South Australian Government

ICT STRATEGY
2018 - 2021

Government
of South Australia

SOUTH
AUSTRALIA

Foreword

The State Government's ICT Strategy 2018–2021 paves the way for a new future for our state. We are focussed on delivering better digital services to South Australians by embracing innovative new technologies and the opportunities they offer.

Our new strategic direction is shaped by industry insights, technology trends and consultation with state government agencies, to ensure we address real issues and deliver real benefits to South Australia.

We will invest in ICT infrastructure to drive better services for individuals and businesses, and to enable more informed decision-making by government. Robust leadership will ensure the delivery of secure, responsive and reliable whole of government ICT services.

We will establish a reliable and secure information management framework across our public sector which will enable greater collaboration and the improved collection and use of data, as well as deliver cost efficiencies across agencies.

We want to make it easier for South Australians to engage meaningfully and conveniently with government online. To do this, we will embrace mobile and cloud technologies to provide an integrated, seamless experience that is easy to access.

This ICT Strategy reflects the State Government's commitment to delivering better services which meet the needs of all South Australians.

Endorsed by:

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Our Vision

To harness opportunities created by new technologies and new ways of working to best serve South Australia.

We will drive better services and lower costs by providing whole of government ICT services that are trusted, secure, responsive and easy to access.

We will respond to technology trends with across government leadership. We will enable a better digital experience for citizens by empowering government with better access to data and analytics.

Agency models will be shaped by cloud and new approaches to service delivery.

Our solutions will leverage opportunities for integration, collaboration and shared outcomes, and are aligned with SA Government's Cyber Security Strategy 2018-2021.

Citizen services will be powered by mobile and social technologies.

We are creating a new future for our State.

This is how.

OUR KEY OBJECTIVES

01 **Better Access**

We are enabling a better digital experience for government employees and citizens by transforming our identity management and centralised network.

02 **Seamless Service Delivery**

We are readying central digital services for the era of hybrid and multi-cloud IT environments.

03 **A Connected Government**

We are enhancing integration and collaboration across SA Government to deliver shared outcomes.

04 **Contemporary Architecture**

We are lifting our capability to make it easy for citizens to access services through innovative IT architecture across SA Government.
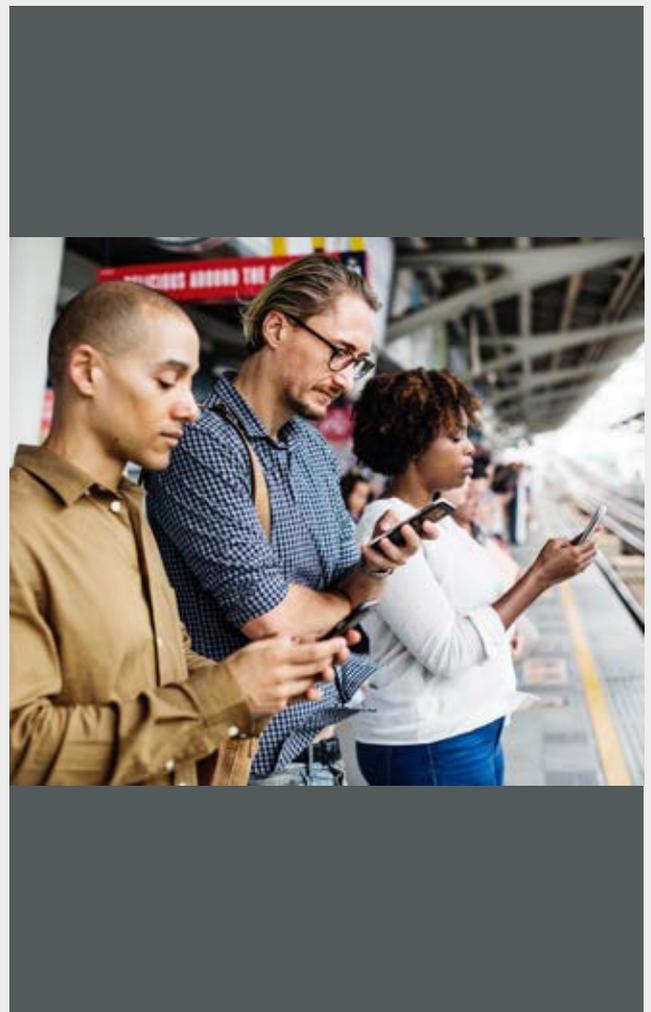
01 We are enabling seamless access and a consistent digital experience for government employees and citizens by transforming our identity management and centralised network.

Better Access

Data is the world's new natural resource.

In today's world, data enriches decisions. Easy access to the right data helps government make informed decisions on how to best serve citizens. Citizens expect a seamless digital experience to access government services in a useful, easy and flexible way.

