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ACT Digital Strategy 2016-19
Report Card

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Report Card

The following projects were identified in the ACT Government Digital Strategy 2016-2019:

Initiative	Description
Data Lake and Analytics	What we said: The establishment of a whole of government Data Lake and an associated analytical capability. It is based on an incremental approach starting with the social sector and broadening its capture to provide appropriate and effective information sharing to support operational reporting, frontline staff support and business intelligence. It will also be the platform for Open and Community Data. Status update: The Office of the Chief Digital Officer established the ACT Data Analytics Centre. The Centre consists of a team of data experts, a scalable data analytics platform and associated governance arrangements. The purpose of the Centre is to enable better services and policies by using data more effectively. The platform is being used for a range of projects from enhancing operations and practice to discovering new insights from integrated data. The Data Lake has robust security and privacy controls to ensure that access is restricted to specific datasets for specific users. Data is partitioned in the lake and access-based permissions are in place. Currently this is only used for government data. In the future this will become the platform for publishing open and community data as well.
Cloud Infrastructure Migration	What we said: The transition from on premise servers and storage to public cloud-based servers, storage and platforms. Status update:

	This project has achieved its target of establishing two Cloud options (Azure and Amazon Web Services) and migrating the majority of our systems onto them. Automating deployments of infrastructure has also led to increases in efficiency. This work is ongoing as we continue to transition the remaining servers and storage to the Cloud as appropriate.
iConnect Program – (now ACT Digital)	**What we said:** iConnect is the platform on which all online and digital services will be orchestrated and delivered. This includes offering personalised anytime, anywhere engagement with government via any device with an Internet connection. Service capabilities include digital mailboxes, end-to-end transactions and bill payments, service reminders and automatic payments. **Status update:** ACT Digital (formerly known as iConnect) is a capability that allows people to prove who they are to government once and be able to access a range of services applicable to them. We are following the principle of 'tell government once' and co-designing services on ACT Digital to make life easier for Canberrans. Four services were delivered on the platform in the first year (listed below) and more than 8000 Canberrans had signed up for their ACT Digital Account. *Rental Bond Help* Housing ACT's Rental Bond Help offers eligible people interest-free financial assistance to enter the private rental market. *Infringement transfer* This Access Canberra service is for people to declare and re-assign their infringement notice to another person if they were not in possession or in control of the vehicle at the time of the offence.

	My Family
	The Community Services Directorate's My Family Service, a central place for people to tell their story once, update it and share it with services they access.
	Diversity Register
	The Office for Women ACT Diversity Register supports diverse representation on government boards and committees by promoting membership, training and networking opportunities.
One Service One Experience Initiative	What we said:
	The One Service One Experience initiative supports the provision of joined up customer experience and digital solutions for our community now and into the future. The initiative will enhance service delivery by establishing a common customer service platform within Access Canberra and deliver more online services.
	Status update:
	This initiative is now complete. As at 1 July 2019 there are 385 online transactional services which allow 1252 service options at Access Canberra. 203 of these transactional services are enabled for businesses. This brings a total of 284 new online transactional services added since the commencement of this initiative in 2015. On average, a new online transaction was made available every five days for the past four years. The percentage of transactions completed online (excl web sessions) was 66% in June 2019, at commencement of the initiative it was 47%. A total of 7.3 million online transactions were completed over the four-year period (excl web sessions). The percentage of transactions completed online (incl web sessions) was 85% in June 2019. A total of 20 million online transactions were completed over the four years (incl web sessions). Overall customer satisfaction with Access Canberra online services was 88% in 2019.

Access Canberra Intelligent Regulator	**What we said:** This is a project to make it easier for citizens and business when they may need a number of regulatory approvals. It will firstly redesign and consolidate approvals needed in the liquor and motor vehicle sector. Building on this capability, Access Canberra will use this platform to apply the same model to other industry sectors. **Status update:** In partnership with the delivery of the WWVP and One Service One Experience reforms, liquor licensing is expected to be released in 2020. This will make it easier for businesses to obtain liquor licences by: • reducing travel and waiting time in Access Canberra service centres by providing automated self-service options online. • reducing the time and effort required to apply by providing a simplified application process. • enabling the government to provide quicker response times and a faster overall approval process. • giving businesses visibility of where an application is up to in the process online, at any time.
Smart Modern Strategic Procurement Reform Program	**What we said:** Procurement reform is key to the Digital Strategy and this program will re-engineer our processes to modernise all aspects of procurement. **Status update:**

The primary goal of the SMS Program was to achieve whole of government savings, with additional operational benefits obtained specifically in relation to the initiatives implemented. The program closed on 30 June 2019. Key initiatives and their benefits described below:

- Contractor Central – This initiative involved automating contingent labour hire and further controlled costs associated with agency fees. Besides savings, the scheme allows single system access by all hiring managers across the Territory, giving an efficient mechanism to hire contingent workers and provide greater transparency of hiring practices and spend.

