

# Digital Strategy

To successfully guide Council through its Digital Transformation.

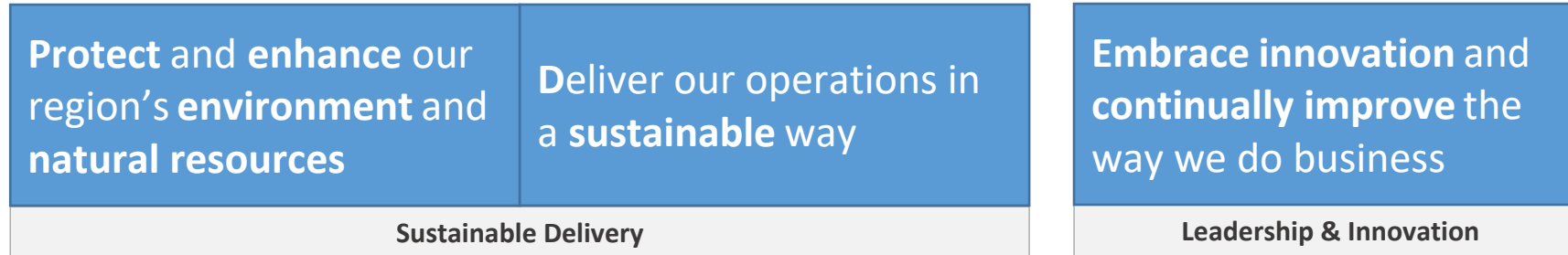


**ROUS**  
COUNTY COUNCIL

**Our mission is to provide quality services that support a sustainable and productive region.**

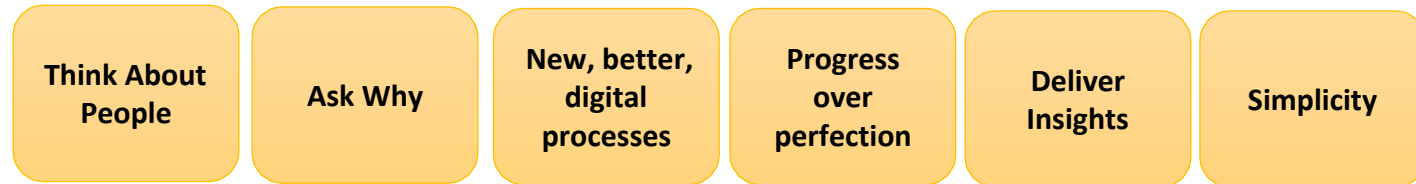
Our digital strategy will deliver outcomes that help protect our region's environment, deliver our operations in a sustainable way and ensure we embrace innovation and continuous improvement.

## DIGITAL OBJECTIVES

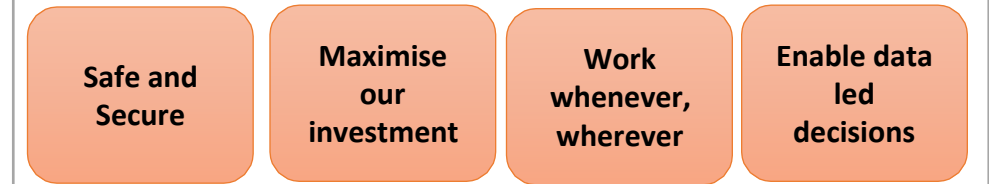


## PRINCIPLES AND GUIDELINES TO MEET OBJECTIVES

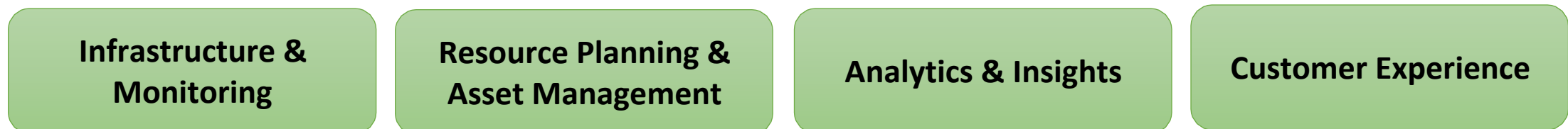
### DESIGNED AND DELIVERED WITH THE FOLLOWING PRINCIPLES



### BUILT TO OUR TECHNOLOGY GUIDELINES



## INITIATIVES DELIVERED WITHIN FOUR PILLARS



# Our Digital Objectives

## Protect and enhance our region's environment and natural resources

### In service delivery and asset management:

- Early leak detection
- Predictive modelling
- Digital real time monitoring of flood network
- Providing real time flood monitoring available to the community (e.g. real time monitoring of assets during an emergency. Automatically pushing dam levels to website etc
- Infrastructure performance monitoring
  - Automatically detect asset failures
  - Maintenance warnings
- Weed mapping and trend analysis
- Easily accessible data, including interactions with private landholders
- ➔ Minimise natural resource wastage
- ➔ Maximise water sources
- ➔ Mitigate and / or respond quickly to asset failures
- ➔ Know where weeds are moving and where to target

