



### Priorities

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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### Progress digital foundation programs

Online forms	front and back-end transformation	Need a software strategy to reduce duplication	review / analysis of existing systems	Use of digital from the top to the bottom	integrate across digital services - customers and agencies	Systems should integrate and share data
APIs/interfaces to close loop	Investment in AI	Update legacy systems	Make legacy systems more agile	address mainframe systems clunkiness	Legacy application front end modernisation	Legacy applications integrate with new platforms

### Increase staff confidence with digital services

Mindset in NTG to embrace digital	Work on NTG culture to harness digital	Change management for staff	new digital solutions can be stressful	increase training available	Change management can be challenging	show people how digital helps
WoG platform adoption i.e. Teams	training in govt platforms	increase stakeholder engagement	Provide support for staff struggling with change	Consistent approach to change management	digital can make a big difference if it works	

### Enhance data management and analysis

Collect more data about the NT	Increase integration i.e. contrax, outlook, TRM	using multiple web / database tools in inefficient	align NTG data with national datasets	Joining up data and improved data sets	Make data more consistent and reliable	Access to more NTG information
across - gov data sharing	Govt should provide more open data	Need to automate data publication (i.e. traffic)	promote open data portal	Centralise NTG data	improve internal data collection / process mapping across agencies	

### Deliver a central NT Government online service portal

Save where you're up to / remember you	single digital portal for gov services	Portal adapts to what it knows about the person	Portal could provide access to other services in time	health customer portal	centralised digital service platform	centralised staff platform	portal for logging issues / request help
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### Implement a single digital identity solution

NTG WoG Identity for citizens & business	Identity and central service platform	Need to identify external stakeholders
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### Governance

Governance for cross-government platforms	Increase agency alignment (process, data)
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