

# 2020-21 DIGITAL TERRITORY ACTION PLAN

## *Supporting the Digital Territory Strategy (2018)*

Growing the Territory's digital economy through continuous improvement in skills and technology will create knowledge-based jobs, drive innovation in the way we deliver services to our communities and build resilience and economic prosperity.

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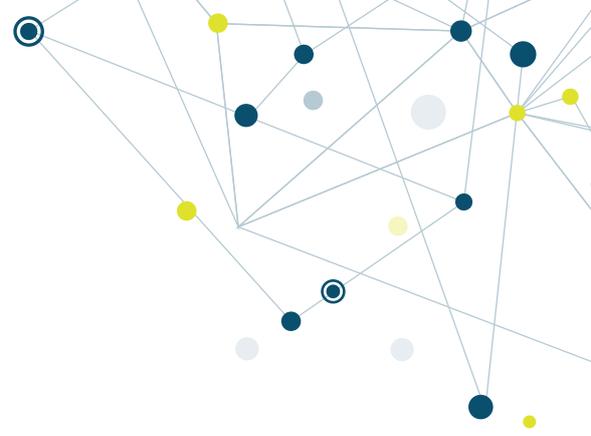
## Links

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

- *Operation Rebound* - Green Paper on the Territory's recovery
- 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 Strategy website:  
[digitalterritory.nt.gov.au](https://digitalterritory.nt.gov.au)



# Strategy vision

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

## About the plan

The 2020-21 Digital Territory Action Plan is the third action plan to support the Digital Territory Strategy.

This plan presents a consolidated view of key digital initiatives across the five strategic directions in the Digital Territory Strategy and highlights digital achievements. Significant progress continues to be made, with most initiatives well advanced or completed and categorised as:



Ongoing programs – longer term strategies that enable digital advances, build digital capabilities, improve services and enhance collaboration between government, industry and the community.



Multi-year programs – major ICT projects and digital activities with significant deliverables over finite timeframes.



New actions – recently identified initiatives and emerging priorities which will progress the Strategy's five digital directions and support Government's digital transformation program.

## Emerging priorities

The COVID-19 pandemic emerged as a major new priority across the globe in 2019-20 requiring rapid adaptation. The pandemic has highlighted how essential it has become to have reliable telecommunications, connectivity and digital solutions to enable people to work from home, businesses to remain operational and the community to stay informed and connected.

The pandemic has influenced a more rapid acceleration of digital technology adoption to support business operations.

For the NT Government, new digital solutions were rapidly developed to support the restrictions and requirements that underpinned the Territory's pandemic response.

COVID-19 is reshaping the future, with digital technologies and solutions creating dynamic shifts and opportunities for businesses, community and government. Delivering on digital means it is more critical than ever to focus on strengthening digital capabilities and telecommunications will be pivotal.

The Territory's *Operation Rebound*, led by the new Territory Economic Reconstruction Commission, includes recognition of the role that the data and digital growth sectors will play in accelerating economic diversification locally and in building resilience.

The NT Government's digital transformation program will continue to evolve and adopt new digital solutions increasing the utilisation of technology in service delivery with customer focus at the centre.

# 2019-20 Achievements



## Growing Jobs and Business

- ▶ [northernterritory.com](http://northernterritory.com) website translated into multiple languages.
- ▶ Designed and introduced a jobs site for matching businesses with people looking for work during COVID-19.
- ▶ The City of Darwin delivered free and open access to its data through an Open Data Hub.
- ▶ NT Digital Excellence awards held, recognising local industry's talent and expertise.
- ▶ Introduced remote monitoring of calving to improve cattle results.
- ▶ Completed the scoping study for a commercial data centre in Darwin.
- ▶ Delivered an online portal for procuring ICT specialist services.
- ▶ Refined the model for government procurement of ICT services.
- ▶ Convened Boundless Digital Forum with the digital industry to identify local growth opportunities and priority issues.
- ▶ Introduced ReelScout, a skills and locations register for people working in the NT Film Industry.
- ▶ Developed a range of integrated digital COVID-19 compliance solutions to track and report:
  - border control and biosecurity zones
  - remote essential worker permits
  - public health exemption approvals
  - mandatory quarantine records
  - COVID-19 safety plans for multiple business types.



## Building Digital Skills

- ▶ State of the art STEAM centre constructed at Darwin High School.
- ▶ Invested in the NT Pre-school STEM Games to build children's curiosity for STEM through fun-based learning.
- ▶ The Industry Skills Advisory Council Northern Territory (ISACNT) led the delivery of two Industry Build Skills programs across seven companies in Alice Springs and Darwin.
- ▶ Developed and delivered cyber security awareness programs for local businesses, the ICT industry and senior Territorians.
- ▶ NTG entities participated in national cyber security exercises which provided valuable learning opportunities.
- ▶ Charles Darwin University introduced new pathways for entry into its Master of Information Technology degrees.
- ▶ Engaged with regional training organisations to develop plans for delivering cyber security training, including cyber security VET courses, in the NT.





