

4

Performance and achievements

Output group – Corporate support development	28
Output group – Digital government development	35
Output group – Corporate and shared services	44
Government business divisions	46



Output group – Corporate support development

Workforce services

Provide workforce decision support and development services, human capital initiatives and advice to assist agencies to manage their workforce, including human resource case management and training.

The business functions supporting this output through enterprise-wide human resource service delivery models and advice are workforce development, workforce management, and workforce operations and partnerships.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Participants commencing enterprise early careers programs	390	407 ¹	370

¹Unpaid early career placements were coordinated on behalf of the Department of Territory Families, Housing and Communities (DTFHC). These placements were not estimated in previous periods.

Key achievements in 2023-24

Implemented an Establish Management service to assist client agencies in maintaining structures in PIPs and managing workforce resources

Rolled out myPerformance, an online solution for performance agreements, to 10 agencies and an offline solution for remote employees

Launched the HR Skill Up, a weekly virtual information session on human resource topics with dedicated sessions for all staff as well as managers

Designed an enterprise level Specialised Recruitment service to better support agencies with talent attraction and recruitment for identified critical and hard to fill roles

Piloted a project with two agencies to support implementation of the Mentally Healthy Workplaces Framework

Launched two successful work experience pilot programs in Darwin supporting 42 students across nine agencies

Relaunched the Aboriginal Employment Program in Darwin and expanded the program to Alice Springs

Developed OneNTG guidelines to support staff with return to work following injury or illness

Digitised 11 HR forms and processes across client agencies

Future priorities 2024-25

Develop a OneNTG Injury Management Framework

Develop a OneNTG HR Policy suite in consultation with client agencies

Finalise a Recruitment Panel Contract to improve access to external recruitment services and support

Determine service offering to support client agencies to operationalise the NTPS Mentally Healthy Workplace Toolkit

Expand the Work Experience Program to an enterprise offering with future availability in the regions

Pilot a Virtual Workforce Services Assistant for interactive self-help for first level queries

Continue to develop, implement and evaluate the Emerging Leaders Program targeting AO5 to AO7 staff and Senior Leadership Program targeting SAO1 and SAO2 and equivalent

Build contemporary digital solutions that better capture, analyse and report on workforce data, including new data sources resulting from the digitisation of HR processes

Employment services

Deliver end-to-end enterprise employment operations and advisory services that support the employment of staff across government, including payroll processing.

The business functions supporting this output through enterprise-wide employment service delivery models and advice are payroll services, employment actions, employee benefits and assurance, and process improvement.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Payroll transactions processed	1.5M	1.51M	1.5M
Days to activate new employees on payroll system (average)	4	4	≤4

Key achievements in 2023-24

Implemented a range of complex changes to multiple employee entitlements in enterprise agreements across the NTPS, including significant back payment requirements

Established a taskforce for salary overpayments processes, efficiencies and linkage to payroll debt recovery functions

Introduced reporting for bulk recruitment activities to support clients with timely employee commencements and provide visibility on the status of employment contracts

Future priorities 2024-25

Improve automation in the payroll system for transfer and allowance processes to provide greater rigour and accuracy of payments

Enhance reporting for clients to assist with tracking and managing recruitment activities, recruitment drives and employee onboarding

Introduce a Unique Identifier for employee records to provide the ability to link multiple employment engagements and enable faster re-engagement

Continued involvement with enterprise agreement implementation as they are negotiated and finalised

Procurement services

Coordinate procurement and contract administration services, development initiatives, advice and management of across-government contracts, enabling agencies to source the supplies needed for their business operations.

The business functions supporting this output through enterprise-wide service delivery models and advice are agency procurement services, across-government contracts, and contracts and procurement services.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Across-government contractors managed	264	263	265
Client procurements facilitated ^{1,2}	580	498	720
Days to process tender documents (average)	2.7	2.84	≤3

¹The variation in 2023-24 is due to a decrease in demand from client agencies.

²The increase in the 2024-25 target is due to further centralisation of DoH activity to DCDD.

