

Strategic Roadmap – Networks and Infrastructure

PURPOSE

To provide Tasmanian Government agencies with access to contemporary, fit-for-purpose ICT networks and infrastructure to support their business needs.

SERVICE OR FUNCTION:

Networks and Infrastructure

CURRENT STATE 2022

List 5 to 10 dot points describing the current state.

- Contracts in place across majority of aspects of networks and infrastructure (with exception of public cloud). Extensions generally available to 2027/29.
 - Single vendor for Core (Telstra, contract extended to May 2027)
 - Panel arrangements for other services
- Contract model is mature but based on ProcureIT rather than TTCC
- Network and security posture based on hub/spoke architecture with access generally based on IP rather than identity. This is no longer contemporary and requires refresh.
- No whole of Government network security policy or guidance. Current NT contracts based on Telstra contracted as primary security responsibility.
- Visibility/reporting/self-serve functionality is not contemporary or fit for purpose
- Telstra (key NT Supplier) not meeting agency expectations for service provisioning and continuous improvement
- Inadequate DSS resources to manage suppliers, services and agency relationships
- Pricing not regularly reviewed, potentially resulting in reduced value for money
- TIP lacks agency support – desire to move to MS
- CF product is approaching end of life
- No whole of Government approach to public cloud procurement or deployment (Cloud first policy in place, but no contracts or guidelines to support).

PRIORITIES

List up to five priorities for your work plan

1. **Establish DSS Networks and Infrastructure team** – resources, relationships and processes – as a respected and valued agency and vendor partner
2. Continue to **progress the NT Evolution program**
3. **Review public cloud services in Tasmanian Government** – how these are procured and implemented, potential gains to be made through a consistent WoG approach
4. Participate in and contribute to the **development of the whole of Government Technology Roadmap for Networks**

ASSUMPTIONS

List any underlying assumptions

1. Development of Networks and Infrastructure services is in accordance with relevant whole of Government and DPAC policies and frameworks (which exist or can be developed where required)
2. Decision making is in line with DSS delegations and done in consultation with Agencies
3. Appropriate Governance mechanisms are in place and operating effectively

TARGET STATE 2025

List 5 to 10 dot points describing the desired target state.

- Networks and Infrastructure team on board and established (BAU processes, practices, etc)
- Regular open dialogue with agencies (formal and informal, strategic, tactical and operational)
- Supplier relationships uplifted and effective at strategic, tactical and operational levels
 - Agencies have seen significant improvement to Telstra engagement and performance
- NT Evolution program complete:
 - NT3 capacity uplift complete
 - Agencies able to implement distributed architecture at scale
 - Contemporary services offerings in place for Email Filtering and Web Content Filtering
 - NT3 reporting and service management functionality contemporary and fit for purpose
 - Revised core cost model in place and accepted by agencies
- Risk management framework in place for Networking Tasmania services. Clear guidance exists on required network security controls and new services can be implemented quickly and securely
- Clear WoG guidance on procurement and utilisation of public cloud services. Expect utilisation of these services to be significantly increased
- Clear strategy in place for the next iteration of Network & Infrastructure services (“beyond NT3”). Next steps defined and agreed, necessary procurement processes underway.