

STRATEGIC PLAN 2022-2024

Our vision

Improve customer experience through exceptional services and solutions

Our purpose

Deliver high calibre services, transformative solutions and trusted advice for our customers

Our customers

Deliver reliable services
Listen to customers
Respect customer needs
Create better experiences

Our values

Honest | Professional | Respectful
Innovative | Accountable



INVESTING IN OUR PEOPLE

Build a supportive, responsive and collaborative workforce

1. Provide a safe, inclusive and values-driven work environment which is a great place to work
2. Develop an enviable reputation through service excellence, exceptional leadership and authentic customer engagement
3. Equip our people with the skills, resilience and adaptability to overcome challenges, reach their full potential and shape the department's future
4. Create a professional and respectful culture where staff are recognised and valued
5. Ensure sound direction, proactive management and effective governance over the department's use of resources and information
6. Share ideas, experiences and insights to learn from each other and allow our culture to thrive

IMPROVING CORPORATE SUPPORT

Deliver enterprise solutions to benefit customers

1. Increase customer satisfaction with our services through a customer-centric approach
2. Reform corporate business processes to deliver contemporary streamlined and scalable services
3. Co-design adaptive business solutions that respond effectively to changing priorities and circumstances
4. Integrate corporate services and systems to increase efficiency and add value for our customers and government
5. Leverage data expertise and develop business insights to better inform customer decisions
6. Grow OneNTG through professional corporate services, reliable enterprise solutions and trusted strategic advice

LEADING DIGITAL GOVERNMENT

Drive digital opportunities to benefit Territorians

1. Deliver modern government services with improved customer experience through transformational digital projects
2. Improve connectivity and access to telecommunications and digital services
3. Protect government's digital ecosystem to secure data assets and enable service continuity
4. Share government data in ways that are secure, safe, lawful and ethical
5. Partner with customers, industry and other stakeholders to enable digital opportunities
6. Build OneNTG through digital transformation, integration and consolidation