

# Digital Roadmap 2016-18



Government of South Australia  
Department of Treasury  
and Finance

# What a digital roadmap means for us

The drivers of digital change come from both commercial and government sectors. Rapid advancements in technology are providing us with new ways of working together and changing the expectations of ourselves and our clients.

The Premier's 'Digital by Default' declaration has made it loud and clear: the way services need to be delivered to our clients is through digital channels, both within government and across the community.

Our digital roadmap provides us practical initiatives that will assist us in achieving our business objectives:

- ▶ Trust and empower our skill, diverse, flexible and committed people.
- ▶ Promote sustainable state finance.
- ▶ Support responsible budget and financial management.
- ▶ Deliver timely high quality services to meet the needs of our clients
- ▶ Collaborate to deliver high quality advice on economic, social and environmental issues.

People are at the core of our business. A human-centred approach is at the heart of our digital roadmap. Our roadmap initiatives were identified through a consultative process involving representatives from across our department.

To ensure it meets the needs of ourselves and our clients, we will implement this roadmap with an outcomes focus. The end result is one that will resonate with ourselves and our clients.

In support of our commitment to Gender Equality in Leadership, a key objective of the digital roadmap is to deliver outcomes that support us to engage in flexible working arrangements.

The Executive Leadership Group are committed to enabling our modern workplace and serving our clients by delivering this digital strategy.

David Reynolds

**CHIEF EXECUTIVE  
DEPARTMENT OF TREASURY AND FINANCE**

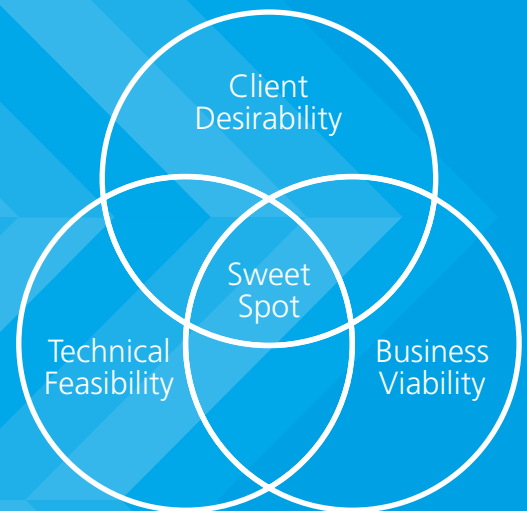


## Approach

A 'Design Thinking' methodology was used to create our digital roadmap. This methodology is a human-centred approach to solving problems, whilst balancing commercial and technical realities.

Workshops were held to enable a number of our colleagues to put themselves in the shoes of our clients and develop empathy for them. In doing this they achieved an understanding of the clients' pain points and what they desire as an alternative.

The workshops enabled the groups to generate ideas for improved delivery of client-focused services.



**Desirability** Initiatives identified based on new or improved services, and elimination of our clients' pain points.

**Viability** Each initiative identified as desirable was assessed for business viability and for alignment to corporate strategy objectives.

**Feasibility** Each initiative identified as desirable was assessed for technical feasibility, including complexity, cost and risk.

The sweet spot identifies where the ideas generated meet all three requirements.



# Corporate Strategy and the digital roadmap

The digital roadmap supports and enables our strategic objectives.



We will empower our staff to engage with modern technologies that enable flexible working, mobility, innovation and enhance collaboration.

We will apply modern technologies and practices to monitor and report the state's financial outlook.








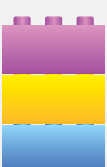


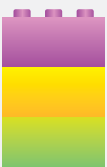

We will change business process and workflows to be more streamlined and automated.

We will deliver smarter and simpler digital services to better engage clients.

We will manage, share and leverage our information and data.

## Digital initiatives

Our digital roadmap will deliver four initiatives over the next two years. They were selected from a range of initiatives and assessed as best fit against our three criteria: client desirability, business viability and technical feasibility.

Initiatives	Strategic Objective	2016-17	2017-18
 <p><b>Mobile Tools and Connectivity</b> Empower staff to connect and work productively from anywhere.</p>			
 <p><b>Smart Forms</b> Introduce forms that capture and validate customer information at the point of entry to increase transaction and data quality.</p>			
 <p><b>Open Data Pilots</b> Identify, prepare and release open data set pilots.</p>			
 <p><b>Information Management</b> Standardise records management workflows and procedures.</p>			



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