



Citizen Z:
Fujitsu's vision for
public services

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& Devolved government

What is Citizen Z?

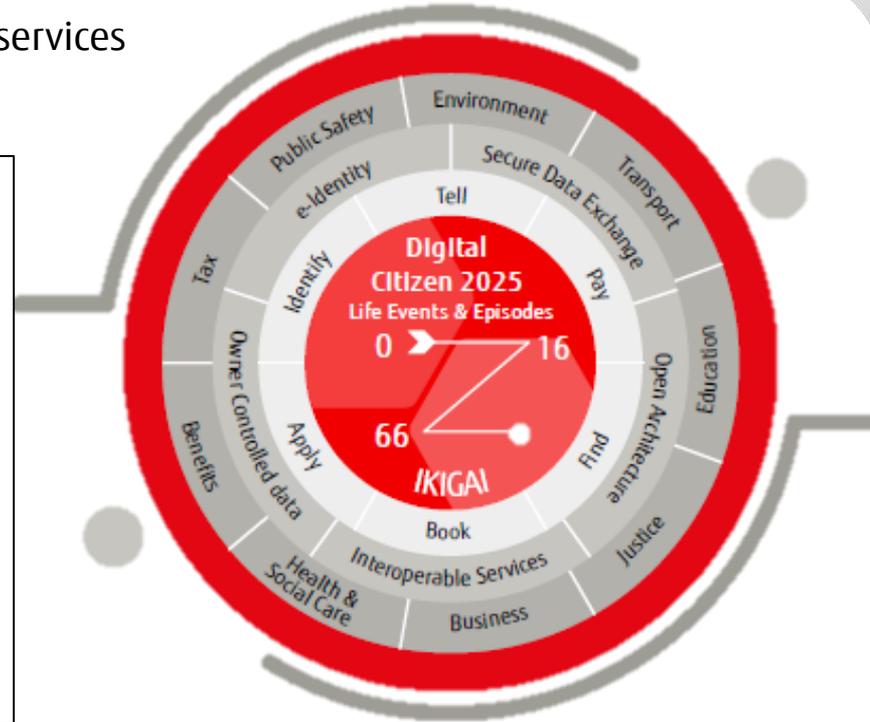
Making public services simpler and better for citizens



Fujitsu's vision of Citizen Z puts people at the heart of public services
- turning government outside in.

Holmes and Rahe Stress Scale. The sum of the life change units of the applicable events in the past year of an individual's life gives a rough estimate of how stress affects health.

Life event	Life change units
Death of a spouse	100
Divorce	73
Marital separation	65
Imprisonment	63
Death of a close family member	63
Personal injury or illness	53
Marriage	50
Dismissal from work	47
Marital reconciliation	45
Retirement	45



www.Citizen-Z.com

What does Citizen Z look like in reality?

We've brought our vision to life using the digital transformation center → Created an Open Wellbeing Passport

Challenge



Digital Transformation Workshop:



Solution:

(focused on a citizens life event)

Accompanied by Department for Work & Pensions, Purple Space, NTU, Fujitsu's SEED Community

Prototype
Open Wellbeing Passport

How can we leverage technology to improve the individuals experience in returning to work after a major life changing event or episode?



Comprised of...

- Personal Data Store: allowing Citizen's to hold the latest version of their data, securely
- ServiceNow: to optimise and shorten the workflow of public services
- Hosted in the cloud with AWS