

Accelerating digital government taskforce

Background

- The NSW Government ICT Board endorsed a report from a review of the framework for managing government records and information in the digital environment (**Report**).
- The Report made recommendations to support digital transition, and highlighted the benefits for public sector efficiency and service delivery.
- The ICT Board also recognised the need for more substantial work, to transform public services and public sector operations and make NSW a leader in digital government.
- The NSW Government has established the Accelerating Digital Government Taskforce (**Taskforce**) to deliver a vision and roadmap for a digital government that is agile and innovative, optimising the value of information assets and digital technologies to anticipate needs and deliver better public services.

Taskforce objectives

The Taskforce will:

- Articulate the vision for digital government in NSW, where the beneficiaries are the citizens of NSW and other recipients of NSW Government services.
- Examine the characteristics of high performing digital governments.
- Identify priority actions to accelerate the transformation of NSW government and embed digital thinking to drive the change, and to sustain it. This would include proposals for each of the following:
 - priority actions with a holistic focus, that address systemic barriers or drive systemic change; and
 - priority actions that resolve or help in addressing a specific need (and that may involve the preparation of a proof of concept to establish how the action can be implemented).
- Identify the critical milestones in current work programs and any additional actions required to drive the transformation.
- Consider community and stakeholder perspectives.
- Identify methods to drive cultural change within agencies so that staff are aware that 'born digital, stay digital' is preferred as the default, and that staff are confident in adopting digital ways of working (including identifying opportunities to use big data tools).
- Determine methods for promoting mass adoption of digital channels by government and non-government users, taking into account sectors of the community that are not yet digitally-engaged.
- Define the metrics required to measure progress and demonstrate success.

The Taskforce will consider the objectives according to four broad themes:

Theme	Goals
Big data and information sharing	<p>A robust policy framework to support information sharing between agencies and the use of 'big data' analytics in support of public service planning and policy development.</p> <p>Develop increased awareness of opportunities to apply data analytics and improve 'big data' skills and capabilities within agencies.</p> <p>A clear statement of security and privacy requirements.</p> <p>Development of data linkage capacity.</p>
Service transformation	<p>Digital by design products and services, centred on customer or client experience. Greater use of technology to expand services to regional communities.</p> <p>Communication and engagement through secure digital channels, increasing collaboration, co-design and crowdsourcing.</p> <p>Delivering services in partnership with NGOs and other providers, managing risks around security, privacy and accountability.</p>
Digital workplace	<p>Creating a digital public sector workplace, with business processes designed so that born digital information stays digital throughout public facing and internal processes.</p> <p>Implementing a greenfields approach to public sector operations.</p> <p>Enterprise architecture comprising shared platforms and as-a-Service components.</p> <p>Legislation and policy appropriately supports transformation of business processes.</p>
Cultural shift	<p>The shift to digital thinking and working is led from the top.</p> <p>Executive sponsorship dissolves cultural barriers and inspires action.</p> <p>A holistic change management program enables agencies to reach the tipping point, and digital approaches drive broader public sector reform.</p> <p>Staff have opportunities to develop their digital skills and capabilities.</p> <p>They recognise incentives for knowledge sharing and innovation, supported by senior leadership.</p>

Taskforce deliverables

The Taskforce will present to the ICT Board in November 2014:

A vision statement for digital government in NSW

The vision will articulate the desired future state for NSW Government based on the core characteristics of digital government. It will describe the benefits of transformation, build the case for change and inspire the shift to digital thinking.

A roadmap to accelerate digital government in NSW

The roadmap will provide a sequence of practical and specific reforms to accelerate the transformation to digital government in NSW commencing in 2014, with further actions sequenced through 2015 and 2016. It will indicate or assign responsibility for key milestones, addressing the four themes. It will include:

- a list of initial actions, being actions identified as early priorities that demonstrate the benefits of digital government or lay the groundwork for further change;
- proposed actions with a holistic focus, that address systemic barriers or drive systemic change; and
- proposed actions that resolve or help in addressing a specific need (and that may involve the preparation of a proof of concept to establish how the action can be implemented).

The roadmap will incorporate perspectives from workshops with key stakeholder groups and draw on comparative experiences within Australia, and elsewhere.

It will develop a co-ordinated approach to digital government, informed by ongoing work programs including:

- the NSW Government ICT Strategy
- Service NSW's work in enabling digital service delivery
- the Department of Premier and Cabinet's NSW Digital Communications Strategy.

A set of metrics to measure progress towards digital government and demonstrate success.

Membership

The Taskforce will comprise members from industry (being current members of the ICT Advisory Panel and a representative from NICTA) and the public sector (with representation from the Department of Premier and Cabinet, the Department of Justice, the Department of Family and Community Services and the Office of Finance and Services).

The list of members is available on the Office of Finance and Services website.

Resourcing arrangements

The secretariat for the Taskforce will be provided by the Office of Finance and Services.

Reporting arrangements

The Taskforce will report to the ICT Board regularly and present the roadmap to the ICT Board in November 2014.

The Taskforce will also report to the Minister for Finance and Services.

Meeting arrangements

The Taskforce will meet fortnightly, with its first meeting to be held in mid July 2014.
