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The department

Chief Executive foreword

I am pleased to deliver the Department of Corporate and Digital Development's (DCDD) annual report for the year ending 30 June 2024.

Much has happened over this past year, under the leadership of former Chief Executive, Chris Hosking, which is highlighted in this report. With the recent Legislative Assembly general election and subsequent change of government, Chris is now Chief Executive of the Department of Health and I have stepped into the role of DCDD Chief Executive.

I would like to take this opportunity to formally acknowledge Chris who led DCDD for the reporting period, and the enormous contribution he made to DCDD over almost 26 years of working in this centralised corporate support agency. Chris has left DCDD well positioned as a key central agency supporting government and I wish him all the best.

DCDD is ready to support agencies to deliver on the commitments of the newly elected Government to address crime, re-energise the Territory's economy and enhance the lifestyle that we enjoy here as Territorians.

DCDD is a strong high performing agency and vital in keeping government functioning behind the scenes. Our capability is recognised and called upon to underpin the day-to-day operations of government allowing agencies to focus on their core business.

Throughout the year we have continued to deliver our projects and expand our services, reflecting the experience and commitment of our teams in supporting our clients. There have been many achievements over the year detailed throughout the report, however I would like to share a few highlights.

- Our Schools Connectivity Uplift Program has connected many remote schools with new Low Earth Orbital satellite technology, vastly improving digital connectivity and creating new opportunities for learning in the bush. Through this program we also used the technology to upgrade health clinics and police stations.
- Territory Services was launched, a new digital shopfront for Territorians to access government services online in one place.
- We expanded our Aboriginal Employment Program with participants graduating with a qualification and job opportunities.
- Our first Enterprise Corporate Services Roadmap 2024-2027 was developed in consultation with our customers, outlining the pathway to providing further enhanced, contemporary support services to agencies.

The year ahead will bring an exciting opportunity to take our services to the next level as we look at new ways to improve and excel in servicing our customers.

As I sign this report and reflect on all DCDD has accomplished, I would like to celebrate and extend my thanks to all DCDD's people for their terrific work over 2023-24. I look forward to working together over the coming year, to the benefit of our clients.

Catherine Weber
Chief Executive

30 September 2024

The department

As a central agency, DCDD leads and advises on the delivery of transformative digital solutions and delivers enterprise corporate and digital services to our customers across government, enabling agencies to focus on delivering core services to Territorians.

DCDD includes two government business divisions:

- NT Fleet, which manages the NT Government vehicle fleet (except for NT Police and NT Fire and Emergency Service)

- Data Centre Services (DCS), which delivers core ICT infrastructure and support services to NT Government departments.

DCDD has a responsibility to provide high quality support and advice to the Minister for Corporate and Digital Development.

Vision

Our vision is to improve customer experience through exceptional services and solutions.

Values

Five key values are central to everything we do in DCDD and underpin how we work together to deliver our services. We are:

Honest: we tell the truth	Professional: we work to a high standard	Respectful: we are considerate in our interactions	Accountable: we take responsibility for our actions	Innovative: we commit to improving

Our organisational structure

We deliver a range of services that support the Northern Territory Public Sector (NTPS) as outlined below. Our structure is adaptable, allowing us to be responsive to emerging priorities and support our high-performing workforce.

Corporate Services

The Corporate Services division designs and delivers a wide range of innovative enterprise corporate services and standardised solutions that support employees and clients in the day-to-day operations of the NTPS, ranging from transactional services through to strategic service delivery.

Digital Services

The Digital Services division delivers modern digital solutions, enterprise systems and secure IT infrastructure, communications and workplace technology services that support and enable digital services for the NTPS.

NT Fleet

NT Fleet provides low cost, efficient, fit-for-purpose vehicles to support agencies' business requirements, encompassing light and heavy vehicles and plant and equipment, (excluding NT Police and NT Fire and Emergency Service).

Office of Digital Government

The Office of Digital Government is the department's strategic and policy area, with a focus on digital, data, and telecommunications advocacy for the Northern Territory, advancing digital transformation to improve services and foster innovation and economic development in the Territory.

