

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:

## Partnerships

* 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.

## People

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

## Technology

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

## Delivery

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

### Strategic Plan symbol:

The IT Strategy aligns with our [Strategic Plan](https://docs.jobs.gov.au/node/38296). 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.