

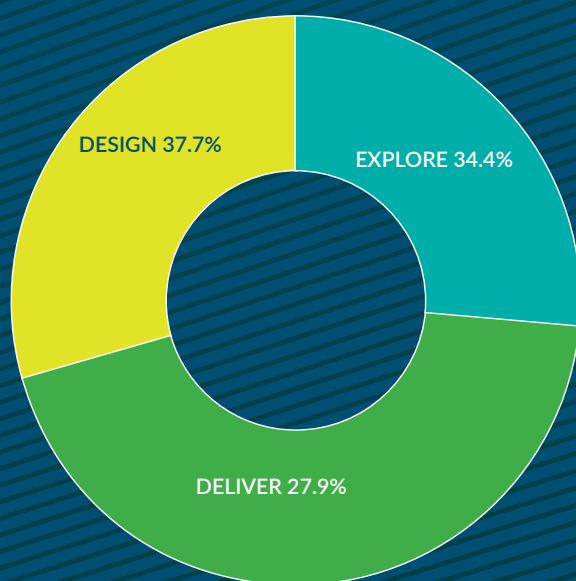
2018 – 2019 DIGITAL TERRITORY ACTION PLAN

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

There are 61 actions on the 2018 – 2019 action plan. These have been identified by NTG agencies, local government, the digital industry and local business sector, and the research and higher education sector.

The 2018-2019 plan also reflects on our digital journey so far, acknowledging the considerable work that has been done to date by showcasing recent key achievements.

