



IT STRATEGIC PLAN

2018–2022

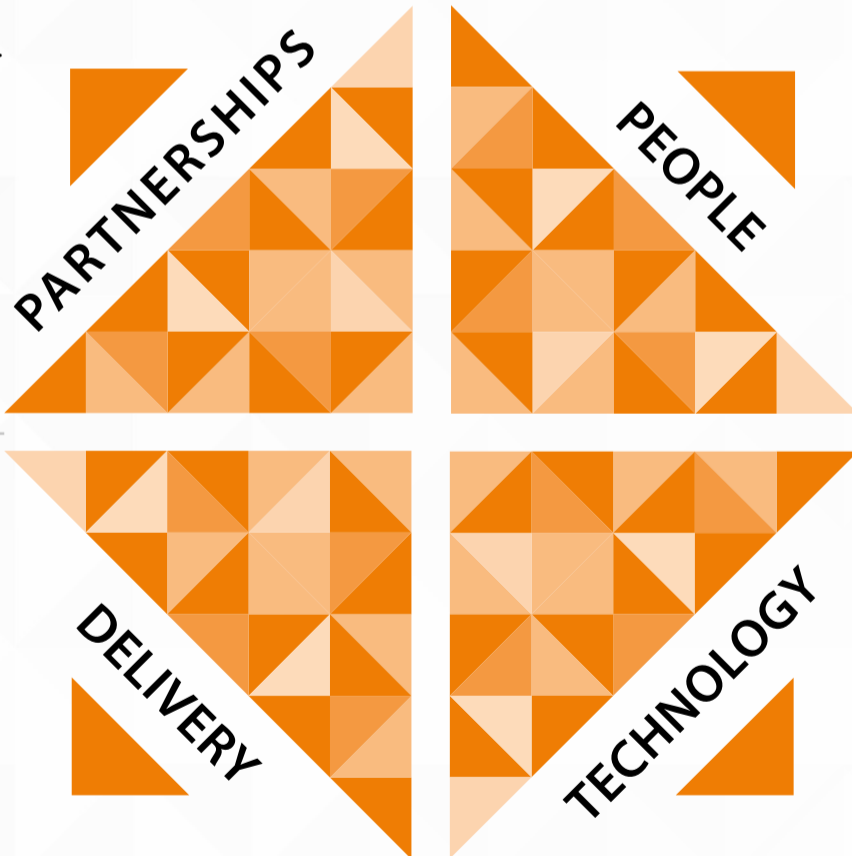
Better outcomes and a better experience for citizens, businesses and government.

WE WILL ACHIEVE:

- ▶ Stronger partnerships to enable new digital business models.
 - ▶ A better user experience for our staff and clients.
- ▶ More responsiveness to changing government and user needs.
 - ▶ More insight from data to improve policy and outcomes.
- ▶ Innovation through a modern architecture built on contemporary platforms.

WE WILL DO THIS THROUGH:

- ▶ Improving the process and culture of partnership.
- ▶ Partnering to deliver the next generation of employment services.
- ▶ Supporting whole-of-government digital transformation agenda.
- ▶ Sharing data to improve outcomes across government.



- ▶ Improving productivity and collaboration across the department.
- ▶ Enabling digital and data literacy across the department.
- ▶ Building IT skills and capabilities.

- ▶ Adopting Agile and User-Centred Design practices.
- ▶ Align development and operations (DevOps) practices and tools.
- ▶ Streamlining IT delivery governance.

- ▶ Delivering value through new technologies like AI and cloud.
- ▶ Adopting contemporary platforms.
- ▶ Modernising business system architecture.



The IT Strategy aligns with our **Strategic Plan**. Our purpose is to deliver policies and programs that foster safe, fair and productive workplaces of all sizes, assisting job seekers to find work and small businesses to grow.