

Dear Minister Moss

Thank you for the opportunity to present our feedback to your Digital Strategy discussion paper. Microsoft values its relationship with the Northern Territory, and looks forward being part of your continuing journey.

The below slides present Microsoft's vision of a digital Northern Territory Government. Our paper highlights the challenges, and the area's which require focus as you plan to become a fully digitally transformed Government.

The Northern Territory Government is in a unique position versus other, larger jurisdictions. The Northern Territory Government is unique in that it has access to the data it requires to make great decisions.

The Northern Territory Government collects all manner of information. This data can to be turned into valuable insights from which Northern Territory can make decisions that improve existing or create new digital services. This data and the resulting insights then must be made visible to citizens to promote government transparency and accountability.

Applying the current generation of Cloud enabled Big Data and Analytics tools to the Northern Territories data will yield significant, quantifiable knowledge, upon which you can make decisions and focus your Digital Strategy.

Microsoft's primary feedback to your Discussion Paper is to harvest the power of your data before progressing. Allow it to aid your decision making, such that you prioritise the new, digital services to the community.

Thank you again. We look forward to engaging with you further and would welcome the opportunity to meet and discuss our response.

Yours sincerely



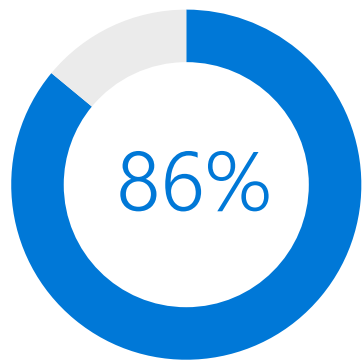
Grant Clayton

A man and two women are seated in a modern office lounge, engaged in a conversation. The man, on the left, is wearing a dark suit and a blue tie. The woman in the middle is wearing a black blazer and a colorful patterned skirt. The woman on the right is wearing a light-colored blouse and dark trousers. They are sitting in black leather armchairs. A black leather bag is on the floor next to the man. A wooden side table is next to the woman on the right. The background features large windows and a potted plant.

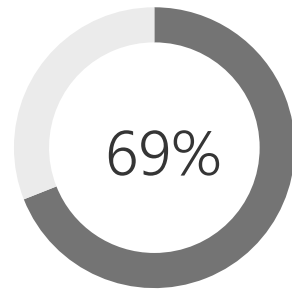
EMPOWERING the Northern Territory Government

