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'

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'

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

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'