




DIGITAL TERRITORY

**ACTION PLAN
2022-23**



The Northern Territory Government acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of the Territory and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander communities. We are committed to a positive future for the Territory's Aboriginal peoples and communities.

FOREWORD

Digital Territory Action Plan 2022-23 (the Plan) is the Northern Territory (NT) Government's first action plan following publication of the Digital Transformation Plan and the Digital Government Roadmap. Together with the Digital Territory Strategy (the Strategy), these key commitments set out the NT Government's approach to delivering modern and responsive digital government services.

The NT Government will continue to provide annual and regular updates on the activities delivered for the Strategy and its vision.

OUR VISION

The Strategy was published in 2018, with the vision of:

Enabling Territorians to make the most of digital technology to build connections, reach their potential and succeed in a thriving digital economy.

This vision continues to guide government and digital industry investment in services and technology to meet emerging digital needs.

ABOUT THE PLAN

This Plan is the fifth action plan from the Strategy to outline the commitments and priorities of the NT Government, digital industry and community.

The Plan reinforces the vision with:

- 16 new actions to be delivered
- 10 ongoing actions from 2021-22 carried forward
- 33 multi-year programs.

LINKS

The Strategy and Action Plans have strong linkages to key government strategies and programs:

- [Territory Economic Reconstruction Commission final report – Operation Rebound](#)
- [A plan for budget repair – final report](#)
- [Business Innovation Strategy](#)

The Strategy and Action Plans are also reflected in the NT Government:

- [Digital Transformation Plan](#)
- Digital Government Roadmap

For more information on the Digital Strategy initiatives
visit digitalterritory.nt.gov.au

- Delivered communications infrastructure for the space industry ● ●
- Established the Darwin Joint Cyber Security Centre (JCSC) outreach service in partnership with the Australian Government ● ●
- Procured a new digital payments solution for NT Government suppliers ● ●
- Streamlined commencements of new NT Government employees ● ●
- Progressed the expression of interest for a commercial data centre in Darwin ● ●
- Partnered with leading digital thinkers to progress niche and new opportunities for digital programs ● ●

Growing Jobs and Business

DIGITAL TERRITORY

ACTION PLAN 2022-23

ENABLERS

● Made digital more accessible

● Improved economic opportunities

- Built partnerships to grow STEM education and increase digital skills ●
- Delivered cyber security awareness activities, including partnering with the Darwin JCSC outreach service ●
- Delivered events that recognise existing and emerging digital talent in the NT ●
- Proposed a model for industry capability development that will grow expertise and capacity over time ●
- Promoted safe access to online services to support student learning ●
- Established a CDU Certificate IV in cyber security from 2023 ●

Building Digital Skills

- Introduced a new online booking system to streamline the booking process for visitors to NT parks ●●
- Delivered a new open data portal with user experience enhancements ●●
- Piloted Remote Areas Issues and Engagement system (RAISE) ●
- Participated in the national Communities of Excellence Program, progressing digital health initiatives in the East Arnhem region ●

Enabling Smarter Communities

2021-22 ACHIEVEMENTS

Connecting Territory Communities

- Implemented digital story boards at Royal Darwin Hospital ●●
- Improved coordination of services to remote communities ●●
- Undertook a detailed feasibility study of internet connectivity requirements for Territory schools ●
- Deployed optical fibre links to the Gulf region ●
- Upgraded the NT's optic fibre network capacity to 20 terabits ●●

Improving Government Services

- Investigated digital identity solutions suitable for Territorians to access online government services ●
- Enabled mobile access for Territory Families field-based staff ●
- Rationalised the number of bespoke or standalone ICT systems ●
- Implemented a customer experience framework to place NT Government customers at the centre of our work ●●
- Developed a digital government transformation plan ●●
- Produced a five year digital roadmap to improve planning for digital government services and systems ●●

2022-23 ACTIONS

Growing Jobs and Business

ENABLERS

- Makes digital more accessible
- Improves economic opportunities
- Enhances customer experience
- Harnesses new technology and services
- Modernises government services



Digital Partnerships Program progresses digital solution development

NT Surfacing and Playgrounds benefited from the NT Government's Digital Partnerships Program (the Program) to help create innovative digital solutions for community challenges.