Key achievements in 2023-24

Developed and published standardised procurement templates, including prefilling tenderer data via integration in assessment panel documentation

Facilitated the multi-agency panel food products contract for hospitals and correctional facilities, reducing the number of individual contracts to be managed by the agencies

Delivered quarterly information sessions to NTG employees in partnership with the former Department of Industry, Tourism and Trade (DITT) to improve general procurement knowledge in the NTPS

Produced and released an online video to guide tenderers through the submission process using Quotations and Tenders Online

Transitioned to a new corporate travel provider for the NTG

Future priorities 2024-25

Pilot and assess the suitability of an online procurement system for high volume low risk request for quotations in partnership with DoH

Investigate opportunities to reduce timeframes for requesting quotations while ensuring compliance with the Procurement Framework

Investigate dashboard capability to support self-service access to data for NTG agency statutory reporting processes and internal reporting requirements on procurement

Continue development of a series of self-service "how to" videos to support and enhance procurement practices across the NTG

Information management services

Provide professional information and records management services that support agencies to manage their business records and deliver expert freedom of information services to applicants and agencies.

The business functions supporting this output are records management, help desk services, records appraisal, sentencing and disposal, training development and delivery, and freedom of information (FOI).

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Days to process information management service requests	2	1.8	≤2
Applications made under the <i>Information Act 2002</i> finalised within statutory timeframes	96%	97%	≥ 95%

Key achievements in 2023-24

Enhanced service delivery of TRM training through the implementation of a scheduled training program, including in-person training in regional centres	Expanded the centralised FOI service model to include two additional agencies: DoH and Attorney-General's Department (AGD)
Established a program to standardise Information Management Services client agency records management datasets	Centralised DoH archive and disposal and corporate courier and mail functions to Information Management Services
Developed a guideline and assessment template to assess and mitigate record management risks in business systems	

Future priorities 2024-25

Implement the Resolve system to manage FOI requests, increasing efficiency and improving client experience	Review, publish and promote an updated Records Management Capability Framework for the NTG
Improve the records management practices of personnel records in client agencies, including implementing a new standard personnel record structure in TRM	Identify records in client agency TRM datasets scheduled for transfer to Library and Archives NT (LANT) by 2030. Engage with LANT to ascertain storage capacity and priority transfer targets

Finance services

Provide enterprise finance operations, development initiatives and advisory services that support government and agencies to manage their financial resources.

The business functions supporting this output through enterprise-wide service delivery models and advice are accounts payable, accounts receivable, banking and card administration, reconciliations and RTMs, taxation services, and asset and ledger services.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Payments processed	500 000	543 372	500 000
Processing accuracy	95%	99%	100%
Debts processed	200 000	221 170	200 000
Days to collect debts (average) ¹	60	66	≤55

¹Average days to collect has been impacted by resourcing in the reporting period.

Key achievements in 2023-24

Transition of all government bank accounts to real bank accounts, enabling progression to funded accounts

Development of a whole of government uniform policy regarding uniforms for taxation purposes

Future priorities 2024-25

Prepare for the government's banking structure to use the new payments platform

Continue releasing corporate taxation advice for use across government

Enable funded bank accounts at agency level in partnership with Department of Treasury and Finance (DTF)

Property leasing services

Deliver property leasing and tenancy management services, development initiatives and advice to meet the accommodation requirements of agencies.

The business functions supporting this output through enterprise-wide service delivery models and advice are property leasing, property services and leasing advice.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Leased accommodation occupancy density (m ² /FTE)	15	14.67	16.5
Unallocated net lettable area ¹	0.4%	0.46%	≤ 0.3%

¹The variations are due to majority of unallocated spaces being held temporarily to accommodate decant staff for upcoming refurbishment projects.

Key achievements in 2023-24

Monitored works programs under various contracts for the Leased Property Stimulus Scheme and executed new leases upon completion of programs

Delivered electric vehicle charging infrastructure in key leased buildings in collaboration with NT Fleet and the Department of Logistics and Infrastructure (DLI)

Progressed fitout design with key stakeholders for the Alice Plaza refurbishment project

Transitioned security patrol services for leased buildings to an across government contract

Future priorities 2024-25

Finalise fitout design for the Alice Plaza refurbishment project and commence works

Conclude all projects under the Leased Property Stimulus Scheme

Continue working with NT Fleet and DLI to deliver electric vehicle charging infrastructure in key locations

Review and update NTG standard lease provisions, including engagement with the Government Property Group and the Property Council of Australia.