- Multi-Function Devices – The Territory contracted Ricoh for the whole of government supply of multi-function printing devices, which also included 'follow-me-print' capability where printing only occurred when the staff member swiped their access card at the printer. Research indicated that the follow-me-print function significantly reduces printing activity per person.

- Digimail – This contract has been largely utilised by Access Canberra to digitise their bulk mail notices. The program has saved manual processing of many notices to date and the agency has generated savings from this investment.

- OSQAR – The Territory has developed a new simple procurement tool that will navigate and manage procurements under $200,000. The tool is now in implementation stage and provides a 'wizard' like approach to developing and executing simple procurements. The tool will be more user friendly than its predecessor and promote better procurement practice, particularly in those with less procurement experience.

WhoG Electronic Document and Records Management System (EDRMS)	**What we said:** This project will result in a cohesive whole of government digital recordkeeping platform, increased recordkeeping efficiency and compliance, and support greater value creation from government information. **Status update:** The whole of government recordkeeping platform is in place, and additional deployments are continuing across the ACTPS, with the aim of having up to 8,500 users of the system by July 2022.
eDevelopment	**What we said:** This project is to replace and enhance the current development application (DA) and building approval (BA) system. It will provide an easy and convenient way to lodge applications anytime and anywhere via any device with internet connection. **Status update:** The project is continuing following a gateway review process in late 2018. The current phase will overcome technical constraints with underpinning legacy systems and data migration. It will also include a replacement for the Construction Licence database and other features to assist the regulation of building quality. It will also include an upgrade of the planning website that publishes development applications.

Engagement HQ (now the YourSay Community Panel)	**What we said:** Community engagement exercises are resource-intensive and typically only manage to engage time-rich segments of the community. Engagement programs are delivered more efficiently utilising interactive online engagement software that offers diverse outreach mechanisms, 24/7 feedback opportunities and timesaving analysis and reporting tools. **Status update:** The YourSay Community Panel was launched in July 2019, and has made it even easier for Canberrans to have their say and help shape the ACT's future. Input we receive through the YourSay Community Panel helps shape the policies, programs and services that make Canberra a great place to live. It also allows us to test new ideas with a statistically representative sample of the Canberra community. The YourSay Community Panel complements the YourSay Community Conversations website, which will continue to be our primary place online for community conversations about particular issues. By contrast, members of the YourSay Community Panel will regularly be asked for views and opinions on a whole range of topics.
ACTmapi System	**What we said:** ACTmapi system is ACT Government's public facing web mapping and services portal, the system is designed to make it easier to access and utilise ACT Government location information by the ACT Government and community. **Status update:** ACTmapi continues to be the ACT Government's popular public facing web mapping and service portal. Over the last year alone, 1.1 million views of ACTmapi have been recorded (1 July 2018-30 June 2019), with an average of over 20,000 views by industry and the community per week. On a single day in December there were 42,519 views following the launch of the flood prone area on ACTmapi.

	The content of ACTmapi has significantly increased in the last three years, additional applications include:
	- searching Education's priority enrolment areas - providing interactive flood prone areas - providing a simpler land custodianship map - enabling place names search by location and name/key words - providing a centralised location for historical imagery - searching sport and recreation by location or sport.
ArcGIS Online	What we said: This initiative is a core component of the ACT Government's spatial environment. ArcGIS Online allows all facets of ACT Government to collect, administer and publish maps and data online either through ACTmapi (ACT Government's Web mapping tool) or through ArcGIS Online shared services internally. There are currently 90 accounts within ArcGIS Online that service 150+ users. A key function of ArcGIS Online is to ensure ACT Government spatial data is accessible and harvestable, via metadata from other systems and through other channels. Status update: ArcGIS Online now has 758 users ranging from rangers to building inspectors to emergency services. This system enables our field workers to do a site inspection and record their work on a mobile device on site and have that record geotagged and uploaded to ACT's Geospatial Data Catalogue. This is efficient and easy to use, saves worker time and improves the quality of records. The system holds over a thousand applications ranging

