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# Digital Strategy and Digital Transformation

*Responsible Officer: Group Manager Corporate and Commercial (Geoff Ward)*

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## Recommendation

That Council:

1. Endorse the Digital Strategy attached to this report, and
2. Note the commencement of the Digital Transformation program of work.

## Background

Management have endorsed a Digital Strategy (Strategy) that sets out the high-level strategic direction for investment into digital systems in the coming years. This strategy was developed with reference to Council's broader strategy and to address items identified in Council's recent Corporate Systems Review.

It is proposed that Council's core 'corporate' information systems and accompanying business processes are upgraded and improved through a program of work referred to as 'Digital Transformation'.

- **Digital Strategy Overview**

The Corporate Systems Review highlighted that Council approached technology solutions in an ad hoc fashion. This approach caused issues with solution integration, information access, and poor user experience, resulting in poor decision-making and inefficient business processes. The Digital Strategy aims to address these issues.

The Digital Strategy provides a framework to deliver outcomes that protect the region's environment, deliver Council operations in a sustainable manner, and ensure that continuous improvement and innovation are core to Council systems and business processes.

To meet these objectives Council will implement principles for the design and delivery of technology initiatives. The Strategy proposes to implement a user centred approach, identify the root cause of the issues, redesign our processes to suit the technology instead of digitising the paper process, simplify systems and processes and deliver meaningful insights. Additionally, the Strategy will utilise technology guidelines to ensure digital solutions are secure, modern, will maximise our investment and are considered best practise in conjunction with the design principles.

The Strategy will cover all Council's digital projects and initiative roadmap. The large uplift program will be delivered through 'Digital Transformation'. Digital Transformation is broader than software systems it encompasses reengineering business processes and future-proofing Council. Next steps are to identify and understand our current and future business requirements.

## Governance

- **Integrated Planning and Reporting**

This aligns to strategic objective 4.2 Effective use of technology supports the achievement of organisational objectives.

- **Finance**

A budget allocation request for Digital Transformation will be considered as part of the FY2023/24 budget.

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- **Legal**

Not applicable.

### **Consultation**

The development of the Digital Strategy and Digital Transformation included consultation with staff from across the organisation including the Leadership Team. Additionally, the Strategy and Transformation were presented to the Audit, Risk and Improvement Committee and to a Council workshop. There is an expectation for further consultation with staff in the coming months as the Digital Transformation project commences.

### **Conclusion**

The Digital Strategy provides strategic direction for the implementation of technology solutions at Council. It will shape the future of Council's system architecture minimising the current inefficiencies present in our business processes.

Attachment

1. Digital Strategy (**for adoption**)