



*We're working for
Western Australia.*

Digital Transformation

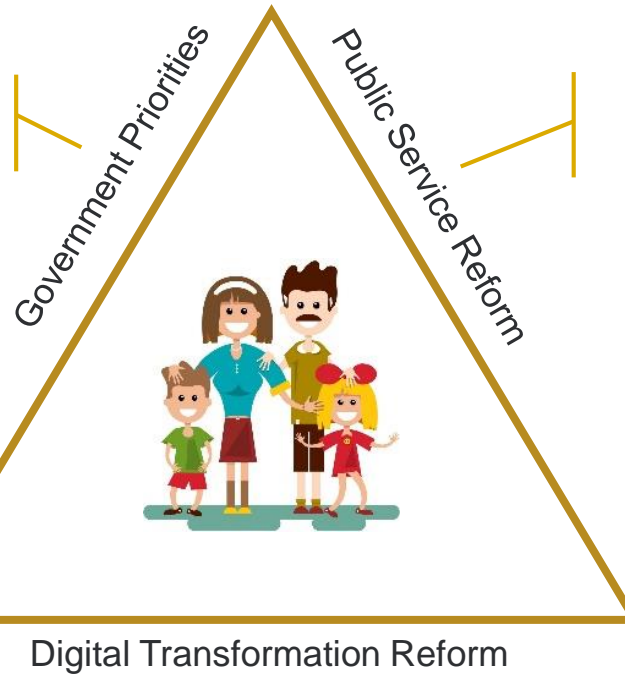
Mr Greg Italiano

Government Chief Information Officer

Strategic Context

State Based = Public Sector + Private Sector + Citizens

- A Strong Economy
- A bright Future
- A Safer Community
- A livable Environment
- Aboriginal Wellbeing
- Regional Prosperity



- Public Sector Reform enabled by Digital Transformation.
 - Community
 - Systems & Structures
 - Transparency & Accountability
 - People
 - Leadership

- Delivery of Online Services to the Community
- Implementing Higher security Standards
- Improving data protection and sharing
- Building data analytics capabilities
- Supporting the implementation of ICT procurement reforms
- Investigating Strategies to reduce the digital divide

Review of the WA Government's ICT Strategy 2016-2020, *Digital WA*

Community



Industry



Government



Reviewing *Digital WA* to:

- align digital capabilities and infrastructure to the Government's digital reform priorities to improve services to the community;
- expand the scope from whole-of-government to whole-of-state;
- shift from maturing the sector's ICT capabilities to data and digital capabilities; and
- focus on the delivery and evaluation of outcomes

