

Achieving Inland Revenue's Balance between First Contact Resolution and Efficiency

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Overview of our Transformation



Grow voluntary compliance by making it easier for people to get it right

Reduce compliance costs changes faster and more cost effective



Our Five Shifts

FROM Functions

2 FROM Silos

FROM Fixed Models

FROM Customercentricity, being intelligence led and agile.

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Customer segments and services organised by capabilities

Working together, for our customers, as a networked organisation

Our people being able to work in more flexible and adaptive operating models

Our people being able to apply their skills and capability more broadly

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Underpinning those changes with transformative enablers:

FROM

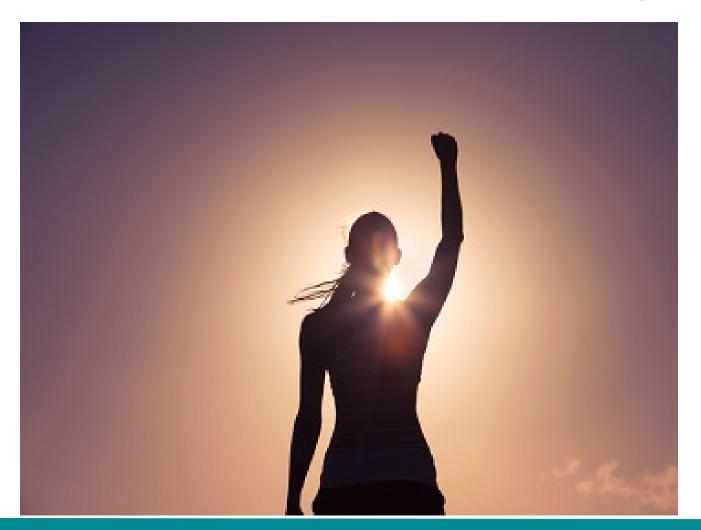
Tasks

- New performance measures
- · New funding models
- New decision making frameworks
- A change in culture and leadership
- · New workflows

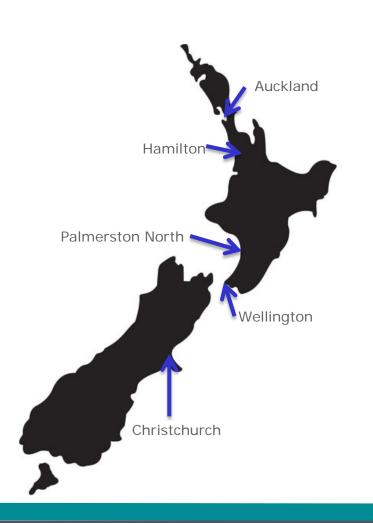
- Uplift in people capability
- · New role architecture
- New delegations
- New workforce practices
- Workplace technology

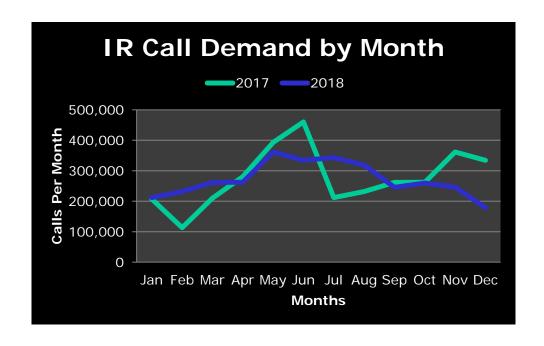
SUPPORTED BY NEW TECHNOLOGY AND WAYS OF WORKING.

Devolved Decision Making



Our Contact Centre





We have used four themes to develop a connected set of indicators

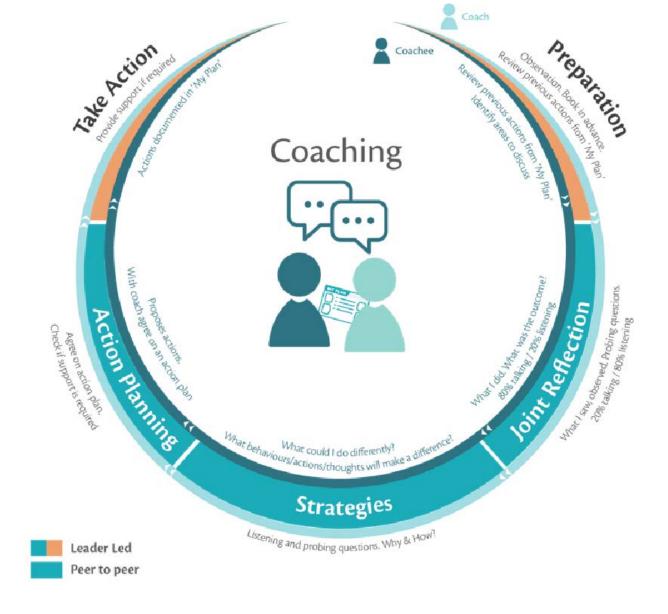


Perceptions of working First contact resolution networked ways Evaluation of Quality of networked decisions groups Activity Perceptions driven by of devolved Next best intelligence decision conversation and making analytics Simpler Perceptions processes of from intelligence devolved and insights decisions

