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Our customers

The Department of Corporate and Digital Development (DCDD) is committed to delivering expert advice and reliable services that create a seamless experience for our customers across the NTG. We achieve this by working in partnership with agencies to deliver tailored products and more than 50 enterprise-wide services that meet diverse needs and align with government priorities.

We continually invest in technology and systems to enhance the digital experience, while supporting agencies with strategic tools and expertise that drive corporate and digital transformation. An annual program of service development focuses on process and automation improvements in all business areas, implementing the DCDD value of innovation, and striving for service excellence for our customers.

National representation

DCDD represents the NTG and the Minister in national forums and working groups focused on data, digital transformation and inclusion, and cyber security. We contribute to cross-jurisdictional collaboration through the Data and Digital Ministers Meeting, and chair the Digital Inclusion Working Group under its auspices. In addition, DCDD plays a key leadership role in national cyber security coordination as co-chair of the National Cyber Security Committee.

We represent the Territory on committees and work closely with agencies such as the Australian Signals Directorate (ASD) and the Department of Home Affairs across cyber security operations, policy, strategy, incident response coordination, and awareness. We also support industry development through partnerships, including cyber security training initiatives with ASD and Charles Darwin University.

DCDD collaborates with national agencies and jurisdictions to strengthen protections for identity and standardise verifiable credentials and digital identity solutions, including digital driver licences. We contribute to data-sharing initiatives that support government priorities such as crime reduction and responses to domestic and family violence, and participate in national digital working groups across education, children and families, and health sectors.

Frameworks

Our approach to customer service is guided by key frameworks:

- **OneNTG Principles** – promote a unified public sector focused on collaboration and continuous improvement.
- **Enterprise Services Framework** – guides strategic and operational decisions, aligning service delivery with government policy and agency needs.
- **Customer Charter** – outlines DCDD's 4 core commitments to delivering reliable services, listening to customers, respecting their needs and creating better experiences.