Extensive consultation and engagement will underpin the review

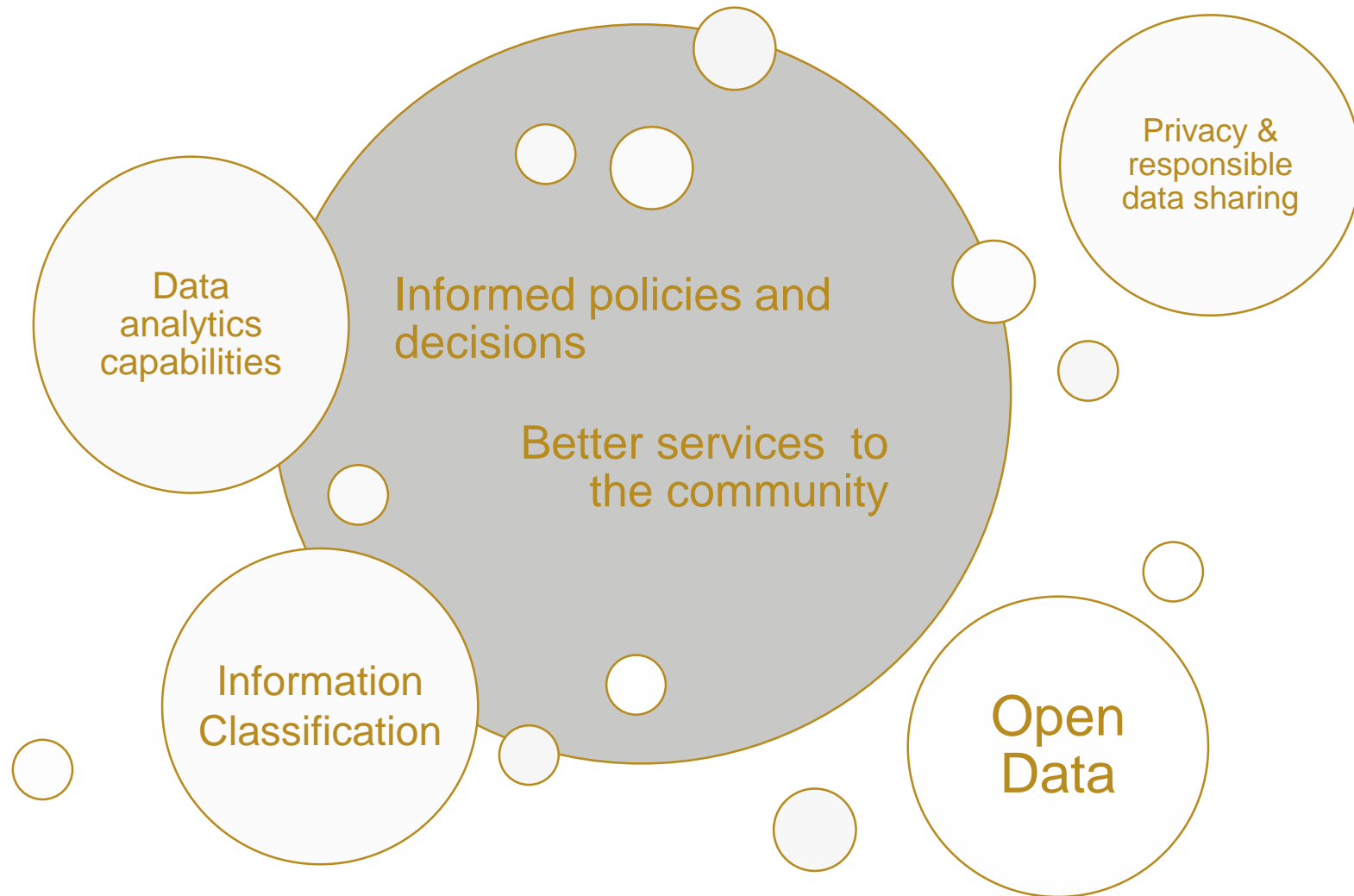
Ongoing monitoring will guide implementation of the Strategy and assess the performance of measures to lift the sector's maturity.

Cyber Security Update

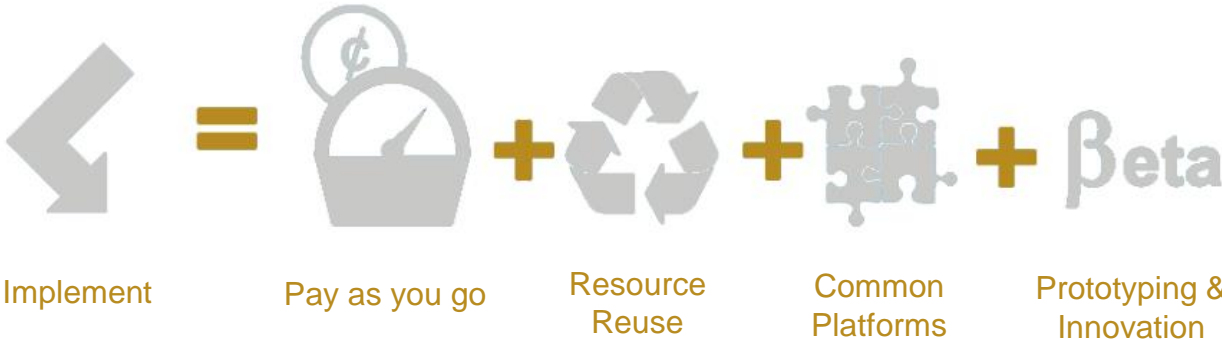
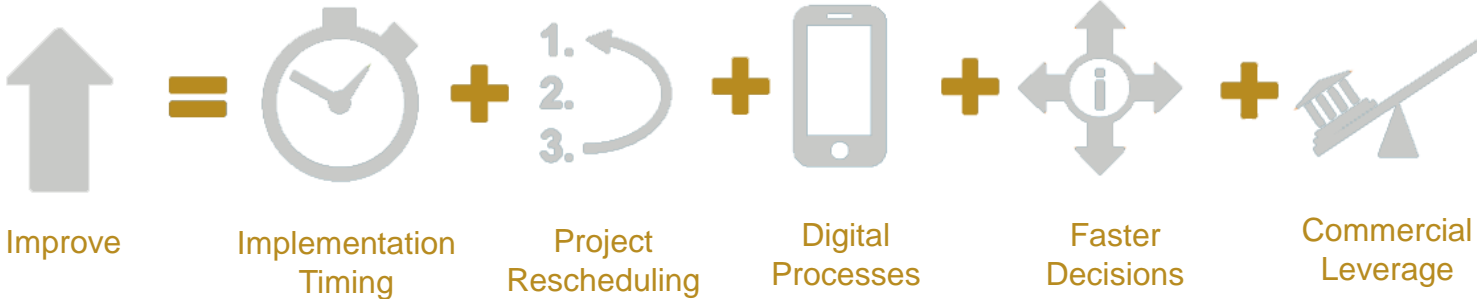