ACTIONS BY PHASE



ACTIONS BY DIRECTION

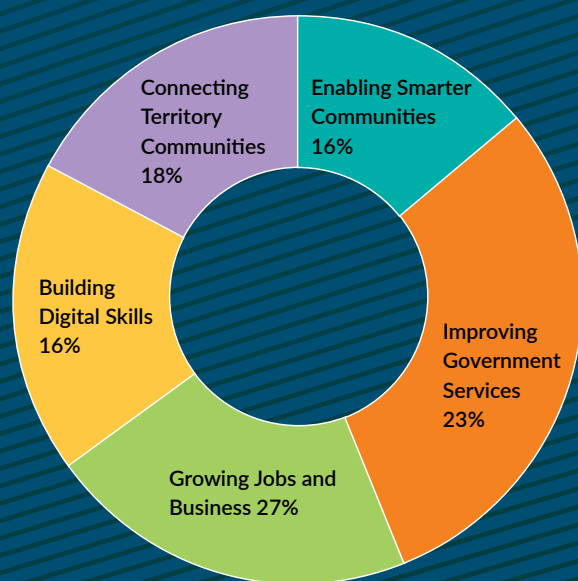


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Common abbreviations

AISA – Australian Information Security Association

AG – Australian Government

CBD – Central business district

CCTV – Closed-circuit television camera

CDU – Charles Darwin University

CfAT – Centre for Appropriate Technology

ICT – Information and communications technology

NGO – Non-government organisation

NT – Northern Territory

NTG – Northern Territory Government

RTO – Registered training organisation

STEAM – Science, technology, engineering, arts and mathematics

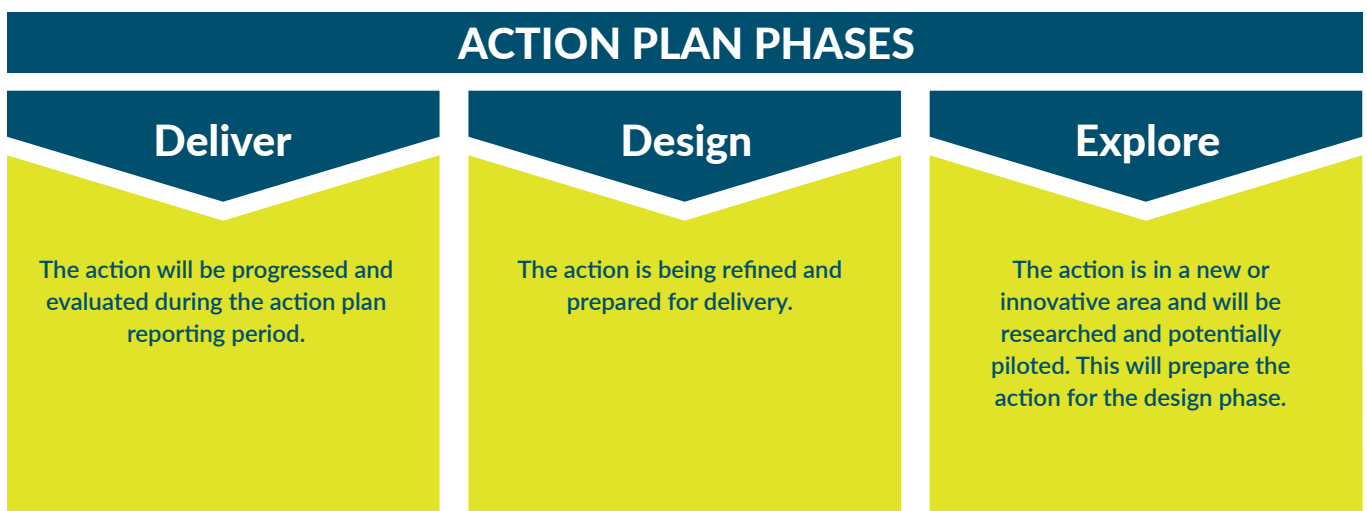
STEM – Science, technology, engineering and mathematics

VET – Vocational education and training

About the digital action plans

Each of the five core digital directions has its own action plan made up of initiatives that progress the vision of the strategy.

Actions are categorised in three lifecycle phases for the reporting period.



The action plans will be reviewed annually to keep the strategy refreshed and current.

Annual reviews will also include a report back on the achievements of the previous year.

Digital Strategy Blueprint

DIRECTIONS

KEY FOCUS AREAS

Growing Jobs and Business



Assist businesses to identify digital requirements for jobs and plan to enable Territorians to take up the jobs of the future

Encourage Territory businesses to adopt digital capabilities through ICT industry leadership and support

Enable business innovation and development of new digital solutions through making government datasets open, accessible and free to reuse

Support the local digital industry through working cooperatively to expand opportunities, share knowledge and attract digital specialists to supplement existing capacity in the Territory's dynamic digital sector

Promote proactive cyber smart practices so NT businesses can better protect their reputation and viability

Connecting Territory Communities



Work with telecommunications providers and the Australian Government to improve communications infrastructure to remote communities and locations across the Territory

Increase Territorians' access to digital services so everyone can be engaged and included in digital opportunities

Investigate tailored digital communications and services that meet divergent community needs across bush and urban communities and recognising Aboriginal culture

Link communities with the ICT industry and digital entrepreneurs to develop new solutions to long-standing problems

Building Digital Skills



Grow the science, technology, engineering and mathematics (STEM) capabilities of Territory children to ensure they have the digital skills needed for future careers or to create their own opportunities

Develop Territorians' digital knowledge and skills to take up new opportunities in the digital industry in the Northern Territory or to find new and better ways of doing business

Encourage people from all age groups, backgrounds and places across the Territory to expand their digital know-how to get the most from new technology and stay connected

Establish cyber security and data science education opportunities to grow these specialised and in-demand skillsets

Enabling Smarter Communities



Encourage greater application of digital technology at the community level

Make use of modern sensor systems and data analytics to better integrate activity and make it easier for people to live, work and move about in the community

Leverage digital innovation to progress contemporary and eco-friendly transport options

Improve community sustainability through digital advancements that encourage less energy and water use

Improving Government Services



Deliver modern government digital services that are customer-centric and simple to use

Reform systems and establish government ICT applications on efficient and sustainable platforms

Strengthen digital foundations for government and the community to effectively support and enable the digital transformation journey

Maintain secure government systems to protect Territorians' data

Make online identity verification transactions with government easy

What will success look like?

• **Healthy and prosperous digital economy enabled by:**

- skilled, talented and innovative local workforce
- dynamic, proactive, expert ICT industry and supportive government
- confident, agile and digitally capable local businesses across the Territory that embrace disruptive digital innovation.

