

Digital & Data Services Strategic Roadmap 2024 - 2027

The NRE Tas' Strategic Plan has six Strategic Priorities. Strategic Priority activity 6.6.2 is to develop and implement an IT roadmap. This document details that roadmap.

Digital and Data Services will contribute to the delivery of NRE Tas strategic priorities primarily through Strategic Priority 6 and Strategic Priority 1.

Our Purpose

Delivering a sustainable Tasmania

Vision:

A Tasmania where our natural resources, cultural values and environment are recognised and used sustainably to support our future prosperity.

Attachment F

NRE Strategic Priority 6

Building a high performance department, driven by our people and our systems.

NRE Strategic Priority 1

Enable business and employment through sustainable growth of Tasmania's industries.

Whole of Government

To implement the Tasmanian Government's digital and data priorities.

6.6 Driving smart investment in systems and tools that align with our strategic priorities.

6.6.3 Developing and implement a protective security plan for our people, information and assets.

6.4 Embracing innovation and driving continuous improvement in our work practices.

6.5 Establishing a service delivery model that ensures customer and stakeholder centric outcomes.

1.3 Capturing and sharing data and information to support and inform industry and government decision making.

Collaborate with government departments and partners to implement Tasmania's digital and data priorities.

BUSINESS FIRST



To understand our business processes and provide services to meet their diverse needs.

SECURE & RELIABLE



Protect the integrity of the Department's information and technology assets.

FUTURE FOCUSED



Lead the delivery of innovative services and solutions for the Department.

SEAMLESS EXPERIENCE



Equip our workforce to be productive, mobile, interoperable and secure.

INFORMATION CULTURE



Maximise the ability to make better decisions through information and insights to our business.

Information and Data Management Framework.

Whole-of-Government HRIS.

Protective Security Policy Framework.






Cyber Uplift Program.

WoG Cyber Services.

myService Tas.

Digital & Data Services Strategic Plan 2024 - 2027

PURPOSE: To Provide high-quality digital and data services to staff that will enable them to achieve the Department's strategic priorities and support them in delivering a sustainable Tasmania

Objective	Priority	How	Success
BUSINESS FIRST 	To understand our business processes and provide services to meet their diverse needs.	<ul style="list-style-type: none"> Collaborating with Divisions and other agencies to provide the best service delivery options and align with divisional digital programs. Develop the digital and data funding and investment model to deliver on the Department's strategic priorities and business as usual activities. 	<ul style="list-style-type: none"> > 90% SBU satisfaction for alignment of DDS strategy and SBU digital transformation. Executive approved Digital and Data funding model.
SECURE & RELIABLE 	Protect the integrity of the Department's information and technology assets.	<ul style="list-style-type: none"> Maintaining security by ensuring ICT systems and services remain resilient against growing cyber threats and changing security needs. Enhance cyber-security awareness of Department employees and adopt a risk-based approach to managing cyber security. 	<ul style="list-style-type: none"> Each of the essential 8 assessment areas reach Maturity level I by Q2 2027. All staff have completed mandatory cyber awareness training by August 2024.
FUTURE FOCUSED 	Lead the delivery of innovative services and solutions for the Department.	<ul style="list-style-type: none"> Design processes and services to be flexible and scalable in order to adapt to changing business environments. Trial new new technologies to learn and prepare the Department for adopting better, more efficient options. 	<ul style="list-style-type: none"> Adapt the NRE change framework and processes for DDS by Q4 2024. Pilot a configurable reusable platform by Feb 2025.
SEAMLESS EXPERIENCE 	Equip our workforce to be productive, mobile, interoperable and secure.	<ul style="list-style-type: none"> We will adopt a standardised approach to selection of business software solutions. Increase staff mobility by enabling access to information from anywhere, at any time underpinned by a secure and reliable ICT infrastructure. 	<ul style="list-style-type: none"> DDSC Approved NRE Tas standard by Q1 2027 > 75% staff satisfaction of technical capability to work remotely.
INFORMATION CULTURE 	Maximise the ability to make better decisions through information and insights to our business.	<ul style="list-style-type: none"> Make information more accessible, easy to share and easier to find with information being digital by default. Transform Agency data into insights, to enable better ways and better decisions. 	<ul style="list-style-type: none"> Implement a data and information management framework that has been approved by DDSC.

