A digital government is an open government.
"We’re not here to change government websites; we’re here to change government."

and for us, changing government quite simply means working across agencies to support people - parents, carers, students, patients, commuters, … with better government services. So, as a NSW citizen you:

Tell your story once

choose services that support you

Are supported at key events in your life

Are proactively assisted

Can easily find and access what you need

For our most vulnerable workers across different agencies can access information you have provided consent to share

For Children in Out of Home Care direct access to your Case Plan and the ability to contribute to your own life story

For parents starting and growing a family a single place to go help with decision making and access to the information you need each day

For anyone that is entitled to government assistance we use data we have to find ways to help, notify you (in the way you prefer) and explain what you need to do in plain English

For anyone that has to prove their identity access to better, secure online tools and wherever possible, without paper and without having to visit a government “office”

In summary, we need to use customer experience as our primary lens

1. Tom Loosemore, Public Digital and Co-founder UK Government Digital Service
We need a contemporary digital delivery model.

From an agency-by-agency, mostly capital funded opportunistic funding approach where “digital” and “ICT” are differentiated …

To, an overall 10 year delivery roadmap based on defined agency plans, the use of “core/common” statewide components, contemporary funding methods and Customer (“Digital”) priorities baked in

Current Governance:
1. ICT and Digital Leadership Group (IDLG)
2. Customer and Digital Council (CDC)
3. Procurement Leadership Group (PLG), Infrastructure Services and Strategic Investment (ISSI) + +

“A connected governance framework to support appropriate level decision making and commits agencies to action"
So, we are building a blueprint for digital delivery in NSW
And a roadmap and contemporary funding approach to get us there

digital.nsw strategy

Cluster and related ICT / Digital strategies

Supporting people with smart, simple, seamless services

Agency ICT and Digital

Customer Journeys, Events
Common Components / Platforms
Modern Digital / ICT People and Tech. Capability

ENABLERS: Governance, Funding, Architecture, Data, Policy

Focus of today's recommendations

* Based on ongoing delivery sprints (that we've started), not a once-off big-bang change
Transform the lives of the people of NSW by designing policies and services that are smart, simple and seamless

What needs to change

Key elements to deliver

How

1. Co-design services based on user needs and customer journeys
   - 1a. Customer Experience (CX) Pipeline: deliver agency-specific journeys, interactions or services consistent with the Digital Design Toolkit
   - 1b. Cross-agency customer life journeys and life events, starting with (as prioritised by the CDC):
     - Starting or growing a family
     - Managing the loss of a loved one
     - Navigating a legal dispute

2. Deliver Whole of Government components and platforms
   - 2a. WoG service components, starting with:
     - Simple authentication with multiple agencies
     - Receive and make payments across govt.
     - WoG notifications to prompt customer action
     - Proof of identity (authorisation)
     - Data sharing to enable ‘tell us once’
     - Address Validation (NSW Point)
   - 2b. WoG platforms and services

3. Modernise capability for the digital age
   - 3a. People capability:
     - Digital skills and talent
     - Leadership and culture
     - Agile ways of working
   - 3b. Technology capability:
     - Reduce technical debt
     - Modular technology and microservices
     - Harness emerging tech (e.g. AI)

4. Strategy and governance
   - Enables fast decision making and WoG outcomes
   - WoG digital governance
   - Journeys governance
   - Strategy
   - Portfolio management, roadmap and investment plan
   - WoG outcomes measurement
   - Digital capability maturity

5. Funding
   - Enables delivery of a rapidly transformed experience
   - Agile business cases
   - Seed funding
   - Digital/ICT assurance
   - Digital/ICT procurement

6. Cyber Security
   - Builds trust and resilience
   - Strategy and Roadmap
   - Policy, Minimum Standards
   - Exercises
   - Reference architecture
   - delivers consistent WoG experience and reduces cost
   - Architecture models
   - Design standards

7. Data
   - is securely shared to improve experience, insight and innovation
   - dMarketplace
   - Data architecture and secure data sharing
   - Data policy
   - Analytics and insights

8. Policy and regulation
   - Allows adoption of new tech and delivery methodologies
   - WoG policy lab
   - Existing policies refresh
   - New regulation necessary for modernised operating model
   - Legislation as code

* Based on ongoing delivery sprints (that we’ve started), not a once off big-bang change
Our citizens expect more, …and we believe Digital government will unlock the future of NSW by…

### Benefits

1. **Transforming the experience of interacting with NSW government**
   - Design around customer journeys and life events to be smart, simple & seamless
   - Provide a consistent experience across whole of government
   - Digitally enable NSW services - the experience for most citizens is still fragmented

2. **Providing better security, transparency and trust in government**
   - Mitigate security risks across Government
   - Prioritise and remove reliance on legacy technology

3. **Supporting a competitive digital NSW economy**
   - Enhance private, public and not for profit sector collaboration
   - Make it easy to do business in NSW and support the development of a digital economy
   - Make NSW a place where digital talent wants to work