• **Inclusive, safe and thriving Territory communities supported by:**

- equitable and affordable access to the internet and mobile phone services
- digital savvy, connected and informed people across all community groups
- sustainable, clever Territory towns exploiting digital technology to enrich lives.

• **Responsive and engaged Territory Government evidenced by:**

- strong and scalable digital foundations, protections and policy settings to leverage growth and meet Territorians' needs
- progressive digital transformation focussed on creating jobs and supporting economic development
- culture of openness, inclusion and innovation working in collaboration with local business to support the Territory community.

Our achievements so far



GROWING JOBS AND BUSINESS

Territory ingenuity shines through with EnviroSys.

EnviroSys is a niche environmental management software solution developed locally by SRA Information Technology. The software is being used internationally by some of the world's largest resource companies. SRA has expanded its operations interstate and overseas. The company has been recognised for its innovative and dynamic approach to digital innovation through a string of industry awards, including most recently the 2017 Australian Export Environmental Solutions Award.

Lead: SRA

Showcasing Territory talent, the LightSPEE3D printer is a world-first commercial 3D printer that was co-invented in the Territory.

The printer is the centre of a new industrial research hub based at CDU. The hub was facilitated through a partnership between the NTG, CDU and the Singapore University of Technology and Design.

Successful cattle monitoring trials have been conducted using satellites to remotely monitor and analyse performance of individual cattle and pastures in Northern Australia.

This has led to the development of commercial software that helps cattle producers improve beef production and lower costs.



CONNECTING TERRITORY COMMUNITIES

Remote mobile phone hotspots connect the Territory to the world.

The Centre for Appropriate Technology (CfAT) in Alice Springs has created a simple mobile phone hotspot that extends mobile phone signal for up to 100 kilometres, helping people in very remote locations make calls.

The hotspots are constructed by CfAT's Aboriginal workforce in Alice Springs. They are rugged with no moving parts and use no power, making them ideal for the Territory's harsh conditions. CfAT is patenting this unique product and pursuing international markets.

Through a grant from the NTG CfAT has built and installed 27 hotspots across the Territory to provide vital communication links for residents and visitors.

Lead: CfAT

Partners: NTG

Ingenious iVet – started by local vet Dr Sue Samuelsson – is the first virtual veterinary clinic to deliver animal care.

Originally designed to help Dr Samuelsson's Arnhem Land clients, iVet is now a tele-vet model that is being applied internationally, enabling people who cannot access traditional vet services to get the help they need for their animals.

Mobile phone and/or broadband services are being delivered to 17 remote Territory communities as part of the 2015-2018 NTG/Telstra Remote Telecommunications Co-investment Program.

Telecommunications infrastructure underpins all other digital initiatives, reducing the digital divide and opening up economic and social opportunities.



BUILDING DIGITAL SKILLS

Alice Springs 'Geek in Residence' program wins awards.

The Alice Springs Public Library coordinated a 'Geek in Residence' program that provided access to computers, iPads and digital training for youth.

This program was delivered by local young 'geek' trainers who delivered fun and educational digital activities that generated lots of interest, input and participation from young people.

The 'Geek in Residence' program won both the community award and the Industry Gold Award at the inaugural NT Digital Excellence Awards in 2017. The program highlights the positive results that can be achieved by partnering with the community.

Lead: Local Government

Partners: NTG; NGOs; Private Sector

STEM and STEAM Centres of Excellence that develop students' skills in creativity, innovation, teamwork, communication, critical thinking and problem solving, have been established in numerous schools, including Darwin High School, Centralian Senior College and Taminmin College.

The Centres of Excellence provide students with the skills needed to live and work in the 21st century.

A new associate professor in cyber security at CDU was created in 2018, funded through a NTG grant.

The position enables postgraduate courses in cyber security to be offered, providing more opportunities for NT students, attracting international students and enhancing the NT's ability to participate in the cyber security industry.

Some professions and industries requiring a license to trade can now lodge and manage applications digitally through a new online system.

The system allows applications to be submitted online at any time, increasing convenience and productivity.

NT mango crop data is now recorded on the national 'Australian Tree Crop Rapid Response Map'.

A team of local mango growers and NTG researchers captured data with remote sensing equipment to map valuable mango crop and production variability data that will help growers and the industry.