	from playground inspections apps to temporary road closures form. ArcGIS Online is also used as the platform for the ACT's Geospatial Data Catalogue which holds close to 200 datasets which are updated on a regular basis.
Digital Plan Lodgement	What we said: Historically both subdivision plans (Deposited Plans—DPs) and Unit Plans (UPs) have been drafted on plastic film and lodged manually for registration at the Land Titles Office (LTO). Other than the final lodgement all processing of Subdivision and Unit plans is carried out digitally and the final plan is scanned and distributed digitally both within government and to the public. Storing and archiving these film plans is becoming a problem and it is proposed to implement digital lodgement of the final plans which will enable complete digital processing and tracking of the plan from lodgement to registration. Status update: Deposited Plans are currently lodged in PDF format for examination. Once the examination is complete the PDF is digitally signed, using secure signature, by the surveyor and then by the Surveyor-General as part of their certification of the plan. The plan is then stored and subsequently lodged digitally for registration with Land Titles. Units Plans are currently held on film. By 1 October 2019 all Unit Plans will need to be on paper and PDF. Currently there is still some requirements for paper plans. Once registered, the scanned PDF of the paper Unit Plans will be the point of truth. It is intended to migrate to PDF only as soon as possible.
Imagery Program	What we said: Updated aerial imagery is essential for addressing issues relating to the impacts of climate change, disaster management, water security, environmental management, urban planning and infrastructure design. The geospatial ACT government community will coordinate the capture of regular (more than 3 times a year) imagery for ACT, this will increase efficiencies by reducing field work and streamline government process. This

	program is still in its scoping phase, but there are clear benefits to coordinating a whole of government imagery capture.
	Status update:
	ACT Government signed a three-year contract with Spookfish in 2019 to capture four images per year (seasonal) over the urban area and in late spring over the entire ACT. The imagery will be available publicly through ACTmapi web services under a creative common by attribution license "ACT Government and Spookfish". The first imagery was flown in February 2019.
	This information is valuable not only for government but for the community too. Having access to quarterly imagery will allow business to target certain areas that require their business such as landscapers, roof repairs or solar panel installation. Having regular imagery will ensure a clear sequence of change across ACT and help with monitoring environmental and infrastructure changes.
	One key benefit for government is providing high resolution recent imagery into the Emergency Triple Zero call centre at ESA. This will greatly enhance the ability for 000 call takers to locate the exact position of an emergency as well as assess best access for responding emergency crews.
Geocoding	What we said:
	ACT Government makes critical business decisions based on location information. Before you can analyse, extrapolate or profit from location information, the data needs to be geo-located. Geocoding is complex, and mistakes in geocode assignment can lead to poor business decisions. The ACT Government needs to ensure all addressing databases is geocoded for better geospatial statistical analysis. The geocoding system would also assist in the validation of addresses.
	Status update:

	The Territory has successfully negotiated an annual contract with PSMA for Geocoding services. This will ensure Access Canberra smart forms will have predictive authoritative addressing. The Geocoding contract is managed through Customer Experience and Design, Access Canberra. More work is needed to clean up existing databases that contain address or block identification. This will mean that citizens will have their addresses predicted while typing them into Access Canberra online forms, as well as being automatically verified to a central source of truth. It ensures that addresses are correct and known.
Revenue Collection and Concession Payment Transformation	What we said: The Revenue Office is replacing its revenue collection and concession payments systems with a single platform as part of a three year transformation program. This will deliver better, faster and smarter digital services to make transactions easier and more efficient for customers and staff. Improved services will include online access to billing information, electronic rather than paper bills and self-assessments. The new platform will also integrate with systems being used by partner agencies. Status update: Under the ACT Revenue Office (ACTRO) Transformation Program, duties and payroll tax were moved to a new IT platform and three new digital services introduced: • self Service Portal that handles Payroll Tax and a range of other forms-based taxes; • rental Bonds portal for Agents and Lessors to lodge bonds and request refunds; and • betting Operations Tax portal. Business processes were transformed to improve efficiency and enhance the customer experience, including the introduction of Barrier Free Conveyancing which has eliminated a number of touch points with government

	when paying duty on a property transfer. The ACTRO will continue to enhance its digital offering to customers through its ongoing IT upgrade program.
University of Canberra Public Hospital (UCH)	What we said: The University of Canberra Public Hospital Digital Program of Work is currently under development, however the Infrastructure Program provides an opportunity for substantial organisational and service delivery change, in addition to the provision of new infrastructure. One of the four key pillars that underpins this program is the inclusion of innovative digital technologies to enable and support future models of care and service delivery. There are a number of key innovation areas that are under consideration for consumers including: - moving to electronic medical records to allow for a seamless transition for consumers between services; - next generation patient entertainment to ensure consumers' requirements are met; and - mobility enabled future allowing consumers to connect. Status update: The program has delivered a number of digital capabilities to the University of Canberra Hospital, with some work ongoing. Digital Patient Room Boards were implemented providing information about the person in the bed, their care team and alerts specific to that person. Wayfinding kiosks have been installed, making it easier for consumers and visitors to find their way around the hospital. These kiosks will deliver electronic check in for outpatient appointments to complement the staff performing this function.