Output group – Digital government development

ICT network services

Operation and oversight of government's ICT network, enterprise architecture, cyber security operations and sourcing of ICT services to manage and sustain government's digital ecosystem.

The business functions supporting this output through enterprise-wide service delivery are ICT service management, ICT project management, ICT enterprise architecture, ICT sourcing, ICT network and telephony services, cyber security, cyber resilience and technology services.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Laptops, workstations and tablets	24 500	24 230	25 000
ICT Service Centre queries resolved on first contact	70%	77%	≥ 70%

Key achievements in 2023-24

Ongoing projects to strengthen cyber security controls, capability and toolsets	Completed renewal of the ICT Infrastructure Hardware Panel Contract
Progressed deployment of Microsoft Office 365 software across government to allow access to AI toolsets such as Microsoft Co-Pilot	Advanced the DoE (DoE) to transition to the all of government subscription model computing contract
Partnered with the former DoE to uplift digital connectivity in over 100 schools and deployed Low Earth Orbit satellite services to 112 remote NTG sites (schools, health clinics, ranger stations and police stations)	Deployed bespoke voice solutions for DoH and DLI to improve worker fatigue and safety
Continued to engage with the local digital industry to inform business of future tendering opportunities	Progressed projects to modernise ICT infrastructure in DoE

Future priorities 2024-25

Finalise schools targeted for digital connectivity uplift in partnership with the DoE	Explore biometric capabilities on end user devices with a view to improving security and end user experience
Further progress the usage of Low Earth Orbit satellite services to deliver improved connectivity and redundancy to NTG services	Deploy Microsoft Office 365 software across government and consider usage of Microsoft Co-Pilot
Implement Cyber Invest business grants to support small to medium businesses to invest in cyber security	Improve network connectivity of sites through the establishment of Software Defined Wide Area Network (WAN) technologies.
Implement online cyber security awareness training	Continue to strengthen the NTG cyber security posture
Continue the modernisation of the ICT environment in DoE	Lead a review of cyber security of local government organisations across the Territory
Deploy Windows 11 across NTG	

Agency business systems and support services

Deliver systems administration and support services, improvement initiatives, digital solutions and technical advice to manage digital systems that support agencies to deliver their services to the community.

The business functions supporting this output through enterprise-wide service delivery are systems management and system operations.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Availability of core agency business systems	99%	99%	≥ 99%

Key achievements in 2023-24

Delivered the new National Disability Insurance Scheme (NDIS) Worker Screening digital solution to SAFENT	Implemented new version of the red light infringement and processing system
Implemented system changes related to sentencing reforms across justice systems	Enhanced the housing inspection application to provide visibility of maintenance completed by contractors
Progressed business continuity assessment and recommendations for NT Superannuation Office system	Resolved significant risks with the radiology system in DoH related to patch management and cyber security
Developed dashboard for housing assets to provide accurate valuation figures for national reporting obligations	Finalised changes to the tenancy management system to align to legislative and policy changes

Future priorities 2024-25

Assist agencies to deliver solutions for new government initiatives.	Modify Care system reporting needs to agency's requirements
Transition operational support for Acacia 1.0 for Tennant Creek and Alice Springs hospitals to standard support arrangements	Prepare for the Territory Revenue Office's RevConnect system release 1.0 and transition to operational support, and plan decommissioning of INTRA and TAXAD systems
Facilitate the development of digital strategies for NT Police and NT Fire and Emergency Service	Participate in National Driver Licence Facial Matching Service and modify MOVERS as required
Deliver CARE enhancements and implement system releases as provided by the vendor	Complete transition of radiology systems to DCDD and complete software upgrade

Across government systems and support services

Deliver systems administration and support services, improvement initiatives, digital solutions and technical advice for enterprise systems that operate across government to support the NTPS.