Free wi-fi hotspots at 22 key tourism destinations enable visitors to the Territory to share their unique holiday experiences with family and friends at no extra cost. This provides invaluable marketing for the Territory and helps the Territory tourism product to be competitive internationally.

DriveAbout is a world-first multi-lingual learner licensing app that helps new drivers pass the learner permit test. This electronic learning solution is designed to support people in remote areas that may have low literacy and numeracy levels. The app from Ambrose Business Solutions is available in English and a number of Aboriginal languages.

A new online portal is available for migrants to apply for NTG nomination for a general skilled migration visa in skills shortage areas. The portal makes it easier for skilled migrants to engage with the government.

Digital content is being created and shared across the Ngukurr community via a Hitnet Hub installed in the Ngukurr general store, using multi-platform digital technologies and a community wi-fi mesh solution. The hub shares the Ngukurr News, and interactive health and social information in local languages.

Senior Anangu women from cross-border communities of Central Australia's NPY region embraced new technology to develop the 'Kulila!' language app which records and translates health and medical terms into Pitjantjatjara, Ngaanyatjarra and English for 6000 people from 26 communities.

The first Remote Telecommunications Ideas Exchange held in 2018 marked a key first step to overcoming telecommunications challenges in the Territory.

The Exchange highlighted the willingness of industry, government and community to work together to stimulate thinking and spark ideas about better communications solutions that will suit people living in remote parts of the NT.

A collaboration between the NTG and Agrinet has established widespread wi-fi coverage across the 3100ha Douglas Daly Research Farm enabling the use of mobile phones on farms without 3G services. The technology is not reliant on a service provider and is suitable for farms with any type of internet connection.

Digital skills development programs are engaging and upskilling students across the Territory through creating digital technology.

Programs include International RoboCup Junior and LEGO® League competitions in Darwin and Alice Springs and CDU's Code Fair.

The programs expose students to new technology and fun hands-on learning opportunities to build foundational skills for the future.

Free seniors digital workshops delivered through the community library in Alice Springs, are enabling senior Territorians to improve their digital know-how and learn how to be connected and confident online.

Cyber Security Awareness Month, expanded to a month long program in October 2017 delivering presentations in Darwin and regional centres to over 1,000 participants from Territory businesses, government and the local ICT industry.

A number of major businesses supported this program by delivering free presentations with attendees receiving useful tips and crucial information to better protect their data and systems from cyber threats.

Data scientists are in high demand in Australia. Local education options in this field have grown with the introduction of Masters, Graduate Diploma and Certificate programs in data science at CDU.

These new courses expand the suite of ICT qualifications available locally. CDU aims to grow the program to 36 students over four years. This will strengthen local ICT capability, increasing options for data analytics and high-end research in the NT.



ENABLING SMARTER COMMUNITIES

Digitising land use maps across the NT.

Dynamic digital land use maps covering the NT's 1.35 million square kilometres will help the agricultural sector make informed decisions about what crops to grow, where to grow them, and the availability of water.

The NTG and the NT Farmers' Association collaborated to collect the field data to build the digital maps. Information that details the extent of agricultural and horticultural crops across the NT was gathered from 2,847 sites. The maps also provide critical information for biosecurity risk management and emergency disease preparedness.

MyFuelNT provides real-time fuel price information from all fuel retailers in the Territory.

The app enables consumers to make informed fuel purchase decisions, helping to increase competition in the retail fuel market and facilitating digital business opportunities by making this data open access.



IMPROVING GOVERNMENT SERVICES

Mobile technology enabling faster and better infrastructure asset data collection.

The NTG's ASNEX solution uses contemporary mobile technologies for better asset management, giving field-based staff and contractors access to infrastructure data, digital images and spatial tools.

This initiative improves asset planning capability and decision making with the ability to respond quickly to situations in the field, increases productivity, and reduces the effort to effectively manage government's infrastructure assets.

The mobility solution, in partnership with Global GBM, won a national Geospatial Information and Technology Excellence Award for business intelligence in 2016 and the ASNEX program picked up the NT Public Sector Excellence Award for Innovation in the same year.

