ACT Government Technology Directions

2023-25

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Context

Reshaping the government of today - building the government of the future

The ACT Government supports the community and everything we do in government is supported by technology. Many of the services we deliver require collaboration across ACT Government agencies and industry groups such as community services organisations. Historically, systems have been designed along organisational boundaries.

Our future ICT investment decisions are being informed by government priorities and understanding our existing technology estate, including the challenges of adequately resourcing maintenance and upgrades. Cross-government integration is a key objective.

Technology directions are required to enable cross government integration. Over time, this will include identification of system capabilities and understanding how these support the community and functions of government, enabling us to identify systems that perform similar functions for consolidation over time, and the ones that perform niche functions that need to be preserved or enhanced.

Problem Statement

Whole of Government technology and platform directions will help address issues such as:

- Duplication of technology investments being made on an agency-by agency, or project-by-project basis, implemented in a way that can't be reused or shared across government.

- Reduced economies of scale and value for money outcomes.

- Delivering solutions that persist manual process work by ACTPS staff, work that technology could be doing to free up time and achieve efficiencies for our administration.

- Increased complexity, risk and legacy of technology that ACT Government cannot afford to address without a significant shift in the current model of technology investment and delivery.

Organisations able to establish and maintain a mature technical capability to address these issues are those best able to adapt to rapid change, in ways that are more sustainable in the medium to long term.

ACT Government - Technology Investment Guidelines

Every technology investment or solution must deliver three things:

1. the stated outcome of the policy or initiative
2. make it easier for the community/beneficiary to get what they need
3. efficiencies for the ACT Government administration.

Supported by these principles:

1. **Design for digital end to end, and inclusion by design so no one is left behind.** Every technology solution delivers end-to-end digital wherever possible, with no manual processing by default. Exceptions to be overtly managed through appropriate governance.

2. **Manage change using Best Practice Design and Delivery.** This is how we inform ourselves to make the right technology investment decisions.

3. **Think community centred and mobile first** for citizens and broader community.

4. **Plan to use the ACT Digital account** for all community interactions where we need to know who the person is. The ACT Digital Account is the only capability that will be configured to operate as part of the national digital identity ecosystem.

5. **Reuse fit-for-purpose technology before investing in something new.** When we need to create something new, we adopt common and repeatable processes and practices on modern platforms that can scale and be leveraged incrementally as a whole of government solution.

6. **Consolidate legacy systems onto endorsed platforms** for agility to improve services.

7. **Invest in the whole solution** including the technology, people skills, process and data, so that our products and services can remain supported, and fit-for-purpose to meet current and future needs of our users.

8. **Plan to be safe and secure.** We store and manage information with security and privacy at the forefront. We apply security and privacy principles when designing systems and act responsibly and ethically in our use of technology to support the community.

9. **Value, protect and share the data we collect and use on behalf of our community,** and use it to inform evidence-based policies, programs and services that improve outcomes for our community.

To deliver:

A joined-up government that provides a simple and consistent customer experience to the community, supported by a streamlined and efficient public service.

Services, products and solutions that can evolve to meet ongoing needs of our community and government until they reach the end of their useful life, at which point we will consciously decide to retire them.

Smart investment decisions and value for money by reusing suitable solutions and platforms we already have. When we need to create a new capability, we do it in a way that is designed for whole of government use, invests in our people, embeds the change and can scale to be leveraged anywhere across government.

When we deliver good service, trust in government increases