## Connecting Territory Communities

- ▶ Tiwi Islands connected with high speed fibre services via an undersea optic fibre cable delivered by the Vocus Group.
- ▶ Improved video conferencing capability in remote courts.
- ▶ Enhanced BushTel application and increased the data available on remote communities and visitation.
- ▶ Expanded telecommunications services (mobile phone and internet) into a further 10 remote NT communities over 2018-2019 through multi-year NTG / Telstra Remote Telecommunications Co-investment Programs.
- ▶ CfAT worked to improve data collection process for selected remote NT communities to better inform Telstra's digital inclusion index report.



## Enabling Smarter Communities

- ▶ Smart street lighting installed by councils in Darwin and Palmerston to improve community safety and reduce energy consumption.
- ▶ The City of Darwin introduced a smart city platform.
- ▶ Enhanced the Bushfire Emergency Management System to improve functionality.
- ▶ Released a discussion paper for consultation to get ready for electric cars.
- ▶ Introduced smart parking in Darwin using digital technology (City of Darwin).
- ▶ Developed virtual reality tourism and cultural experiences of West Arnhem Land to reach a much wider audience and encourage interest.

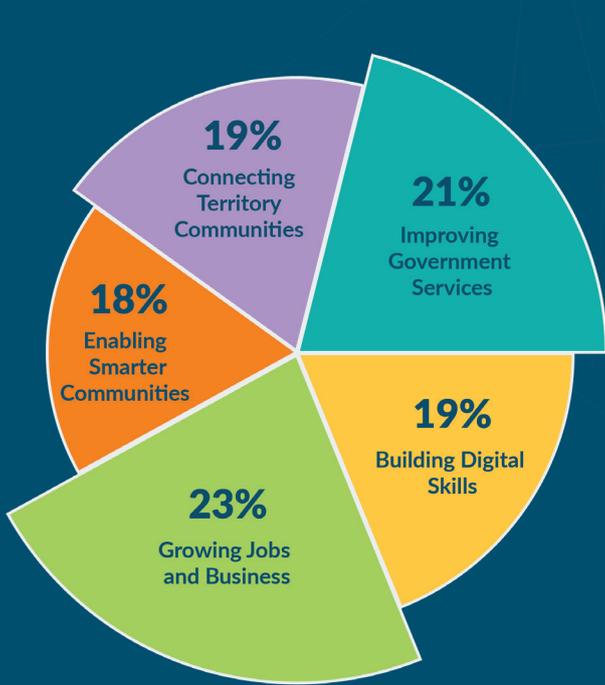


## Improving Government Services

- ▶ New government data centre and a backup data centre established, improving critical systems resilience.
- ▶ Data Governance Framework for NT Government developed.
- ▶ Deployed read-only version of new Acacia digital health system as part of the CCSRP Program.
- ▶ Implemented a customer-centric digital forms platform to create interactive online forms for public web sites.
- ▶ Created digital tools to assist NT Government's COVID-19 response:
  - piloted digital workflow solution to manage home-based work approvals
  - developed the Territory's central COVID-19 web site
  - created a chatbot to guide NTG staff through setting up their working from home office as a technology trial.
- ▶ Centralised and integrated government ICT services and solutions.
- ▶ Undertook a whole of government ICT systems stocktake.

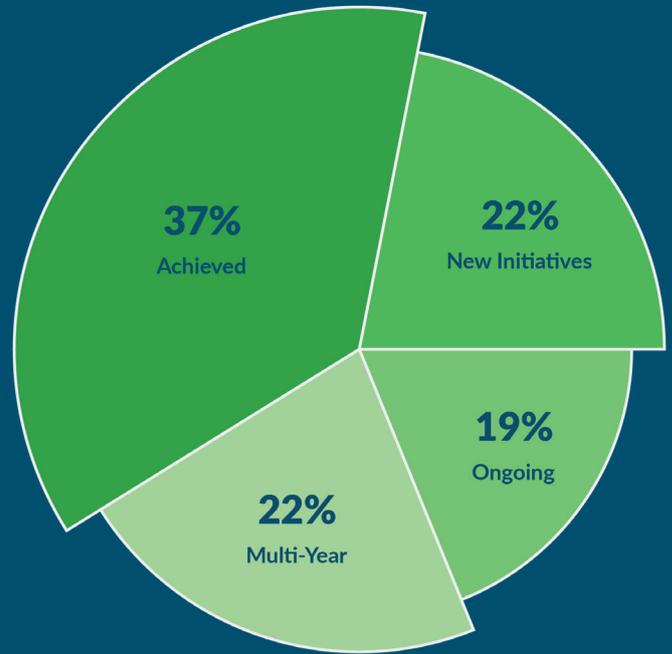
The above provides a snapshot of achievements over 2019-20 full details available at [digitalterritory.nt.gov.au](https://digitalterritory.nt.gov.au)