Lead: NTG

Partners: Global GBM

An enterprise contract management system has been implemented to help government agencies consistently manage supply contracts, meet compliance requirements and guide process improvements.

Digital master data solution implemented that enables the effective management of identity information for people who interact with police, courts and prisons in the NT.

Renewable energy research and development projects are advancing local knowledge, sharing data and using technology to develop innovative sustainable energy solutions and potential commercial opportunities for local business.

Projects underway cover hybrid mini-grid systems, bioenergy, renewable resource databases and solar energy production modelling.

Desert Knowledge Australia Solar Centre is providing valuable data to inform the development of renewable energy solutions.

The Centre's testing facility is investigating the performance of solar technologies using 39 solar arrays, with an interactive online map providing digital information to over 5,000 national and international users.

The NTG has established an extensive CCTV network of 295 fixed and 20 mobile cameras across urban locations including Darwin, Parap and Casuarina over recent years.

The network of CCTV cameras provides safety benefits for the community and local businesses.

Automatic alerts are notifying job seekers when NTG jobs that suit their skills and interests become available on the government's online employment portal.

Proof of concept for an integrated case management system was successfully piloted for the NT Civil and Administrative Tribunal. Further project implementation phases will cover digital management of courts and tribunal matters in the future.

Body worn cameras for Public Housing Safety Officers were successfully trialed, digitally recording interactions and improving safety and transparency for officers, residents and the community.

A new government data centre is ready to commission. The centre will strengthen government's core digital foundations and substantially reduce risk by increasing capacity and resilience.

NTG digital apps and systems are helping Territorians access online government data and services on mobile devices when and where they need them. Apps include NT Bus Tracker, SecureNT, Fishing Mate, RentNT, InvoiceNTG, QTOL, My Rego, Road Report NT, NT Fauna and ShopNT.

The Territory Intelligence and Coordination Centre recently commenced operation, accessing real time data and subject matter experts from across government to address crime and anti-social behaviour.

Commercial Passenger Vehicle operators and networks can digitally upload performance data to meet their compliance requirements through a new central database. This makes it easier for operators to meet their obligations and easier for the regulators to monitor compliance.



Growing Jobs and Business Our Actions

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

Headline Actions

Support Territory industries to drive innovative developments through a Digital Partnerships grants program.

The ICT industry is rapidly becoming a foundation industry that will underpin the success of other industry sectors across the economy with all businesses now depending on reliable ICT services and needing to take advantage of digital innovations and technology advances to remain competitive.

The \$1 million grants program over two years will provide matched funding to local ICT businesses to develop digital innovations in partnership with industry sectors in the NT that will build digital capacity, create jobs and boost economic growth.

Design Phase **Lead: NTG** **Partners: NTG, ICT Industry, Local Businesses**

Encouraging Territory women to take up digital careers through the inaugural 'Inspiring Women into Technology Summit'.

This is a key first step to increase opportunities for women and girls in the Territory's digital industry.

Women are underrepresented in ICT jobs; nationally around 28% of ICT jobs are filled by women and this needs to change. High income digital jobs are increasing and it is vital that women have the opportunity and skills to take up digital careers and contribute to the future digital landscape.

The summit will showcase digital career options and share the journeys of successful 'digital women' to increase awareness of job opportunities and pathways for Territory women and girls.

Post summit, further actions will be developed with the local digital industry to build on outcomes and provide practical steps to achieving gender balance in this important industry.

Deliver Phase **Lead: NTG** **Partners: Digital Industry**

Deliver Phase

The joint NTG/NT ICT Industry Association Working Group will identify and progress actions to increase collaboration between government and the ICT sector. A revised Industry Engagement Plan will be developed.

Lead: NTG / NT ICT Industry Association
Partners: Other ICT Industry Members, NTG Agencies

Establish a Business Innovation Strategy setting out the NTG's plan to facilitate and support business-led innovation. The innovation strategy will support growth in the Territory economy and encourage business diversification and sustainability through opening up new markets and business opportunities

Lead: NTG
Partner: Industry

Design Phase

Develop job pathways and support for Territory women and girls in the digital sector, particularly in the local ICT industry, helping to foster a more gender balanced workforce.