- State Cyber Security Strategy
- Cyber Security Incident Response Framework
- Operational and technical support for agencies
- Threat environment
- Cyber Security Cooperative Research Centre

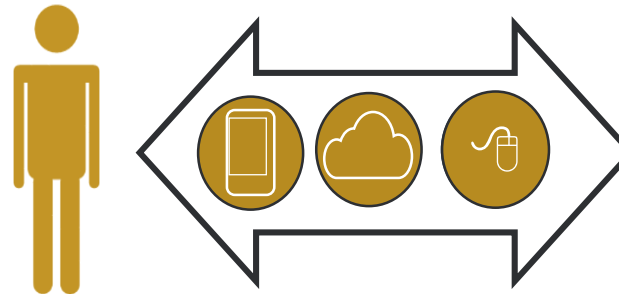
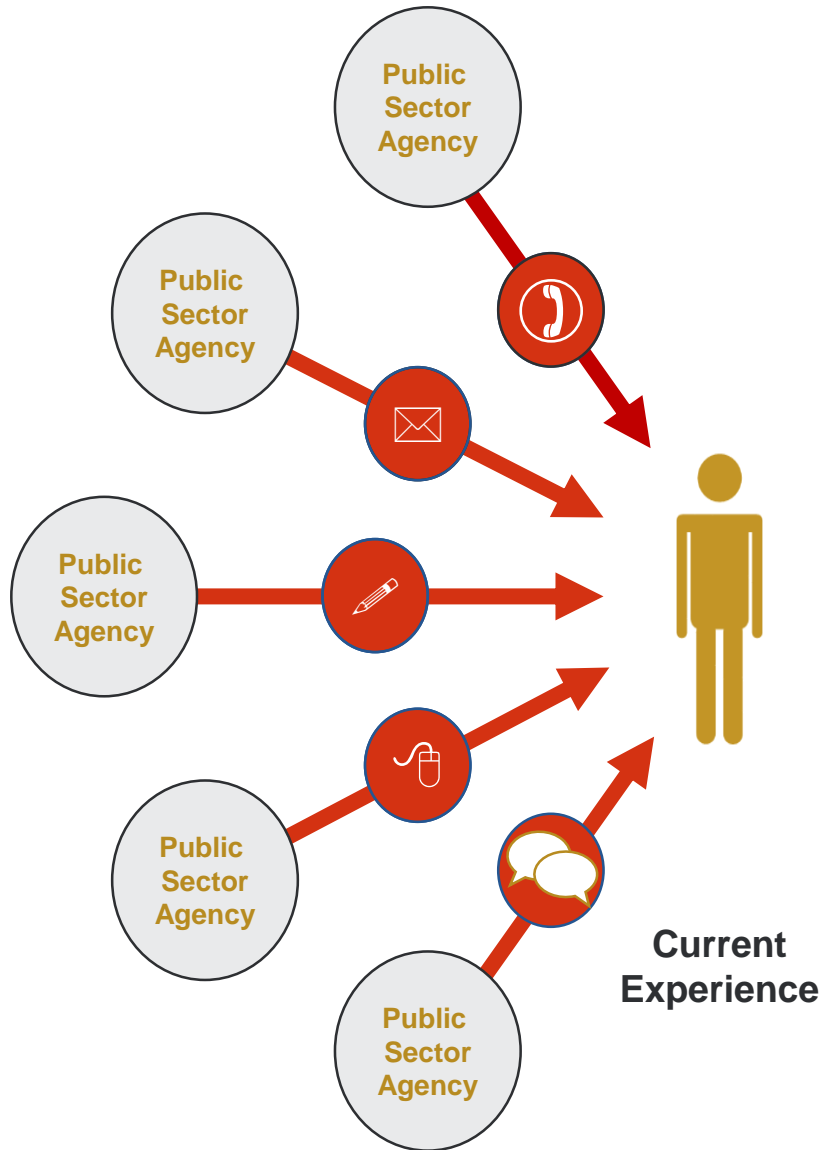
Data Sharing and Data Analytics



