



Australian Government
Digital Transformation Agency

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dta

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Simple, clear, fast
government services
for everyone

How are we doing?

The good, the bad
and the ugly

Major challenges

Devolution

Complexity

Culture and capability

Devolution in the public service since the late 1990s

**Policy and regulatory
complexity** makes
transformation and
communication harder

Culture and capability

New skills and ways
of working

What would **success**
look like?

October 2016: **a new role in government**

- An increased role in the oversight of whole-of-government policy, standards, strategy, assurance and digital delivery
- Added responsibility for whole-of-government ICT procurement and a review of ICT projects

Policy advice

Project assurance

Strategic oversight

Product delivery

Policy advice

- ICT policy
- ICT Procurement Taskforce

Project assurance

- Expert advice to government
- Digital Investment Management Office

Digital Investment Management Office

- Oversight of significant government ICT and digital projects
- Greater visibility to assess costs and benefits delivery,
- identify emerging risks, and improve services for users
- First task is to complete a review of all major ICT programs

Strategic oversight

- Digital Transformation Roadmap
- Platforms Strategy
- Channel Strategy
- Content Strategy
- Digital Service Standard

Digital Service Standard

The Digital Service Standard helps digital teams build government services that are simple, clear and fast.

01

Understand user needs. Research to develop a deep knowledge of the users and their context for using the service.

02

Establish a sustainable multidisciplinary team to design, build, operate and iterate the service, led by an experienced product manager with decision-making responsibility.

03

Design and build the product using the service design and delivery process, taking an agile and user-centred approach.

04

Understand the tools and systems required to build, host, operate and measure the service and how to adopt, adapt or procure them.

05

Identify the data and information the service will use or create. Put appropriate legal, privacy and security measures in place.

06

Build the service with responsive design methods using common design patterns and the style guide.

07

Build using open standards and common government platforms where appropriate.

08

Make all new source code open by default.

09

Ensure the service is accessible to all users regardless of their ability and environment.

10

Test the service from end to end, in an environment that replicates the live version.

11

Measure performance against KPIs set out in the guides. Report on public dashboard.

12

Ensure that people who use the digital service can also use the other available channels if needed, without repetition or confusion.

13

Encourage users to choose the digital service and consolidate or phase out existing alternative channels where appropriate.

Product delivery

myGov

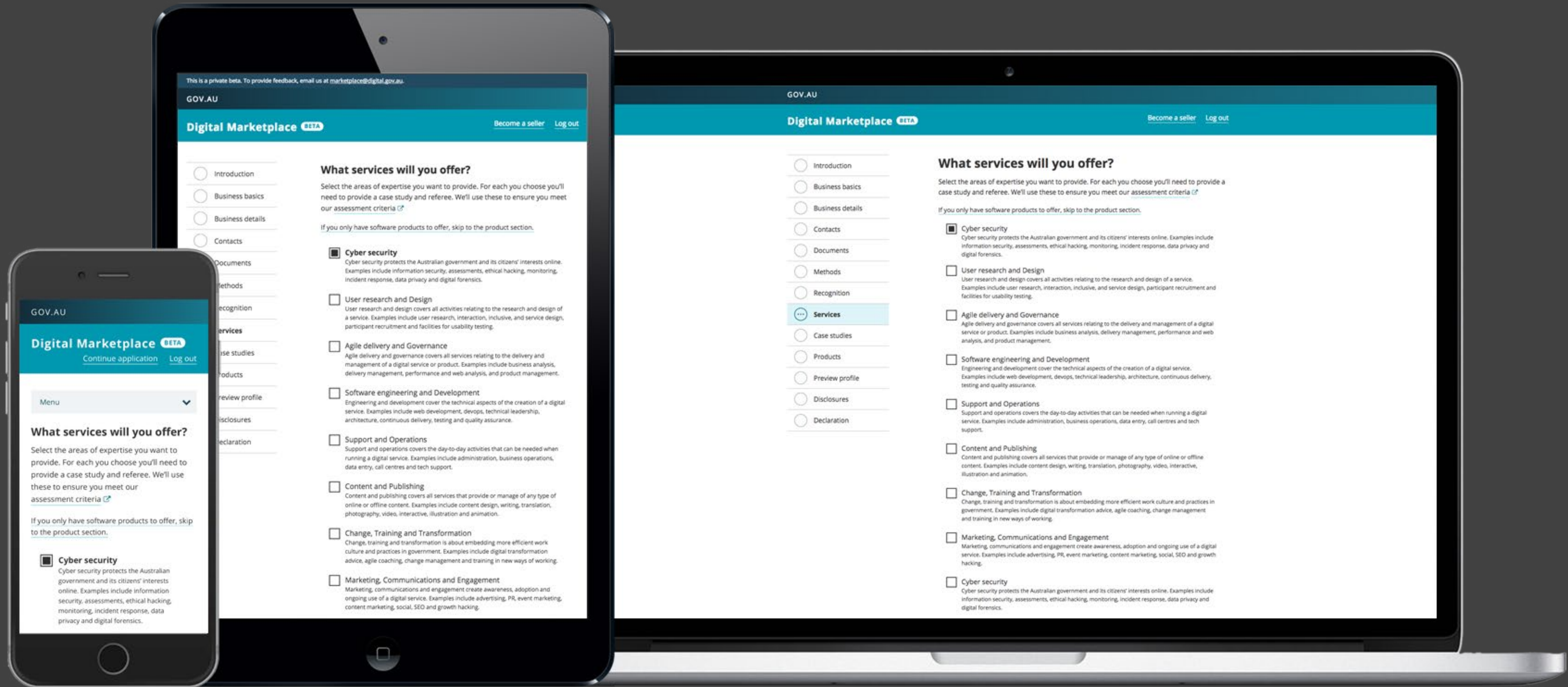
- Delivery partnership with the Department of Human Services
- Builds on the improvements made last year
- New features to be released in May including new sign-in options, easier ways to update details and improvements to the myGov inbox

Govpass

- Makes it easier for users to access government services
- Increase take-up of digital services
- Minimises duplication of data
- Protects personal information

Digital Marketplace

- Connects government buyers with businesses selling digital services
- Makes it easier for businesses of all sizes to sell to government



Upskilling the public service

- Change culture, build skills and improve service delivery
- Empower agencies to build digital capability
- A partnership program with other government agencies

The DTA vision

must be delivered through
collaboration across government