Lead: ICT Industry
Partners: NTG, Education Institutions

Design an information system for capturing and presenting natural resource data to residents, businesses and scientists informing future water and land management activities.

Lead: NTG

Showcase the innovative products and services developed by local digital businesses to interstate and overseas markets.

Lead: Digital Industry
Partners: NTG

Use digital technology to engage with recent arrivals, past residents and frequent visitors to the NT and promote the Territory as a preferred location to live, work and play.

Lead: NTG

Revise the ICT Services Contracting Model used for sourcing NTG ICT services to meet government needs and encourage local participation.

Lead: NTG

Explore Phase

Bring digital industry participants together to identify priority issues for the local digital industry and find approaches that will boost growth opportunities.

Lead: NTG
Partners: Digital Industry

Plan an NTG open data portal that makes government datasets available to the community online through a single, user friendly portal.

Lead: NTG

Investigate ways to deliver free and open access data from the future City of Darwin smart city platform.

Lead: Local Government

Consider approaches that will attract skilled digital professionals to the Territory in line with the *NT Population Strategy* and supplement the digital workforce.

Lead: NTG
Partners: Digital Industry, AG, Local Government,

Scope potential to establish a Joint Cyber Security Centre and a Cyber Growth Node presence in Darwin, involving the AG and AustCyber.

Lead: NTG
Partners: AG, Digital Industry

Define future workforce skills needed in the NT and update the NTG's ICT Capability Framework so workers better understand and prepare for digital roles.

Lead: NTG
Partners: ICT Profession

The government's Business Upskills Workshops will expand their focus to include digital transformation to assist Territory businesses to be competitive.

Lead: NTG
Partners: Darwin Innovation Hub, Digital Industry



Connecting Territory communities Our Actions

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

Headline Actions

Co-investing to expand telecommunications infrastructure in the NT's remote areas.

Continue the NTG's successful partnership with Telstra by making further investment in the bush through a new \$28 million remote telecommunications co-investment program. The four year program will deliver much needed telecommunications infrastructure to remote locations.

This program will put mobile phone and broadband services into more remote communities, along major transport corridors and into key remote tourism destinations.

This will strengthen the foundations for all other digital initiatives and enable digital inclusion, with more Territorians able to access the communications services already available to most other Australians.

Design Phase **Lead: Telstra, NTG**

Tackling cyber bullying through education.

Programs to prevent cyber bullying are being developed collaboratively between the NT and Commonwealth governments and provided to all schools. Schools also participate in the National Day of Action against Bullying and Violence.

The digital world is providing a new arena for bullies to flourish, extending their reach and hiding their identities.

The NT Social and Emotional Learning curriculum provides children and youth the skills to manage their online behaviours and impacts; provide tips for avoiding bullies, reducing their influence and highlight the support that is available. This initiative will help to build the resilience of our children and reduce the opportunity for bullies.

Design Phase **Lead: NTG**

Deliver Phase

Modernise government radio transmission infrastructure to the 400MHz spectrum, providing emergency and other frontline services with a digital radio network.

Lead: NTG

Launch GrantsNT, a contemporary digital and mobile solution for applying for, acquitting and managing government grants.

Lead: NTG

Partners: NGOs

Upgrade and roll out free community wi-fi to 46 communities as a baseline public library service, increasing speeds at 34 sites and implementing 12 new remote community wi-fi hotspots, increasing access to online services for remote Territorians.

Lead: NTG, NT Libraries

Improve the BushTel application and make it easier for people to find the information they need about remote communities online.

Lead: NTG

Design Phase

Design and manufacture an undersea fibre optic cable that will connect the Tiwi Islands to the national telecommunications network, strengthening digital connections to the Islands.

Lead: Vocus

Partner: NTG

Expand and improve remote connectivity to improve access to education and other services for remote Territory children.

Lead: NTG

Determine how best to collect data in remote communities so that this information can be used in future Telstra digital inclusion index reports.

Lead: Digital Industry

Partner: Telstra

Explore Phase

Identify future mobile phone hotspot sites to expand mobile services in rural and remote areas.

Lead: NTG

Partner: CfAT

Build on outcomes from the Remote Telecommunications Ideas Exchange to find sustainable solutions for better and more affordable internet access in regional and remote areas.

