Stakeholder affinity board
Digital Government Transformation Plan

Principles

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

Secure

- Security standards and awareness
- Cyber security literacy
- Cyber security of the NTG solutions
- Protection of personal / NTG data
- Suitable DR when digital channels fail
- cyber security
- Data sharing vs privacy
- Document consent for use of private information

Digital Focus

- Digital first, not dig only
- Non-digital Channels do not disadvantage
- Customer can choose their preferred channel (digital, non-digital)
- Some people will always want a non-digital channel
- self-service not always appropriate
- multiple delivery methods - esp in remote
- We should have a cloud-first

Adaptable

- Adapt as things change
- Principles - agile workforce and positive mindset
- Progressively adapt to changing technology
- Change program for staff
- Uplift / upskill NTG staff
- Stay at forefront of technology
- Organic approach to digital adoption

People Centred

- Can still call a person when things don't work
- Government doesn't understand enough about our customers right now
- Building digitalisation around customer, not NTG
- Human centric approach to transformation
- Legacy apps didn't have user consultation
- Need more focus on Digital CX
- NTG needs to invest $ and resources into CX

One NTG

- Codesign with Stakeholders
- DCDD develop solutions with agencies
- Include online surveys for customer engagement

Accessible

- help everyone come on the digital journey
- Standard user interface across agencies
- consistent systems across gov

Tell NTG Once

- Customers currently repeat / redo steps multiple times