The ICT Strategy sets out the plan to achieve better services and better value ICT investment across our three key stakeholder groups – the customer, business and government agencies.

- **Digital + Community** – citizen facing initiatives focused on putting the customer at the centre of service design.

- **Digital + Industry** – business facing initiatives to make it easier to supply to government and focusing on contemporary ICT sourcing models.

- **Digital + Government** – internal facing initiatives transforming our operations through standards and common processes, and building digital capability in the public sector to deliver modern services.

In the digital age, the NSW Government is keen to realise the opportunities offered by emerging technologies and innovative thinking.

The NSW Government ICT Strategy, launched in 2012, outlines a whole of government approach to information and communications technology (ICT).

The case studies which follow demonstrate the impact of work underway in the ICT Strategy priority initiative areas outlined below.
The Department of Planning & Environment delivers strategies and decisions which balance planning and environmental issues with the goal of facilitating sustainable growth and employment in NSW. Prior to the implementation of ePlanning, interactions between the Department, Councils and the community could only be undertaken during business hours and relied on paper-based forms and maps. The $30 million ePlanning program is transforming the planning system through the use of technology and the digitisation of planning services. The program includes online lodgement and tracking of applications, viewing planning information on a web based interactive map, improving map making processes and providing new ways for stakeholders to engage with the planning system.

The ePlanning range of free online tools and services includes:

- **Planning Viewer** – interactive maps showing planning rules that apply to individual properties across NSW and live links to other data such as the State Heritage Register.
- **Interactive Buildings** – access to three separate interactive building categories (residential, commercial and industrial) allowing users to view common building works that require no further planning approvals – known as exempt development.
- **Local Insights** – an application for mobile devices and desktop computers that provides access to a range of planning related information and trends about NSW local government areas.
- **Electronic Housing Code** – allows users to determine whether proposed works fall under exempt or complying development so users can lodge a complying application.
- **Application Tracking** – users can track a growing number of development applications online following the Department’s work with local councils and software vendors to develop and implement an application tracking data specification.
- **NSW PlanningHub** – brings the ePlanning tools together and helps make the planning system easier to navigate.

The benefits of the ePlanning program are enhanced quality and reliability of spatial and textual planning information across NSW, greater confidence in the planning system, and time and cost savings. More than 160,000 visitors have accessed the new ePlanning tools – the Planning Viewer, Interactive Buildings and Local Insights – in the first nine months following their launch in July 2014. The ePlanning tools are available at hub.planning.nsw.gov.au.
The NSW Education Datahub has been created by the Centre for Education Statistics and Evaluation (CESE).

CESE undertakes in-depth analysis of education programs and outcomes across early childhood, schools, training, and higher education to help generate whole of government, evidence based decision making.

Before CESE was established, data and statistics were kept in pockets throughout the Department of Education, and mainly published in printed reports. To improve access to data, the Department established the NSW Education Datahub and developed an open data policy based on the NSW Government Open Data Policy.

The NSW Education Datahub is a searchable central repository of publicly available data which is presented in a form that allows the data to be manipulated and exported in a usable format. CESE has also developed a range of video tutorials which help users make the most of the data.

The NSW Education Datahub includes tools for presentation of data, such as visualisations in graphs, tables and maps. All data on the Datahub is covered by the Creative Commons (CC BY) licence.

The Department of Justice delivers legal, court, and supervision services to the people of NSW.

Justice is accelerating the uptake of cloud services as it overhauls a fragmented, ageing technology environment with over one hundred legacy applications. The legacy environment was a key business risk and an impediment to delivering better services through digital channels.

Justice is now migrating all its business systems to 'X as a service', to be hosted in the NSW Government data centres (GovDC).

The Department’s 250-member IT team is focused on consolidating legacy applications to run on six platforms. The Department has also taken up Amazon Web Services and is consolidating multiple enterprise resource platform (ERP) systems into a Software as a service (SaaS) model in GovDC.

The business system reform project aligns with the NSW Government ICT Strategy objective for better public services through better value ICT investment. Justice expects the project will deliver significant savings and will improve the reliability and performance of the ICT infrastructure to meet the demand for anywhere, anytime services.
The Human Services Data Hub (the Hub) is a central repository of data about human services programs across NSW. The Hub provides information that will assist service planning, management and coordination of services across NSW Government agencies.

The Hub stores aggregated data about the scope and coverage of NSW Government–funded human services, and human services delivered directly by government. This provides agencies with a holistic picture of providers and service areas.