Lead: Telecommunications Sector, Digital Sector

Partner: AG, NTG



Building digital skills

Our Actions

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

Headline Actions

Extending digital skills challenge events to children in regional centres.

Digital skills programs successfully delivered in Darwin are being taken to Territory regional and remote centres to reach more NT children. The interactive digital programs delivered through schools and libraries will give Territory children access to new digital concepts, learnings and experiences while encouraging digital creativity.

Digital solutions, drone programs, coding camps, RoboCup Junior, LEGO® League competitions and programs are fun learning activities that excite and engage children and foster their natural interest in learning while gaining valuable digital skills.

The events will help regional and remote students learn new skills so they have the skills required for the future workforce.

Deliver Phase **Lead: NTG** **Partners: Education Sector, NTG (Libraries)**

Encouraging digital careers through cross sector work readiness programs.

Industry and government will work together to develop non-traditional and shared pathways to digital jobs through joint traineeship programs. This will assist the industry to meet anticipated future workforce demand and create more digital jobs.

A combined working group will explore options to develop traineeships and/or work experience programs for entry-level digital jobs on a cost-share basis. This will involve participants working in both industry and government on rotation, providing exposure to a range of digital jobs.

Opportunities for Territorians with different experiences and backgrounds to start a career in the digital industry will be examined.

Explore Phase **Lead: Digital Industry** **Partners: NTG, Educators, Research Sector**

Deliver Phase

Implement the Digital Technologies learning area and the ICT capabilities of the Australian Curriculum across NT schools to establish foundational digital capability.

Lead: NTG

Digitise, update and expand the government's cyber security awareness program to reach more Territorians.

Lead: NTG
Partner: AISA

Construct a state-of-the-art STEAM Centre at Darwin High School.

Lead: NTG

Design Phase

Identify and scope new or modified courses in STEM, cyber security and digital technology to increase CDU programs across higher education, certificates and apprenticeships.

Lead: CDU

Prepare an approach for developing cyber security awareness programs designed to support vulnerable and digitally disadvantaged Territorians.

Lead: NTG
Partner: Community Sector

Explore Phase

Build partnerships between the education sector, digital innovators and industry to grow STEM education and increase digital skills.

Lead: NTG
Partners: Education Sector, Digital Industry

Plan approaches with RTOs to deliver cyber security VET courses in the NT to increase the number of cyber skilled workers.

Lead: NTG
Partners: Education Sector, AusCyber Growth Nodes, Skilled Australia, CDU

Undertake a feasibility assessment of options for developing a Northern Australian remote health, science and technology park in Darwin.

Lead: NTG
Partners: Tertiary Education Sector, Private Philanthropists



Enabling smarter communities

Our Actions

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

Headline Actions

Designing a smart city platform for Darwin City.

The City of Darwin is planning to create a smart city platform incorporating smart controllers, data analytics and sensors for video, sound, climate and environmental conditions. This will provide the foundation infrastructure to enable essential council services to be automated within a few years.

The initiative links to a range of digital actions identified by the City of Darwin in the *Switching on Darwin* project and is jointly funded by the Federal and Territory governments and the City of Darwin.

Coordination and design work across the City of Darwin's digital initiatives is planned over 2018-19.

Design Phase **Lead: Local Government** **Partners: NTG, AG**

Getting ready for electric cars.

Government will have a role to play in fostering the deployment of electric vehicles recharging solutions and using electric vehicles in its vehicle and public transport fleets.

Applied research is needed to understand how electric vehicles will respond to the challenges of long distance, a harsh climate and low population densities that characterise much of the Territory.

Explore Phase **Lead: NTG** **Partners: Vehicle Industry**

Deliver Phase

Install smart street lighting to improve community safety and reduce energy consumption in Darwin as part of *Switching on Darwin* project.

Lead: Local Government
Partners: NTG

Design Phase

Plan to increase the number of high definition CCTV devices to increase public safety.

Lead: NTG
Partner: Local Government

Prepare to trial smart parking in Darwin using digital technology to advise travellers of available parking and provide electronic payment options.

