

I Rank

Towards Customs 2020

This Government Department Strategy [GDS130]

120
out of 134

Department
New Zealand Customs Service **1**
out of 1 in this department

Sector
External Sector **9**
out of 12 in this sector

II About the strategy

| | |
|----------------------|----------------|
| Date published | 2013 September |
| Signed by a minister | Not signed |
| Duration | 84 months |
| Number of pages | 28 |

The approach: How does the department plan to use the broader environment in which it exists (element 1) to leverage its strengths and embrace its weaknesses (element 2) so that it can provide benefits in accordance with its vision (element 3)?

The approach is unclear, although it seems to be to describe the changes to the New Zealand Customs Service in order to reflect their current role in government.

Read more about the GDS's vision on page 2.

Is the strategy illustrated? Yes, see pages 14 and 17.

III Assessing stakeholder usefulness

If a public servant new to the policy area had an hour to read this GDS, would they be able to understand the approach (element 4) and the implementation and review processes (element 5)?

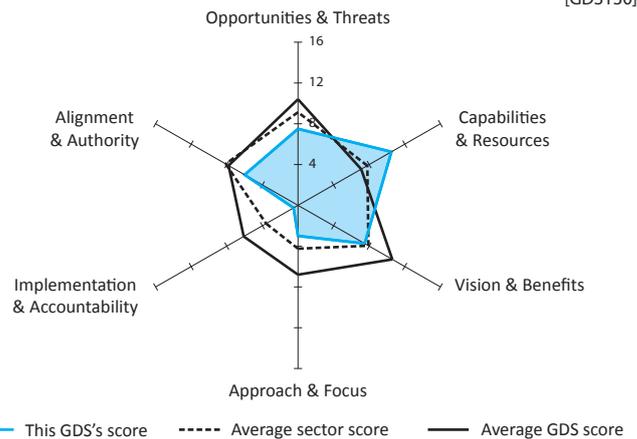
The key points of the issue are poorly explained, although the problems facing Customs are articulated. The outcomes sought are very vague, and there is no discussion of how they will be achieved. The GDS is very poorly structured and has no clear direction.

If an uninformed member of the public had 30 minutes to read this GDS, would they be able to understand the purpose (element 3), the approach (element 4), the implementation and review processes (element 5) and how this approach fits with the broader goals of government (element 6)?

The overall purpose is understandable on a basic level; however, the strategic outcomes are very poorly explained. There is no information on review processes.

IV The radar chart

[GDS130]



V The scorecard

| Elements 1–6 | Score | Rank/134 |
|--|--------------|------------|
| 1 Opportunities and Threats What is the external environment? | 7.5 | 111 |
| 1.1 Does it identify opportunities going forward? | 3/4 | 33 |
| 1.2 Does it identify threats going forward? | 2.5/4 | 68 |
| 1.3 Does it contain a clear statement describing the problem that this strategy is trying to solve? | 2/8 | 125 |
| 2 Capabilities and Resources What are the internal strengths and weaknesses? | 10.5 | 22 |
| 2.1 Does it identify current and future capabilities (e.g. skills, partnerships/relationships)? | 2/4 | 99 |
| 2.2 Does it identify what capabilities it does not have and needs to acquire or work around? | 1/4 | 101 |
| 2.3 Does it identify current and future resources (e.g. financial)? | 4/4 | 1 |
| 2.4 Does it identify what resources it does not have and needs to acquire or work around? | 3.5/4 | 11 |
| 3 Vision and Benefits What is the purpose? | 7.5 | 113 |
| 3.1 Does it provide a clear vision as to what success would look like (a desired future condition)? | 2.5/8 | 127 |
| 3.2 Does it identify who the beneficiaries are and how they will benefit? | 3/4 | 47 |
| 3.3 Does it describe how success will be measured and over what time frame? | 2/4 | 77 |
| 4 Approach and Focus What choices and trade-offs have been made? | 3 | 122 |
| 4.1 Does it break down the vision into a number of strategic goals/objectives that are tangible, specific and different from each other? | 2/4 | 107 |
| 4.2 Does it identify a range of strategic approaches to solve the problem? | 0/4 | 114 |
| 4.3 Does it clearly describe the chosen approach, outlining what it will and will not do? See 'the approach' in part II. | 1/4 | 89 |
| 4.4 Does it highlight the risks, costs and benefits of the chosen pathway/approach (e.g. possible unintended consequences)? | 0/4 | 56 |
| 5 Implementation and Accountability Who is responsible for what? | 0.5 | 133 |
| 5.1 Does it identify who is responsible for implementing the GDS? | 0.5/4 | 131 |
| 5.2 Does it identify who will report on its progress? | 0/4 | 98 |
| 5.3 Does it explain how progress will be reported (e.g. reports and statistics) and over what time frames? | 0/4 | 98 |
| 5.4 Does it discuss whether the GDS will undergo a final review once it is completed, updated or expired? | 0/4 | 49 |
| 6 Alignment and Authority How does it align with the machinery of government? | 6 | 83 |
| 6.1 Does it discuss predecessors to the strategy and identify any lessons learnt from these? | 0/4 | 121 |
| 6.2 Does it align with its department's SOI? | 2/4 | 50 |
| 6.3 Does it align with its department's 4YP? | 0/4 | 51 |
| 6.4 Does it align with its department's annual report? | 4/4 | 1 |
| Total | 35/96 | 120 |