Indicator Design Themes

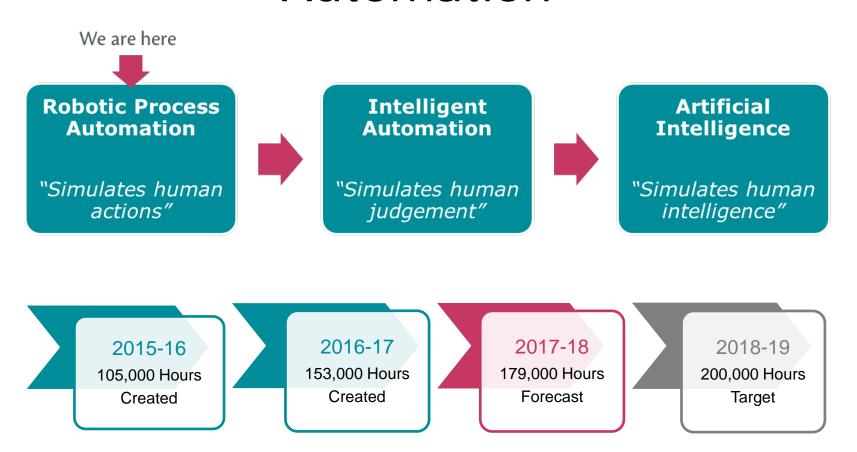
Indicators

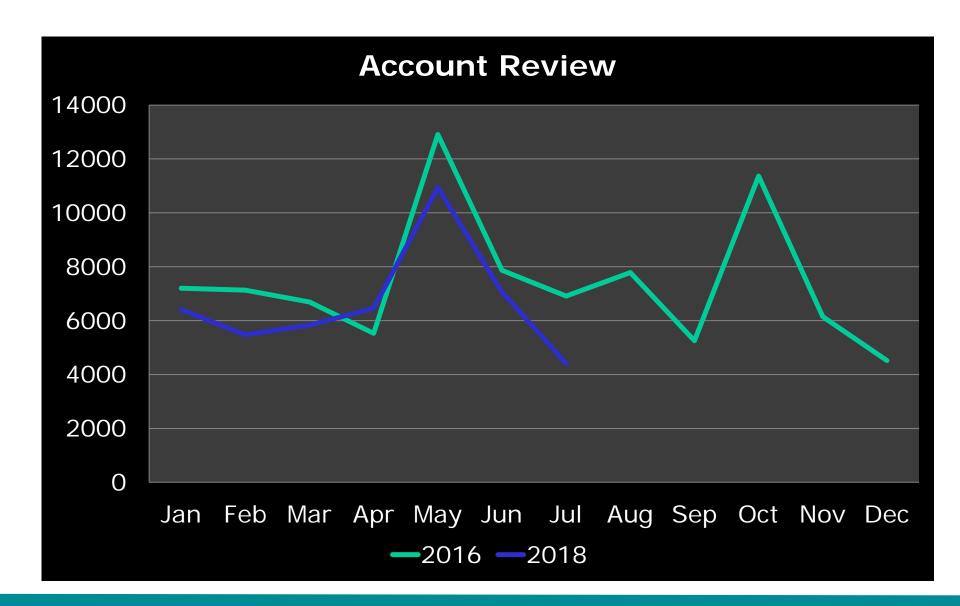






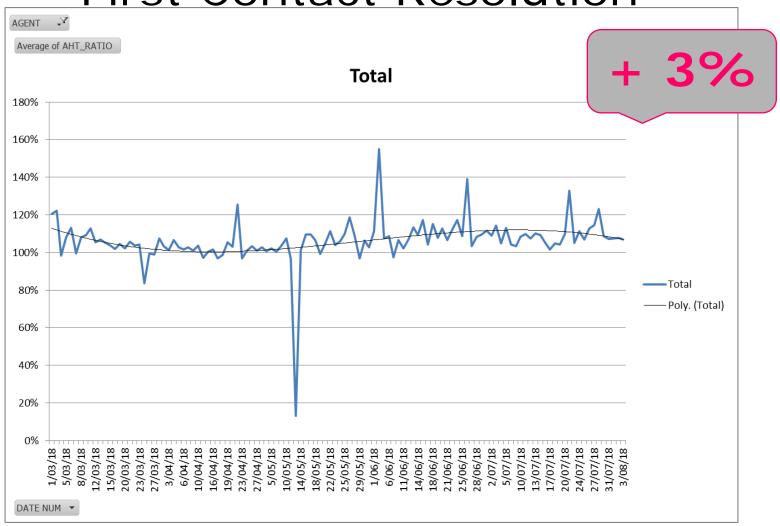
Automation







First Contact Resolution



WHAT DO OUR PEOPLE SAYS



Takeaways





Thank you

Questions?

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