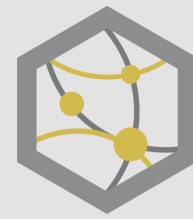


CASE STUDY

Digitise the transport department for better compliance while alleviating citizen frustration



ICE ITIS

The Objective



Paper-based vehicle and driver records and manual systems result in forgeable documents, revenue leakage, lost or damaged records, and slow vehicle registration and driver documentation processing.



Citizen experience is poor due to slow and time consuming transaction processing which delays citizens obtaining vital documents as needed. Government services cannot scale according to demand and legacy systems crash easily resulting in excessive downtime.



Law enforcement officials have limited access to data and the data available is often outdated or incomplete. Compliance and revenue collection is unmanageable.



It integrates with other government agencies' systems to create unified, accurate data that empowers them to enforce the law and regulation compliance.



We implemented the ICE citizen self-service portal which empowers users to perform transactions and make payments online for services such as licence disk renewal, change of vehicle ownership, and learner/ driver licence test bookings, saving them the time and frustration a visit to the transport department office often entails.

Actions Taken



ICE ITIS was implemented to digitise the transport-related services government provides to citizens such as vehicle registrations, driver and vehicle licencing and permits, payment processing and centralised record updating.

Results

The government achieved immediate and tangible benefits from the ICE ITIS implementation. The return on investment was evident from day one:



revenue from paper-based system.



system transactions processed on ICE ITIS and counting.