



Capabilities & Actions
 What actions are required for each capability to deliver to its linked objectives?

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| Application Management <ul style="list-style-type: none"> Transition to modern frameworks for building applications Uplift development team skills in modern software development techniques Decommission On Premise Core System Infrastructure Commence remediation or replacement of critical systems hindering digital transformation | Business Continuity <ul style="list-style-type: none"> Undertake disaster recovery business impact assessments Update documentation to support disaster recovery plans Undergo co-ordinated disaster recovery testing | Business Intelligence <ul style="list-style-type: none"> Define BI Strategy Identify Critical Key Performance Indicators Investigate Cloud BI Solutions Select and Procure a BI Solution Create Business Dashboards Rollout BI Tool Undertake needs analysis of current business intelligence, reporting and supporting data requirements | Business Process Automation <ul style="list-style-type: none"> Pilot online workflow management platform Design and implement automated processes | Business Process Engineering <ul style="list-style-type: none"> Review and re-engineer low-risk organisational business processes | Business Process Improvement <ul style="list-style-type: none"> Determine candidates for business process improvement and digitisation | Business Process Management <ul style="list-style-type: none"> Review and re-engineer critical organisational business processes | Business Relationship Management <ul style="list-style-type: none"> Establish cross agency meetups on key areas of common interest | Channel Management <ul style="list-style-type: none"> Define Citizen Engagement Channels | Citizen Feedback Management <ul style="list-style-type: none"> Standup Citizen Service Testing Forums Establish citizen journey metrics and surveys Define outcomes and metrics for success | Cloud Computing <ul style="list-style-type: none"> Evaluate and select cloud platform providers Implement cloud platform Transition systems to cloud Migrate Batches to Cloud Identify Product Server Batches Identify "Low Hanging Fruit" Develop Cloud Migration Strategy | Community Engagement <ul style="list-style-type: none"> Map customer experience in digital future Create Citizen Engagement Plan |
| Community Relationship Management <ul style="list-style-type: none"> Create New Engagement Model Design online customer relationship management processes | Compliance Management <ul style="list-style-type: none"> Review current governance mechanisms for alignment to digital transformation and new ways of working. | Constituent Management <ul style="list-style-type: none"> Create Citizen Stakeholder Lists | Data Analytics <ul style="list-style-type: none"> Establish a Data Analytics function Identify Relevant Sources of Data Improve Data Quality Design Data Analytics Pilot Establish self-service analytics Identify key data sources, data quality, frequency and data interoperability needs Undertake design of data warehouse based upon new requirements. Establish first "slice" of Data Warehouse to support initial tranche of business use cases Establish first "slice" of Data Lake to support initial tranche of business use cases | Data Governance <ul style="list-style-type: none"> Undertake the classification of key data and information and define supporting management framework | Data Integration Management <ul style="list-style-type: none"> Standup Integration Platform Understand Integration Requirements Assess and Select Integration Platform | Enterprise Architecture <ul style="list-style-type: none"> Appoint an Enterprise Architect Application Architecture Data Architecture Business Architecture Define Enterprise Technology Roadmap and Link to Business Strategy Technical Architecture Integration Architecture Establish appropriate business and IT architecture governance Define Integration Strategy Determine life span and replacement strategy for core systems | Enterprise Data Management <ul style="list-style-type: none"> Define data management strategy Establish Data Governance Group Define Data Management Model and Processes Provide Data Ownership Training Identify Use Cases for Data Establish Data Owners Undertake design of a Data Management platform Investigate potential data classification and management technology tools | Experimentation <ul style="list-style-type: none"> Execute experiments with the business to build, learn and adapt new ideas | Government Service Management <ul style="list-style-type: none"> Second Tranche of Services for Transformation Third Tranche of Services for Transformation | IT Service Design <ul style="list-style-type: none"> First Tranche of Services for Transformation | IT Service Operations <ul style="list-style-type: none"> Establish Operational Teams |
| Incubation <ul style="list-style-type: none"> Implement Innovation Management system for Ideas through to Sustaining (Innovation Funnel) | Information Security Management <ul style="list-style-type: none"> Define security management framework Undertake security risk assessment Appoint a security officer Implement security mitigation action Security Architecture Define Identity and Access Management approach Determine IAM platform Develop strategy and target architecture for cyber security Harden cyber security | Information Technology Management <ul style="list-style-type: none"> Define Digital Transformation Roadmap Create IT Strategy Create New Operating Model Appoint a Chief Digital Officer to lead digital transformation | Innovation Management <ul style="list-style-type: none"> Establish Lean Start-up thinking in the organisation Establish Innovation Squad Prototype | Learning & Development <ul style="list-style-type: none"> Executive Coaching for Skills of the Modern Age Expand education and training programs breadth and depth Identify the required skills required by our people to support digital transformation Provide training for strategic roadmapping Data analytics training and capability uplift | Needs Identification <ul style="list-style-type: none"> Map citizen (customer) journeys Understand service needs through focus groups and joint service design workshops with our citizens Front line staff workshops to gain citizen journey insights and frustrations | Organisational Culture <ul style="list-style-type: none"> Define our target culture Increase Digital Awareness of our Leadership Provide awareness training for data literacy, fluency and culture in particular for leadership roles | Project Management <ul style="list-style-type: none"> Introduce Agile method to the organisation (skills uplift) Define an Agile approach Engage support to guide teams through execution of their first Agile cycle | Recruitment <ul style="list-style-type: none"> Align recruiting strategies to new skill requirements | Risk Management <ul style="list-style-type: none"> Confirm DR and BCP readiness | Service Design <ul style="list-style-type: none"> Introduce Human Centred Design Tools Re-imagine the Service Delivery Model Develop cross functional service design and implementation squad Retire legacy citizen services | Service Development <ul style="list-style-type: none"> Develop prototype "showcase" citizen centric service Engage various business units to solicit ideas on how to deliver a better citizen service Transform remaining services to be citizen centric |
| Stakeholder Engagement <ul style="list-style-type: none"> A "day in the life" of our citizens Spend time with our customers including site visits or shadowing | Strategic Direction Setting <ul style="list-style-type: none"> Scenario Planning (10 yr outlook) Gain common understanding of the future of government and citizen services Ensure Executive endorsement and support of the Strategic Roadmap | Strategic Plan Development <ul style="list-style-type: none"> Research comparators and peer groups Establish digital working strategy Understand current public sector transformation initiatives | Strategy Management <ul style="list-style-type: none"> Develop a digital transformation strategy | Technology Infrastructure Management <ul style="list-style-type: none"> Undertake risk assessment of legacy systems Decommission On Premise Non-Critical System Infrastructure | Workforce Training <ul style="list-style-type: none"> Expand education and training program breadth | | | | | | |