GovNext-ICT update



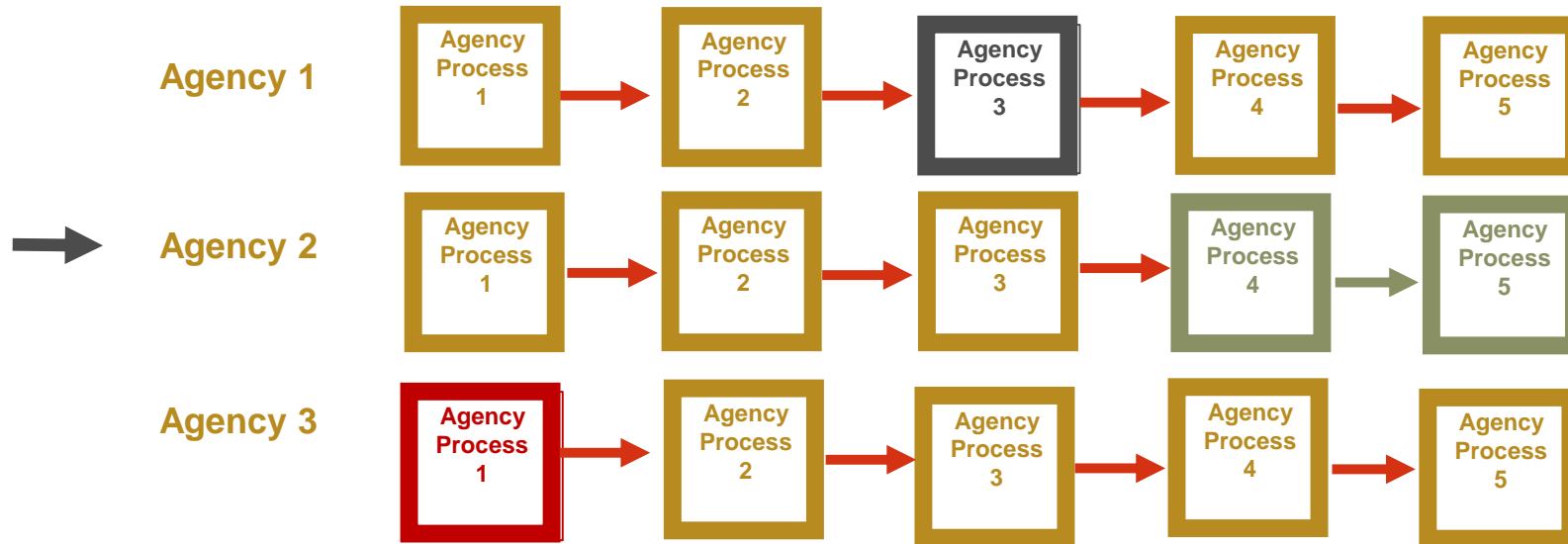
Online Services



Public Sector – Current state

End to End Service Delivery

Agencies are responsible for the development and management of all processes in their service value stream

