Digital Territory Action Plan
Resetting the digital future
2021-22

NORTHERN TERRITORY GOVERNMENT

Foreword

Over the past 18 months, the Northern Territory, Australia and the world has faced a range of

...unconventional challenges, difficult economic circumstances, rapid changes in direction driven by external forces.

The Territory has adapted rapidly and responded with:

...new digital solutions for Territory businesses, novel and adaptive services for Territorians, digital tools to work together while working apart.

The Northern Territory has required more from digital solutions and services in 2020 than ever before, and the Northern Territory Government, Local Government, Digital Industry and communities have had to respond with dynamic and agile solutions.

This has pushed us to think differently, develop faster and build solutions alongside our clients to respond to uncertainty keeping community safety and economic recovery in our sights.

The Digital Territory Strategy 2021-22 Action Plan has a dual focus on investment in longer term solutions that unlock economic benefits for business and immediate advancements for digital services to meet the needs of Territorians.

Our Vision

The Digital Territory 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 through emerging digital needs.

About the plan

The 2021-22 Digital Territory Action Plan is the fourth action plan from the Digital Territory Strategy, highlighting commitments and priorities of the Northern Territory Government, digital industry and community.

The Action Plan 2021-22 reinforces the vision with:

- 28 new actions to be delivered
- 11 ongoing actions from 2020-21 carried forward
- 18 multi-year programs.

Links

The Digital Territory 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

Find out more

Further details on the Digital Territory Strategy and action plan initiatives can be found on the Digital Territory website: digitalterritory.nt.gov.au

Enablers

Makes digital more accessible

Making it easier for Territorians to access services using digital channels.

Improves economic opportunities

Making it easier to do business in the Territory, attract investment and create economic opportunity.

Enhances customer experience

Designing services and systems to meet the needs of our customers.

Harnesses new technology

Introducing and experimenting with emerging technology.

Modernises government services

Streamlining government services and reusing data to increase effectiveness.

For more information visit digitalterritory.nt.gov.au

2020-21 Achievements

Developed the highschool 'sySTEMic' program in partnership with Engineers Australia 🔴

Delivered online safety programs at 7 schools and for new teacher recruits 🔴

Piloted an engaging online cyber security training platform for NTG staff 🔵

Adopted a common NT Government eLearning platform 'MyLearning' 🟡

Building Digital Skills

Advanced health and telemedicine adoption and use 🔴 🟢

Installed 3 new mobile phone hotspots in remote Central Australia 🔴 🟠

Delivered the 'Strengthening our Health System' Strategy in partnership with the health industry 🔴

Extended telehealth services across many health services in response to COVID-19 🔴 🟡

Connecting Territory Communities

Launched the prototype of the 'Can-Do' Territory business portal and interactive guide 🟠 🟢

Delivered new Motor Vehicle Registry online service channel for business 🟠 🟢

Piloted AgTech technology with Livestock Australia and beef producers 🔵

Completed independent review of NT Government's ICT procurement to inform ICT purchasing 🟡

Growing Jobs and Business

Delivered digital solutions to effectively support the NT Government's health and policing responses to COVID-19 🟡 🔵

Deployed NT Government remote workforce and online collaboration solutions in response to COVID-19 🟡

Launched initial stage of a new digital health system successfully, improving accessibility of patient data 🟡

Acquired a new integrated child protection and youth justice system for implementation by 2022 🟡

Improving Government Services

Delivered the Petroleum Onshore Information in the NT (POINT) reporting system 🔴

Launched the self-service portal for Jacana Energy customers 🟢

Piloted artificial intelligence to augment flora and fauna research 🔵

Agreed to updated national guidelines for automated vehicle trials in Northern Territory and Australia 🔴

Enabling Smarter Communities

Digital Territory
ACTION PLAN

Growing Jobs and Business 2021-22 ACTIONS

Grow and improve the Can-Do Territory Business Portal

The Can-Do Territory business portal was launched in February 2021, a major milestone in making the Territory one of the easiest places to do business. The portal is a prototype online tracking system, with the first stage including registering/renewing a food business, applying for a liquor license and a trade waste permit. The portal also provides access to key information needed to start a business.

The Can-Do Territory portal is continuing to be improved and updated with new online applications in 2021-22, including high risk licenses and temporary liquor applications.

New

- Establishing a Joint Cyber Security Centre program in partnership with the Australian Government. ● ● ↻

- Developing a Digital Industry Growth Strategy in conjunction with the local industry as a Territory Economic Recovery initiative. ● ↻

- Undertaking master planning to determine requirements for digital precincts in the NT. ● ● ⧗

- Partnering with leading digital thinkers to progress niche and new opportunities for digital programs in the Territory. ● ● ↻

