



Initiatives & Courses of Action

What packages of work should we form from the Courses of Action?

<ul style="list-style-type: none"> Agile Skills Uplift Stage 1 <ul style="list-style-type: none"> Define an Agile approach Introduce Agile method to the organisation (skills uplift) Engage support to guide teams through execution of their first Agile cycle Uplift development team skills in modern software development techniques Transition to modern frameworks for building applications 	<ul style="list-style-type: none"> Agile Skills Uplift Stage 2 <ul style="list-style-type: none"> Expand education and training programs breadth and depth Introduce Human Centred Design Tools Executive Coaching for Skills of the Modern Age Align recruiting strategies to new skill requirements 	<ul style="list-style-type: none"> Agile Skills Uplift Stage 3 <ul style="list-style-type: none"> Expand education and training program breadth Provide training for strategic roadmapping 	<ul style="list-style-type: none"> Business Process Review <ul style="list-style-type: none"> Determine candidates for business process improvement and digitisation 	<ul style="list-style-type: none"> Business intelligence platform implementation <ul style="list-style-type: none"> Investigate Cloud BI Solutions Select and Procure a BI Solution Implement cloud platform Establish self-service analytics Rollout BI Tool 	<ul style="list-style-type: none"> Citizen Experience Design <ul style="list-style-type: none"> Map customer experience in digital future Map citizen (customer) journeys A "day in the life" of our citizens Spend time with our customers including site visits or shadowing 	<ul style="list-style-type: none"> Cloud Migration Strategy <ul style="list-style-type: none"> Develop Cloud Migration Strategy 	<ul style="list-style-type: none"> Cloud Transition (Core Systems) <ul style="list-style-type: none"> Identify Product Server Batches Migrate Batches to Cloud 	<ul style="list-style-type: none"> Cloud Transition (Non-Critical Systems) <ul style="list-style-type: none"> Evaluate and select cloud platform providers Identify "Low Hanging Fruit" Transition systems to cloud 	<ul style="list-style-type: none"> Contemporary Operating Model Vanguard Team <ul style="list-style-type: none"> Create New Operating Model Establish Operational Teams Create New Engagement Model 	<ul style="list-style-type: none"> Core Systems Strategy <ul style="list-style-type: none"> Determine life span and replacement strategy for core systems 	<ul style="list-style-type: none"> Cross Agency Collaboration <ul style="list-style-type: none"> Establish cross agency meetups on key areas of common interest 	<ul style="list-style-type: none"> Cybersecurity Hardening <ul style="list-style-type: none"> Harden cyber security 	<ul style="list-style-type: none"> Cybersecurity Strategy <ul style="list-style-type: none"> Develop strategy and target architecture for cyber security
<ul style="list-style-type: none"> DR Testing (Core Systems) <ul style="list-style-type: none"> Confirm DR and BCP readiness 	<ul style="list-style-type: none"> DR Testing (Non-Critical Systems) 	<ul style="list-style-type: none"> Data Analytics Implementation 	<ul style="list-style-type: none"> Data Analytics MVP1 <ul style="list-style-type: none"> Identify Critical Key Performance Indicators Create Business Dashboards Design Data Analytics Pilot Establish a Data Analytics function 	<ul style="list-style-type: none"> Data Analytics MVP2 	<ul style="list-style-type: none"> Data Culture and Governance <ul style="list-style-type: none"> Establish Data Owners Establish Data Governance Group Define Data Management Model and Processes Provide Data Ownership Training Provide awareness training for data literacy, fluency, and culture in particular for leadership roles 	<ul style="list-style-type: none"> Data Identification and Improvement <ul style="list-style-type: none"> Identify Use Cases for Data Identify Relevant Sources of Data Define data management strategy Improve Data Quality 	<ul style="list-style-type: none"> Data Lake MVP 1 <ul style="list-style-type: none"> Establish first "slice" of Data Lake to support initial tranche of business use cases 	<ul style="list-style-type: none"> Data Skills Uplift <ul style="list-style-type: none"> Data analytics training and capability uplift 	<ul style="list-style-type: none"> Data Warehouse Implementation 	<ul style="list-style-type: none"> Data Warehouse MVP1 <ul style="list-style-type: none"> Establish first "slice" of Data Warehouse to support initial tranche of business use cases 	<ul style="list-style-type: none"> Define Business Intelligence Approach <ul style="list-style-type: none"> Define BI Strategy 	<ul style="list-style-type: none"> Develop Citizen Engagement Framework <ul style="list-style-type: none"> Create Citizen Engagement Plan Define Citizen Engagement Channels Define outcomes and metrics for success 	<ul style="list-style-type: none"> Digital Collaboration Platform Establishment <ul style="list-style-type: none"> Pilot online workflow management platform
