

## SA Government ICT Strategies

Seven ICT strategies have been developed to actively contribute to achievement of the SA Government's public policies. They represent the key areas for focus and direction for the management and operation of ICT in the SA Public Sector over the next three years. The strategies seek to maximise the effectiveness of ICT in supporting both the Government's broader policy directions and the achievement of individual agency outcomes.

The strategies are set out below, and include:

- Related key directions and trends in government policy and operations
- Major implications for the planning and use of ICT within government
- Relevant ICT initiatives to support the Government's business direction

### Governance

#### Establish coordinated planning and decision-making for ICT across the public sector

##### Directions in Government

- A growing focus on outcomes regardless of government boundaries
- Increasing emphasis on coordinated management of government as a whole

##### ICT Management Considerations

- The need to gain 'best value' from government investment in ICT
- Commitment to a coordinated approach to ICT within the public sector
- Unified management for the strategic aspects of ICT

##### Key initiatives

- Consolidation of strategic ICT planning and decision-making across government
- Renewal and strengthening of a standards-based approach to ICT
- Encouragement and maintenance of the alignment of ICT with government business strategy and operational needs

### Information

#### Improving the management, availability and use of electronic information

##### Directions in Government

- Role of information as a key asset for government
- Role of information as a key asset for society
- Increasing diversity and use of stored electronic data
- Capacity to achieve economies and service outcomes through greater access / sharing of information

##### ICT Management Considerations

- Common standards for shared data and information
- Common use of data
- Potential of new access and delivery methods
- The importance of business custodianship of electronic data and information
- Privacy and confidentiality considerations

##### Key initiatives

- Management of data and information as an enterprise resource
- Facilitation of cross-departmental availability of information
- Leveraging of the strategic value of information held by agencies

### Integrated Service Delivery

#### Establish the capability for the integrated delivery of government services regardless of agency boundaries

##### Directions in Government

- Focus on improved service delivery
- Need to support electronic service delivery across agency and government boundaries

##### ICT Management Considerations

- A focus on systems to support integrated service delivery
- Support for integration and management of multiple service channels
- Targeting longer-term alignment of underlying information systems
- Positioning to support internal shared service opportunities

##### Key initiatives

- Common approaches across government bodies
- Support for cross-agency shared services and shared systems
- Application for internal opportunities

## Infrastructure

### Plan and coordinate the strategic ICT infrastructure to support the Government's service and operational requirements

#### Directions in Government

- ICT as a strategic asset for government
- Growing focus on enterprise approach and outcomes
- Need for a structured approach in planning and management

#### ICT Management Considerations

- Management as a sustainable resource – maximise long-term value and cost control
- 'Architectural' approach to planning, policies and standards

#### Key initiatives

- Revision of base infrastructure services and capabilities
- Examination of potential efficiency opportunities
- Examination of potential of emerging ICT capabilities

## Strategic Sourcing

### Coordinate sourcing of strategic ICT services in an integrated and sustainable manner

#### Directions in Government

- Increasing adoption of ICT based services and systems
- Implications for the sourcing of ICT services
- Opportunities for a strategic approach to sourcing

#### ICT Management Considerations

- Adoption of a strategic sourcing approach for ICT services
- Benefit from experience

#### Key initiatives

- Establish a strategic sourcing approach for ICT services

## Coordinated Resourcing

### Establish a coordinated approach to strategic ICT financial and workforce issues

#### Directions in Government

- Environment of fiscal constraint
- Scarcity of financial and human resources

#### ICT Management Considerations

- The need for a strategic approach
- Consideration of strategic benefits of ICT investment
- Consideration of workforce and staffing

#### Key initiatives

- Funding and financial considerations
- Workforce and staffing

## Privacy and Information Security

### Secure ICT assets and electronic information across government

#### Directions in Government

- Increasing reliance on ICT-based systems
- Greater visibility of systems (across government and externally)
- Increasing exposure of government services and systems
- Need to establish and maintain 'trust' in government systems

#### ICT Management Considerations

- Privacy Issues
- Authentication of individuals and transactions
- Critical infrastructure protection and business continuity
- Common approaches to information security

#### Key initiatives

- Promotion of 'Culture of Security'
- Information security to support business outcomes
- Business and service continuity