- Establish a defence industry and aerospace test lab to improve NT's competitiveness and capability in Industry 4.0 technologies. ● ●
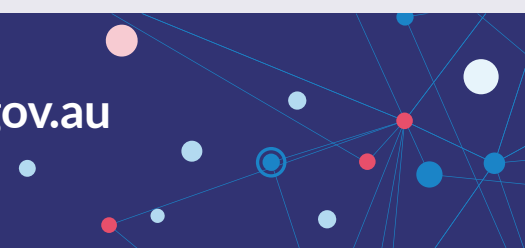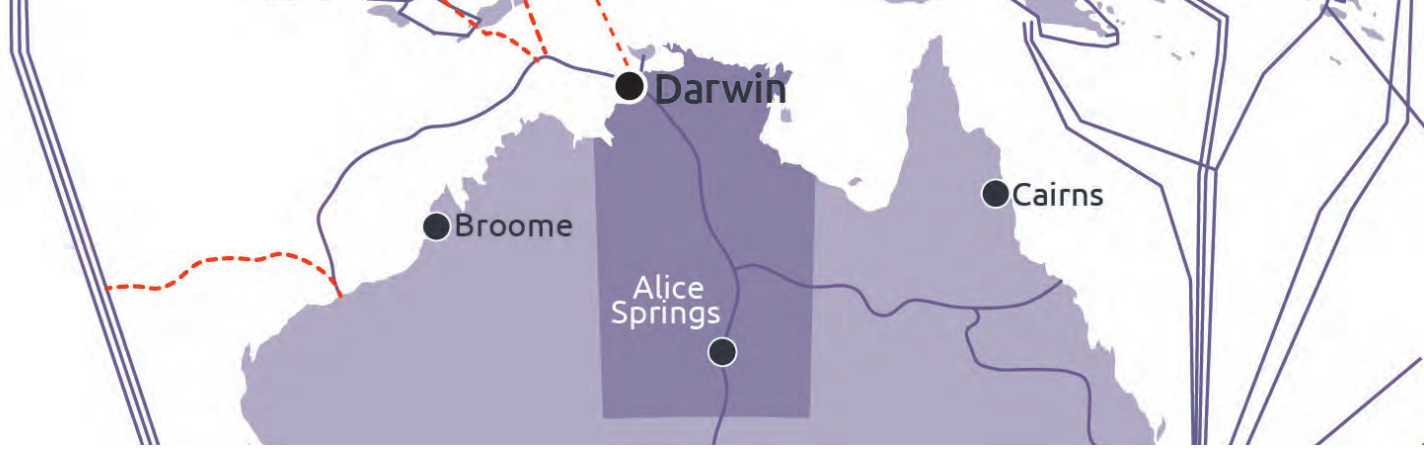
Ongoing

- Developing job pathways and supporting Territory women and girls in the digital sector. ●

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

Multi-year

- Progressing the expression of interest for a commercial data centre in Darwin. ● ● ●

- Leveraging international submarine fibre cables to unlock opportunities for the digital industry in the NT. ●

- Building digital infrastructure that supports development of the space industry in the Territory. ● ●

For more information visit digitalterritory.nt.gov.au

ENABLERS

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● Improves economic opportunities

● Enhances customer experience

● Harnesses new technology and services

● Modernises government services

↻ Ongoing projects

⌛ Multi-year projects

Connecting Territory Communities 2021-22 ACTIONS

Terabit Territory – a secure, high speed network for the NT

As Australia's most northern capital city, Darwin is uniquely placed to become an international digital hub between Australia's east and west coasts and major commercial and population centres in neighbouring South East Asia. We will transform from Darwin as a gigabit city to a Terabit Territory, and a digital leader in the region through the development of a secure, high speed terabit network.

Partnering with Vocus, the NT Government will substantially upgrade the NT's fibre network capacity to 20 terabits. This development will build on Darwin's position as the only Australian capital city with full fibre-to-the-premises connectivity to the National Broadband Network.

New

- Delivering NBN fibre-to-the-premises services to Jabiru. ● ⌛

- Developing a detailed feasibility study of internet connectivity requirements for Territory schools. ● ⌛

- Delivering NBN fibre-to-the-premise services to residents and businesses in Yirrkala. ● ⌛

- Piloting localised voice and data service solutions through the Telecommunications for Remote Aboriginal Communities (TRAC) project. ● ⌛

Ongoing

- Collaborating with federal and state governments to explore ways to reduce the digital divide. ●

- Supporting emerging solar and hydrogen renewable energy industries, including battery storage services. ●

Multi-year

- Upgrading the main fibre link connecting Darwin and Nhulunbuy across Arnhem Land, with focus on feasibility and design requirements. ●

- Upgrading the major fibre link to provide more bandwidth for communities and businesses in the Gulf region. ●

- Expanding mobile phone coverage in Kakadu National Park. ●

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- ⧗ Multi-year projects

Building Digital Skills
2021-22 ACTIONS

Digital traineeships trial led by the digital industry and NT Government

The NT Government is working with the local industry to trial a new approach to developing employable digital skills for Territorians wanting to move into a digital career.

The ICT Industry Association of the NT is collaborating with the Department of Corporate and Digital Development to set up a cross-sectoral digital traineeship program.

A pilot program will commence in 2021-22 with up to 20 trainees for a 12 month program designed to showcase job options and develop digital skills to improve trainees' employability in future digital roles. The program will help to support a future workforce for the local digital industry.