# At a glance



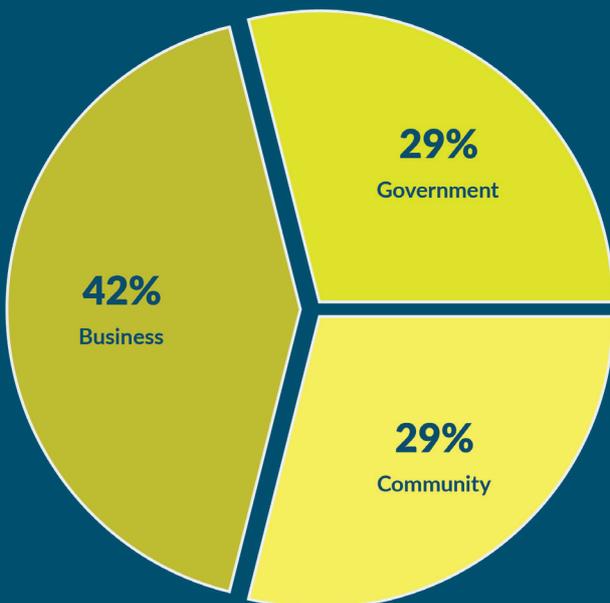
## By Digital Direction

Breakdown of actions, including achieved, across the five Digital Directions.



## By Status

All actions across current, ongoing, multi-year and achieved (from the 2019-20 Action plan).



## By Sector

Represents breakdown of the 65 actions on the 2020-21 Action Plan by sector.

# 2020-21 Actions

## Growing Jobs and Business



Digital technology is changing the Territory's business environment, opening up new opportunities for growth.

### New actions

- Leveraging new international submarine fibre connectivity that will link Darwin to Asia and North America creating a data gateway to expand digital business opportunities and accelerate the digital economy in the Territory. 
- Creating a knowledge-based industry precinct as a key project under Operation Rebound through releasing an EOI for an enterprise scale, low emissions commercial data centre in Darwin. 
- Supporting development of the Space industry in the Territory through investment in digital infrastructure. 
- Designing an e-conveyancing service that will allow online transfers of land titles. 
- Researching the design options to develop a business portal integrating NT Government services for business and making it easier for businesses to deal with government.
- Investigating ways to encourage 'agtech' developments through effective use of modern digital technology to benefit agriculture production in the Territory.

### Ongoing programs

- Supporting local businesses to expand their digital capabilities through workshops which will build digital skills and grow their business.
- Working across sectors to develop job pathways for Territory women and girls to commence digital careers.
- Implementing recommendations from an independent review of government ICT procurement practices, continuing to work with the local digital industry and deliver value for Territory procurement outcomes.

### Multi-year programs

- Investing in innovation through the Digital Partnerships Program providing NTG funding contributions to six local businesses across diverse industry sectors to develop new digital tools.
- Construction of a satellite ground station in Alice Springs by CfAT and Viasat to collect real time environmental monitoring data.
- Acquisition and deployment of a new digital payments solution to improve payment processes for NTG suppliers.
- Developing and introducing an MVR online business service channel for vehicle dealers and licensed inspectors.

## Connecting Territory Communities



A digitally connected Territory: linking rural, remote and urban Territorians and building stronger ties for families, communities and business.

### New actions

- Upgrading optic fibre links to provide more bandwidth for communities and businesses in the Gulf region. 
- Partnering with Vocus, to substantially upgrade the NT's optic fibre network capacity to 20 terabits, bringing new investment, new industries and new job opportunities to the Territory. 
- Planning feasibility and design for a project to upgrade the optic fibre link across Arnhem Land to Nhulunbuy.
- Expanding mobile phone coverage in Kakadu National Park. 
- Considering innovative and appropriate co-investment options to extend mobile and data services into remote locations.

### Ongoing programs

- Advancing telehealth and telemedicine adoption and use, particularly in remote locations.
- Collaborating with federal and state governments to find ways to reduce the digital divide and build digital inclusion.
- Exploring innovative ideas to improve data accessibility in very remote communities.
- Continuing work to grow Bushtel to improve the coordination of government services in remote communities.
- Enhancing the user experience with NTG websites incorporating a 'life-events' approach.

### Multi-year programs

- Installing new CfAT mobile phone hotspots to extend mobile network coverage in remote locations.
- Delivering the NTG / Telstra Remote Telecommunications Co-investment Programs.
- Upgrading the emergency services digital radio network in urban and regional areas.
- Implementing digital story boards in Royal Darwin Hospital.

