

DEPARTMENT OF  
CORPORATE AND DIGITAL DEVELOPMENT

# Enterprise Corporate Services Roadmap 2024-2027

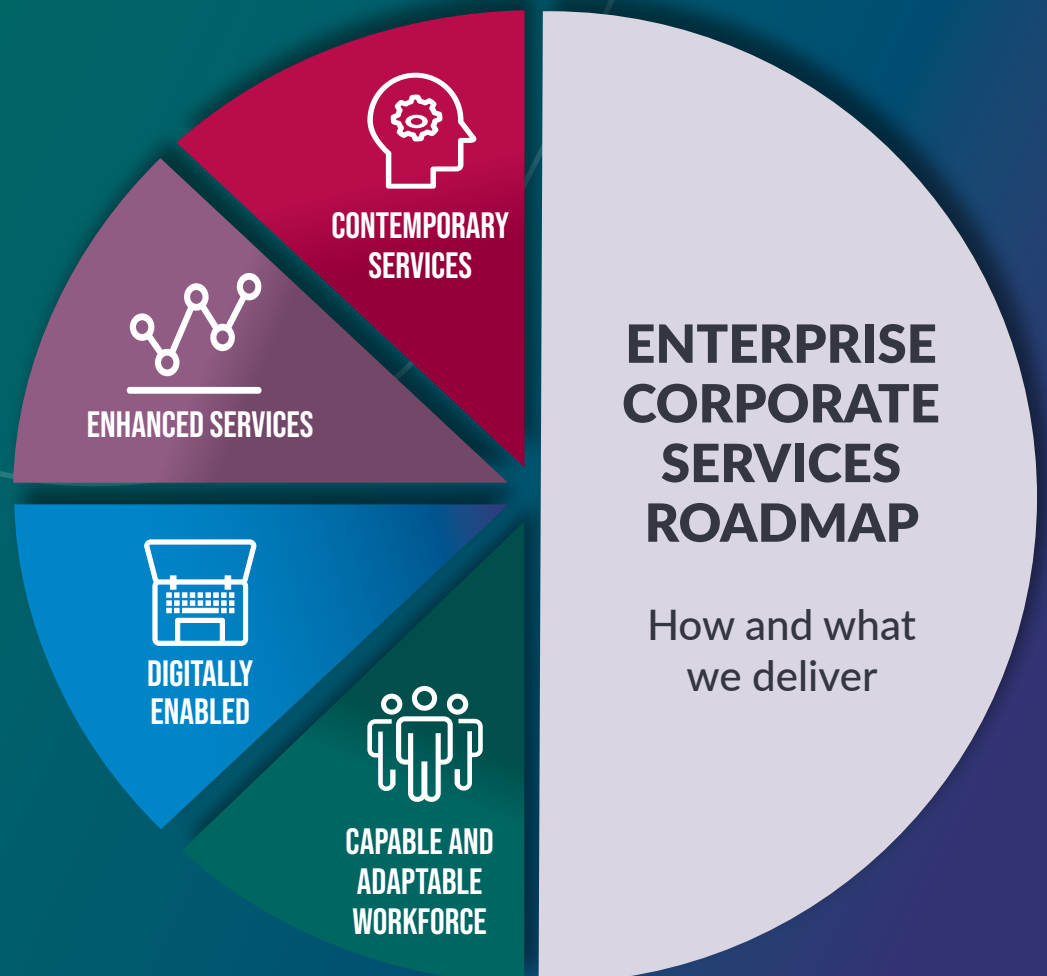
## Summary Document

The Department of Corporate and Digital Development respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the First Nations people of this country. We acknowledge their continuing connection to lands, waters and communities, and the evolving cultures of all our First Nations peoples. We pay our deepest respects to all Aboriginal and Torres Strait Islander cultures, and to their leaders past, present and emerging.

## What is the Roadmap?

The Enterprise Corporate Services Roadmap 2024-2027 (the Roadmap) is a strategic planning document that identifies projects and reforms the Department of Corporate and Digital Development (DCDD) will develop over the next 3 years.

The initiatives identified in the Roadmap are designed to deliver contemporary service offerings that make best use of the improved scale of DCDD to deliver service transformation that deliver benefits to the public sector.