NT Surfacing and Playgrounds digital platform Playground123 is one such beneficiary. Playground123 allows owners to undertake real-time digital inspections and audits of playgrounds in accordance with Australian standards.

Another beneficiary, Mycor, is developing a low-cost water sensor system, specialising in open space and turf management. The smart, scalable system will operate securely and will enable clients to improve water use efficiency, and vegetation quality.

These Territory businesses are the latest to benefit from the Program.

The Program is delivering support to local sectors under the Northern Territory Business Innovation Strategy, aiming to develop a \$4 billion Territory innovation ecosystem, contributing to growing the Territory economy to \$40 billion by 2030.

NEW

- Exploring the replacement of the NT Governments Vocational Education and Training systems to streamline data and reporting. ⌘ ● ●

ONGOING

- Developing job pathways and support for Territory women and girls in the digital sector. ●
- Developing a Digital Industry Growth Strategy in conjunction with the local industry as a Territory Economic Recovery initiative. ●

- Assisting local businesses to develop new digital tools through the Digital Partnerships Program. ● ●

⌘ MULTI-YEAR

- Leveraging international submarine fibre cables to unlock opportunities for the digital industry in the NT. ●
- Undertaking master planning to determine requirements for digital precincts in the NT. ● ●
- Designing an e-conveyancing service that will allow online transfers of land title. ●

- Establishing a defence industry and aerospace test lab to improve NT's competitiveness and capability in Industry 4.0 technologies. ● ●
- Growing and improving the Can-do Territory Business Portal. ● ●

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2022-23 ACTIONS

Connecting Territory Communities

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- Modernises government services



Expanding mobile phone services in Kakadu National Park

Since 2008, the Northern Territory Government has invested significantly in regional and remote telecommunications builds across the Territory.

As the demand for increased mobile coverage in Kakadu National Park continues to grow, the government is working in-partnership with the Australian Government, industry and residents to deliver new and improved mobile coverage in priority area throughout the park.

Increased mobile services are expected to support the tourism industry and enhance safety for visitors and local residents.

NEW

- Scoping an environmental regulatory management system. ⌚ ● ●
- Implementing a secure healthcare provider electronic messaging service across the Territory. ⌚ ●
- Delivering the Virtual Care Program to increase the accessibility of health care across the Territory. ⌚ ● ●

ONGOING

- Supporting emerging solar and hydrogen renewable energy industries, including battery storage services. ●
- Collaborating with federal and state governments to explore ways to reduce the digital divide. ● ●

MULTI-YEAR

- Delivering NBN fibre-to-the-premise services to residents and businesses in Yirrkala. ●
- Expanding mobile phone services in Kakadu National Park. ●
- Optical fibre upgrades in Arnhem Land. ●
- Delivering NBN fibre-to-the-premises services for Jabiru. ●
- Piloting localised voice and data service solutions through the Telecommunications for Remote Aboriginal Communities (TRAC) project. ●

For more information
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2022-23 ACTIONS

Building Digital Skills

ENABLERS

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Digital Futures inspire women in to technology

With the rising influence of technology on our lives, and the shortage of women employed across the digital sector, it is important for the Digital Futures program to promote:

- women already in technology
- the scope of roles
- opportunities into the industry.

Digital Futures events inspire women and girls of any age and career stage to choose a digital career, by showcasing diversity of thought through innovative opportunities and demonstrations to increase digital skills and expand careers in to technology.

The NT Government will continue to deliver the Digital Futures program. It is often the journeys of others that can have the greatest impact.