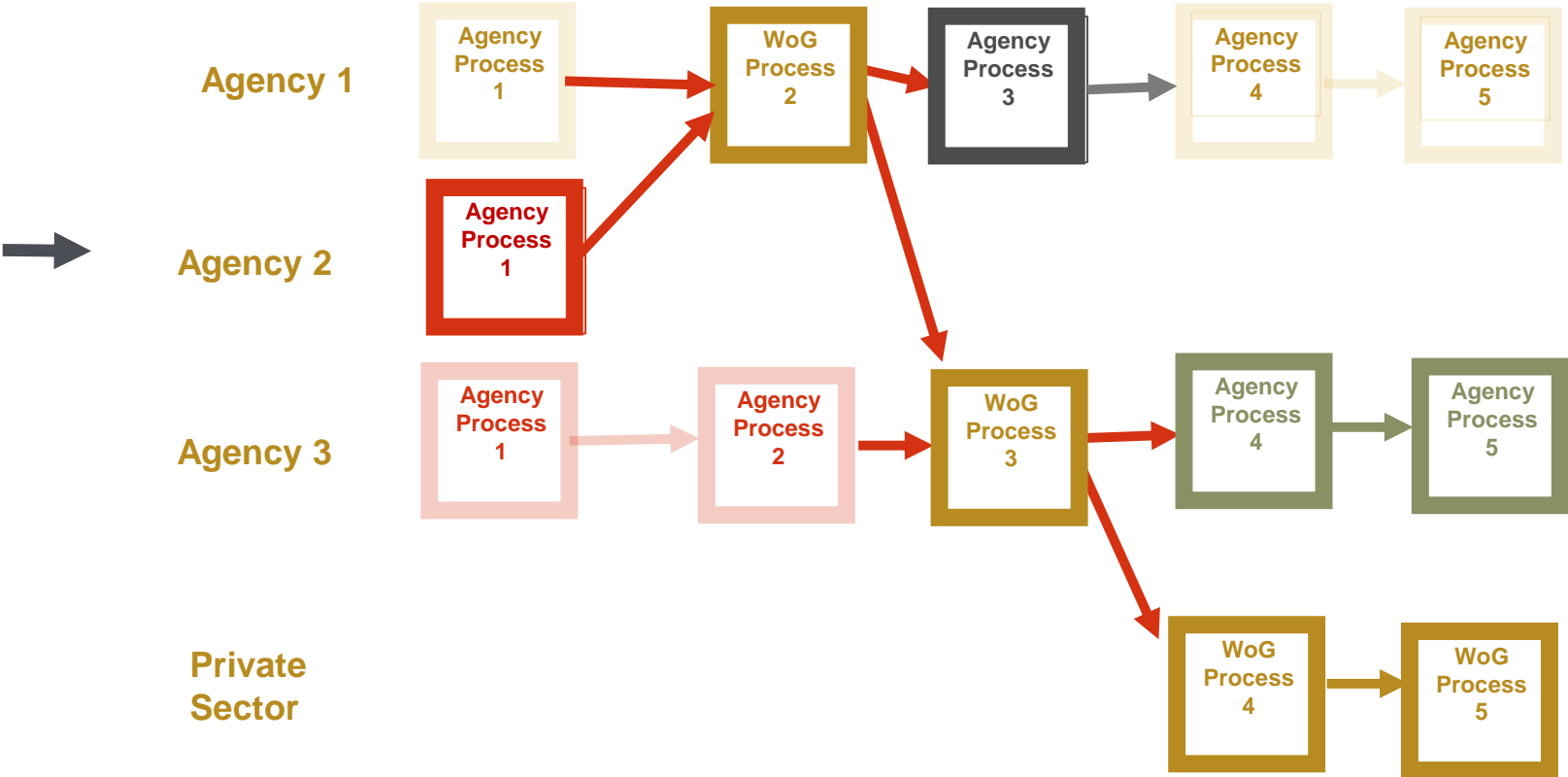


Between 50% to 80% of Agency Processes are common amongst agencies

Public Sector – Future state

Network Service Delivery

Agencies leverage Whole of Government processes in their service value stream and invest in processes and capabilities that are specific to their line of service delivery.



Accelerate the delivery of meaningful digital services



Death of a loved one

Death Hours – Minutes

The hours and minutes leading up to the medical death of an individual are vital. For families, this often means intrusive medical intervention before death. Being present for a death is important and transformative for carers.

Alive



Absence
Caregivers often feel a need to be present in the event of a loved one's death. Respecting the individual's wishes and preferences for their absence at the time of death is important. This includes the location of ongoing funeral and grief.



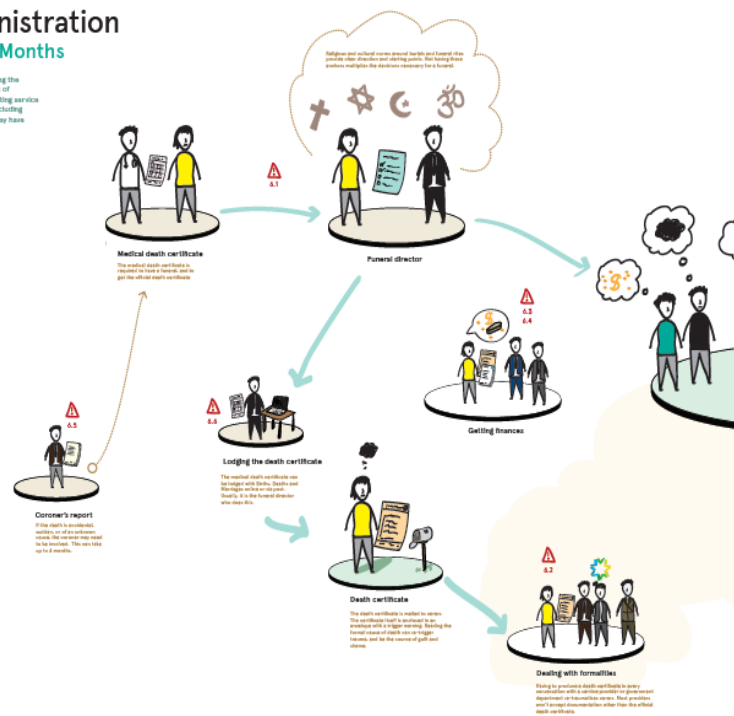
Medical Intervention
Caregivers often feel a need to be present in the event of a loved one's death. Respecting the individual's wishes and preferences for their absence at the time of death is important. This includes the location of ongoing funeral and grief.