The above provides a snapshot of ongoing and emerging actions with full details available at [digitalterritory.nt.gov.au](https://digitalterritory.nt.gov.au)

# 2020-21 Actions

## Building Digital Skills



*Digital knowledge and skills are an essential foundation for digital jobs and future success.  
A whole of community learning approach will be needed.*

### ✦ New actions

- Developing a tailored online cyber security training module to test awareness and build knowledge of cyber hygiene practices for NTG staff.
- Working with the local ICT industry to determine a model for industry capability development that will grow expertise and capacity over time. 🌟
- Deploying digital tools rapidly across the NTG to boost collaboration and support flexible operations following COVID-19. 🌟
- Promoting safe access to online services which support student learning. ⌚

### 🌟 Ongoing programs

- Delivering cyber security awareness programs for priority groups, moving to a digital format and updating advice to keep pace with the growth in cyber-threats.
- Developing new pathways to expand digital career opportunities, including cross-sector work readiness approaches.
- Building capability and partnerships to grow STEM education and increase digital skills.
- Holding Digital Futures events to encourage women to consider technology career pathways.

### ⌚ Multi-year programs

- Introducing the digital technologies learning area across schools in the Territory and encouraging technology use in school subjects and programs.
- Selecting a digital technology platform for conducting a remote Virtual College trial in partnership with the Queensland Government.
- Continuing to implement the Education Strategic Plan: *Accelerate – Education for all with technology and information 2019-2022* focused on building student and staff digital skills and data analytics capabilities.
- Adopting a common eLearning platform for use by staff across government.

## Enabling Smarter Communities



*The Territory's challenge is to harness smart solutions that are affordable and suit our unique environment and circumstances.*

### ✦ New actions

- Increasing access to government data through a simplified data portal focused on user experience. ⌚
- Progressing the establishment of a sub-orbital balloon telecommunications technology, stratospheric balloon launch site in Central Australia. ⌚
- Supporting emerging solar and hydrogen renewable energy industries, including the large scale solar and battery storage capacity planned for the NT, to deliver zero emissions power for energy intensive industries such as data centres. ⌚
- Advancing the use of laser telecommunications technology to provide data connectivity supporting new industry development.

### 🌟 Ongoing programs

- Using drones for surveillance of bushfires and rangeland and biodiversity monitoring.
- Increasing the number of electric vehicles and charging stations for the NT Government fleet.
- Working with jurisdictions to design a national model for digital drivers licences, establish cross-border administration and further improve identity management for drivers licence applications in Australia.

### ⌚ Multi-year programs

- Introducing drones and artificial intelligence services for flora and fauna research and to improve environmental management capacity.
- Reporting of onshore gas exploration activity and related geospatial information through development of a digital portal shared by industry and government.
- Developing electric and autonomous vehicle strategies and policies.
- Progressing the use of drones and 3D scanning for inspection of roads, buildings and public housing.
- Developing a self-service portal for electricity customers.

The above provides a snapshot of ongoing and emerging actions with full details available at [digitalterritory.nt.gov.au](https://digitalterritory.nt.gov.au)



# Improving Government Services



Digital technology is changing the expectations of Territorians for government service delivery.

## New actions

- Developing a digital government transformation plan, including a five year digital roadmap encompassing business systems, cyber security requirements and increasing automation. 
- Completing the design for a new firearms registration system that will streamline applications and enhance community safety. 
- Streamlining interactions with government, with a focus on reducing red tape, a 'tell us once' approach and making compliance easier. 
- Delivering a new human capital management system for schools to manage their workforce. 

## Ongoing programs

- Expanding mobile access for field-based staff in child protection and youth justice roles.
- Developing a government data sharing model to enhance data sharing between agencies.
- Planning and progressing rationalisation of bespoke or standalone ICT systems.
- Adopting a digital-first mindset and expanding usage of digital technology tools to improve service delivery, including chatbots to assist customers (being trialled by MVR), API data feeds and digital identity credentialing.

## Multi-year programs

- Implementing a modern, proven and integrated digital policing system that will support policing activity across the Northern Territory - SerPro.
- Implementing a contemporary and complex digital health system that integrates clinical solutions and supports public health services (acute, primary and community) to people across the Territory - Acacia.
- Implementing a new, integrated child protection and youth justice system that puts children at the centre and supports services to safeguard vulnerable children - Care.
- Implementing a digital case management system for NT courts and tribunals to transition from paper-based operation to digital courts - ICMS.
- Developing and implementing a single, integrated budget management system for the NTG - Sage.
- Relocating ICT infrastructure from Royal Darwin Hospital to the Government Data Centre to improve resilience.

The above provides a snapshot of ongoing and emerging actions with full details available at [digitalterritory.nt.gov.au](https://digitalterritory.nt.gov.au)



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