Service	Owner	LA Involvem	Status	Comments	STT involvement	eDT Status	DotP	GW TxE	GW R&E	Paymts	Outputs	Mail
Business to Government												
PAYE returns	IR		Available online	8 million transactions online	Participating in business.gov workstream - "financial services" which will develop a proposition to facilitate the use of government financial services by business as an element of business.gov . STT membership of business.gov working group, steering group with oversight of this and other workstreams.	Web site hosted by EDS, front end provided by Ezgov, transaction routed through Gateway (so can deal with third party software applications). Only service to make full use of Gateway output handling facility (for P6 and P9)	IR prime candidate for dotP, decision in Aug 02	Live	Live	Available online now, via Girobank	Live	Live (Pilot)
P35 end of year returns	IR		Available online	3,308 transactions online		Web site hosted by EDS, front end provided by Ezgov, transaction routed through Gateway. One of two services to use secure mail service via Gateway.		Live	Live		Live	Live (Pilot)
Filing company accounts	DTI (Companies House)		After 2005 (DTI have requested that this comes off the list)	Dependent upon: a) major IT upgrade - CH is in the process of replacing its mainframe computer system which will not be completed until mid-2005 and b) requires national adoption of the XBRL standard within the accountancy profession and software development industry		Some company accounts documents can be viewed online via the Companies House web site (some need payment to be made), but these are not yet sent in XML format that would allow queries to be made.		Prime candidate	Prime candidate	Candidate, but service already available		
VAT returns	HMC&E		Available online	Considered minor issue by customers.		Web site hosted in house at Customs, authentication provided by Gateway, submission is direct to backend from web site (cannot deal with third parties). Plans for VAT registration are dependent on SR02 outcome (registration is very hard to do online)	Customs prime candidate for dotP decision in		Live	Prime candidate		In discussion
Corporation tax returns	IR		Early 2003	Trial online		Web site and front end hosted by EDS, transaction authenticated by Gateway (cannot yet submit returns, only look up details., later versions expected to support submission)	Planned for 2003	Live				Planned using CJIT Secure Mail service
Company registration	DTI (Companies House)		Available online	Take-up across all CH electronic registration services is around 2%. Take-up of incorporations of new companies is 50% and rising. Services available : incorporating a company; cahnge of office address; appt/registration of directors/company secs and changes to their addresses/details. Next major initiative is to introduce an electronic annual return in April 03. This will improve CH electronic filing capability to 60%. CH will develop more comprehensive strategy for take-up and continue to look at opportunities to complete the package of registration.		Companies House have a service that lets Directors update details (using a clever email system), but nothing known about full registration (one of the hardest services to do – as for VAT). Should be addressed through extension of what they are doing now into business.gov.		Ought to be a candidate	Ought to be a candidate	Ought to be a candidate		
Benefits and Personal Taxation												
Retirement pension applications	DWP	Pathfinder,Jo int-central/local, priority national projects	No date given	Part of DWP overarching Interactive e-Services Programme. Inaugural Steering Group met 9th Sept 2002. Confimed that Pension Forecasting is likely to be in first tranche of deliberables during Q1 2003. Pension Director at DWP has agreed to move ahead with proposals from the recent study on improving retirement planning that OeE effected on behalf of DWP.Ongoing actions are: establishing a steering group comprising DWP, FSA, OPRA, IR, and OeE; creating a programme to deliver a number of initiatives in a progressive manner including: integrating NIRS, OPRA and pension providers with Govt Gateway, creating a retirement planning toolset, rationalising the current set of pension content/portals, and enabling a range of partners to deliver added value services to customers. The ambition of the programme is to target 36 million working age folk to save more for retirement.	STT RM on Programme Steering Group	Specification work started in May 2002 with joint IR, DWP and OeE team and has now completed (Aug 2002). Focus today is on Gateway, specifically for issuing pension forecasts (one of the few likely killer apps we have). A portal (benefits.gov?) could be built pulling content from DWP sites, IR sites etc to deliver these services.	Probable in April 2003?	Prime candidate	Prime candidate			