<ul style="list-style-type: none"> Digital Service Prototype <ul style="list-style-type: none"> Re-imagine the Service Delivery Model Develop prototype "showcase" citizen centric service Develop cross functional service design and implementation squad 	<ul style="list-style-type: none"> Digital Service Transformation Final <ul style="list-style-type: none"> Transform remaining services to be citizen centric Retire legacy citizen services 	<ul style="list-style-type: none"> Digital Service Transformation MVP1 <ul style="list-style-type: none"> First Tranche of Services for Transformation 	<ul style="list-style-type: none"> Digital Service Transformation MVP2 <ul style="list-style-type: none"> Second Tranche of Services for Transformation 	<ul style="list-style-type: none"> Digital Service Transformation MVP3 <ul style="list-style-type: none"> Third Tranche of Services for Transformation 	<ul style="list-style-type: none"> Digital Transformation Awareness <ul style="list-style-type: none"> Increase Digital Awareness of our Leadership Research comparators and peer groups Define our target culture Understand current public sector transformation initiatives Identify the required skills required by our people to support digital transformation 	<ul style="list-style-type: none"> Digital Transformation Strategy <ul style="list-style-type: none"> Appoint a Chief Digital Officer to lead digital transformation Define Digital Transformation Roadmap Appoint an Enterprise Architect Develop a digital transformation strategy Create IT Strategy Ensure Executive endorsement and support of the Strategic Roadmap 	<ul style="list-style-type: none"> Digital Working MVP1 <ul style="list-style-type: none"> Review and re-engineer low-risk organisational business processes 	<ul style="list-style-type: none"> Digital Working MVP2 <ul style="list-style-type: none"> Review and re-engineer critical organisational business processes 	<ul style="list-style-type: none"> Digital Working MVP3 	<ul style="list-style-type: none"> Digital Working Strategy <ul style="list-style-type: none"> Establish digital working strategy 	<ul style="list-style-type: none"> Disaster Recovery Implementation <ul style="list-style-type: none"> Undergo co-ordinated disaster recovery testing 	<ul style="list-style-type: none"> Disaster Recovery Strategy <ul style="list-style-type: none"> Undertake disaster recovery business impact assessments Undertake risk assessment of legacy systems Update documentation to support disaster recovery plans 	<ul style="list-style-type: none"> Enterprise Architecture - Technology Roadmap <ul style="list-style-type: none"> Business Architecture Data Architecture Application Architecture Technical Architecture Integration Architecture Security Architecture
<ul style="list-style-type: none"> Establish Citizen Feedback Processes <ul style="list-style-type: none"> Standup Citizen Service Testing Forums Establish citizen journey metrics and surveys Understand service needs through focus groups and joint service design workshops with our citizens Front line staff workshops to gain citizen journey insights and frustrations 	<ul style="list-style-type: none"> Establish Innovation Management Capability <ul style="list-style-type: none"> Establish Lean Start-up thinking in the organisation Implement Innovation Management system for Ideas through to Sustaining (Innovation Funnel) 	<ul style="list-style-type: none"> Governance Review <ul style="list-style-type: none"> Establish appropriate business and IT architecture governance Review current governance mechanisms for alignment to digital transformation and new ways of working. 	<ul style="list-style-type: none"> Identify Citizen Cohorts <ul style="list-style-type: none"> Create Citizen Stakeholder Lists Design online customer relationship management processes 	<ul style="list-style-type: none"> Identify and Access Management Platform 	<ul style="list-style-type: none"> Identify and Access Management Strategy <ul style="list-style-type: none"> Define Identity and Access Management approach Determine IAM platform 	<ul style="list-style-type: none"> Information Architecture Strategy <ul style="list-style-type: none"> Define Enterprise Technology Roadmap and Link to Business Strategy Undertake needs analysis of current business intelligence, reporting and supporting data requirements Identify key data sources, data quality, frequency and data interoperability needs Undertake design of a Data Management platform Undertake design of data warehouse based upon new requirements. Undertake the classification of key data and information and define supporting management framework Investigate potential data classification and management technology tools 	<ul style="list-style-type: none"> Information Security Management Established <ul style="list-style-type: none"> Appoint a security officer Implement security mitigation action 	<ul style="list-style-type: none"> Information Security Risk Assessment <ul style="list-style-type: none"> Define security management framework Undertake security risk assessment 	<ul style="list-style-type: none"> Infrastructure Decommissioning (C... <ul style="list-style-type: none"> Decommission On Premise Core System Infrastructure 	<ul style="list-style-type: none"> Infrastructure Decommission... <ul style="list-style-type: none"> Decommission On Premise Non-Critical System Infrastructure 	<ul style="list-style-type: none"> Innovation Function Establishment <ul style="list-style-type: none"> Establish Innovation Squad Prototype Execute experiments with the business to build, learn and adapt new ideas Engage various business units to solicit ideas on how to deliver a better citizen service 	<ul style="list-style-type: none"> Integration Platform <ul style="list-style-type: none"> Understand Integration Requirements Assess and Select Integration Platform Standup Integration Platform 	<ul style="list-style-type: none"> Integration Strategy <ul style="list-style-type: none"> Define Integration Strategy
<ul style="list-style-type: none"> Legacy Systems Remediation Stage 1 <ul style="list-style-type: none"> Commence remediation or replacement of critical systems hindering digital transformation 	<ul style="list-style-type: none"> Legacy Systems Remediation Stage 2 	<ul style="list-style-type: none"> Operating Model Expansion Phase 1 	<ul style="list-style-type: none"> Operation Model Expansion Phase 2 	<ul style="list-style-type: none"> Understand Business Strategy <ul style="list-style-type: none"> Scenario Planning (10 yr outlook) Gain common understanding of the future of government and citizen services 									

○ Not Assessed ● Assessed ● Priority