Accident or suicide

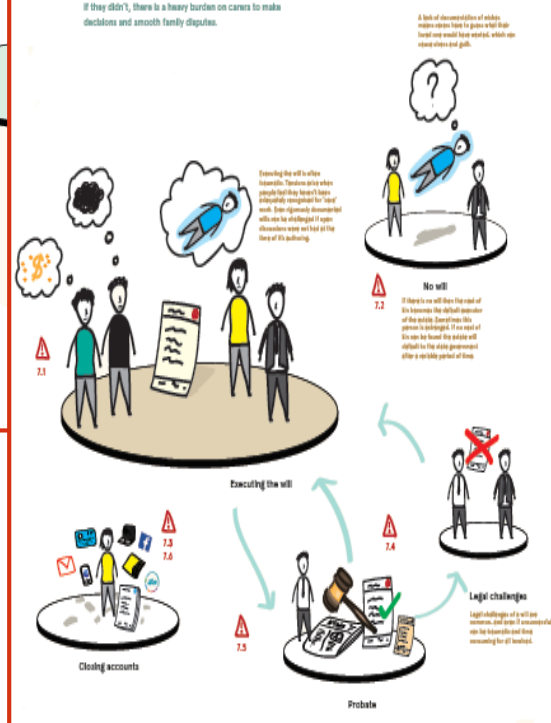
"The six month struggle" Death Administration Days – Weeks – Months

This is the period of time immediately following the death of a loved one. It describes the process of certifying a death, and the formalities of arranging service providers and beginning to close accounts, including claiming government benefits the loved one may have been receiving.