Data Centre Services

Data Centre Services (DCS) is the central computing hub of the NT Government's (NTG) complex digital ecosystem. All NTG computing, network activity and telephony rely on the data centre.

DCS operates 24 hours per day, 365 days per year to an industry standard through highly secure facilities.

Business Support Services

Business Support Services provides internal organisational support and advice.

Our locations

DCDD has offices in Darwin, Katherine and Alice Springs. Regional corporate services are provided in Alice Springs and Katherine. Services related to vacancy advertising are provided entirely through the Alice Springs office and accounts receivable in Alice Springs and Katherine.

Chief Executive

Deputy Chief Executive **Corporate Services**	Deputy Chief Executive **Digital Services**	Executive Director **Office of Digital Government**	**Business Support Services**

Corporate Services

Employment Services

Finance Services

Procurement Services

Workforce Operations and Partnerships

Workforce Development

Workforce Management

Information Management Services

Fines Recovery Unit*

NT Fleet

Regions

Digital Services

Agency Business Systems

Data Services

Across Government Systems

ICT Services

Web Design and Support

Digital Solutions

Data Centre Services

Digital Project Services

Office of Digital Government

Digital Strategy

Data Strategy and Digital Policy

Telecommunications

Assurance Services

Business Support Services

Office of the Chief Executive

NT Property Management

Finance and Asset Services
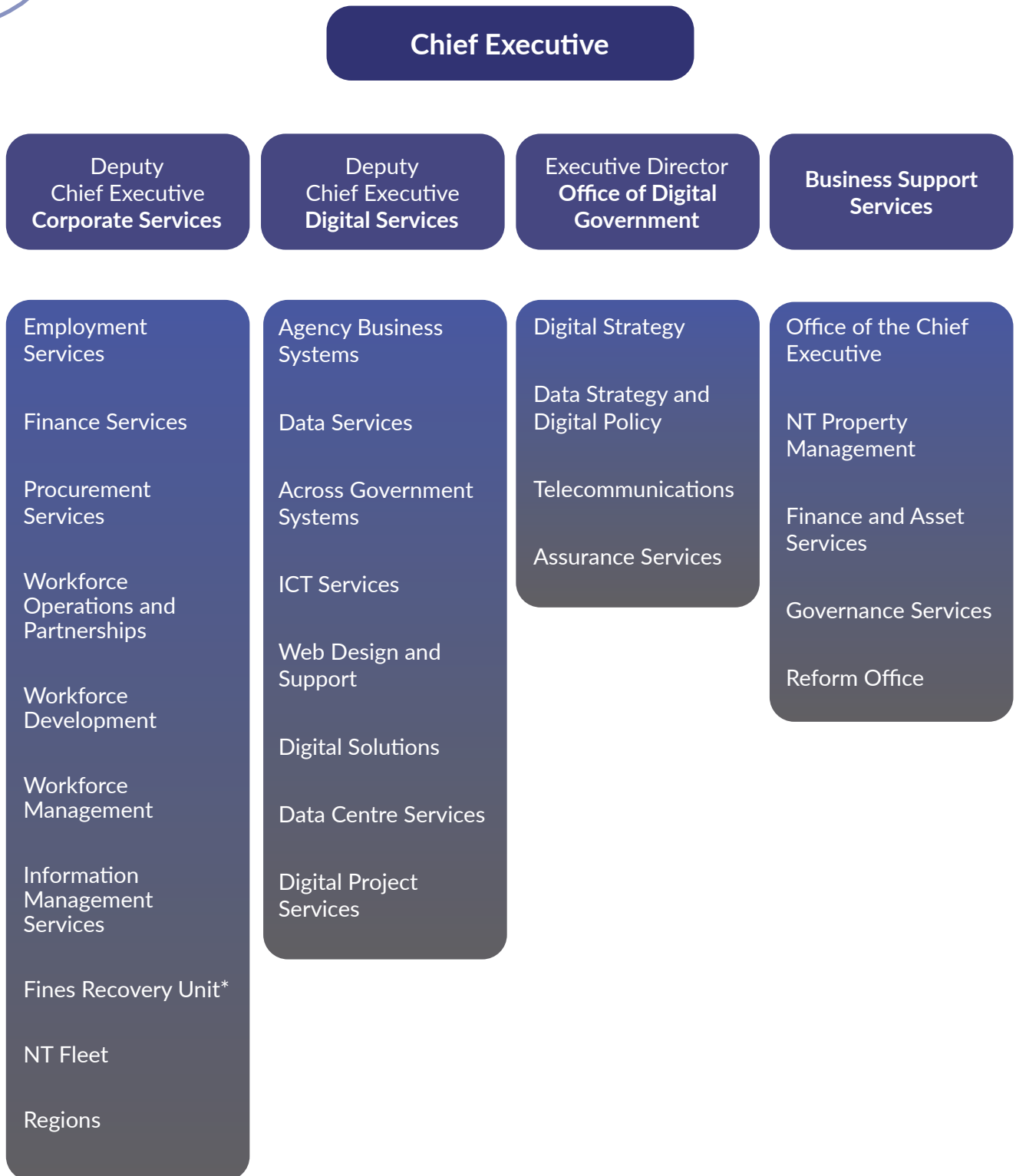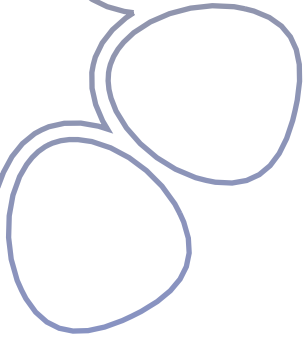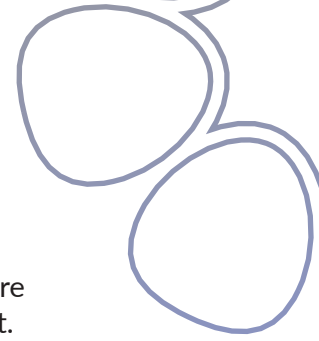
Governance Services

