A Dynamic, Integrated Programme of Work to Deliver the Government ICT Strategy

**Outcomes**

- Customers experience seamless, integrated and trusted public services
- Information driven insights are reshaping services and policies, and adding public and private value
- Adoption of information and technology innovations is accelerated and value is being created
- Investment in innovative digital services is being prioritised and benefits are being realised
- Complex problems are being solved and innovative solutions are being adopted

**Benefits**

- Customers can easily access the right services
- Government-held information is widely available and used to inform analysis and decision-making
- Capability is responsive and able to meet changing needs
- Use of the investment management system is optimised to achieve value for money
- Effective services are delivered in partnership with third parties

**Digital Services**

- Easier Access to Digital Services for Individuals
  - ‘Delivering seamless and accessible services’
- Technology-Enabled Services for Businesses
  - ‘joined up services for businesses to reduce compliance costs and authorise others to act on their behalf when interacting with government’
- Digital-Enabled identity
  - ‘Letting customers prove who they are online and giving them access to the right services and information’

**Technology/Commercial**

- Establishing an ICT Marketplace
  - ‘Establishing a catalogue of ICT services from suppliers that can be easily consumed by agencies’
- Accelerating adoption of cloud computing
  - ‘Removing barriers to the adoption of cloud services’
- Common Capability Acceleration
  - ‘Shifting core government ICT services from ownership to an ‘as a service’ model’

**Leadership/People**

- Information, Technology and Digital Leadership, Capability and Workforce
  - ‘Capability that enables us to get the service experience right for customers in a digital world and to deliver digital government goals’
- Leveraging Agency Transformation Programmes
  - ‘Looking at how major agency transformation programmes can contribute to delivery of the Strategy, and also how delivery of the Strategy can help to accelerate delivery of these transformation programmes’

**Investment**

- ICT Investment Strategy
  - ‘Ensuring that ICT investments are targeted to support digital services, and that benefits are realised’

**Information**

- Building an enabling data environment and policy settings
  - ‘Updating the Privacy Act, ensuring the privacy and security of information, and facilitating a public conversation on the value and acceptable use of data’
- Standards to enable sharing of data
  - ‘Common information and data standards to enable the sharing and integration of data across agencies’
- Data analysis to inform decision-making
  - ‘Development of infrastructure and capability to produce new insights to improve government services and to inform government policy and investment’
- Releasing information into the public arena
  - ‘Accelerating the release of government held information into the public arena, and enabling businesses and communities to access and use this information’