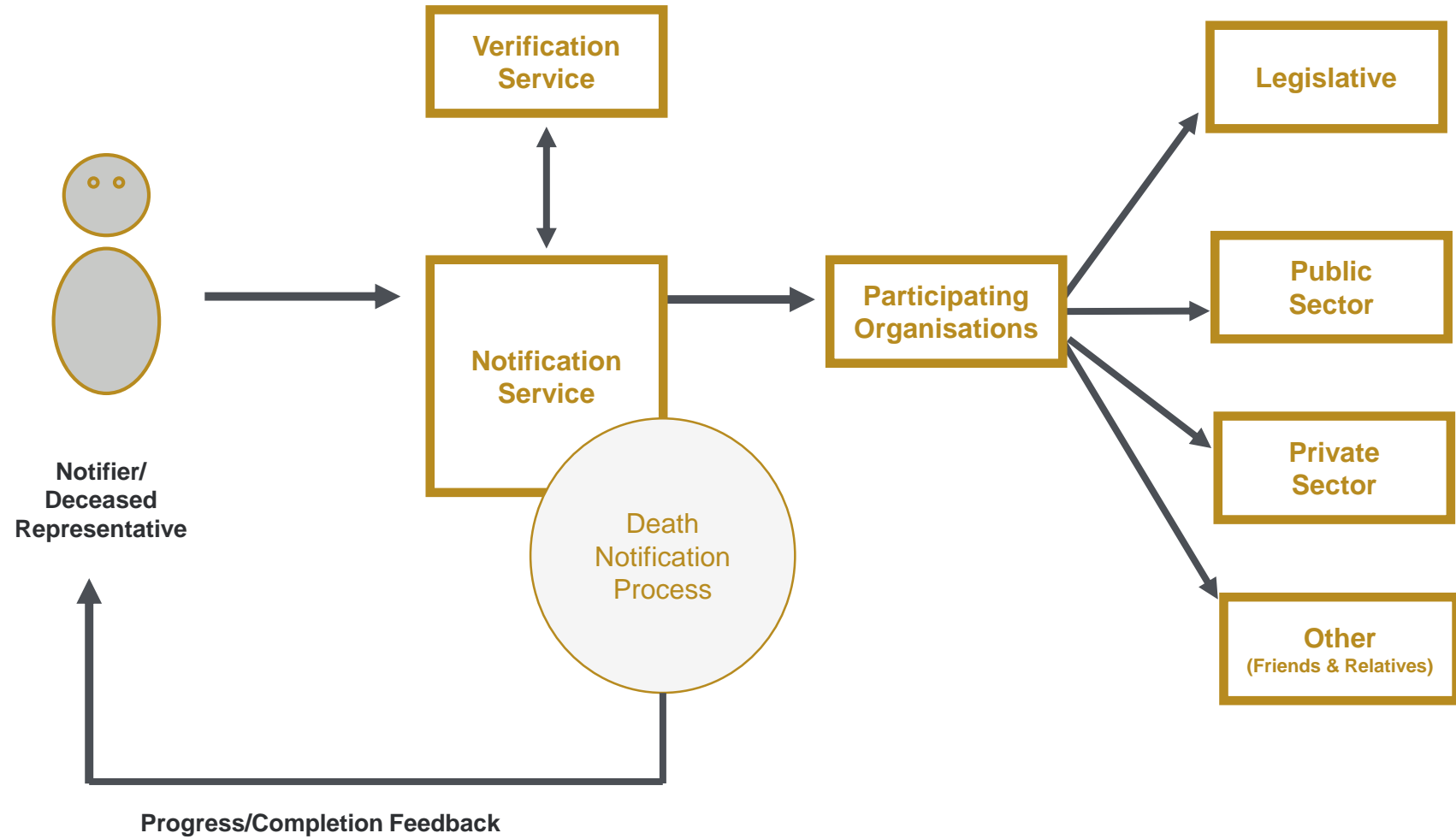
Estate Management Months – Years

From executing the will to finalising the closure of bank accounts, there is a long period of tying up loose ends and making decisions around a loved one's estate. If the loved one prepared well then this stage can be relatively smooth; if they didn't, there is a heavy burden on carers to make decisions and smooth family disputes.



From 6 to 24 months

Tell us once



ServiceWA

A mind map centered on 'CUSTOMER SERVICE' (in a red dashed box). It branches into several concepts: '24/7 SERVICE' (with a green circular arrow), 'TIMELY RESPONSE' (with a stopwatch), 'The customer is KING' (with a crown), 'EVERY day is CUSTOMER day' (with a calendar), 'SERVICE with a' (with a shopping bag), and 'Value the customer's OPINION' (with a thumbs up). A central figure is a smiling customer wearing a headset. Below the main title, it says 'REWARD the customer' and 'A 😊 customer is a 📇 customer'.

24/7 SERVICE

TIMELY RESPONSE

The customer is KING

EVERY day is CUSTOMER day

SERVICE with a

Value the customer's OPINION

REWARD the customer

A 😊 customer is a 📇 customer

CUSTOMER SERVICE

A mind map centered on 'CUSTOMER SERVICE' (in a red dashed box). It branches into 'Deal EFFICIENTLY with CUSTOMERS' (with 'QA' in speech bubbles), 'LISTENING to the CUSTOMER' (with an ear), '50% Discount' (with a starburst), 'Online Special' (with a starburst), 'Low Prices' (with a starburst), 'CUSTOMER FOCUS' (with a starburst), 'How may I help you?' (in a speech bubble), and 'Is he or she' (with a vertical stack of three faces: happy, neutral, sad). A central figure is a smiling customer wearing a headset. Below the main title, it says 'GUARANTEED SATISFACTION GUARANTEED' in a circular seal.

50% Discount

Online Special

Low Prices

Deal EFFICIENTLY with CUSTOMERS

QA

LISTENING to the CUSTOMER

CUSTOMER FOCUS

How may I help you?

Is he or she

GUARANTEED SATISFACTION GUARANTEED

CUSTOMER SERVICE



[Browse all information and services](#) ▾

[Find an agency](#)

[WA Government](#) ▾



What can we do **for you today?**

Search for **Western Australian** government information and services.

I am searching for...