The Hub allows agencies to identify human services delivered across NSW by service classification, service provider and service delivery location in a simple and searchable online portal. Agencies can generate reports and maps relevant to their needs and conduct searches by provider, location, client type, service type, value and duration.

The project aligns with the NSW Government ICT Strategy Information Management Framework through the application of data standards and sharing of information between the participating agencies.

The NSW Government has reformed procurement to drive value for money, deliver quality government services, increase competition and improve the alignment of purchases with business needs.

The Offer Endorsement Process (OEP) was designed to reduce red tape and allow industry to provide an innovative solution to agreed government standard requirements for a service.

The ICT Services Catalogue is an online marketplace where NSW Government ICT buyers can search through a catalogue of ICT suppliers and information about how they meet NSW Government procurement and technical standards. The OEP is the mechanism through which the government defines the procurement and technical standards in consultation with industry, and reduces red tape by including information about how suppliers meet these requirements, on the ICT Services Catalogue.

The first stage of the OEP involves the development of Procurement and Technical Standards. Following this, Market Engagement occurs to invite suppliers to submit proposed services that meet or exceed the Standard. Once a proposal has been assessed against the Standard it is loaded into the ICT Services Catalogue with a Technical/Quality “tick of approval”.

The ICT Services Catalogue now has additional filtering options to assist buyers to locate ‘as a service’ solutions that meet a predefined set of requirements (Standards). Additional filtering options for categories such as commercial terms and data centre locations helps to inform the buying community, enabling a streamlined procurement process.

The Offer Endorsement Process (OEP) Case Study — Human Services Data Hub

Case Study — Offer Endorsement Process
The NSW Government recognises the need to have the right mix of knowledge and skills to implement its strategic ICT direction. It is also working to ensure that the public sector workforce is equipped to keep pace with the rapidly evolving technology landscape.

New communities of practice (CoPs) provide forums to share knowledge, learn about local and international trends, and support the implementation of the NSW Government ICT Strategy. Communities have been established for ICT Professionals, Information Security, Open Government, and others.

The NSW Public Sector Community of ICT Professional commenced in 2013. Its aim is to build an active community to support ICT innovation and operation across the NSW Public Sector. There are currently over 850 members of the Community from across all agencies and levels of the NSW Public Sector. Six ICT Community events have been held, attracting over 720 participants with feedback received being overwhelmingly positive. In a membership survey of the Community in late 2013, 97% of respondents reported that the Community’s events provide valuable networking, mentoring and career development opportunities.

An Information Security CoP comprises over 200 members consisting of nominated Senior Responsible Officers and other professionals across organisational areas such as information security, information and records management, privacy, legal, and ICT. The group has achieved a number of outcomes including support for the implementation of the NSW Government Digital Information Security Policy, and information classification and labelling guidelines to address whole of government information risks.

More than 400 people from across industry have joined the Open Government Community of Practice since it was launched in 2014 at Parliament House. Areas of focus for the group include: better access to data and information, community engagement, collaboration on public service solutions, and digital communications and services including social media.

As the Senior Responsible Officer for a small agency being an active participant in the Community of Practice is incredibly important to fulfil the duties of my role, maintain a connection to emerging issues and to properly support my agency in the area of information security.

The focus of the CoP in the sharing of policy, security and technology development and hearing of the experiences of other agencies has a direct benefit for the creation of our own information security strategy.

— Information Security CoP member

State Records is the NSW Government archives and records management authority. State Records engages with the community through a range of social media platforms including Twitter, Facebook, YouTube, Flickr, HistoryPin and a popular blog.

Prior to the introduction of social media in 2008, access to the state archives was limited to visits in person and requests for information through the website, email or by phone during office hours. Social media provides State Records with an accessible, cost effective way to raise awareness about their archival collection.

The interactivity of the digital channels enables the community to contribute information which can be added to records in the archive once verified.

Users add comments and tags to the image catalogue which is available on Flickr. Over 11 million views have been attracted to the site. The information provided by the community through Flickr and the Archives Outside blog has contributed to the State Records book Moments in Time. Social media platforms also complement work underway to digitise the state records collections through the Digital State Archives project.

‘As the Senior Responsible Officer for a small agency being an active participant in the Community of Practice is incredibly important to fulfill the duties of my role, maintain a connection to emerging issues and to properly support my agency in the area of information security.

The focus of the CoP in the sharing of policy, security and technology development and hearing of the experiences of other agencies has a direct benefit for the creation of our own information security strategy.’

— Information Security CoP member

Case Study — ICT Communities of Practice

Case Study — State Records social media