



Benefits and Opportunities

Each post it note represents one or more conversations or responses received in stakeholder workshops or surveys that expressed this idea in this way. 1 post it could refer to multiple voices from that section. Text size below does not carry any meaning.

Colour Code:

NT Social Sector	NT Industry	NT Digital industry	NTG staff
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Improved operational costs over time

Can be more efficient for customers	Can-Do Territory is a great example	Save people time and effort	cutdown our workload	efficiencies in reporting	reduces manual errors	Effective solutions will reduce support costs later	Solutions reduce NTG operational costs	Enterprise project frameworks
Puts downward pressure on Government debt	Can make businesses more efficient	less manual paperwork	reduce rework and data entry errors	efficiency in health space	increase productivity	improve internal processes	realise efficiencies	improve internal processing times

Increased access to economic opportunities for NT business

Leading data centre and digital infrastructure in the NT	Create opportunities and new capabilities in Business sector	Create new kinds of services	Transformation that enabled business to be more efficient	improve issue management	More tools for the NTG to use	We could lead in digital inclusion	improve our team's capability	our team could use digital to support people more
Digital could help facilitate Aboriginal industry opportunities	Potential economic opportunities through digital channels	Stakeholders will adapt and evolve	NT could lead in Aboriginal data governance	lessons learnt resources	opportunities for innovation	publish more information about NTG services	provide new services	

Enhanced access to government services for some Territorians

regional / urban duplication can be reduced	Customers could self-help	reduce waiting times	Easier for customer to find our services	Customers currently have to apply for permits manually	self-service cut down waiting times	focus on servicing customer	better access to services
Access all government services - not just NT	Proactively provide services not reactive	Prevent complaints and escalations	customers choice how to access	meet customer expectations	reduce 'failed to attend' for appts	online appointments empower people	

Intensified engagement with digitised government services

Make gov decisions appear to increase in speed	Increase gov program engagement	Engage remote businesses	Increased engagement and support	Make government decisions transparent	data analytics for policy development	easier and faster to analyse data	better engagement between community and health services
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Amplified knowledge about our customers and their needs

Improve NTG knowledge of customers needs	Provide more feedback to NTG	clear how government services relate to agencies	Using digital means can tell the story better	register customer information + self service updates
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