

Key Facts

Timeline of Digital Transformation Strategic Partner Project

NI Direct (Phase 1)

£5.7 million contract with Steria Limited to demonstrate and quantify the benefits of a single contact centre

2008

NI Direct (Phase 2) Strategic Partner Project

£50 million contract with British Telecommunications (BT) plc to extend the use of the contact centre and procure expertise to develop online services

2012

NI Direct (Phase 1)

Final expenditure incurred – **£6.5 million**

Digital Transformation Programme commenced in April 2014

2014

NI Direct (Phase 2) Strategic Partner Project

Predicted expenditure to October 2019 – **£70 million**

2017

NI Direct (Phase 2) Strategic Partner Project

Actual expenditure to 31 March 2018 – **£62 million**

2018

Predicted expenditure to October 2019 – **£77 million**

NI Direct (Phase 2) Strategic Partner Project

Extended to October 2022

2019

NI Direct (Phase 2) Strategic Partner Project

Predicted expenditure to October 2022 – **£110 million** – more than twice the original contract

2022