Benefit applications	DWP	pathfinder- joint central local priority national projects	Child Benefit 28 Oct 2002	Part of DWP overarching Interactive e-Services Programme. Inaugural Steering Group met 9th Sept 2002 agreed that remaining e-Services (benefits and other applications - see above for pensions, Disability Portal and JC+) are to be delivered in groups of 2/3 at six month intervals starting in April 2003. First tranche of services for April 2003 likely to include Invalid Care Allowance benefit. Inpart DWP are constrained by funding - all e-Services come from CMF funds of which DWP received £90m against a bid for £135m. Profile of £15m Year 1 (to April 2003) and £75m Year 2 has restricted capacity initially. As a result most major e-Services likely to come Q4 2003 and Q1 2004. Steering Group will continue to refine prioritisation through next 2/3 meetings. Clear that there are still tensions between the e-Government team and business leaders within DWP. This is likely to cause issues as the Steering Group attempts to prioritise the portfolio of e-services within the limitations of the budget profile. Chris Chant from eDT will cover for Chris Thirkell at next Steering Group meeting (15 October) when use of eDT products and services is likely to be discussed.	STT RM on Programme Steering Group	Child Benefit expected live end-October 2002, no firm dates for other benefits although 2-3 services are expected before Q2 2003. IR take control of Child Benefit in April 2003. DWP are committed partners with Gateway and have built their e-strategy around it being there and giving them what they need. No reason why DWP should not be prime candidate for dotP		Jan-03	Oct-02			Q1 2003
Tax credit applications	IR		Enhanced during 2003	Partially online		New Tax Credits online application went live as planned in August 2002, via Government Gateway. Front End is provided by Microsoft and hosted by EDS. Initial release lets form be completed and sent to IR, later releases will provide "change of circumstances" etc.	No	Aug-02	Aug-02			

Service	Dept	Category	Availability	Description	Notes	Gateway notes					
Personal tax returns	IR	joint-central/local, priority national projects	Available online	Under 1% take-up		Front end provided by Ezgov and hosted by EDS. Transaction routed through Gateway and accounts for more than 90% of Gateway volume. One of two services to use secure mail pilot service through Gateway.		Live	Live	Available online now via Girobank	2003?	Live (Pilot)
Transport and Travel												
Tax disk renewal	DfT (DVO)		No date given	Range of issues identified. Tax disc renewal is currently undertaken face-to-face at a Post Office. Scoping studies are looking at e-enabling the service, with a Gate 0 review envisaged before end 2002. Letter from John Spellar to CST (13 Sep?) sets out uncompelling case based on marginal costs which themselves seem based on pretty arbitrary figures from PwC - doesn't look like DfT see it as a killer app.	Nigel likely to lead Gate 0 Review	Contract with PwC recently let; Gateway engagement at early stage. This could be one of the killerapps for e-government – 38 million transactions a year – potential to get rid of paper tax discs is clear.		Good candidate		Good candidate		
Vehicle registration / amendment	DfT (DVLA)		No date given	Focus on extending coverage for new vehicles and tightening paper system for transfer of ownership. 75% of new cars registered electronically		Contract with PwC recently let; Gateway engagement at early stage		Good candidate		Good candidate		