Our point of view:

Connectivity, identity and access management enables data use.

Objectives:

Provide agencies the ability to achieve seamless experience and accessibility for all users.

Ensure secure information sharing between SA Government agencies and with industry to enrich decision-making.

Modernise and maintain centralised network across government with security at its core.

Key actions:

Explore a software defined approach for network design to enable flexibility, greater agency level control, reduce overheads and improve time to deploy - completed by end of 2019.

Assess viability of "as-a-service" for network assets ownership and capital layout - completed by June 2019.

Deliver an identity framework that empowers government agencies to be responsible for their own identity access management by federating user credentials – implemented by June 2019.

Strengthen our security practices to ensure our centralised network capabilities are robust, reliable, resilient and secure – implemented by December 2020.

Align and work in partnership with the Australian Government where relevant to deliver the best outcomes for South Australians – implemented by December 2018.

02 We are readying central digital services for the era of hybrid and multi-cloud IT environments.

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Seamless Service Delivery

Cloud environments enable agile approaches to digital services.

SA Government is deploying applications and managing data in several IT environments, including on-premises, private cloud and public cloud.

Our point of view:

We need to enable hybrid solutions and multi-cloud IT environments.

Our objectives:

Leverage identity and access management services to enable connectivity to the centralised network and third-party applications both on-premise and in cloud.

Optimize our IT systems performance by selecting the appropriate cloud options based on geographic distribution, cost and IT performance goals.

Invest in high speed links to multiple clouds to enable collaboration and enrich user experience.

Key actions:

Assess viability of a centralised hybrid Wide Area Network – Proof of Concept completed by December 2018.

Extend the centralised Wide Area Network to cover all SA Government sites across the State - implemented by December 2021.

Manage transmission services to ensure they have adequate capacity to meet performance needs and are secure, reliable and available – implemented by December 2020.

Adopt a modern architecture focusing on the dynamic delivery of data to make the best use of networks while easing access, increasing flexibility and reducing complexity – completed by June 2019.

Apply 'Cloud Right' thinking before embracing the global trend of cloud adoption and integration, to assess the benefits these technologies offer - released by December 2018.

03 We are enhancing collaboration across SA Government and with our citizens.

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A Connected Government

Workforce collaboration supports excellence in services.

Effective workforce collaboration drives efficiency, greater staff satisfaction and better outcomes. SA Government agencies are embracing a variety of solutions to digitise workforce collaboration.

Our point of view:

Compatibility and integration of IT solutions across government are key to enable collaboration.

Our objectives:

Modernise voice and data networks to enable contemporary system and security features across SA Government.

Standardise a unified communications solution to enable greater productivity between agencies.

Provide options for messaging services.

Create a whole of South Australia Government compliant email archive solution to eliminate duplication and ensure ease of access.

Enable a seamless, flexible and enriched experience across collaboration solutions for all users through the use of contemporary communications broker-centric solutions.

Key actions:

Implement a framework that accelerates adoption of Internet Protocol based telephone services to ensure capability, flexibility and reliability for our government - completed by December 2018.

Approach the market for unified communications, core voice communications and interoperability solutions - completed by June 2019.

Adopt hybrid messaging model – O365 and bespoke mailboxes - completed by December 2018.

04 We are lifting our capability to make it easy for citizens to access services through innovative IT architecture across SA Government.

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Contemporary Architecture

Cloud capabilities are at the heart of enabling analytics, Internet of Things (IoT) and other emerging technologies. They are increasingly unlocking data and functions to digitise services.

The South Australian Government is increasingly adopting cloud, web and mobile solutions to drive more effective decision making and build our ability to serve the community.

Our point of view:

We need to embrace cloud-native techniques, technologies and architectures including micro-services architecture and Application Programming Interfaces (APIs).

Our objectives:

Support applications that enhance employee and citizen digital experiences such as omnichannel and cloud-native applications.

Modernise our application IT architecture and infrastructure to deliver the best value for South Australians.

Ensure economic viability of implemented solutions by collaborating with industry to develop solutions and leverage whole of government buying power.

Collaborate and co-create with SA Government agencies and external parties to deliver the best outcomes. Enable scalable and consistent security and governance through wide representation and collaboration across SA Government.

Key Actions:

Develop whole of South Australia Government policies and guidelines for information integration and transfer between government agencies and citizens - completed by December 2018.

Enable agency self-management via self-provisioning tools that access cloud services to ensure they are agile and responsive to their portfolio needs - implemented by June 2019.

Establish an online marketplace for agencies to increase awareness of available government services - completed by end of 2021.

Establish best practice governance to embed full solution life-cycle management to reinvigorate aging business tools - completed by June 2019.

Contact Us

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For further information relating to the South Australian
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