

Our Digital Future Progress 2024-25

Priority 1 - Our Digital Community

All Tasmanians should have an equal opportunity to interact with digital services and information in ways that are easy to use, convenient and readily available.

Ref	Action	Lead	Status	Achievements
1.1	Deliver the Digital Ready for Daily Life program for digitally disadvantaged groups, including low-income households, older Tasmanians, and people not in paid employment	DSG	Completed	<ul style="list-style-type: none"> The <i>Digital Ready for Daily Life</i> program led by the Department of State Growth provides targeted digital assistance to vulnerable community members. This program is working with the Department for Education, Children and Young People's 26TEN initiative, to embed digital trainers in their <i>Local Literacy for Work and Life</i> program locations. Digital assistance and capacity building are being provided in the original four 26TEN communities (Glenorchy, Clarence Plains, Launceston Northern Suburbs, and the Huon Valley) in 2024-25. The Government committed an additional \$700 000 over 4 years to the Digital Ready for Daily Life Program in 2021-22, which aims to improve the digital skills of Tasmanians, particularly the more vulnerable in our community.
1.2	Strengthen opportunities for lifelong digital skills learning	Libraries Tasmania	Completed, Ongoing.	<ul style="list-style-type: none"> Libraries Tasmania provides a range of services designed to build the digital ability within the Tasmanian community. At 46 public libraries across the state, Libraries Tasmania supports digital inclusion for Tasmanians by providing free high-speed Wi-Fi and access to more than 500 devices. Hundreds of trained staff and volunteers provide digital help for all ages through one-to-one and group sessions. The digital help programs explore using smartphones, email and the internet. One-to-one help includes a range of assistance such as navigating digital government services and troubleshooting digital problems. These programs allow the community to receive personalised, face-to-face help in their local area. Through the 26Ten Coalition and the Adult Literacy Service, Libraries Tasmania also offers free learning programs to develop literacy and numeracy which are foundational to developing digital skills.
1.3	Provide more options and opportunities for public access to 'anytime, anywhere' government services	DSG, DPAC, DOE	Completed, Ongoing.	<ul style="list-style-type: none"> The Tasmanian Government successfully leveraged the rollout of the NBN and the Commonwealth Regional Connectivity Program and the Mobile Blackspot Program to provide improved access to services in regional communities, with a particular focus on communities with low socioeconomic status, linking digital access with state educational programs. To ensure Tasmanians can easily access government services and information, Service Tasmania has focused on a significant redevelopment of their online presence with an updated www.service.tas.gov.au and the implementation of the myServiceTAS portal.

1.4	Improve telecommunications infrastructure, particularly in rural and regional Tasmania	DSG	Completed	<ul style="list-style-type: none"> The Tasmanian Government invested \$1.6 million in Tasmanian digital infrastructure development through its partnerships with the Australian Government under both the Mobile Black Spot and Regional Connectivity Programs. DECYP was successful in obtaining funding through the Regional Connectivity Program, a joint venture with Telstra.
1.5	Increase 'smart city' technology to support urban communities and new technology businesses	DSG	Completed.	<ul style="list-style-type: none"> State Growth spatial services group supported the infrastructure policy team and LGA/Councils with the delivery of the Smart Cities initiative. Program established in Launceston.
1.6	Support transformative digital projects that improve the delivery of frontline services to Tasmanians	DPAC	In delivery, Ongoing.	<ul style="list-style-type: none"> Service Tasmania Customer Experience Program Completed redevelopment of the Service Tasmania website to make it easier for Tasmanians to find the government services they need, Completed myServiceTAS digital portal to provide Tasmanians with a secure and easy-to-use access point for Government services. Additional projects – Justice Connect, Plan Build, Health Digital Transformation Strategy.

Priority 2 - Our Digital Economy

Tasmania's economy will be bolstered by the competitive advantage, productivity growth and prosperity enabled by knowledge-driven digital transformation.

Ref	Action	Lead	Status	Achievements
2.1	Empower local businesses through the Digital Ready for Business program	DSG	In delivery, substantial progress.	<ul style="list-style-type: none"> Running the Digital Ready for Business program to improve the digital capability, literacy and confidence of small businesses by empowering them to make better digital economy decisions. \$1 million has been provided to the program through to 2025.
2.2	Work with industry, business and education partners to develop and promote digital education, career pathways and workforce capability	DSG (Skills), DPAC	In delivery, Ongoing.	<ul style="list-style-type: none"> The Government worked closely with industry and education stakeholders in sponsoring the Tasmanian ICT Workforce Development Program, which included an industry capability survey. TASTAFE cyber security pathways The Tasmanian Government Chief Information Officer is a member of TASIC for spatial industry Skills TAS industry accord Tasmanian Government Workforce Development program
2.3	Accelerate technology startups and entrepreneurial pathways through targeted programs supported by the Office of the Coordinator-General	OCG	Completed, Ongoing.	<ul style="list-style-type: none"> Established Enterprize Innovation Hubs to foster entrepreneurship and support start-ups across the state. Hubs were focused on providing the resources and support required to inspire and accelerate students, innovators and entrepreneurs.
2.4	Build the export capabilities of technology businesses through the Tasmanian Trade Strategy 2019–2025	DSG	In delivery, substantial progress.	<ul style="list-style-type: none"> Advanced technologies program USA Trade Mission
2.5	Uplift the global branding of Tasmania's information technology industry	DSG	In delivery	<ul style="list-style-type: none"> industry support through events such as TASICT conference and awards USA Trade Mission
2.6	Work with industry providers to enhance the adequacy and reliability of Tasmania's digital communications infrastructure	DSG, DPAC	In delivery, needs attention to progress in a meaningful way.	<ul style="list-style-type: none"> DSG have been working with the Telecommunications sector. Subsea cable business case, project failed to obtain federal funding. Tasmanian Disaster Risk Assessment exercise undertaken to provide insight and understanding around large scale disruption to digital communications infrastructure.