86% of leaders consider digital their #1 priority

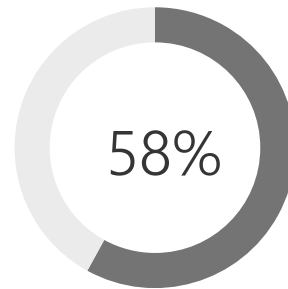
TRENDS THAT WILL TRANSFORM PUBLIC SECTOR AND BUSINESS OVER THE NEXT 5 YEARS



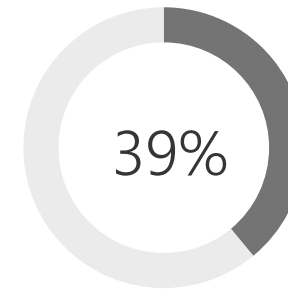
Technological
advances



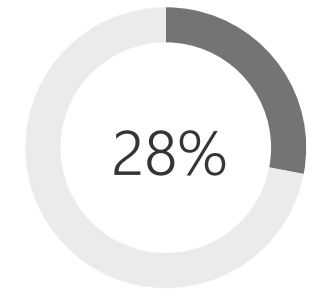
Demographic
shifts



Shift in global
economic power



Resource scarcity
& climate change



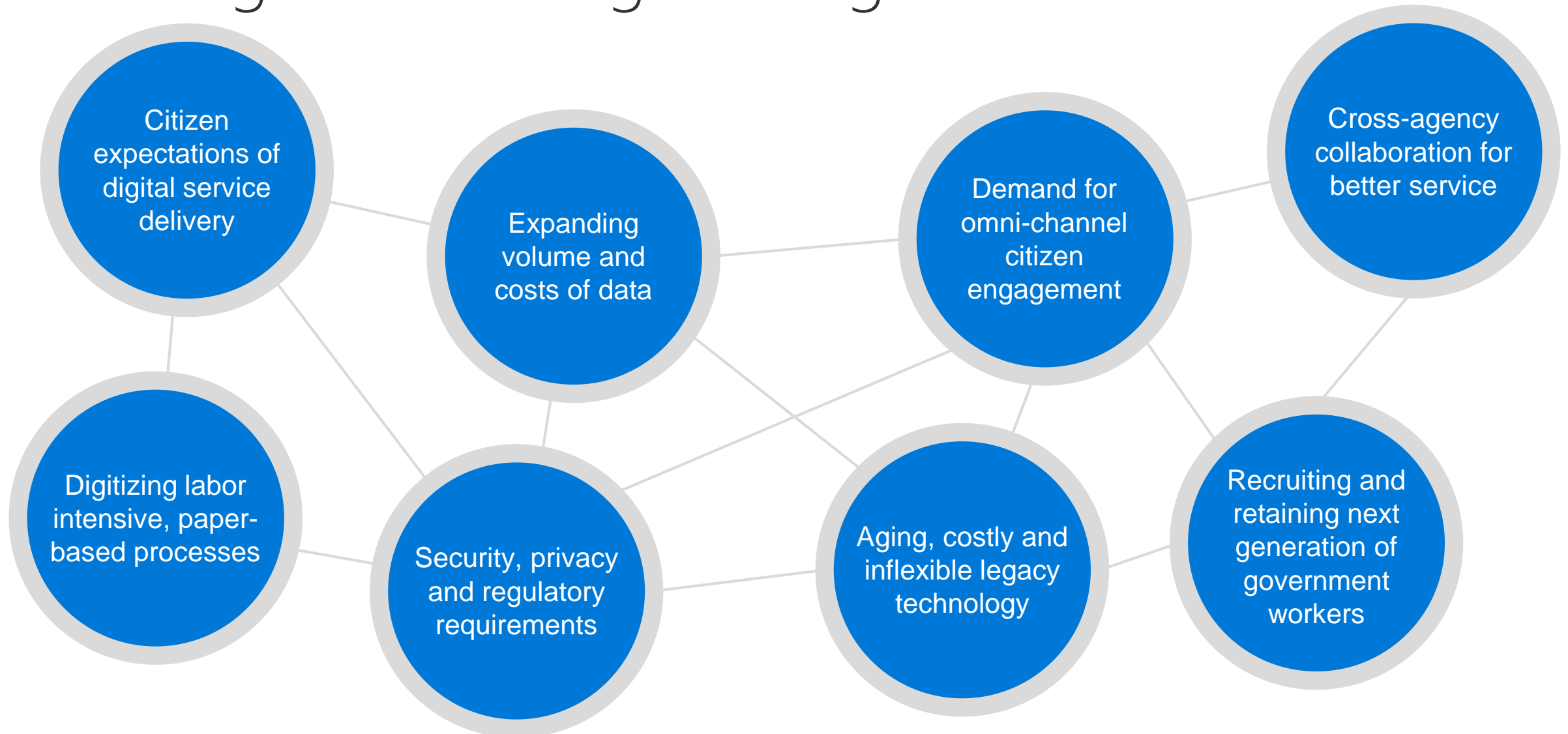
Urbanization



"To be efficient and effective in today's complex, interlinked and fast-changing environment, governments need to redesign their structures and processes to capitalize on a new set of actors and tools,"

World Economic Forum
Future of Government Report

The rapid pace of innovation and societal changes are presenting new challenges for agencies



Technologies transforming government



Big Data and Open Data

Manage data wisely to drive productivity, increase mobility, and innovate new digital services across and between multiple departments and agencies and to a broader set of citizens and stakeholders



Security

Achieve a balance of security and citizen empowerment, with effective security controls across identity, device, data and apps, and infrastructure. Protect data against unauthorized access, detect attacks and breaches, and respond and adapt to prevent it from happening again



Analytics, Machine Learning, Artificial Intelligence

Bring greater wisdom into analysis and service delivery with on-demand cloud-based compute power. Enable a digitized redesign of existing processes to deliver new, more flexible services



Internet of Things

Connect infrastructures to make emergency systems more efficient, or reduce service response times across devices, cloud, analytics, and backend systems

Digital transformation is essential to sustaining a competitive advantage in Government



ENGAGE YOUR CITIZENS

Through connected mobile services to increase satisfaction and participation



EMPOWER YOUR EMPLOYEES

to do their best work by leveraging the power of mobility



OPTIMIZE GOVERNMENT OPERATIONS

to ensure cost and operating efficiencies with trusted cloud services



TRANSFORM YOUR SERVICES

and better utilize data to produce actionable analysis and enable better decision making



