



Directions and Priorities for Government ICT

ICT is central to the delivery of lower cost, higher quality public services

Current State

- Tight fiscal environment – no more money for the foreseeable future.
- User expectations of government services are increasing.
- Government needs ICT to be more efficient, flexible, and focus on building services that are very easy to use.
- 80%¹ of technology spending is used to maintain current state, leaving 20% or less for improving services, innovation and opening up data.
- Fragmented approach is a hand-brake on shared solutions, standardisation and freeing up money for improvement.
- We are slow to exploit ICT and spread innovation. Good ideas and resources are not shared.
- Funding models result in a silo approach to ICT investment.
- Duplicated infrastructure and services in ICT is costly.
- Poor ICT literacy, knowledge and skills in the current State Services workforce.

1- Government Use of ICT survey 2008

Direction 1 - Provide clear leadership and direction

Priorities

- 1.1 Enhance governance arrangements led by Chief Executives with stronger leadership of system level ICT investment and performance.
- 1.2 Align agency ICT management with the ICT Directions and Priorities.
- 1.3 Develop funding models that incentivise collaboration across government.

Direction 2 - Support open and transparent government

Priorities

- 2.1 Improve public access to government data and information.
- 2.2 Support the public, communities and business to contribute to policy development and performance improvement.
- 2.3 Create market opportunities and services through the re-use of government data and information.

Direction 3 - Improve integrated service delivery

Priorities

- 3.1 Prioritise investment in shared solutions for integrated, multi-channel, service delivery across government.
- 3.2 Improve the management and content of government's web presence.

Direction 4 - Strengthen cross-government business capability

Priorities

- 4.1 Rationalise investment, procurement and delivery of ICT infrastructure and software.
- 4.2 Reduce duplication by standardising and consolidating common business processes across government.
- 4.3 Establish authoritative data sources to improve efficiency of business processes.
- 4.4 Align training and recruitment of the State Services workforce with the ICT Directions and Priorities.

Direction 5 - Improve operational ICT management

Priorities

- 5.1 Improve the effectiveness of legacy system asset management.
- 5.2 Improve ICT cost structures by leveraging operational scale across government.
- 5.3 Engage with the ICT industry to improve innovation and reduce costs.

Future State

- Government delivers services as a seamless customer experience.
- ICT investment is focused and prioritised.
- Government information and data is used by the market to deliver innovative services.
- ICT systems are designed and run in a way that meets privacy and security requirements
- Leadership puts priority on business improvement and common capability.
- Customers and innovators outside government are helping to improve our services.
- Common approaches are adopted for common needs, shifting the focus of agency ICT functions towards the effective delivery of core business objectives and priorities.
- New and innovative ideas and resources are pooled and built on.
- ICT operational management is more cost effective.
- Greater ICT literacy in the State Services workforce