The business functions supporting this output through enterprise-wide service delivery are systems management and the Operations Centre.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Average annual unscheduled outages per core system	1	0.5	≤ 2
Availability of core across-government systems	99%	99.9%	≥ 99%

Key achievements in 2023-24

Delivered the NTG Pay, purchase to pay solution and transitioned the product to steady state support	Designed and implemented a modern case management solution for FOI requests
Implemented system processing changes for remaining enterprise agreements with back payments across multiple years	Automated user access for the NTG Pay system
Developed and deployed new procurement templates for Project Specific Project Plans and procurement assessment results	Worked with the Office of Digital Government to design, build and implement the Master Systems Index and supporting Configuration Management Databases

Future priorities 2024-25

Support deployment of the Sage budget management system across government and transition to steady state support	Design, develop and implement MyFunds, a web-based application to transition NTG agencies from virtual to real bank accounts
Finalise the recommendations from the low value procurement pilot solution	Upgrade myLearning to support a OneNTG Learning Management System
Improve digital systems to support NT Government procurement compliance improvements	Finalise technical roadmaps for the Government Accounting Systems and Lotus Notes applications
Automated user access provisioning for GrantsNT, the Government Accounting System and HR systems access.	Analyse and design integration of NTG Pay and ASNEX to increase automation in invoice management

Digital projects

Coordinate and oversee project management, development initiatives and advice to deliver transformational, customer-focused digital solutions for agencies that improve government service delivery.

The business functions supporting this output through enterprise-wide service delivery are Digital Project Services and Digital Solutions.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Enterprise programs in progress	2	2	1
Digital projects being managed	21	20	20

Key achievements in 2023-24

Launched the Territory Services digital government shopfront	Implemented a contemporary NTG Pay system for procure to pay processes across government
Delivered the new NDIS Worker Screening digital solution to SAFENT	Continued the phased deployments of the new Acacia digital health solution
Delivered the first release of the new rostering system to NT Fire and Emergency Service	Implemented the new SerPro policing solution across the Territory on behalf of NT Police
Completed the business case to deliver electronic conveyancing in the NT	Continued development of the RevConnect revenue management system
Implemented Sage enterprise budgeting system	Business case approved for new education management solution

Future priorities 2024-25

Undertake procurement of the new education management solution (to replace SAMS)	Continue to roll out the phased deployments of the new Acacia digital health solution
Commence procurement of the AAPA regulatory management solution	Progress the upgrade of school Local Area Network cabling across the Territory
Finalise rostering system for NT Police and NT Fire and Emergency Service (auxiliaries and volunteers)	Deliver a digital solution to support the growing requirement for citizen identity management
Continue development of the RevConnect revenue management system	Advance build and implementation of Sage budgeting system across NTG
Continue development of eConveyancing	Commence digital driver licence pilot

Data services

Provide data management, reporting services, improvement initiatives and advice to inform agency business decisions supporting service delivery improvement.

The business functions supporting this output through enterprise-wide service delivery are data warehouse management, corporate reporting and strategic agency reporting, data governance and data policy.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Data service requests resolved ¹	17 547	15 844	15 000

¹ Reduction in volume relates to completion of corporate reporting projects and related contractors and automation of processes that previously relied on workflows that used the JIRA ticketing system

Key achievements in 2023-24

Transitioned key Health data sets from the legacy system to new environment in support of the ongoing roll out of Acacia

Contributed business intelligence subject matter expertise to a range of digital projects that impact multiple NT Government agencies

Ongoing standardisation of across government corporate reporting

Continued to standardise operations by completing current initiatives and identifying new opportunities, including retiring legacy environments, reducing licensing and improving services to clients

Future priorities 2024-25

Progress the Data Services OneNTG Data Strategy

Consolidate and standardise ICT licensing

Commence the development of a new DoE data environment in line with the OneNTG Data Strategy

Support the transition of agencies to the all-of-government budgeting system Sage and associated reporting

Digital communications

Provide online web services, communications and solutions, development initiatives and advice to support agencies and inform the community about government services.