Driver services	DfT (DSA & DVLA)	pathfinder	No date given	Driving theory tests can already be booked online and have secured 10% take-up. Proposals for online booking of practical tests are being worked up, but barriers have been identified to e-enabling licence applications and ammendments.		Contract with PwC recently let; Gateway engagement at early stage. Vehicle Inspectorate engagement well advanced with Sema (who operate the Gateway), but there is some risk that as goes DVO goes VI. Parking fines may be an easy service to implement, but most likely to be done by commercial sector (less than 5 firms handle the bulk of these for the various councils). Good opportunity for joined up service here – e.g. check car registration is valid (web service), take payment (web service) etc. Similarly, an online service for police fixed-penalty notices might be an opportunity (but there is no single back end within police forces so best to start there).		Good candidate	Good candidate	Good candidate	Good candidate	Good candidate
TransportDirect	DfT	joint-central/local, pathfinder	Mid-2003	TransportDirect will provide a portal for comparing routes and prices across different modes of transport, with links to purchase tickets. Gates 1 and 2 were passed in June 2002, with Gate 3 due in Oct/Nov 2002. A contract to design, build and operate the system is being let, with a first version due by mid-2003.		PIN noticed issued only recently. Requirements not finalised for initial stages. EDt rep on project board to give full input into requirements. Uncertain what the link is with dotP and Gateway at this stage, depends on full requirements being clear	Possible	Possible		No plans to offer ticketing		Good candidate for SMS/Text gateway
Passport applications	HO (Passports Agency)		Oct-04	A complete passport application service is currently available online, but is slow and not fully integrated with back office systems. Enhancements are planned for 2003 and 2004, with a target of 70% take-up three years after implementation. The project is due for a Gate 1 review in October 2002.		eDt meeting with UKPS team, looking at Gateway opportunities.		Possible	Possible	Possible		
Education												
Student loan applications / repayments	DfES		Pilot Apr 2003	Student loans currently covers some 750,000 applications per year, of which 40% are from 'new' applicants. At present, applications are made by post through LEAs, DfES and the Student Loans Company. The programme to enable online applications passed Gate 3 in June 2002. A pilot service is planned from April 2003, with national availability from April 2004, following a Gate 4 review around October 2003. Current plans indicate a target of 40% take-up.		Project board for SLC meeting to review initial architecture that does not include Gateway. Proposal being made to review opportunity for Gateway although some resistance being encountered.	Possible but unlikely	Possible, decision in Aug 02	Possible, decision in Aug 02			Possible
Schools applications	ODPM	joint-central/local, priority national projects, pathfinder	No date given	Discussions with LAs		Ray Hinchcliffe of DfES sits on eDt programme board, but no sight of what these services might be						
Teacher services	DfES	Joint-central/local	No date given	Scope needs to be defined		Ray Hinchcliffe of DfES sits on eDt programme board, but no sight of what these services might be						
UCAS applications	DfES		Available online	Recommendation to PSX(E): that this service, which is neither delivered by government nor the responsibility of government, be deleted from the list of key services and replaced by a more broadly defined student portal		Obvious opportunity here to link Student Loans, UCAS etc … entry to the first service gives you access to all the others as you progress. No contact made yet, but this is not really a government body.		Strong possible	Strong Possible			

Health											
e-Prescriptions	DoH		Roll-out from Apr 2003	Potentially 650 million transactions. Pilots for e-prescriptions started in June 2002, with a target of 50% implementation nationally by December 2005 and 100% functionality by December 2007. The programme has passed Gate 0, with Gate 1 due towards the end of this year.Gate 0 passed.		Project is in pilot mode with originally 3, now 2, separate consortia running different solutions. Sema leads one of the consortia. Long term solution to be procured imminently, Gateway is strong candidate for the routing engine.		Strong possible		Strong possible	
Registration of births and deaths	ONS	pathfinder	2006	Reliance on legislation changes expected 2004/05 will prevent earlier implementation although there may be possibilities for earlier implementation of some elements of the new e-Registration Service		This requires legislation changes that are not scheduled until 2005.					
