21

Pre Form – complete sizing matrix

Base Information	
Description <i>No more than 950 characters</i>	<p>This project is to provide a new Digital ID solution as an alternative to the existing Yoti offering, enabling customers to engage with GoJ verified services online.</p> <p>Whilst Yoti will continue to be offered to customers, it has some limitations around use (it can only be used on smartphones, for example), the new solution will cater for customers who would prefer to engage on a PC coupled with a regular mobile phone for authentication purposes. There is currently no local support base for Yoti, with the supplier providing email support only: the new solution will provide face-to-face via Jersey Post retail in Broad Street, telephone and online support.</p> <p>Providing an additional Digital ID provider will mitigate risks currently present with one sole provider</p>
High Level Objective(s) (up to 3) <i>No more than 120 characters for each</i>	<p>1 To provide customers with a safe, secure and user-friendly alternative to register and engage with GoJ services online.</p> <p>2 To improve resilience in the provision of access to online services by offering a wholly government-owned alternative to Yoti.</p> <p>3 To increase the number of customers engaging with GoJ verifiable services online, e.g., completing online Personal Income Tax returns, by providing a solution which can be used with a variety of devices and with a strong, local support offering.</p>
Lead Department	Chief Operating Office
Department Section	COO – M&D
Impacted Departments (s)	CLS

	COO (M&D / Comms & Marketing) T&E (Revenue Jersey)
Start Date	01/10/2000
End Date	30/04/2001
Current Lifecycle Phase <i>See link to our CPMO SharePoint site here</i>	Delivery
Common Strategic Priorities <i>See link to our CPMO SharePoint site here</i>	Modernising Government
Implication(s) of not progressing	The number of new customers registering online will be limited, resulting in a lower take-up of online Personal Income Tax returns. There will be no local support provision for customers. GoJ and customers will be solely dependent upon a single supplier (YOTI) for access to online services, increasing the risk of 3 rd party failure and data loss.

Budget	
In-year Budget estimate	[REDACTED]
Total expenditure estimate	[REDACTED] (3-year cost)
Has funding been agreed by your Director General (DG) / Senior Responsible Officer (SRO)	Yes, by DG (COO)
Approval Route	Sub-project of a programme

Initiative Type	
Initiative Type <i>If Workstream, enter parent below</i>	Project (Stand-alone)
Parent Programme Name	Service Digitisation programme
Initiative Type classification <i>Refer to the CPMO Sizing Matrix here – Link - Examples</i>	Key [REDACTED]

Dependencies <u>add more definition in clear terms</u>	No dependencies upon other projects
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Roles		
Role	Description of Role	Name
Project Manager	<i>The person given the authority and responsibility to manage a project on a day-to-day basis to deliver the required products within the constraints agreed with the project board.</i>	██████████
Programme Manager	<i>The person responsible for the setup, management, and delivery of a programme.</i>	
Programme Sponsor	<i>The person with the main driving force behinds and programme or a project</i>	
Senior Responsible Officer	<i>The person with overall responsibility for ensuring that a project or programme meets its objectives and delivers the projected benefits.</i>	John Quinn
Senior User	<i>The person accountable for ensuring that the user needs are specified correctly and that the solution meets those needs.</i>	████████████████████

Benefits – Perform Input	
Benefit 1	
<i>No more than 50 characters</i> Benefit 1 name	Increased uptake in customer use of verified online services within GoJ. Mitigating risk in relation to single supplier failure, enabling a faster adoption of digital shift
<i>No more than 120 characters</i> Benefit description	More customers will be able to register to use online GoJ services through the provision of an alternative to the existing Yoti solution, which can be accessed through a range of devices and has various support channels, including local support readily available.
Benefit type	Improved Performance
Date benefit will be realised	01/07/2021
Amount (if applicable)	
Benefit 2	

No more than 50 characters Benefit 2 name	Increased resilience through the provision of an alternative to Yoti
No more than 120 characters Benefit description	Providing a Government-owned, local alternative to Yoti will improve resilience and mitigate the risks associated with the reliance upon a single 3 rd party organisation.
Benefit type	Improved Performance
Date benefit will be realised	01/04/2021
Amount (if applicable)	
Benefit 3	
No more than 50 characters Benefit 3 name	Reduced cost of manual processing
No more than 120 characters Benefit description	With more customers registering to use online GoJ services, the cost of manual processing and data entry will be reduced.
Benefit type	Cost Reduction in Budget
Date benefit will be realised	01/01/2022
Amount (if applicable)	

Sponsor Sign Off:	Name:	Signature: (Embed email approval or Insert Electronic Signature)	Date:
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