NEW

- Investigating digital learning programs for government staff, aligned with the NT Government Workforce Strategy. ⌘ ● ●

ONGOING

- Delivering Digital Futures to encourage women to engage in digital career pathways. ●
- Progressing all of government online cyber security awareness training. ● ●

⌘ MULTI-YEAR

- Continuing to implement the Education strategic plan: Accelerate - Education for all with technology. ● ●
- Exploring appropriate technologies in preparation for a virtual college to revitalise flexible secondary education provision. ● ●
- Piloting the Aboriginal Students Aspiration Program, inspiring secondary school Aboriginal students to engage in career opportunities such as cyber security, engineering or space. ● ●
- Working with CDU to explore options for a digital-park aligned with other digital initiatives. ● ●
- Supporting the local digital industry with trial of a new cross-sector digital traineeship program. ●

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2022-23 ACTIONS

Improving Government Services

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Implementing SerPro digital policing system

SerPro is a modern, proven and integrated digital policing system being developed to replace PROMIS, the existing case management system.

SerPro will deliver a single, integrated, secure and reliable solution that supports policing activity across the Territory. Providing essential frontline law and order services to the Territory community.

SerPro will increase information available to police in the field, reduce manual data input and automate data linkages leading to improved public safety.

The system is aptly named SerPro, short for “To Serve and Protect”, the mission for NT Police, Fire and Emergency Services (NTPFES).

NEW

- Implementing an e-Rostering solution for NTPFES. ⌘ ● ● ●
- Exploring a replacement electoral management system. ⌘ ● ●
- Implementing RevConnect, a contemporary revenue solution. ⌘ ● ● ●
- Scoping the Territory Services project, a central NT Government customer digital services platform. ⌘ ● ●
- Designing the OneNTG Data Platform architecture in phases, starting with child protection. ⌘ ●
- Piloting a platform to automate manual processes making government services easier. ⌘ ● ●

ONGOING

- Deploying digital tools across the NT Government in response to urgent and strategic government priorities. ●
- Monitor the national development of digital identification technology. ● ●

MULTI-YEAR

- Scoping an Education Management Program to streamline Department of Education systems, improve data quality and visibility of student journeys. ●
- Implementing Acacia digital health system in the NT. ● ●
- Implementing SerPro, a modern, proven and integrated digital policing system in the NT. ●

- Implementing a new digital case management system for NT courts and tribunals. ● ●
- Building a new firearms registration system, Tracer, that will streamline applications and enhance community safety. ● ●
- Developing and implementing Sage, a single integrated budget management system for the NT Government. ●
- Developing a government data sharing model to address the technical requirements for data sharing between agencies. ●
- Enabling smartphone and tablet access for regional staff undertaking housing tenancy inspections. ● ●
- Implementing a new, integrated child protection and youth justice system called CARE that puts children at the centre. ●

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Delivering Parks Online Booking system enhancements

The NT Government manages 85 parks, reserves and protected areas across the Northern Territory.

The Parks Online Booking system (the system) assists locals and visitors with easy booking, payment of campsites, and walking trails in Territory parks and reserves.

The system launched in early 2022 and the NT Government has further plans to expand the mapping of campgrounds, provide visitors an online opportunity to buy Park Passes, and improve the user experience.

NEW

- Progressing NT education ICT modernisation. ⌘ ●
- Developing a remote schools telecommunications proposal. ⌘ ●
- Delivering Parks Online Booking system enhancements. ⌘ ●
- Delivering a whole of government digital forms platform to manage simple digital government transactions. ⌘ ●

ONGOING

- Participating on national collaboration groups to advance facial recognition and identity management improvements for licensing at the MVR. ●

⌘ MULTI-YEAR

- Conducting research and preliminary consultation in preparation for developing an Artificial Intelligence framework. ● ●
- Progressing the joint Palmerston smart city FibreSense pilot, providing road and critical asset monitoring and protection data. ●
- Implementing the NT Electric Vehicle Strategy to support the increased uptake of electric vehicles and installation of charging infrastructure. ● ●
- Expanding the Territory Kidney Care solution, an innovative clinical information system to assist with early identification and management of kidney disease. ● ●
- Increasing the number of electric vehicles in the NT Government fleet. ●
- Investigating the use of drones for remote health services. ●
- Progressing actions set out in the Strengthening our Health System Strategy (2020 - 2025) in collaboration with NT Primary Health Network and other partners. ●
- Using drones and 3D scanning to inspect public housing. ●
- Working with other states and jurisdictions to develop a national automated vehicle regulatory framework. ● ●

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