Hospital appointment bookings	DoH	priority national projects, pathfinder, partnership	By end 2005	On hospital appointments, five pilots have been operational since April 2002, with 15 more currently preparing for launch in November 2002. A series of such waves are planned to result in national coverage by 2005. A Prime Service Partner should have been selected shortly and a full business case is being finalised. The programme passed Gate 1 in November 2001, with Gate 2 anticipated before the end of 2002.		Bookings was put out to tender at end June 2002. Three companies invited to submit bids. No clarity on how that fits with long term DoH/NHS strategy – several comments raised in the Gate review around this disconnect.	DOH have signed up to DotP and will be one of the first live, probably Jan 2003	Strong possible	Strong possible		Strong possible
GP appointment bookings	DoH	joint-central/local, priority national projects,pathfinder,partnership	No date given	Online GP appointment bookings is not currently under consideration. For BMD registrations, online delivery would require legislative change. A White Paper was published in January 2002, with legislation planned for 2004/05 and e-registration from 2006.		Bookings was put out to tender at end June 2002. Three companies invited to submit bids. No clarity on how that fits with long term DoH/NHS strategy – several comments raised in the Gate review around this disconnect.	DOH have signed up to DotP and will be one of the first live, probably	Strong possible	Strong possible		Strong possible
Crime and Justice											
Citizen to CJS Transactions	CJS	joint-central/local, priority national projects, partnership		Details on 13 services in the CJS / civil case area were provided, ranging from processing 100 applications for compensation for wrongful conviction to information to one million victims of crime. A number of the major information services are currently available online. One issue is that, guided by the CJS Ministerial Sub-Committee, CJITs programme is heavily focussed on linking the back-end systems of CJOs with the front-end CJS Online having a lower priority. OeE, via STT is engaging with CJIT and the other CJOs to explore the possibility of speeding up the development of CJS Online by using a syndicate approach.	STT RM on CJIT Programme Board, e-Policing Strategy Group	eDt have partnered with CJIT to build the exchange demonstrator and the secure mail systems. The exchange pilot has a "public" portal that could provide details of status of certain cases, via the Gateway engine that is built into it.		Strong possible	Strong possible	Strong possible	Strong possible
Civil claims	LCD (Court Service)		Available online	Some one million money (nearly 100% take-up) claims a year are already processed electronically, through the County Court Bulk Centre. An online service, Money Claims Online, was launched in December 2001, with a target to process 25,000 claims in its first year and a capacity of 300,000. The programme is due to go through Gate 4 in November 2002.		Courts service (LCD) have a "Money Claims" service (for small claims) which seems to work well; good candidate for gateway and payment engine.					
Land and Property											
e-Planning applications	ODPM (Planning Inspectorate)	joint-central/local, priority national projects,pathfinder	Sep-02	Delivery through Local Planning Authorities. An online planning portal was launched in May 2002, with e-planning applications to become available from September 2002. It is planned that 50% of all Local Planning Authorities should be using the portal by April 2004, with 80% take-up in those areas. Gate 4 was completed in June 2002, with Gate 5 planned for mid-2003.	STT RM on Programme Board	Northern Ireland's online planning application is scheduled to go live in last quarter of 2002. No recent contact with other planning processes (although Planning Portal, NLPG etc have been spoken with in the past)		NI: end 2002	NI: end 2002		
e-Conveyancing	LCD (HM Land Registry)	pathfinder	Pilot 2005	3 million transactions. A handful of 'dealings of the whole' are currently carried out online. Consultation on e-conveyancing ended on 30 August 2002, with a pilot system planned for 2005 and national roll-out from January 2006. The programme passed Gate 0 in February 2002 and Gate 1 is planned for December 2002.		English Land Registry has plans to use Gateway, but not until 2006. This needs further work.					
Agriculture											
CAP payments	DEFRA		No date given	At present, the IACS form is available online, with plans to extend the service through farm software companies and a range of agents. The programme has passed Gate 2, with Gate 3 scheduled for December 2002. Budget reductions are hampering progress		IACS grants are already being handled by the Gateway (although application period runs for only 8 weeks a year). RPA is working its strategy for further transactions. DEFRA rep sits on eDt programme board.					
e-Tracking of livestock	DEFRA		2007	A similar approach to CAP payments is planned for e-tracking of livestock, where the British Cattle Movements Service (BCMS) was e-enabled during 2001 and is estimated to be attracting some 5% of transactions. This programme recently went through Gate 0. Potentially 14 million transactions for cattle alone.		Project received financing in SR02. Not clear what the implementation plan is. Looks like a difficult project to pull off.					
e-Democracy											
e-Voting	ODPM	Priority national projects	Post 2006	Electronic pilots were held during the 2000 and 2002 local elections, with further pilots planned for each coming year. It is intended to reach a position to allow an e-enabled General Election after 2006. A combined Gate 1 and 2 is planned for September 2002. Judicial review underway.		Plans unclear – pending outcome of consultation					
e-Consultation	OeE	pathfinder,partnership	No date given	A very low level form of online facility exists in some departments, but work is underway to firm up a programme to embed effective systems over the next two or three years. A Gate 0 review is planned for late 2002.		As above					