



Summary of our report

Digital access to information and services: Learning from examples



New Zealanders increasingly expect to be able to access information and services digitally. As part of our *Information* theme, we carried out a performance audit that looked at how three public entities made information and services available through their websites and/or mobile applications.

The public entities that we looked at were the National Library of New Zealand (which is part of the Department of Internal Affairs), Greater Wellington Regional Council, and Quotable Value Limited.

In Part 1, we discuss why we did this audit and what we looked at.

In Part 2, we discuss the National Library of New Zealand's management of its digital collections and services. We describe the good job it does managing its collections and services to implement government policies and standards, and how its website mostly meets the government-approved web standards. We also identify opportunities for the National Library of New Zealand to learn more about how people use and reuse digital content.

In Part 3, we discuss Greater Wellington Regional Council's provision of real-time passenger information. We look at how real-time information has improved how passengers perceive the reliability of public transport services. We also describe how transport operators use the Real-time Passenger Information system to monitor service quality and assess existing scheduling to identify improvements.

In Part 4, we discuss Quotable Value Limited's provision of digital information through the QV homeguide app. We discuss how providing digital information to the public through the QV homeguide app has meant that people are able to use a single source to get information from multiple sources.

Lessons for public entities

The experiences of the three public entities have provided lessons for others considering making their information and services available digitally. The main lessons from our audits are:

- The complexities and challenges of digitising information and providing digital information and services need to be well understood and managed. It can be easy to underestimate the time and intensive work required.

Vital statistics:

- 36 pages
- Presented to Parliament on 21 June 2018
- Download from www.oag.govt.nz
- Contact: reports@oag.govt.nz

- There is an opportunity to learn more about how people use and reuse digital information and the benefits produced. This will allow public entities to tailor their digital services to people's needs and encourage greater use and reuse of digital information.
- Anticipating future needs means that governors and managers will need to identify emerging technologies and customer expectations that could affect their business. Governors and managers need to keep up with these changes and consider how they affect the way that information, business processes, organisational culture, and behaviour are managed. The need to think about and plan for the future is ongoing because technology is constantly changing, and with these changes there will be both new opportunities and new risks.
- Ensuring that digital information is available to third parties could improve people's access to services and lead to new ways to use the information.