Lead: Local Government
Partner: NTG

Complete the design and implementation plan for increasing the availability of wi-fi in high traffic areas of Darwin city.

Lead: Local Government
Partner: NTG

Explore Phase

Prepare to install a modern ambient sound system in the Darwin CBD through the Smart Cities initiative.

Lead: Local Government
Partner: NTG

Respond to the Australian Government's requirements for developing nationally consistent regulatory measures that enable safe experimentation and take-up of autonomous vehicles.

Lead: NTG
Partner: AG

Investigate education programs that use digital technology to monitor and reduce consumption of natural resources to minimise impact on the environment and provide for sustainable services into the future.

Lead: PWC

Progress planning and design of a digital communications network in the Darwin CBD. The network will enhance smart city technology and support CCTV, red light cameras, facial recognition technology and extended wi-fi coverage.

Lead: Local Government
Partner: NTG



Improving government services

Our Actions

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

Headline Actions

Improving resilience of government's ICT network and service delivery through a dual data centre model.

Government has a data centre refresh program underway that will result in two contemporary data centres – a new primary facility and a local back-up data centre.

This initiative is part of a multi-year works program and will procure space in an industry-standard commercial data centre facility in Darwin to meet back-up data management needs. The project will move into the commissioning phase in 2019.

Relocating from the Chan Building will enable better use of this central site as part of Darwin CBD revitalisation plans. It will locate critical data centre operations in more suitable secure sites.

Design Phase **Lead: NTG** **Partner: Digital Industry**

Commencing ICT program for a modern, integrated child protection and youth justice solution that improves outcomes for Territory children and families.

This digital solution will provide real time data to give frontline child protection workers the information they need to make decisions regarding the safety of vulnerable children. The system will incorporate mobility, access and business intelligence functions that will provide timely information to workers both at their desk and in the field.

Government is investing \$64 million over four years into this program which represents the third major frontline digital transformation initiative and will assist to deliver on key recommendations from the Royal Commission into the Protection and Detention of Children in the Northern Territory.

A public tender for the core system will be released in 2018-19 applying government's Buy Local Policy to encourage local industry involvement, with ICT professional skills to be sourced locally through Territory enterprises to the maximum extent.

Design Phase **Lead: NTG** **Partners: NTG, Digital Industry**

Deliver Phase

Commence the build phase for the Core Clinical Systems Renewal Program, which will improve patient outcomes by replacing aging legacy systems and providing full digital health records.

Lead: NTG

Partners: NTG, InterSystems Aust, Dialog IT

Commission the new Government Data Centre at Millner to become NTG's primary data centre, reducing service continuity risk and setting strong foundations for data and digital advancements.

Lead: NTG

Partners: NTG Agencies, ICT Industry

Introduce a Digital Services Policy for government ensuring NTG's digital services are customer focused, consistent and convenient.

Lead: NTG

Use Artificial Intelligence (Machine Learning) technology to improve fish stock reporting and research across the NT.

Lead: NTG

Partner: Digital Industry

Enhance government's infrastructure asset management system ASNEX with additional functions including analytics for buildings, roads and housing assets.

Lead: NTG

Partner: Digital Industry

Design Phase

Plan the implementation of SerPro, a digital transformation program that will replace NT Police's legacy system with a modern solution to support delivery of frontline police services.

Lead: NTG

Partners: Niche Technology, Digital Industry

Increase NT Government's cyber security capacity and capability to better protect systems and data from cyber-attacks.

Lead: NTG

Partner: Digital Industry

Source a customer-centric digital forms platform that will enable Territorians to do more business with government online.

Lead: NTG

Design a central digital solution for reporting and tracking the progress of key government initiatives, which will improve and streamline agency reporting requirements.

Lead: NTG

Explore Phase

Investigate refresh options for the NT Government's main website, nt.gov.au, with a focus on improving user experience.

Lead: NTG

Plan and scope an automated workflow that transfers non-restricted data in real time between police, justice and corrections to improve efficiency, accuracy and service delivery.

Lead: NTG

Monitor development of digital identification technology at the national level that will enable the government to verify Territorians' identities, expediting processing times and reducing the need for paper-based proof of identity.

Lead: NTG

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