	Computers on Wheels were implemented to enable access to clinical systems at the patient bedside. Patient Journey Boards and a Bed Management tool have been developed that will assist with patient flow from acute to the sub-acute hospital of UCH. These will be implemented in 2019/20 along with Digital Education Content to assist in patient self-care for specific rehabilitation conditions.
Health-e-Futures Program	What we said: In an environment of increasing demand and complexity, new and innovative ways of delivering health care are required to increase efficiency, quality, safety and productivity. Digital information and communications technologies are key components of responding to these dynamics while continuing to deliver high standards of health outcomes. The Health-e-Futures Program established in 2009-10 was a $90 million investment in e-health capacity and ICT infrastructure. The objective of this program of work is to deliver digital technology innovations that put the customer at the centre of the solution. Patient Centric solutions being delivered as part of the Health-e-Future Program include: • clinical systems that provide a consolidated, secure, shareable patient-centric health record enabling information to be available to the right person at the right place and time; • support services that use technology to efficiently manage the resources which support the Health Directorate in the areas of patient administration and service delivery, staff management, food services and bed management; and • digital health infrastructure to provide the foundation to bring existing infrastructure to the standards and capabilities necessary to support future technologies. Status Update:

	This program is in the last year of delivery with the last component being rollout of clinical systems at the Centenary Women's Youth and Children's Hospital, the Adult Mental Health Unit and the Hume Health Centre at the Alexander Maconochie Centre. Multiple clinical systems including Electronic Medication Management, Electronic Ordering for Pathology and Radiology, Alerts Management, the new Clinical Records scanning solution (Clinical Patient Folder) and the nurse led Walk In Centre Application have been delivered. The infrastructure across the Canberra Hospital and Health Centre campuses has been upgraded to Medical Grade Networks with redundant fibre links. Supporting applications have been delivered in the food services, rostering and patient administration areas which have helped to standardise systems across the Territory and improve efficiencies in the administrative space.
Integrated Library Management System	What we said: The objective of the project is to replace Libraries ACT's outdated, inefficient and unstable library management and RFID systems with an integrated and robust solution that will increase staff productivity, improve library user experience and provide a robust platform for future enhanced, digital, user-centred services. Status Update: The system is being delivered, with the first phase being the installation of replacement self-service kiosks and return chutes. In the final phase users will have access to a new and improved library catalogue which will allow them to search resources in one place including e-books and digital material as well as create alerts so they know when material of interest is available. This will make libraries easier to use and enable customers to do more. The system is expected to be delivered during 2019.

Transport Canberra and City Services (TCCS) Asset Management System Replacement	**What we said:** The objective of the project is to transition from an aging 'locally hosted' to a contemporary 'onshore cloud hosted' Asset Management System (AMS) for TAMS, that currently manages some $10 Billion worth of Infrastructure Assets which could be scalable to meet whole of government asset management requirements. A contemporary asset management system would have the capability of combining 2D/3D intelligent infrastructure models and point clouds with engineering information and asset performance management. This capability would more effectively enable the integration of TAMS Asset Data with other government initiatives like Capital Metro and the 3D modelling of the Northbourne Avenue corridor. **Status Update:** The system is in full production and progressing well. The system is expected to be in delivered completely by June 2020.
Transport Canberra and City Services (TCCS) Project Wise for ACT Government (Cloud Based)	**What we said:** The objectives of the project are: • create and manage a common project and data environment across an organisation or whole of government; • maximised value across the organisation - inform project stakeholders and enterprise systems in a more consistent, timely and predictable manner using high-impact deliverables; and • timely and actionable participation - synchronise collaboration and comments to resolve issues quickly and effectively returning feedback in context to all the relevant designers.

	The 'Onshore Cloud Hosted' Project Wise portal will mean an increase in collaboration not only between TAMS business units, but with the consultants and developers submitting works, documents and information to TAMS as well. Status update: This is fully functioning. A review is planned to map out the future of this system.
Transport Canberra and City Services (TCCS) Automated Summary Works as Executed Portal	What we said: The objective of the project is to deliver higher quality, more accurate, timely and up-to-date asset information that will significantly enhance the directorate's asset management, planning and decision-making processes. This project supports critical government initiatives such as Open Government and Digital Canberra which will greatly facilitate connectivity between industry and the ACT Government in a way that will streamline current work processes. The outcome of this process will allow for greater efficiencies in data management handling and subsequent information management and dissemination to asset managers and key stakeholders. Status update: This has been fully implemented and has been extremely successful and exceeded both Government and Industry expectations.

