



digital nsw

DESIGNING OUR
DIGITAL FUTURE

The Digital Government Strategy is the NSW Government's commitment to embrace digital innovation and transform the way we serve the people of NSW

VISION

Improve the lives of the people of NSW by designing policies and services that are **smart, simple** and **seamless**

DIGITAL PRIORITIES

ALIGN GOVERNMENT'S FOCUS AND GUIDE NEW INITIATIVES



CUSTOMER EXPERIENCE

Improved customer experience of government services



DATA

Better policies and services enabled by data insights



DIGITAL ON THE INSIDE

Streamlined and simplified government processes

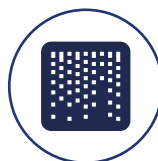
DIGITAL ENABLERS

KEY AREAS THAT SUPPORT DELIVERY OF THE PRIORITIES



TECHNOLOGY

Optimise technology spend to realise value for money



CYBER SECURITY

Strengthen risk management and response by building a whole of government capability



LEGISLATION

Future legislation supports digital transformation



DELIVERY CAPABILITY

Increase collaboration and agility across government



CUSTOMER EXPERIENCE

Digital by default

Government services are digital by default

Designed around user needs

Agencies design policies and services based on identified customer needs and digital capability

Integrated and seamless

Agencies collaborate across the sector to design seamless and integrated services, using common standards and platforms where appropriate

Accessible

Services are accessible and easy to use for all customers and provide for differing levels of digital literacy



DATA

Data-informed decision-making

All investment decisions, policies and service delivery models are informed by data insights

Open

Data is open, collected and shared in a digital format wherever possible. Agencies open their data in a format that can be readily used

Real time and spatial

Data is published in real time where possible. Visualisation and mapping tools ensure accessible and actionable insights from data

Data sharing

Legislative provisions for data sharing will be observed, as will protections around personal and health information



DIGITAL ON THE INSIDE

User-centric

Government processes are designed around the needs of users, which can include internal stakeholders and employees, by applying Design Thinking and similar techniques

Eliminate duplication and streamline processes

Business processes are streamlined across agencies and within clusters to eliminate duplication, and whole of government platforms are used to increase efficiency

Automated

Job tasks which are routine, repetitive, structured and rules-based are fully automated (where appropriate) to free up time for higher-value tasks



TECHNOLOGY

Value for money

Technology investments are optimised as a portfolio to deliver best value for NSW, on time and within budget

Integrated

Technology solutions are mobile and interoperable, supporting multi-channel access to a responsive NSW Government

Procurement partnerships

Agencies commit to partnering with industry to develop fit for purpose solutions, and leverage whole of government buying power



CYBER SECURITY

Secure

Government systems are secure and resilient to evolving cyber incidents. Non-negotiable minimum security standards are applied across the sector

Integrated

Agencies coordinate and collaborate with other agencies and jurisdictions within a federated framework

Responsive

Strong and agile response teams are embedded across the sector to ensure timely response to cyber threats and incidents. Agency capability is lifted through training and support



LEGISLATION

Easy to use

It is easy to find out what obligations apply under relevant legislation or regulation

Certainty

Legislation is simple to interpret and accessible to the public

Smart and flexible

New legislation, as well as reviews of existing legislation, considers emerging technology and new digital business models, and enables digital compliance methods



DELIVERY CAPABILITY

Agile

Policy is designed in an interdisciplinary way to inform services built by product teams, using iterative and customer-centric methods

Governance

Digital investments optimised as a portfolio across the whole of government. Agencies provide timely reporting on initiatives to customers, improving transparency and accountability, and assuring customers of our commitment to outcomes

Capability

Leaders value continuous personal development of employees and support new ways of working to maximise potential; data insights inform business decisions