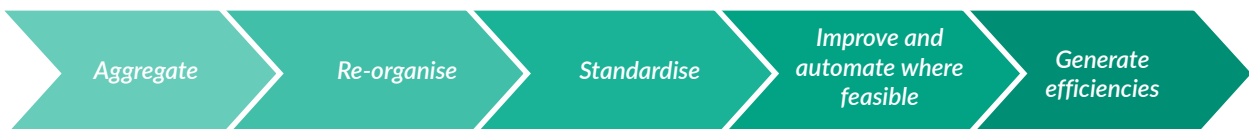


## Why has the Roadmap been developed?

The Roadmap builds on the Corporate Services Reform 3 (CSR3) which started in 2019 and continues government's efforts to:

“...significantly improve efficiency across government through centralisation of corporate support functions common across agencies to achieve improved scale and standardisation and streamlined processes.”

Implementation of CSR3 was guided by a five-stage process known as the 'corporate services reform continuum'. The reference to 'continuum' implies continued focus on service improvement and reform.



## Enterprise Corporate Services Priorities

In recognising changes in the ways of working, the following priorities have been identified, with reforms and projects identified for each.



**Contemporary Services** – Identifying opportunities for new service offerings which expand services available to customers.



**Enhanced Services** – Enhancements to existing services and opportunities where standardisation will generate efficiencies.



**Digitally Enabled** – Initiatives where manual processes are automated or digitally enabled.



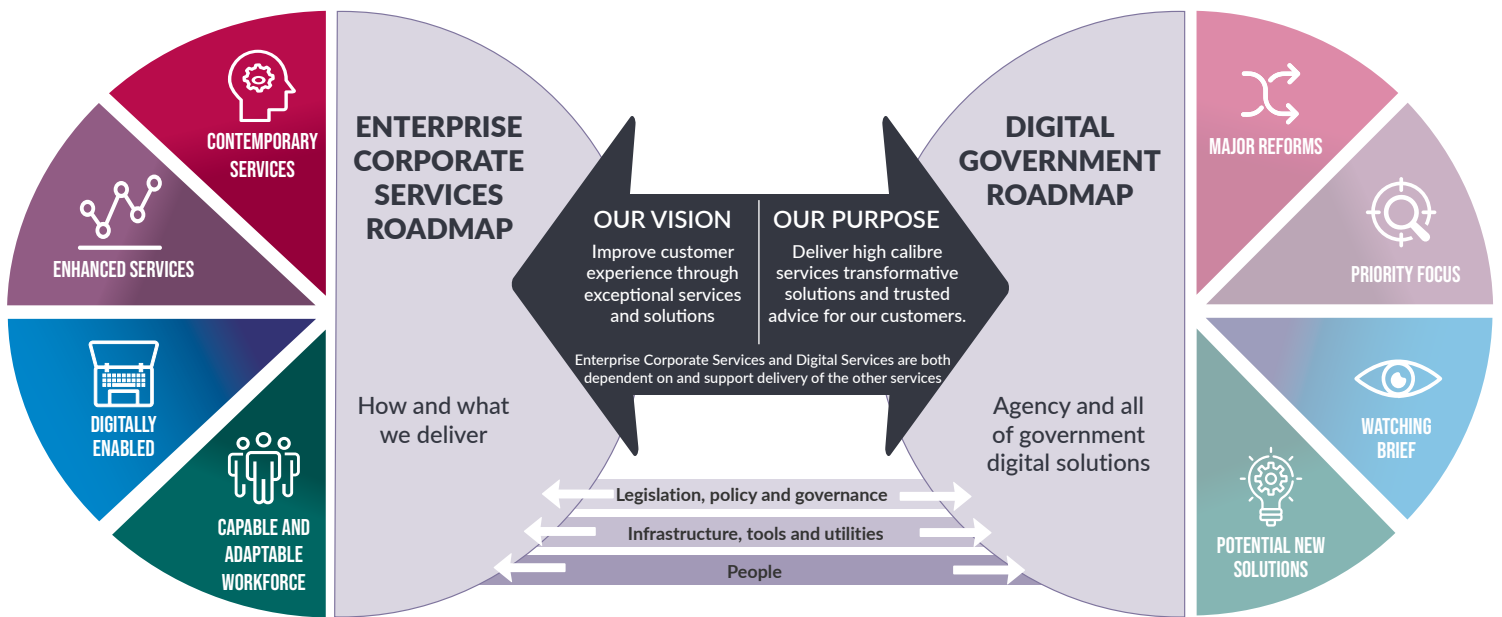
**Capable and Adaptable Workforce** – Building the skills and abilities of DCDD and public sector staff.

