

Why Government Needs to Transform

Digital by Default

Declaration

Commits the government to proactively transforming its services, using digital technology.

Simple Smart Digital

Digital technology is critical to a modern public service.

Citizens will be at the center of design.

Digital capability will support the Government to respond to changes in the digital landscape.

Digital is not just putting services online, it is about fundamentally rethinking services for the digital age.

Services will be simple, smart and digital.

Our Approach – Digital Government Principles

Serving People

We will understand our customer and design services with them

We will maintain non-digital service options

Securing Resilience

We will value and protect data and information

We will keep and maintain digital records

Improving Delivery

We will empower our staff with digital literacy and capabilities

We will support agencies with digital tools policies and guidance

Working Together

We will take a common approach to user experience, design and delivery

We will foster collaboration between the public and private sectors

Innovating Now

We will create new service models that make the best use of digital technology

We will use iterative approaches to refine and improve our services regularly

Open Data

We will ensure open data is included in the design of digital systems.

We will share data about how our digital services are being used

Across-government Initiatives

Digital Toolkit

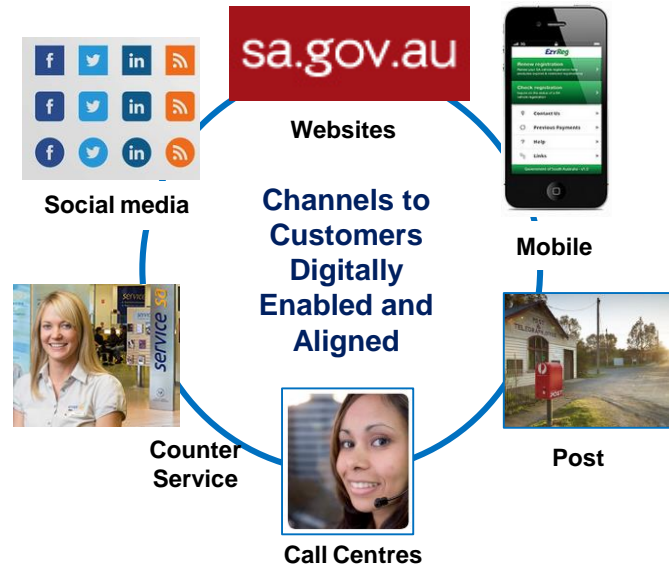
Tools to assist agencies to self-assess their digital readiness and develop their own digital strategies.

Digital Service Standard

Design and delivery standards for government digital services.

Digital Competency

A program of learning and skill development for agencies to build digital capability.



Agency Digital Strategies

Agency strategies will advance the digital transformation of services and demonstrate progress.

Digital Advice

A digital practitioner group will be established to provide agencies with advice.

Innovative Projects

Digital Pass Pilot

D3 Challenges

Unleashed Competition

Benefits

- ↑ Increased customer satisfaction through simple, smart and digital services.
- ↓ Reduced processing times for customers waiting on applications, approvals, assessments, etc.

- ↓ Reduced costs associated with doing business with government by removing costly manual processes.
- ↓ Reduced costs for delivering services by creating more efficient processes, and promoting easier self-serve options.

- ↑ Increased community engagement by genuinely involving people in the design of government services.
- ↑ Increased benefit to the economy through the release of open data.

- ↓ Reduced staff time spent on manual administration of processes.
- ↑ Increased perception of South Australia as a modern and progressive place to live and work.

What will this mean for people?

For Citizens

A citizen has submitted an application that normally requires them to follow it up with a face-to-face meeting at a government office. Instead, the staff member responsible for the application calls the customer for a video call on their mobile phone. Copies of the required documentation are scanned or photographed, and then emailed directly.

After being asked to take part in the consultation process for a new government service, a citizen decides to simply share their past experiences on the online discussion board, rather than being involved in a more detailed re-design process. Confirmation of their feedback is received and they are kept up to date with further developments in the future.

Preferring to explain their situation to someone on the phone, a citizen calls the government switchboard. Rather than simply directing them to an online portal, the operator offers to talk with them and fill out the online form on their behalf. The information is transmitted directly into the agency's system and the matter is immediately resolved. An email receipt is automatically sent to the citizens.

Citizens can expect that wherever possible, the information and services that government provides to them can be accessed online, without the need to send or receive documents through the mail, or physically present themselves at a government office.

Accessing services via a mobile device will not diminish the customer's experience, and agencies will make the most of mobile and other technologies whenever it makes sense to do so.

The community can expect to see more and more opportunities to be involved in co-designing government services. People can expect to be involved from the start of the process and throughout to make sure that the services are designed around their needs. Then, when a new service has been implemented, citizens will be able to provide feedback – this will be continual, and it should be easy to do.

Because digital transformation is more than just taking analogue processes and putting them online, the internal government processes that customers don't usually see will become more efficient. This means that customers who want to talk to a real person (out of necessity or choice) will still receive the benefits of digital services.



For Government

Government staff can expect that their agency has a digital strategy that shows how their work will be digitally-transformed, and outlines what improvements have been planned for the future.

Staff will be encouraged and supported to incorporate more engagement with the community into the work that they do, particularly to co-design services. Training will be available to help them learn how best to do this.

Staff should feel empowered to provide feedback for service improvements and be involved in the development of new and reformed services, wherever possible.

Agencies can expect to be able to engage with academia and industry stakeholders to discuss ideas and new technology options well before the procurement of a solution begins. Agencies will look beyond their traditional providers to find new ideas and skills in the start-up / digital entrepreneur community.

Agencies won't use the perceived limitations of their current processes, legislation, and organisational structures as roadblocks for the design of new and reformed services. They will be more open to changes that will ultimately provide greater benefits for South Australian citizens.

After consulting the Better Together Principles of Engagement and their agency's community engagement framework, the team responsible for re-designing a service develops a plan for engaging with the community and other relevant parties. A 'design thinking' workshop is held to put the customer's perspective at the centre, and re-imagine the entire process. Experts are included to suggest how digital technology can best be utilised throughout the new process.

Rather than thinking of a solution by themselves, an agency posts a problem on an online innovation portal and communicates it out via their various external partnerships and relationships to invite discussion and suggestions. Incentives are offered for the best suggestion/s.

Legislation requires a Minister's delegate to undertake customer assessments to ensure regulations are being met. In the past, this has been done by a departmental officer, even though a local government officer regularly performs a similar role. A formal agreement is made so that these duties are delegated to the local government and access is provided so that assessment information collected can be entered into a tablet on site and automatically transmitted into the agency's system.