The business functions supporting this output through enterprise-wide service delivery are nt.gov.au support, NTG Central support and agency web services.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Website service requests resolved	20 000	19 219	20 000

Key achievements in 2023-24

Developed web content and collaborated with digital teams to deliver the Territory Services platform	Established a data storage solution for public-facing website analytics, ensuring compliance with records management
Delivered the first phase of the DoE intranet redevelopment	Investigated cloud-based options for government's web presence
Conducted a review NTG Central (all of government intranet) to identify improvements to enhance the user experience	Completed an accessibility audit of nt.gov.au and agency corporate sites to identify areas to comply with web accessibility standards
Transitioned the DCDD, OCPE and NT Budget websites to new website technology environment	Continued to build content design capability with delivery of Foundational Content Design training
Implemented a policy library for all of government policies across corporate and digital services	

Future priorities 2024-25

Establish an intranet content strategy for government's internal web presence, NTG Central, to improve access to corporate information and services	Partner with the Office of Digital Government to deliver a Digital Experience Strategy for the NTG's public-facing web environment
Progress the work to move the web content management system from on-premise to cloud hosting	Develop a roadmap for NTG Central to improve access to corporate information across government
Transition DLI, AGD and DTBAR to the new intranet technology	Continue to migrate nt.gov.au and agency corporate sites to the NTG Web Design System

Digital connectivity and strategy

Provide digital policy and strategy development, telecommunications advocacy and coordination, reform initiatives and advice to support the digital transformation of government services and development of a local digital economy.

The business functions supporting this output through enterprise-wide service delivery are digital strategy, data strategy, telecommunications and assurance services.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Major ICT projects overseen by the ICT Governance Board	100%	100%	≥ 90%
Increase in the number of published datasets on the NT Open Data Portal	32	38	≥ 30

Key achievements in 2023-24

Delivered whole-of-agency digital system reviews with DoE and TFHC

Delivered a refreshed Digital Futures event to engage women to consider a career in Science, Technology, Engineering, Arts or Mathematics (STEAM)

Monitored and reported on the Digital Territory Action Plan 2023-24

Commenced refreshing the Digital Government Roadmap for 2024 to 2029

Implemented an Artificial Intelligence Framework for the NT Government to optimise benefits when leveraging the technology while addressing key risks

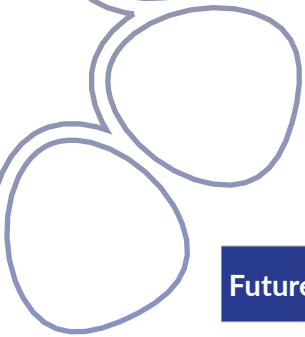
Advocated for better telecommunications services in remote NT locations and initiatives to improve digital inclusion with the Commonwealth and industry

Advocated and promoted the opportunities for young people to start and progress a digital career

Supported the development and signing of the multi-jurisdictional Data Sharing Agreement for the National Disability Data Asset project

Expanded the open data portal and implemented a self-service publication process for agency dataset publication on the open data portal

Continued delivery of the remote telecommunications co-investment programs to provide more Territorians with access to digital connectivity



Future priorities 2024-25

Advise and support DTBAR to develop a Digital Industry Growth Strategy

Improve connectivity across remote Territory communities using new technologies, including use of Low Earth Orbit satellite services

Explore ways to improve digital confidence of NTG staff across the Territory

Continue to coordinate agencies' participation in national strategic data sharing projects

Refresh and review the Digital Government Roadmap to ensure appropriate planning for major digital investment is maintained

Advocate for better telecommunications services in remote NT locations and initiatives to improve digital inclusion

Collaborate with the Commonwealth to standardise how governments deliver digital credentials such as digital driver licences

Output group – Corporate and shared services

Improved organisational performance through strategic leadership and governance, and the provision of corporate services functions.

The business functions supporting this output through enterprise-wide service delivery are finance and asset services, Office of the Chief Executive, governance services, enterprise services and reform, and corporate communications.

Corporate and governance

Provide a range of corporate and governance services to support the agency's functions.

Shared services received

Receive infrastructure services from DLI.

