

Challenges and Lessons

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.

Some topics were suggested by multiple groups, however the colour code represents the group we heard this from first/initially.

Colour Code:

NT Social Sector	NT Industry	NT Digital industry	NTG staff
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Address digital literacy, inclusion and related challenges in digital developments

Various needs - ESL, illiterate, etc	Accommodate a range of people	Use Video and 'wizards' to engage people	Leverage increased digital literacy in communities	success in gov messaging via mobiles to remote communities	Community acceptance of digital solution	Rolling out digital services in remote areas	Poor literacy standards in NT	Some clients prefer face to face	Some customers will always visit a front counter
cater for various members of public (i.e. low english lit)	Authorisation to use personal data to improve process	Content that can be understood by anyone	Gaps in digital literacy	100s Aboriginal words with no equiv English word	Need more training on digital platforms (i.e. Teams)	upskill workforce for improve networking	Educating end users	Staff seeking digital skills	Not all clients have access to digital / devices

Ensure appropriate skills and change management resources across the NT

Resources for NTG to embrace digital	eSafety skills are critical	Change management for staff	change can be stressful	Execs/mgrs not always on board with NTG tools	show how digital helps	use digital for more stakeholder engagement	Support for staff to accept transformation	whole of government (WoG) platform adoption i.e. Teams	Change management will be challenging at times	need more training available
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Maintain capacity and capability to keep pace with rapidly changing and growing technology

Expect all businesses are digital now	legacy applications and modern infrastructure challenges	ICT skills to keep pace	legacy system blockages	technology change increasing pace	keeping systems updated to meet customer expectations	Modern Technology Challenges	Lessons from COVID	Policy settings for rapid dev
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Change NTG forms and processes that require customers to repeat simple actions causing frustration

Customers currently repeat / redo steps multiple times	Government must learn more about our customers	Building digitalisation around customer, not NTG	NTG needs to invest \$ and resources into Customer Experience (CX)	Legacy apps developed without user consultation	Need more focus on Digital CX	NTG needs to invest \$ and resources into CX	Staff applications have the same challenges
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Improve collaboration and service delivery across traditional boundaries

Government teams and department silos	process duplication	Link up WoG and agency digital strategies	Digital makes meetings easier	digital helps us to work better with other agencies	collaboration with businesses
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Prioritise processes and regulatory reform prior to or as part of digitisation

legislative barriers to process change / transformation	Important to improve process before digital
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