# Linking Roadmaps

In 2022, the Digital Government Roadmap was released as a holistic planning tool, detailing current and emerging digital solutions for the NT Government. The Roadmap is used as a decision making tool for prioritising government resources in the planning and development of digital solutions.

Where the Digital Government Roadmap outlines the digital solutions delivered by DCDD for government, the Enterprise Corporate Services Roadmap focuses on the breadth of services and how these services will be delivered to customers. The connection between the 2 roadmaps delivered by DCDD and how these priorities achieve our vision and purpose is depicted in the following image.

## ROADMAP 2024 TO 2027





## Supporting Principles and Framework

The Roadmap is underpinned by several principles and a framework that support the delivery and achievement of all projects and reforms.

### OneNTG Principles

Were agreed by Chief Executives Coordination Committee in 2019 and have guided corporate services reform, providing a collective view of government, where all agencies and employees work collaboratively to a common goal of one public sector delivering for the Territory community. The mutually accepted principles are: Support, Partner, Integrate and Improve.

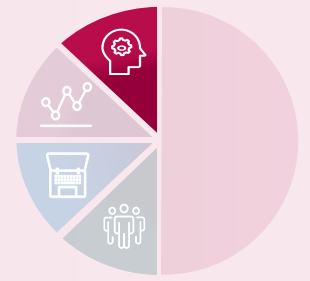
### Enterprise Services Framework

Guides and informs corporate decisions, addressing both strategic and operational requirements to meet government policy and agency business requirements and covers the service remit assigned to DCDD under the Administrative Arrangements Order and NT Government policy directives. The Framework incorporates individual service statements for all service segments.

### Customer Charter

Developed in 2020, the charter identifies 4 commitments describing how the department engages with its clients to develop and deliver quality services and contemporary solutions.

The commitments are: *Deliver reliable services, Listen to Customers, Respect customers needs, Create better experiences.*



## Contemporary Services

Identifying opportunities for new service offerings which expand services available to customers.

### 1 Organisational Design Service

New service offering, providing professional advice and support to agencies undertaking organisational restructures.

#### Benefits:

- ✓ Improved customer experience offering end to end service from organisational design to implementing the full package of changes

### 2 Privacy Service

New service offering providing professional advice on privacy matters including breaches of privacy

#### Benefits:

- ✓ Improved management of privacy breaches through easier access to professional advice
- ✓ Improved employee experience by working in a central team with professional development and career advancement

### 3 Program Management Advice

New service offering, providing professional advice to agencies on the implementation of public sector reforms.

#### Benefits:

- ✓ Improved customer experience with easy access to advice about establishing new functions which connect agencies to enterprise corporate services.
- ✓ Cost avoidance by reducing the likelihood of duplicate corporate functions being established

### 4 Contemporary Payroll Services

Explore contemporary service delivery models in payroll services.

#### Benefits:

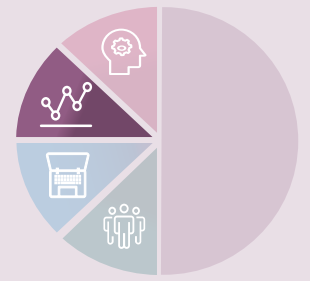
- ✓ Improved customer experience due to use of alternative service delivery mediums
- ✓ Improved customer experience with greater access to services outside of core hours
- ✓ Improved employee experience by providing alternative ways to operate, improve and streamline processes or reducing manual effort

### 5 Contemporary Banking Solutions

Explore available contemporary banking solutions for real time transactions.

#### Benefits:

- ✓ Improved customer experience with government processes like the private sector
- ✓ Improved employee experience by providing alternative ways to operate, improve and streamline processes or reducing manual effort



## Enhanced Services

Enhancements to existing services and opportunities where standardisation will generate efficiencies.