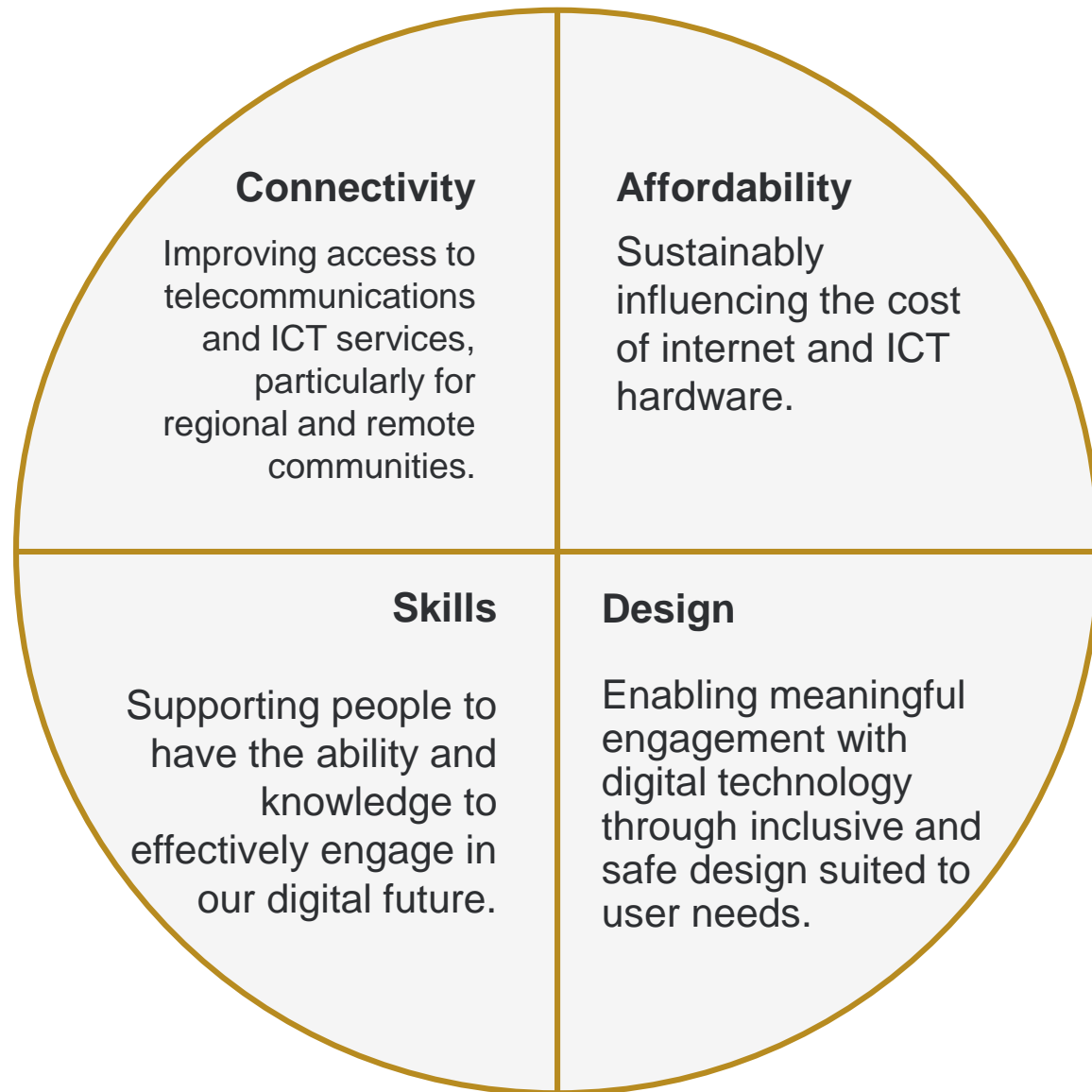


 [Main categories](#)

 [Popular services](#)

Digital inclusion

Addressing the core challenges so that all Western Australians can maximise the opportunities of a digital society and participate in the digital economy.



Digital Accelerators



Human

Use Human-Centred design to break down barriers between “Us” and “Them”, work with the Community rather than for them.

Create a shared sense of purpose with a focus on Outcomes.



Partnerships

No single agency has enough capacity to provide a seamless interaction across a life event. Agencies should consider developing partnerships with public and private sector organisations. Partnerships are more effective and efficient if built on a shared understanding and/or components instead of re-creating everything from scratch.



Data

Promote data reuse by making it identifiable, accessible and Understandable by leveraging open data platforms and APIs.



Platforms

Increase agility and collaboration through the development and use of Application Programming Interfaces (APIs) and Digital Platforms.

Accelerate Data Sharing and Partnering with Public and Private sector entities.