Creating more personal computing

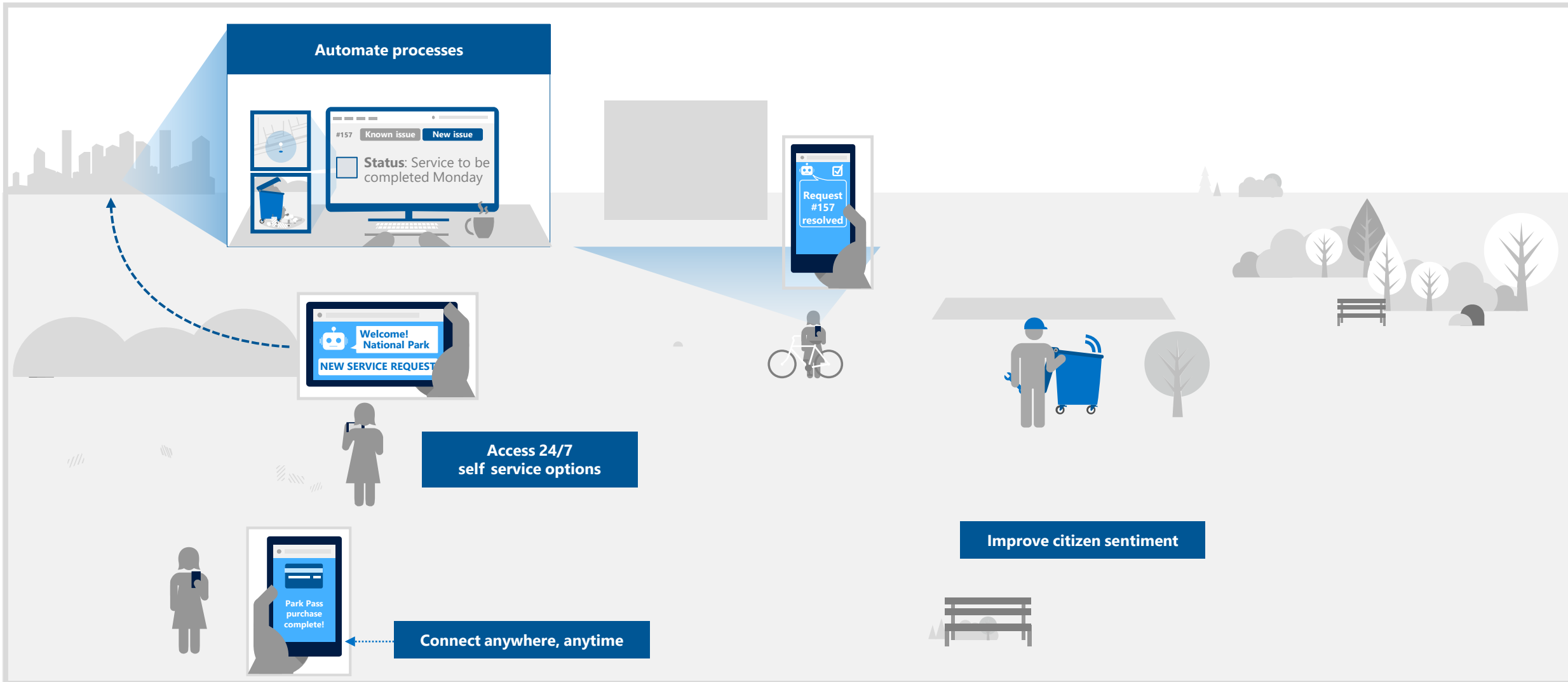


Reinventing productivity and business processes



Building the intelligent cloud platform

Enable: Engage citizens, empower employees, and optimise government operations





EMPOWER YOUR EMPLOYEES

Advance

government employee
productivity with one
complete collaboration
solution

Collaborate

with integrated tools
to build better citizen
services

Increase

citizen services
response rates with
access to information
and people

Enhance

services experience
when employees have
the best tools for the job





OPTIMIZE GOVERNMENT OPERATIONS

Reduce costly

maintenance and free up government resources

Enhance

capabilities for managing citizen identity and data securely

Improve

agency agility through self-provisioning services

Increase

resiliency with scalable, on-demand government services infrastructure





TRANSFORM YOUR SERVICES

Accelerate

insight driven decisions on government agency operations and performance

Achieve

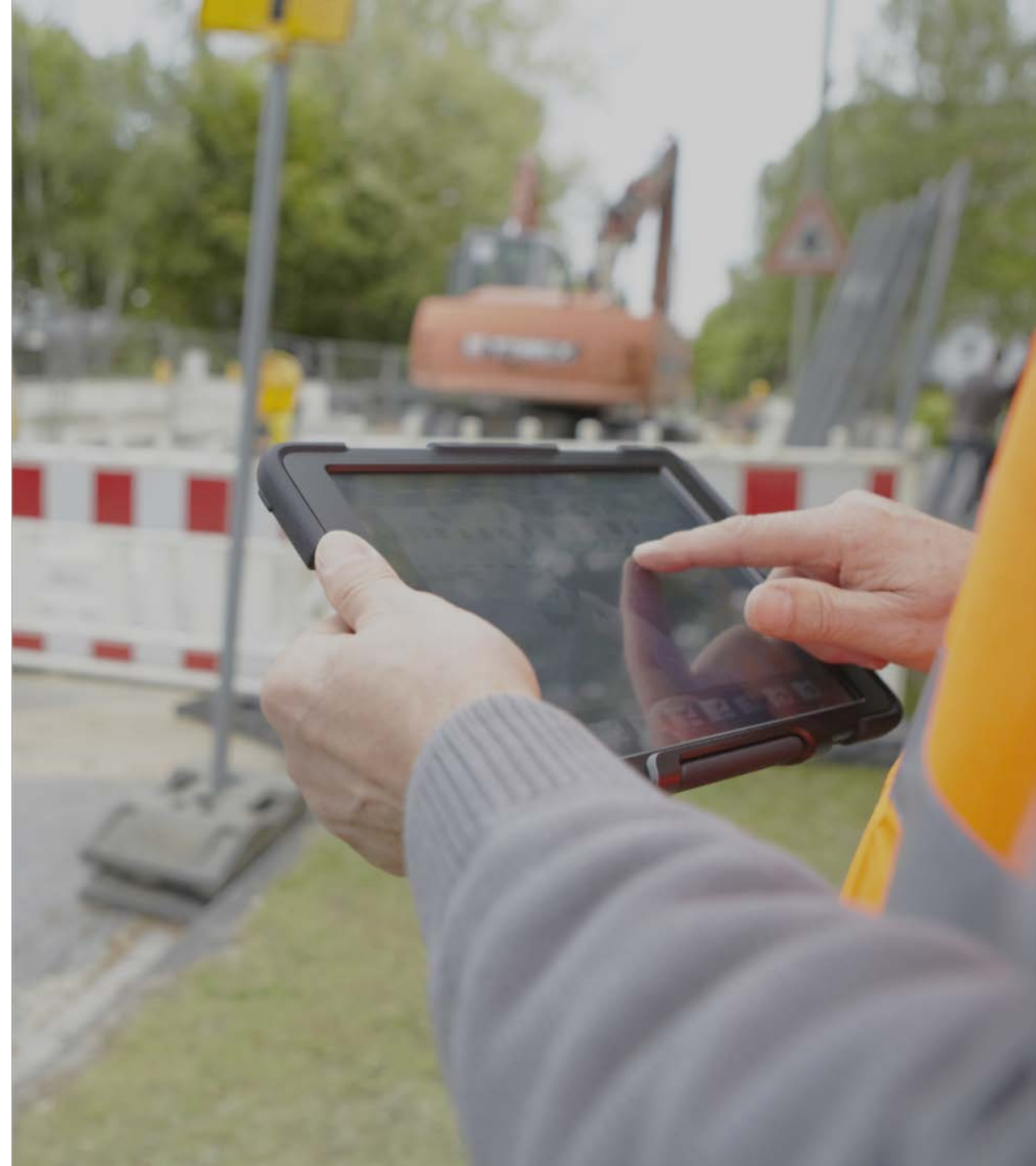
the potential of the internet of things

Control

government data storage and analysis costs

Combine

multiple data sources for enhanced insight and better decision making





ENGAGE YOUR CITIZENS

Improve

efficiency, delivery and
quality of in-person citizen
services

Enhance

citizen engagement
with digital town hall
and social forums

Enable

rapid response and
transparency to citizen
service requests

Increase

online and mobile
citizen services
experiences



Innovate: Create a framework for innovation with the citizen at the centre



First: Convert your Data to Knowledge

Transparency

Data rapidly published and accessible via shared platform

Third parties can consume and publish the data – e.g. via Apps.

Technical capabilities required to consume and release value.



E.g. publish cycling route data that can be published by 3rd parties, e.g. MapMyRide

Insight

Correlate disparate open, shared and private data sets to deliver value.

Tools provided to visualise hidden relationships and enable targeted action.



e.g. Identify opportunities to tap into community project funding to meet shared objectives

Smart Engagement

Enable rapid access to relevant and contextual information that enables parties to make informed decisions and transactions.

Providing a personalised and community experience.



E.g. Provide citizens with journey route choices based on local flood conditions

Smart Operations

Utilise open data to deliver targeted services across organisational boundaries

Delivering user experience excellence through seamless services whilst optimising resources



E.g. automatically increase local lighting at night where a disturbance is reported by the police.



Next steps

➔ Learn more about our vision for digital transformation at microsoft.com/government

- ➔ Our perspectives in blogs, videos and articles
- ➔ Customer stories
- ➔ Events & webcasts
- ➔ Social channels