### 6 Service Development Plans

Continue to use Service Development Plans to identify service improvement projects to be progressed and implemented by a function in a financial year.

**Benefits:**

- ✓ Improved customer experience as service improvements made in response to customer feedback
- ✓ Improved employee experience as staff can contribute to service improvements

### 7 Reporting on Carbon Reduction for Vehicles

Develop reporting for agencies to identify carbon emissions in their vehicle fleet.

**Benefits:**

- ✓ Reduced greenhouse emissions

### 8 Creating a great Recruitment Experience

Develop best practice guides to achieve both a great candidate experience and recruiter experience and assist agencies with their recruitment strategies.

**Benefits:**

- ✓ Improved candidate experience with greater candidate care
- ✓ Improved recruiter experience

### 9 Easier Access to NTG Procurement

Explore development of a digital space where suppliers and contractors can access standard procurement requirements and forms.

**Benefits:**

- ✓ Improved customer experience with simple and easy self service

### 10 Strengthening Data Governance

Develop a framework to support agencies with their approach to data governance and how to get best value from data gathered.

**Benefits:**

- ✓ Improved decision making and performance informed by the quality of data



## Digitally Enabled

Initiatives where manual processes are automated or digitally enabled.

### 11 DCDD Online Services

Develop an online service centre for use within government for DCDD services. This builds on the success of Territory Services and includes tools such as a Virtual Workforce Services Assistant for interactive and personalised self-help for first level queries.

#### Benefits:

- ✓ Improved customer experience with simple and easy self-service
- ✓ Improved customer experience with afterhours access to service
- ✓ Improved employee experience by potentially reducing workloads

### 12 Customer Feedback and Sentiment

Identify a new solution that enables the capture of customer feedback (internal and external) in a standard way using a specialised customer experience tool that helps agencies capture and analyse feedback across the lifecycle to ensure feedback is actioned.

#### Benefits:

- ✓ Improved customer experience with services improved in response to feedback
- ✓ Replace manual process with standard systems and solutions

### 13 Credential Verification Solution

Identify digital solution for use by agency staff enabling verification of identity without retaining ID documents.

#### Benefits:

- ✓ Improved customer experience through protection of personal privacy
- ✓ Improved customer experience through reduced risk of data breaches
- ✓ Improved customer experience through consistent government approach to identity documents

### 14 Digitising Records

Minimise secondary storage costs while improving accessibility and longevity of critical records through digitisation initiatives and optimised retention and disposal practices.

#### Benefits:

- ✓ Improved accessibility to permanent records
- ✓ Reduced expenditure on secondary storage costs

### 15 Risk Management and Incident Reporting

Explore options for a suitable whole of sector tool which standardises risk management processes and provides improved experience for employee's reporting workplace incidents.

#### Benefits:

- ✓ Standardised agency reporting and risk monitoring to ensure risks are appropriately managed
- ✓ Reduce manual effort
- ✓ Simplify the process of reporting workplace incidents





## Capable and Adaptable Workforce

Building the skills and abilities of DCDD and public sector staff.

### 16 OneNTG Training Material Meets Cultural Safety Needs

Review OneNTG Essential Training material to ensure currency and relevance with aim of providing a culturally safe public service.

#### Benefits:

- ✓ Improved employee experience through improved knowledge of cultural safety
- ✓ Standardised approach to cultural safety awareness

### 17 Training Needs Analysis for Sector

Develop a training needs analysis tool that helps achieve the goal of 'the right training, delivered to the right people in the right way', as an effective means of identifying training required across the sector, contributing to building the capability for our people.

#### Benefits:

- ✓ Standardised approach to identification of training needs and delivery of whole of sector training
- ✓ Improve cost effectiveness of training by adopting a whole of sector approach

### 18 Communities of Practice

Develop a toolkit to support communities of practice for specific areas of domain knowledge to address the silos of knowledge in government.

#### Benefits:

- ✓ Easier access to subject matter experts
- ✓ Improved sharing of knowledge and expertise across agencies

### 19 Supported Disability Traineeship Program

Explore a supported disability traineeship program across NTG in partnership with the OCPE.