Reform Office

Diagram 1: DCDD organisational chart as at 30 June 2024

*Fines Recovery Unit transferred to DCDD under the Administrative Arrangements Order of 10 September 2024. Its activities and performance will be reflected in the 2024-25 Annual Report.

Finances

DCDD's final budget for 2023-24 was $401 million (excluding the GBDs, which are separate budget entities). DCDD's expenditure of $397 million was within budget.

For a comprehensive overview of all three sets of financial statements, see section 6.

The cost to deliver our services is passed on to departments via a cost allocation model as set out in Appendix A.

DCDD strategic plan

The 2022-2024 strategic plan was designed with our people and outlines our key strategic drivers and priority areas to underpin how we work together and across government to deliver services and achieve our priorities.

This is the final year of the current strategic plan and in 2025, we will launch the DCDD 2024-2028 plan. Our people will be central in the development of the new plan and have been engaged early to consider our vision, values and how we will strive to deliver excellence for the next four years, aligned with the Government's priorities and meeting the needs of our clients.

Community support

DCDD is largely an operational department internally focused on supporting government entities, however support is provided to the community through grants and sponsorships, accommodation costs for non-government organisations, short-term loan fleet vehicles and gifted vehicles. Further details can be found in section 7.

Sustainability

DCDD is committed to responsible business practices and a number of measures are identified in the DCDD Emissions Action Plan to contribute to reducing emissions across our portfolio, including:

- reducing fuel across our fleet, increasing electric and hybrid vehicles and expanding vehicle charging stations in NT Government buildings

- energy efficiency measures in leased buildings and end of trip facilities to encourage alternative transport

- digital technology through online services, digital forms and virtual meetings reducing paper and travel

- reducing e-waste and recycling consumables

- strategic use of virtual computing technologies to reduce the amount of hardware required to operate.

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

INVESTING IN OUR PEOPLE

Build a supportive, responsive and collaborative workfore

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 and trusted strategic advice

Diagram 2: Excerpt of the DCDD Strategic Plan 2022-2024