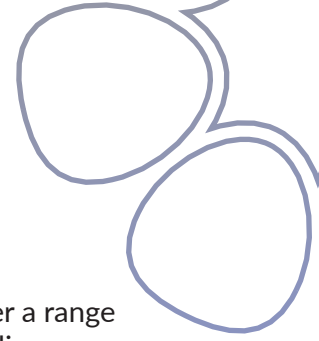


# 3

## Our customers

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## Overview

Throughout 2023-24, we continued to support and advise our customers and deliver a range of enterprise-wide services and solutions to agencies across government. DCDD delivers more than 50 different services to NT Government agencies enabling agencies to focus on their core business.

### Customers

As the NT Government's central agency delivering enterprise services our key customers are other public sector departments, statutory organisations and NTPS employees.

We also provide services to suppliers to NT Government through invoicing, businesses that tender and supply to government, digital systems that service the NT community, remote NT communities and businesses through our telecommunications co-investment programs.

### Stakeholders

Our stakeholder engagement and communication is tailored to each stakeholder group, enabling us to maintain strong relationships across our diverse business.

DCDD interacts with government and ministers, central agencies, governance groups, oversight authorities, local industry sectors, professional bodies, academia and governments in other Australian jurisdictions.

### Digital transformation

The NT Government is progressing transformation initiatives to improve how Territorians interact with government in a modern and streamlined way. Territory Services was launched early in 2024 to provide one central digital platform for online government services and transactions. Currently offering over 80 government services, Territory Services will continue to grow. For example, initial scoping work has commenced to plan the important digital reform of implementing a digital driver licence that will be recognised anywhere in Australia.

## National representation

At a national level, DCDD actively works with stakeholders from other jurisdictions and represents the Minister and NT Government at a range of forums and meetings.

### Data and Digital Ministers Meeting

The purpose of this meeting is to improve outcomes for customers by participating in cross-government collaboration on data and digital transformation to drive smarter service delivery and improved policy outcomes. DCDD is contributing on the national stage and represents the Minister and NT Government on a number of national data and digital working groups focusing on the above priority issues, as well as digital inclusion, cyber security, data and analytics.

## Cyber Security

DCDD represents the NT Government on range of national cyber security forums, including the National Cyber Security Committee and related sub-committees, and supports national cyber security incident response coordination under the Cyber Incident Management Arrangements for Australia.

DCDD employees also represent the NT Government on national cyber security policy and operational matters through engagement with the Australian Signals Directorate's Australian Cyber Security Centre and Department of Home Affairs.

DCDD leads initiatives to support cyber security industry development, including partnering with the Australian Signals Directorate and Charles Darwin University to support cyber security training and education initiatives.

## Guiding frameworks

There are several frameworks that guide and underpin our approach to customer service.

### OneNTG Principles

Provides 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

The charter identifies four commitments describing how DCDD engages with its clients to develop and deliver quality services and contemporary solutions. The commitments are: deliver reliable services, listen to customers, respect customer needs, and create better experiences.



# Roadmaps

## Digital Government Roadmap

The Digital Government Roadmap is a planning tool detailing current and emerging digital solutions for the NT Government. The roadmap is used to guide decision-making regarding prioritising government resources to plan and develop digital solutions delivered by DCDD.

## Enterprise Corporate Services Roadmap

Our first Enterprise Corporate Services Roadmap 2024-2027 was developed in collaboration with our customers and provides a pathway to an enhanced, contemporary approach to the way we support agencies and deliver service transformation that deliver benefits to the public sector.

Defined by four key services priorities, the roadmap focuses on 20 key initiatives designed in partnership with our clients allowing agencies to focus on the delivery of their core business.

The roadmap demonstrates our enterprise performance maturity since the implementation of the Corporate Services Reform in 2019 and continues the NT Government's efforts to significantly improve efficiency across government.

# Customer experience

## Customer feedback

During the reporting year the former DCDD Chief Executive met with all heads of agencies across government on two occasions to seek feedback on how we are performing, what is working well for our customers and where we can do better. The feedback is used to drive improvement in our services.

## Complaints

Our customers are welcome to provide feedback to help us improve our service delivery.

Customers have multiple channels to provide feedback about our services, including our website, by email, phone or through ministerial correspondence. There were 15 instances of feedback and/or complaints being submitted through these channels in 2023-24, and all were resolved in the reporting period. A biannual report is provided to the Executive Management Board, with a detailed overview of the feedback and/or complaints.

Our staff have the right to make a complaint if they are aggrieved by matters relating to their employment. Where employees make a complaint, they are contacted personally to discuss matters and, where required, are provided a formal response through written correspondence. Complaints can also be lodged through external reporting departments and are considered impartially with a focus on resolution and learning.