#### Benefits:

- ✓ Increased job opportunities for people with disabilities
- ✓ Improved support for managers of employees with disabilities

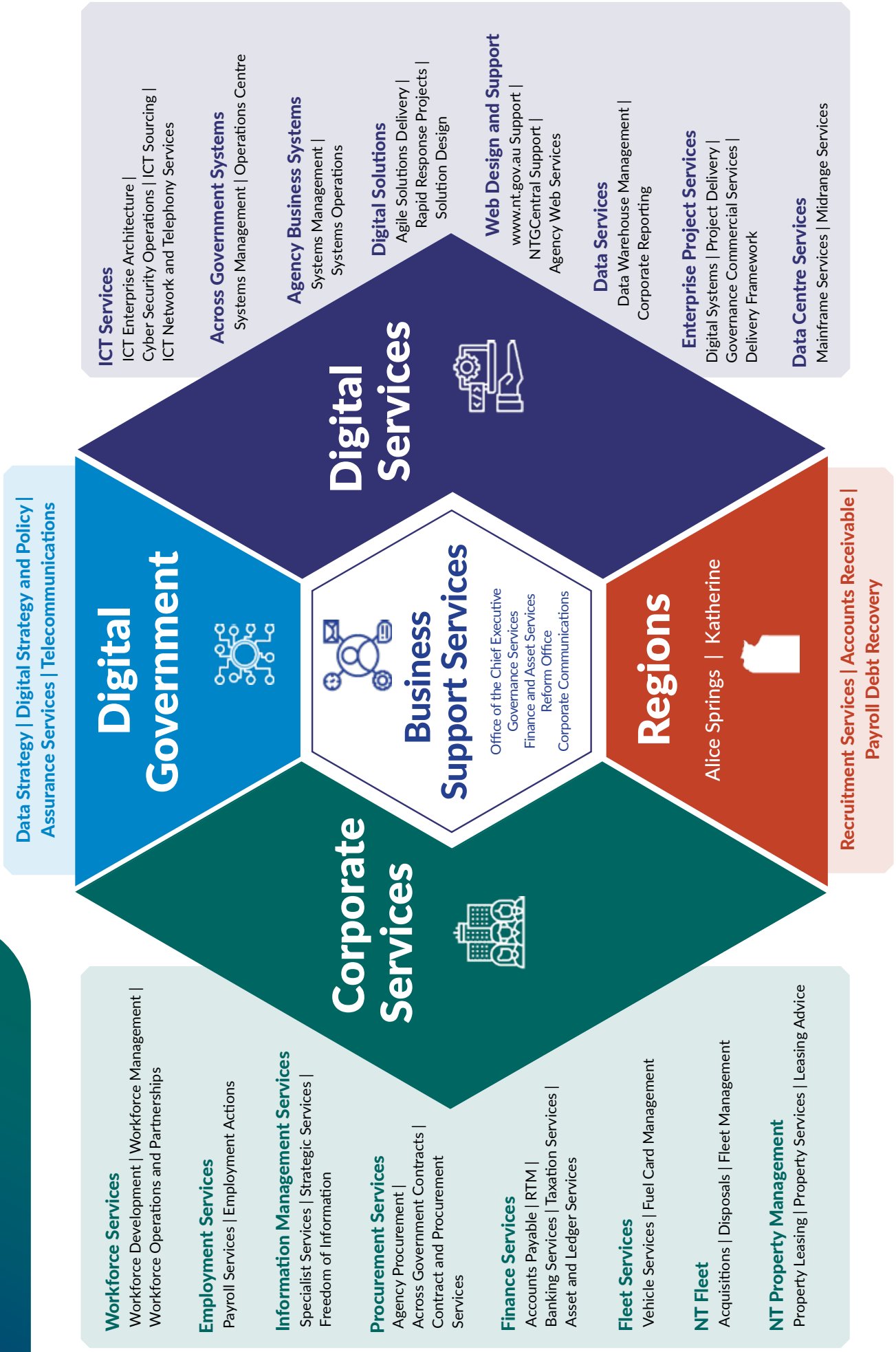
### 20 Modern Training Facilities

Identify suitable locations to deliver face to face training, which recognises the increasing demand for in person training.

#### Benefits:

- ✓ Additional options for training, not just online facilities
- ✓ Improved customer experience in having dedicated training spaces, especially for face-to-face team sessions

# DCDD FUNCTIONS





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