

Digital Strategy 2022-25



Bega Valley Shire Council acknowledges the Traditional Custodians of the lands and waters of the shire, the people of the Yuin Nation, and show our respect to elders past, present and emerging.

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Digital Resources and Investment

Council, like many other modern organisations, relies on effective digital resource management to support the operational activities required to deliver services.

Council has substantial investment in traditional information technology infrastructure including corporate information systems, website services, data management and storage and technology assets. This infrastructure provided a reliable foundation to commence digital transformation, mobilising our workforce during the 2018 bushfires, the 2019-20 Black Summer bushfires and COVID-19. This was evidenced by enabling service continuity and supporting staff safety during major external events in our operating environment.

Mobilising our workforce is one of many opportunities available through digital transformation. Continued investment in digital transformation will enable Council to keep pace with the modern world and technology advancements.

This Digital Strategy outlines how Council will continue our journey of digital transformation delivering on three key outcomes:



A more efficient Council – increased flexibility and mobility of our staff



Improved service to Council customers – increased ease of use and access to our services



Smarter community engagement – increased digital investment to better connect with our community

Our Technology Vision

To empower and enable Council service delivery through secure, efficient, easy to use digital services.

For BVSC staff this means increased flexibility and mobility in working environments and greater visibility of Council’s data, enabling operational efficiencies.

For our community this means greater accessibility of digital services and Council held information increasing service availability, integrity and usability.

Our Technology Commitments

Investing in digital transformation allows for simplified business operations, engagement and service access. We will provide a more holistic experience for all stakeholders. Council is committed to improving service delivery through the following technology commitments.

- 1 Undertake continuous improvement and innovation** – Exploring and adapting to new technologies for Council services in our community
- 2 Enable committed governance** – Keeping our information safe and our systems standardised
- 3 Empower digital government** – Improving the ways we interact and engage stakeholders, partners and our community
- 4 Embed business and data analytics** – Creating meaningful, easily accessible and useful data



Our Digital Motivators and Drivers

In developing this strategy and planning for the future, Council has considered what is driving transformation, change and innovation both internally to Council and in the government sectors across Australia. This strategy outlines the drivers and plans to ensure Council strives for continued improvement and alignment with relevant and beneficial global trends.

Bega Valley Shire Council

Like many businesses in the Bega Valley, the years since 2018 have required Council to provide a more flexible and mobile working environment. The bushfires, floods and COVID-19 have required workplace capability to be readily available outside of the traditional office environment. This requirement provided individuals and organisations with many benefits and is now an expectation of modern workplaces.

To ensure Council's information technology infrastructure continues to be agile, scalable and reliable, continued investment and digital transformation is required.

Global Trends

As technology continues to heavily feature in our personal lives with more and more services moving away from solely being a traditional physical offering, the expectation for government services to follow suit is increasing. These global trends in service delivery identify 3 key areas of focus that build on a foundation to assist Council to ensure our Information Technology (IT) infrastructure continues to securely support our business.

Engineered Trust

Digital business requires a resilient and efficient IT foundation at its core. Without a well-designed base, there is no way to scale cost-efficiently. IT is responsible for engineering the trust necessary in our connected world. Engineering trust into our systems will simplify interacting with our services, making data readily available and sharable across Council services.

Supported Change

With the trusted foundation in place, the next focus is technologies that enable the organisation to scale its digitisation efforts. IT cannot match the pace of change alone; fusion teams- made up of IT and our business experts - will collaborate and drive innovation to rapidly digitise the business. IT's job is to provide the tools to allow fusion teams to shape the changes. Working with various Council business areas and our community will allow business-led technology investment.

Accelerated Growth

When the foundation and building blocks are established, it's time to focus on technology trends that maximise the value of what the organisation creates. By building trust and empowering business and community led change, Council will aim to ensure investment in technology interconnects and enhances our services for a more holistic user experience.

Our Digital Transformation

Guiding Principles

The following principles will be at the forefront of our digital service improvement initiatives, keeping us focused and accountable.

We will be...

Financially responsible *by sourcing and assessing digital resources to deliver a strong return on investment and business sustainability.*

Customer centric, *focused on systems, service availability, capacity and quality.*

Sustainable, resilient and compliant *through committed governance.*

Improvement focused, *inspiring and leading a continuous improvement and innovative culture.*

We will use...

Business intelligence *to access and display data that facilitates open, transparent, and accountable decision making.*

Delivery

Council's Information Technology Function will establish a Digital Transformation Program to oversee and govern the delivery of this strategy.

Detailed deliverables and a roadmap to achieve our technology commitments will be part of establishing the Digital Transformation Program. Detailed action plans will be specified for each delivery year, contributing to the achievement of this strategy.

Outlined below is the approach we will take to achieve our commitments and desired outcomes. This staggered approach allows us to build upon the improvements delivered in the previous year, managing the required changes and aiming to reduce large, upfront project costs.



Measuring our Success

Success criteria will be defined as part of the Digital Transformation Program. At a high-level, Council will conduct a maturity assessment prior to commencing our digital transformation journey and another at the close. The assessment will be focused on measuring our success in delivering the desired outcomes.



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Smarter community engagement – increased digital investment to better connect with our community



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