4. **Improving the performance of government**
   - Foster an innovation a culture and empower public sector employees
   - Ensure government delivers value for money
   - Make better decisions, faster through smarter use of data
   - Make NSW a “natively digital State” that is “of the internet, not on the internet”\(^1\)
The Blueprint drives a roadmap comprised of complementary (A) State-wide enablers and (B) 10-year Cluster / Agency roadmaps

3. Delivery Roadmap

The 10 year roadmaps ARE

- Focused on building business capability over distinct time horizons
- Linked to Cluster / Agency business strategy
- Clear about currently funded and proposed work
- Described in plain English
- A bridge between what has often been separated into “digital” and “ICT”
- Consistent in taxonomy

They are NOT

- Technology specific
- Static (instead rolling - to be always looking 10-years forward)
### 3. (draft) Delivery Roadmap

#### Delivery of State-wide digital enablers

<table>
<thead>
<tr>
<th>Foundations &amp; quick wins</th>
<th>High impact big wins</th>
<th>Transformational plays</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Next Sprint: Dec – Q1 2019</strong></td>
<td><strong>Next 12 months: Q2 2019 - 2020</strong></td>
<td><strong>2020 and beyond</strong></td>
</tr>
<tr>
<td>Start implementation of WoG service components via CX Pipeline backlog</td>
<td>Continual implementation of common digital components (against CX Pipeline)</td>
<td>WoG components and platforms enable &quot;government as a platform&quot;</td>
</tr>
<tr>
<td>Mobilise first wave of customer life journeys</td>
<td>Scaled customer life journey mapping &amp; service delivery changes for customers</td>
<td>Journeys with government as an enabler in a rich ecosystem (public/private)</td>
</tr>
<tr>
<td>Evolve WoG digital governance, assurance to support new funding models</td>
<td>Digital fund in place with fast track for &quot;digital&quot; initiatives</td>
<td>WoG view of resource allocation aligned to customer outcomes</td>
</tr>
<tr>
<td>Investigate and review policy and legislative environment required for digital.NSW</td>
<td>Updated policy and legislation to enable digital.NSW</td>
<td>Implement &quot;Legislation As Code&quot;</td>
</tr>
<tr>
<td>Data (d)Marketplace Testing</td>
<td>Next phases of data (d)Marketplace</td>
<td>WoG data architecture in place with secure sharing &amp; public trust</td>
</tr>
<tr>
<td>Identify technical debt in agencies</td>
<td>Reduce cluster technical debt with a focus on supporting customer experience</td>
<td>Modular, flexible technology capability</td>
</tr>
<tr>
<td>Finalise v1 of blueprint, roadmaps and investment model</td>
<td>Explore connection to national digital infrastructure</td>
<td>Opportunities from new technologies</td>
</tr>
<tr>
<td>Launch Digital Design System / Toolkit</td>
<td>Transition to and optimise Cloud utilisation, investigate new infrastructure models</td>
<td>Evolving connectivity between national, not for profit and private sectors</td>
</tr>
<tr>
<td></td>
<td>Build digital capability and new ways of working across WoG</td>
<td>WoG digital capability uplift to maximise competitiveness of state</td>
</tr>
</tbody>
</table>
Redefining partnerships with Industry and NGO’s

Public sector innovation is enabled by collaboration and partnerships with industry and NGOs.

There is significant value in identifying and helping agencies to:

- Recognise opportunities for experimentation
- Know when to innovate internally
- Know when and how to go to market
- Solve common & complex problems together
- Regularly draw on industry knowledge

We are demonstrating different types of partnerships and how to effectively engage with industry and NGOs.
We’re creating a Digital Design System for NSW Government

- Single living repository of a standard, tools and support to help agencies and the digital community create consistent and cohesive digital “things”
- Helps reduce duplication and speeds up delivery and scalability by using tried and tested solutions, which means we don’t have to reinvent the wheel
- Connects creators (internal and external to Government) to learn, leverage and share
- Uses a common language which helps us collaborate
- Provides a foundation to build on and evolve over time
- Owned by the NSW Digital Community
buy.nsw
Simplifying procurement, starting with cloud

Buy cloud products and services
Buy cloud applications and software
eg. accounting tools or customer management software

Buy hosting and infrastructure
eg. website hosting and load balancing services

Buy physical data centre space and services
Buy space and support services in Government Data Centres (GovDC)

Browse approved sellers
See the businesses behind our products and services

Read the buyer guide
Learn who can be a buyer and how to buy

Sell services
Apply to sell cloud products and services

Apply to sell other ICT services – coming soon.
To stay up to date with changes join our mailing list

Read the seller guide
Learn how to apply and sell products and services

Contact us at ICTServices@finance.nsw.gov.au
Current

Short Form Contract
- < $150K
- low risk

Contract transformation

Core Terms & Solution requirements

- As-a-Service
- Professional Services
- Licensed Software
- Hardware

< $500K
- low risk

Completed


Procure IT 3.2

- > $150K
- any risk

> $500K
- any risk

In progress