## Deliver our operations in a sustainable way

### In the field:

- Provide our workforce with tools that make their job easier
- Efficiently assign, distribute, record and cost work
- Simple and accessible tools available anywhere
- Remove double handling
- Embedded data validation
- ➔ Minimise low-value administrative tasks and duplication
- ➔ Intuitive, fit for purpose tools to do the job available when required

### In our enablement processes:

- Reporting available to inform business decisions
- Processes are designed to deliver the minimum viable product to meet our organisational goals, anything above this is considered
- Manual processes are removed (or streamlined)
- Information, tools, templates, and resources are easy to find when they're required
- ➔ Reduced overhead costs
- ➔ Provide people clarity around their roles

### In our ICT function:

- Change from supporting applications to supporting the business
- Utilise technologies to reduce our long term cost of ownership by keeping our systems current and in the cloud
- ➔ ICT is the digital partner of the business
- ➔ Ensuring we maximise the benefit of each dollar spent by delivering quality services in an efficient and safe way

## Embrace innovation and continually improve the way we do business

### Embrace innovation and continually improve the way we do business

- Accurate data collected and analysed
- We know what our assets cost to build, maintain and operate
- Data informs capex spend (maintenance and asset replacement)
- Digital metering provides data on real time usage and wastage
- Customers can interact with us when and how they want
- IoT opens up opportunities that have yet to be defined
- ➔ Decisions based on fact
- ➔ Maximise the use of public money
- ➔ Save money
- ➔ Protect natural resources
- ➔ RCC seen as a valued, forward looking service provider

# Our Design Principles

## Think About People

- Human centred design
- Customer in mind

## Ask Why

- What are we addressing?
- Why is it a problem?
- Solve the right problem

## New, better, digital processes

- Process redesign is always part of the solution

## Progress over perfection

- Iterate and evolve
- Nothing will be perfect, it will continually improve

## Deliver Insights

- Think how we capture and access data
- Think how we use data

## Simplicity

- Simple, generic processes
- Simple, user-friendly design
- Only utilise functionality that's required

# Our Technology Guidelines

## Safe and Secure

### Planning and Governance:

- Cyber security plans aligned with business continuity

### Cyber Security Culture:

- Embed cyber security awareness and risk management

### Managing Cyber security risks:

- ACSC Essential Eight
- NIST Framework

## Maximise our investment

### Multi-faceted consolidated systems:

- Systems that provide corporate functionality will be shared and consolidated
- Every system has a clear, understood purpose

### Cloud first:

- Cloud -> Buy -> Build
- Enable scalability, flexibility and mobility

### Hardware and software standardisation:

## Work whenever, wherever

### Cross platform solutions:

- Enable productivity on any device

### Access Anytime, Anywhere

- Through multiple technologies and platforms

## Enable data led decisions

### Data driven business decisions:

- Data is easily accessible
- Data is accurate and free from error
- Use modern BI and visualisation tools to inform choices
- Empower self-service business intelligence
- Implement end to end transparency

# Our Initiative Pillars

## Infrastructure & Monitoring

Initiatives within this pillar would be around initiating or improving the monitoring of our infrastructure and service delivery.

The implementation of these initiative would improve data collection, reporting and the ability to measure performance.

## Resource Planning & Asset Management

Initiatives within this pillar would focus on improving forward planning.

While focused in the key areas of resource and asset management planning, it would encompass business process and record management.

The implementation of these initiatives would improve strategies, programs and plans.

## Analytics & Insights

Initiatives within this pillar would be around collecting and analysing data to gain valuable insights.

This would be applicable across all areas of the business. From asset lifecycle modelling, financial forecasting, to business practice performance.

The implementation of these initiatives results in improved data-driven decision making, that would ensure we can effectively deliver services to our community with limited resources.

## Customer Experience

Initiatives within this pillar would focus on enhancing the customer experience.

The implementation of these initiatives would result in improved customer satisfaction and relationships with the business.