New

- Piloting the Aboriginal Students Aspiration Program, inspiring secondary school Aboriginal students to engage in career opportunities such as cyber security, engineering or space. 🔴🟠⧗
- Delivering events that recognise existing and emerging digital talent in the NT. 🟠↻
- Working with CDU to explore options for a digital-park aligned with other digital initiatives. 🟠🔵⧗

- Exploring appropriate technologies in preparation for a virtual college to revitalise flexible secondary education provision. 🔴🔵

Ongoing

- Promoting safe access to online services which support student learning. 🔴
- Delivering Digital Futures to encourage women to engage in digital career pathways. 🟠
- Progressing tailored online cyber security training modules for NTG staff to improve cyber practices. 🟡🔵

- Building partnerships to grow STEM education and increase digital skills. 🔴

Multi-year

- Continuing to implement the Education strategic plan: Accelerate - Education for all with technology. 🔴🔵
- Delivering cyber security awareness programs for priority groups, to keep pace with the growth in cyber-threats. 🔴

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Improving Government Services
2021-22 ACTIONS

Acacia Digital Health System

Acacia is a contemporary digital health system that will replace NT Health's current major systems and integrate a range of specialised clinical systems. Acacia will improve patient and client outcomes, and continuity of care, by providing essential clinical information at the point of care.

The Acacia Electronic Patient Record (Read-Only) was launched in late 2020 as the first phase of the program. Patient administration, emergency triage, operating theatres and maternity functionality will commence roll out from the second half of 2021.

Acacia has supported more than 150 specialist ICT jobs over the life of the program with the majority of these professionals engaged through Territory enterprises.

New

- Implementing a new, integrated child protection and youth justice system called Care that puts children at the centre. 🟡 ⧗

- Introducing an NTG customer experience framework to place government's customers at the centre of our work. 🟢 🔵 ⧗

- Enabling smartphone and tablet access for regional staff undertaking housing tenancy inspections. 🟡 🔵

- Investigating digital identity solutions suitable for Territorians to access online government services. 🟢 ⧗

- Building a new firearms registration system, Tracer, that will streamline applications and enhance community safety. 🟢 🟡 ⧗

- Scoping an Education Management Program to streamline Department of Education systems, improve data quality and visibility of student journeys. 🟡

Ongoing

- Deploying digital tools across the NTG in response to urgent and strategic government priorities. 🟡

- Producing a five year digital roadmap to improve investment planning for digital services and systems. 🟡 🔵

Multi-year

- Implementing SerPro, a modern, proven and integrated digital policing system in the NT. 🟡

- Creating a digital government transformation plan to set a path for improving online government service delivery. 🔵 🟡

- Developing a government data sharing model to address the technical requirements for data sharing between agencies. 🔵

- Implementing a new digital case management system for NT courts and tribunals. 🟢 🟡

- Developing and implementing Sage, a single, integrated budget management system for the NTG. 🟡

For more information visit digitalterritory.nt.gov.au

Enabling Smarter Communities 2021-22 ACTIONS

Drones to adapt government service delivery challenges

The Northern Territory has a lot of open spaces, and a lot of open sky. And that has encouraged creative and innovative adoption of unmanned, remotely piloted aircraft or drone technology.

Drones are being trialled by government for many uses - from analysis of the Territory's natural assets to assisting the NT Police. The Northern Territory is taking advantage of this technology.

NT Health is continuing its partnership with Charles Darwin University and iMove Australia to research and commence trials of remote medicine delivery mechanisms enabled by drone technology. This will assist remote community health outcomes, including when communities are cut-off in the wet season.

Drone programs to monitor both natural and built assets and undertake emergency management activities are ongoing. Government is collaborating with the emerging drone industry in the NT to seek opportunities for development and growth of the sector.

For more information visit digitalterritory.nt.gov.au

New

- Introducing a new online parks booking system to improve the booking process for visitors to NT parks. 🟢🔵⏳

- Progressing actions set out in the Strengthening our Health System Strategy (2020 – 2025) in collaboration with the NT Primary Health Network and other partners. 🟡⏳

- Progressing the joint Palmerston smart city FiberSense pilot, providing road and critical asset monitoring and protection data. 🔵⏳

- Participating in the national Communities of Excellence Program, an initiative led by the Australian Digital Health Agency progressing digital health initiatives in the East Arnhem region. 🔴⏳

- Implementing the Territory Kidney Care solution, an innovative clinical information system to assist with early identification and management of kidney disease. 🟢🔵⏳

- Developing the NT Electric Vehicles Strategy to support the increased uptake of electric vehicles and installation of charging infrastructure. 🔴🔵

- Conducting research and preliminary consultation in preparation for developing an Artificial Intelligence framework. 🔵🟡⏳

Ongoing

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

Multi-year

- Increasing access to government data through a simplified open data portal focused on user experience. 🔵🟢

- Working with other states and jurisdictions to develop a national automated vehicle regulatory framework. 🔴🔵

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