Digital & Data Services

Roadmap 2024 - 2027

Initiative	Timing																Link
	2024				2025				2026				2027				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Develop a digital and data funding & investment model																	NRE Tas Strategy 6.5.3
Transition of Office of Racing Integrity																	NRE Tas Strategy 6.4.4
Implement Jira Service Desk																	NRE Tas Strategy 6.4.4
Provide input to SLAs for independent authorities																	NRE Tas Strategy 6.5.3
Align SBU digital programs with DDS strategy																	NRE Tas Strategy 6.4.4
Implement ACSC Maturity E8 Level 1 requirements																	NRE Tas Strategy 6.6.3
Implementation of information PSPF actions																	NRE Tas Strategy 6.6.3
Deploy Cyber-security awareness training for staff																	NRE Tas Strategy 6.6.3
Completion of Information Asset register																	NRE Tas Strategy 6.6.3
Assist with implementation of Container Refund Scheme																	NRE Tas Strategy 2.2.4
Deploy Security Information and Event Management tools																	NRE Tas Strategy 6.6.3
Develop a Cyber Incident response plan																	NRE Tas Strategy 4.2.4
Replace the Reverse Proxy infrastructure																	NRE Tas Strategy 6.6.3
Adapt the NRE change framework & processes for DDS																	NRE Tas Strategy 6.4.2
Configurable reusable platform implemented																	NRE Tas Strategy 6.6.2
Develop a Business case for a CRM																	NRE Tas Strategy 6.6.2
Develop an evaluation process for new technologies																	NRE Tas Strategy 6.6.2
Implement an AI policy for the Department																	NRE Tas Strategy 6.6.2
Develop a standards approach for software procurement.																	NRE Tas Strategy 6.6.2
Implement PC Rollout policy reflecting mobility capability																	NRE Tas Strategy 6.5.3
Laptop fleet upgrade																	NRE Tas Strategy 6.5.3
Digital Communication (phone) upgrade																	NRE Tas Strategy 6.5.3
Develop a Data and Information management framework																	NRE Tas Strategy 1.3.1
Implement data sharing infrastructure																	NRE Tas Strategy 1.3.1
Deploy Food Score Card hosting infrastructure																	NRE Tas Strategy 1.3.1

Digital and Data Services Business as Usual

Strategic Priority 6

Building a high performance department, driven by our people and our systems.



49 FTE 63 Staff

Infrastructure Services
Protective Security
System Services

Client and Engagement Services



250
Malicious emails
blocked daily



>23k
Service Desk calls
per annum

1415 mobiles
and tablets
supported



2 Major Data Centres
3 Minor Data Centres



1696 Users
2200 Devices supported



1204
Peta bytes
Data storage

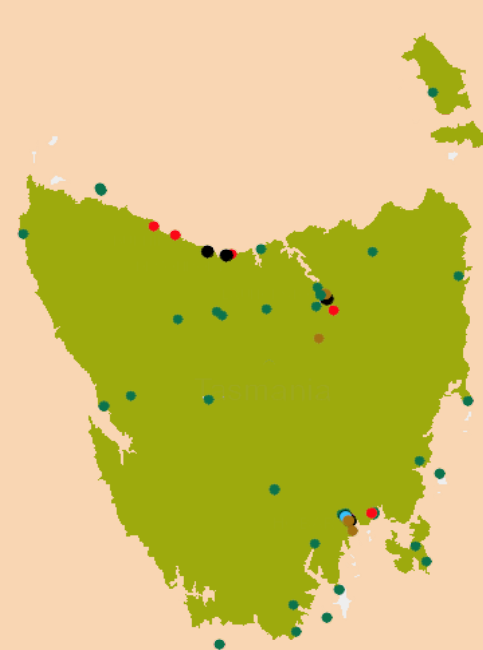


101
Databases

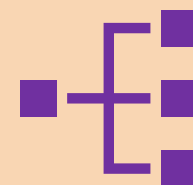


24
Hosted
Websites

75
networked sites
86
Staffed Sites



8
MOUs/SLAs
EPA FPA
PFT RTBG
Treasury WRR
AHT Service Tas



201
Business
Applications



3500
Hard copy resources
3500
Digital resources



7 Million
Records under
management