Shared services provided

Provide corporate and governance services to support functions and divisions assisted by the department, primarily NT Fleet and Data Centre Services, and the Northern Territory Electoral Commission (NTEC).

Key achievements in 2023-24

Successfully provided strategic financial, budgetary and accounting advice and services to Data Centre Services, NT Fleet and Electoral Commission

Provided project support to Work Health and Safety (WHS) Senior Officer Advisory Group and Working Group to develop the NTG WHS Strategic Priorities Plan

Developed Enterprise Services Roadmap 2024-2027 and celebrated five years since commencement of Corporate Services Reform (CSR3)

Completed reviews of DCDD service statements and coordinated monthly reporting and governance meeting for over 30 service development projects

Worked in partnership with local provider to develop pilot customer experience training for DCDD. Two courses held with over 70 staff participating

Worked with DoH to transfer corporate functions and staff to DCDD

Transitioned to new invoice payment system, NTG Pay

Implemented Sage budgeting system in DCDD as an agency

Coordinated agency changes and machinery of government changes

Developed and implemented Action Plan in response to People Matter Survey 2023

Completed program evaluations for Freedom of Information, Web Design, Agency Business Systems, Data Services and Fleet Services

Developed Customer Sensing Framework and through Senior Officer Working Group explored process improvements for service redirections

Implemented Jira for communications project tracking

Developed two-year Work Health and Safety Action Plan

Future priorities 2024-25

Support inter-agency groups to implement initiatives from NTPS WHS Strategic Priorities Plan	Finalise a review of performance reporting in DCDD and coordinate an external evaluation of CSR3
Complete implementation of the DCDD People Matter Survey 2023 Action Plan and prepare for the 2025 survey	Update the DCDD Business Continuity Plan (BCP) template and undertake a BCP desktop review
Improve budgets and finance reports in line with the use of Sage budgeting system	Implement Sage budgeting system in GBDs and NTEC
Implement a Customer Sensing Program	Support machinery of government changes
Develop 2024 - 2028 Strategic Plan	

Government business divisions

Data Centre Services

Data Centre Services delivers core ICT infrastructure and support services to Territory Government agencies.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Fully managed servers ¹	1 880	1 960	2030
Data storage area network (terabytes) ²	12 700	10 200	14 000
Virtual server computing availability	100%	100%	100%
Mainframe computing availability	100%	100%	100%

¹The variation in fully managed servers actuals is primarily due the ongoing consolidation of agency business systems into Data Centre Services hosting environment, and major project initiatives.

²The decrease in Data Storage Area Network actuals is due to migration of workloads to improved data reduction technology and decommissioning of old storage arrays, and ICT Services taking over management of the DELL Storage arrays.

Key achievements in 2023-24

Completed a server refresh and upgrades to storage to improve resilience and cost efficiency

Implemented a new modern technology that improves the way that disparate applications across multiple hardware and software platforms communicate with each other

Future priorities 2024-25

Undertake installation and commissioning of solar power at the Government Data Centre

Facilitate project to provide high availability for web and database shared hosting solution

Further improve the disaster recovery capabilities at the Backup Data Centre

Modernise toolset for monitoring and logging

NT Fleet

NT Fleet operates the NT Government vehicle fleet, with the exception of NT Police and NT Fire and Emergency Service vehicles.

Vehicle fleet services also supports this output through safe, cost-efficient, fit-for-purpose vehicles that support agencies' business requirements.

Key performance indicators	2023-24 Estimate	2023-24 Actual	2024-25 Budget
Vehicles managed ¹	3 521	3 813	3 521
Electric vehicles in the Territory fleet ²	104	125	150

¹Revised measure – light and heavy vehicles combined, reported separately in the previous year.

²The increase in the 2024 target reflects improvements in supplier delivery times for electric vehicles and increased uptake by agencies.

Key achievements in 2023-24

Developed and automated regular reports for agencies

Worked with agencies to increase the number of electric vehicles in the government fleet

Future priorities 2024-25

Continue to work with agencies to increase the number of electric vehicles in the government fleet

Develop an Emission Reporting Tool