The following projects were also completed during the period of the previous Digital Strategy:

Initiative	Description
CBR Free WiFi	**Overview** Initiated in 2014, CBRfree is now used by around 40,000 Canberrans and visitors per month. CBRfree has grown to cover outdoor areas around all of Canberra's town centres. It is now one of the largest free, public WiFi networks in Australia, second only to Melbourne CBD. **Status update** This has initiative has been a success but at the same time we recognise that CBRfree is now in its 5th year and over that time the costs of mobile data for consumers has reduced considerably. Corresponding use of CBRfree peaked in 2018 and is now declining. It is timely to undertake a review of the program and plan its future.
Robotic Process Automation	**Overview** Robotic Process Automation is emergent technology that can be applied to free up staff from repetitive data entry work. We proactively engaged with this new technology and as a test case applied it to one of our heavy repetitive manual processing tasks – the processing of new Working With Vulnerable People (WWVP) applications each month. **Status Update** The test case worked well and we gained an understanding of how and where to apply this very useful technology. We also learned that this is a stop-gap measure on the way to full end-to-end digital service delivery. The WWVP checks are a good example. We used RPA in this case to save processing time on a manual process. More ideally we would completely re-design the process to be truly digital end-to-end and remove the need to repetitive manual processing altogether. This is the next step for WWVP checks and we will deliver this via the ACT Digital Account by 2022.
Single Public Face 2.0	Overview

	The Single Public Face 2.0 initiative unifies branding and design across all ACT Government websites. These guidelines have been implemented across government and the public will notice a more consistent, one government look and feel. Status update Beyond the SPF2.0 initiative there is still significant work required to shift architecture to user-centred design, and to continue to archive old sites and content. The ultimate goal is to apply user-centred design and shift content from 'by directorate' to 'by topic' to make it easier for citizens to find what they want online.
Transport Canberra Journey Planner	Overview In 2018 we built and launched an integrated journey planner that provides an intuitive interface to help Canberrans plan their entire journey with multiple travel mode options (bus, walk, ride, drive). We also included dedicated school services. Status update Phase 1 is complete. Future enhancements will further improve the commuter travel experience by providing information such as real-time information, service disruption, service alerts, road/foot path closures, safe cycling routes, and travel fares, all within one single platform.
Learn Anywhere Program	Overview We are committed to providing public school students with Information Communication Technology (ICT) that is fit for the learners of today. Our students expect reliable access to learning from wherever they are and whenever they need it. They expect to: - access real-world learning platforms that are easy to use and familiar to them, so they can learn, create, communicate and collaborate from anywhere - connect to reliable high-speed internet, so they are connected to learning, their teachers and each other as a learning community

	• use their own personal device of choice, so their access to learning is personalised and follows them wherever they go. **Status Update** The technology-enabled learning (TEL) program has provided devices to all students in public high schools and colleges. Distribution of Chromebooks to ACT public school students in years 7 to 12 commenced in January 2018. Over 20,000 have been distributed to date. These devices have facilitated the use of Google Suite for Education which expands the tools available to ACT public school students, providing access to industry standard applications and collaborative tools.
School Administration System	**Overview** A new, single school administration system is being implemented across all ACT Government's 88 schools. The ACT will be the first jurisdiction to do this as a system. The new capability has delivered wellbeing modules, academic reporting and electronic roll marking. Future capability will enable a direct digital connection between parents and schools. The schools administration system will enable improved data governance and record keeping. **Status Update** SAS has been incrementally rolled out since April 2018. The system is designed so that 'modules' can be configured and then brought online in a staged approach. The technology supporting SAS has been used at many schools across Australia, but the ACT is the first jurisdiction to utilise it at a system level across its 88 schools. The final phase will be completed in 2020.
Sportsground Booking System	**Overview** System to book sportsgrounds. We have made it easier for over 200 organisations and thousands of users to book their playing field for an hour, a day or a season. The new system has been designed with users in mind, automates the workflow and communication back to the citizen and replaces an outdated web form process.

Parks Resource Allocation System	Overview
	The Parks and Conservation Service works with the Emergency Services Agency, with the Rural Fire service and with the SES to manage wildfires as well as a resource intensive Hazard Reduction Burn program either side of the fire season. These programs require sharing of people and resources from many locations and many workgroups. The new online system enables managers of those resources to see them, and to plan and share them across multiple events and respond in real time to rapidly changing priorities.

Chief Minister, Treasury and Economic
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March 2020