Priority 3 - Our Digital Government

All Tasmanians should have an equal opportunity to interact with digital services and information in ways that are easy to use, convenient and readily available.

Ref	Action	Lead	Status	Achievements
3.1	Develop new frameworks for information management and data analytics	OSA, DSS	In delivery Substantial progress	<p>The Office of the State Archivist (OSA) published new Tasmanian Government Information Management Framework</p> <p>Active initiative under the Digital and Data Sub Committee of the Secretaries Board work program, being progressed by Data and IM Working Group to develop a new / revised framework that addresses critical aspects of information and data management – leadership, strategy, governance and information asset management and to facilitate the development of a roadmap to establish the foundational capability for information management, data sharing and analytics across government (to support further progress and a business case toward Recommendation #19 of the Tasmanian State Service Review).</p> <p>Recommendation #50 of the PESRAC Report - Data Sharing Business Case which was completed in 2021, incorporated into TSSR as Recommendation #19 - that the government develop and fund a stronger whole-of-government capability for sharing, linking and analysing data and assign a functional leader to deliver services to, or build capability across, all agencies.</p>
3.2	Develop a whole-of-government technology roadmap	DSS	In delivery	<p>The Critical systems and ICT infrastructure audit recommended that the Government develop a vision and strategy for ICT investments, and form part of audit response.</p> <p>Active initiative under the Digital and Data Sub Committee of the Secretaries Board work program - whole-of-government digital capability and technology roadmap, to develop a digitalisation or digital capability roadmap for government that is aligned to the priorities set out for government in Our Digital Future and will support the vision for digitalisation reform in the TSSR.</p>
3.3	Adopt a cloud-first policy approach across government agencies	DSS	Complete	<p>Transition to cloud is well progressed across most agencies. Represents significant transformation in ICT services.</p> <p>Tasmanian Government Cloud Policy has been in place for more than three years.</p>

Ref	Action	Lead	Status	Achievements
3.4	Implement a cybersecurity program that prioritises critical asset protection across government	DSS	Complete	<p>Four-year program established and funded in FY2020/21 to address several critical risk areas – Funded over 4 years.</p> <p>New cyber security and resilience strategy 2023-2027 is under development.</p> <p>Cyber-hubs initiative funded in 2023-24 Budget.</p>
3.5	Develop digital culture and capability across government agencies	All	In delivery, but not in a formal way.	<p>Many agencies are progressing their digital maturity, however, there has not been a transition towards the now general accepted digital culture practices we would see in other jurisdictions or in the commercial sector.</p> <p>Service Tasmania has commenced implementation of its Business Strategy which requires the development of the same culture, Service Tasmania is also focusing on integrated customer journey development – Life Events.</p>
3.6	Streamline government processes for the procurement of technology services	Treasury, OCS	Complete	Government Information Technology Contract and IT Professional Services Panel overhaul completed implemented as Tasmanian Technology Contract Conditions and Technology Services List respectively.
3.7	Reduce government red tape through the adoption of digital solutions	OCG	In delivery Substantial Progress	<p>The Red Tape Reduction Coordinator consults extensively with business and industry to nominate red-tape issues and has a portal for stakeholders to lodge red tape issues for investigation.</p> <p>The following initiatives have progressed to address red tape issues using digital solutions.</p> <ul style="list-style-type: none"> - Fisheries Digital Transition Project - Transitioning commercial fisheries to digital processes, including the FishPort web portal and FishReport mobile application. - PlanBuild Tasmania Portal - Streamlining the process for lodging and assessing planning, building, and other applications to local councils. - myServiceTas Digital Services Portal - Developing a secure, easy-to-use access point for government services, including driver license renewals and vehicle registration.

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				<ul style="list-style-type: none"> - Online Firearms Management System - Implementing an online portal for firearms license holders and dealers to improve transactions with Firearms Services.
3.8	Develop an agile, iterative and risk-managed approach to the management and delivery of digital projects and services	All	In delivery, but not in a formal way.	<p>This is a default position for most agencies – principally that they take a risk-managed approach to the management and delivery of digital projects and services.</p> <p>DSS facilitates an active and successful community of practice in design thinking.</p>