



# Digital Transformation Strategy 2020-2024

<b>Vision Statement</b>	<i>To transform ICT &amp; Digital Systems to enable 'Customer First' service delivery whilst supporting efficient and productive business processes</i>					
<b>Strategic Positioning</b>	<ul style="list-style-type: none"> <li>• Customer-focused services and digital delivery</li> <li>• Customer-centric systems with single view of customer/s supporting electronic services</li> <li>• Consolidation of core systems and infrastructure to reliable and scalable cloud-based system and services</li> <li>• Enabling mobile, in-field use of systems and processes</li> <li>• Adapt processes and procedures to best practice wherever possible</li> <li>• Support and encourage Data Driven decisions</li> <li>• Sharing ICT Services and Resources with other Local Government organisations wherever practical</li> </ul>					
<b>Strategic Pillars</b>	<b>Governance &amp; Leadership</b>	<b>People &amp; Culture</b>	<b>Capacity &amp; Capability</b>	<b>Innovation</b>	<b>Effective and Efficient ICT Service Delivery</b>	<b>Effective and Efficient ICT Infrastructure Delivery</b>
<b>Objective</b>	Management and Governance of Digital Service Delivery to ensure maximum value from ICT Investments	Organisation culture to support customer focus, innovation and effective change management	Effective focus and resources targeted to deliver digitally mature outcomes and systems for the organisation	Delivery of new services and functions to improve and enhance customer service delivery	Provision of ICT Services to support the systems and operations of MSC	Provision of ICT Infrastructure to support the systems and operations of MSC
<b>Summary Of Roadmap</b>	<p>Executive sponsorship for the Digital Transformation Strategy roadmap and timelines</p> <p>Establishment of an effective ICT Governance framework – including appropriate application standards - including the establishment of an effective ICT Steering Committee</p> <p>Review ICT resource levels to position MSC for effective implementation of the strategy.</p> <p>Working with other regional councils to share ICT initiatives and projects for mutual benefit.</p>	<p>Implement customer management and interaction tools, including an effective customer data management program and organisational role.</p> <p>Improve customer digital experience through delivery of customer portal/s via web site</p> <p>Update existing intranet and collaboration tools for functions and/or projects.</p>	<p>Implement new Records Management approach incorporating single point of truth for all documents</p> <p>Consolidation of Core Systems onto a cloud-based platform for Customer, Regulatory and Financial systems.</p> <p>Enhance implementation of Asset Management systems and procedures to ensure end to end Asset Management for all types of Assets</p> <p>Capabilities for Bookings and Events for Council Facilities.</p>	<p>Address In-Field Worker safety issues through deployment of technical solutions.</p> <p>Implement revised Intranet combined with electronic collaboration spaces for functions/or projects.</p> <p>Mobile capabilities for service delivery wherever possible.</p> <p>Electronic forms capability for web site and intranet to digitise forms completion and processing.</p>	<p>Ensure ICT unit resources are deployed most effectively to support the implementation of the Digital Transformation Strategy</p> <p>Implement new ICT technologies to support improved organisational productivity and effectiveness</p> <p>Expand GIS capability and develop strategic focus for GIS use</p> <p>Delivery of ICT Training through digital learning functions and platform.</p>	<p>Plan for transition ICT server and storage to cloud services.</p> <p>Development of Strategic Asset Management plan/s for ICT assets, ensuring adequate replacement programs are in place.</p> <p>Transition ICT expenditure to operating by focusing ICT expenditure on consumption-based models</p> <p>Focus on reducing Council's environmental footprint and impact.</p>

