



Transformational Government

Enabled by technology

IT Profession

Kate describes her role as Implementation Manager for the Electronic Records Management (e-RM) Project at the Department for Constitutional Affairs. It's a new system for managing records (that used to be called files) electronically.

"My work is about being customer focussed and delivering a service that meets individual and business needs. It's about sharing information, working efficiently together to improve the service the Department offers to the public and to each other.

"I am really pleased that the Strategy recognises just how important these things are for all of us working on IT. More importantly to me, it recognises that I am a professional, that I have valuable skills that they are planning to help me improve and broaden.

"I want my career within the Civil Service to be varied and interesting, where all my skills are recognised and built up. The IT Strategy, and the creation of a formal Government IT Profession really gives me hope that this will happen. The strategy as a whole gives me the confidence that myself and my colleagues working on the frontline will have the technology that makes our jobs easier.

"The Government IT Profession is the sort of thing we have been missing. For the first time it gives me the chance to reach out and find people who are like me across the public services. We will have a forum to discuss ideas and it will provide me with tools to assess and improve my skills and the means to widen my career horizons.

"I believe that all IT professionals in public services should view this strategy as building on current successes to improve service delivery, to strengthen supplier management, project management and planning skills and to improve the governance of programmes and IT-enabled change. More crucially, they should look at it as a means to improve themselves. Only through personal development and improvement of the skill base within the Civil Service will we be able to fully deliver IT services designed around the customer and move to a shared services culture.

"As an IT Professional working in this field, the strategy left me with a feeling of justification for the work I have already done, and feeling positive about the future of IT within the Civil Service."

Kate is a serving civil servant.

