Tasmanian Government
ICT Strategy

Planning and investing in ICT as one government

Strategy Vision

The Tasmanian community will benefit from improved and transformed service delivery, greater public sector productivity and informed decision making, which will be enabled by ICT resources that are forward-looking, adaptable and effectively managed across the public sector.

Principles

How we need to operate:

Align all future investment with the ICT Strategy

Use a mixture of whole-of-government and agency ICT services

Follow best practice in the planning, development and operation of ICT

Objectives

To deliver the vision, we need to:

Show strong leadership
Strong leadership, focused investment decisions and effective management of ICT across the public sector

Use ICT to be more efficient and effective
Improved productivity in the public sector through investment in ICT

Work together to serve our shared clients
Improved and transformed service delivery, that is more client centric and more integrated across government, through ICT

Share our information
Better access to information for the community, business and public sector employees

Provide common services
A common approach to the provision of commodity ICT resources

What success will look like – KPIs

2014
All ICT investment based on WOG needs and aligned to an agreed ICT strategy

2015
Agencies using common services and internal staff capabilities to meet with ICT needs

2017
Common commodity business processes

2015
One-stop customer service for all of government; connection of all schools, students and teachers

2017
Integrated patient health information service for all providers; integrated dispatch and communications network for emergency services; integrated criminal justice system database

2015
Government data publicly available; all government staff connected to information and services

2017
Spatial information available publicly for business and policy development and service delivery

2017
All common commodity ICT services consolidated and provided as a service to agencies

Actions

The actions we take will:

Improve management

Redesign agency ICT functions

Develop consistent agency ICT strategic plans and asset management plans

Develop an architecture for Tasmanian Government ICT component needs and a roadmap for its implementation

Implement ongoing benchmarking of ICT costs and services

Build capacity

Common voice and email services; data centres/storage; business processes and services for HR, finance, information management and web/communications

Integrated emergency dispatch service; radio network; and identity management platform

Strategically manage government information assets

Transform service delivery

Invest in spatial information

Integrated approach and common infrastructure to support customer contact across government

Single view of patient health information and adoption of eHealth services

Link school systems and share educational resources

Secure sharing of information on criminal and community safety services

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