

# ICT Strategic Plan 2016–2020

## Productive workforce using ICT enabled enterprise tools and technologies

Ensure these tools and solutions connect and support business operations and our staff are skilled in their use

- Enable improved accessibility and seamless management of corporate records and documents
- Ensure robust and effective systems to manage enterprise resources, processes and data
- Optimise ICT workforce productivity tools, both devices and software, to maximise value and support modern delivery opportunities
- Manage our information assets to benefit all TMR stakeholders
- Improve and develop our staff capabilities through education in ICT tools and technologies

## Dependable and sustainable ICT delivery

Ensure our ICT investments are effective and maximise benefits through effective governance, planning and management processes and deliver sustainable ICT services

- Ensure ICT systems and services are resilient from threats and reliable to support business delivery
- Fit for purpose governance and investment processes for ICT solutions and assets
- Stronger planning with lifecycle management of ICT assets and services
- Improve ICT procurement, contract and service management capabilities
- Improve ICT project delivery
- Adopt contemporary ICT delivery models

## Enabling enhanced customer experience

Ensure we have the supporting ICT systems and services to enable the delivery of a complete digital experience for our customers and align to their expectations

- Enable information and service exploration, discovery and use
- Improve multi-channel services and customer fulfilment across all transport modes
- Provide integrated solutions within TMR and across partners supporting an omni-channel experience
- Enable a streamlined digital customer experience and support personalisation
- Unify customer and identity management

## Leading technology innovation

Embrace best practice ICT concepts and new technologies to enable business improvement

- Establish a culture and processes for users to innovate with ICT
- Establish agile sourcing processes for ICT
- Strengthen government, business and industry partnerships to support greater co-design
- Enable easier business process improvement and automation
- Expand services to support dynamic business and data analytics

## Enabling connected and accessible services

Provide facilities to enable connections to staff and partners and support One TMR

- Extend our collaborative capabilities across TMR, other government bodies and with partners
- Improve regional service accessibility and performance
- Build closer relationships between stakeholders to better plan services
- Securely access TMR's information and systems through multiple device types while maintaining privacy
- Make data and information available to staff and customers in ways that makes sense to them

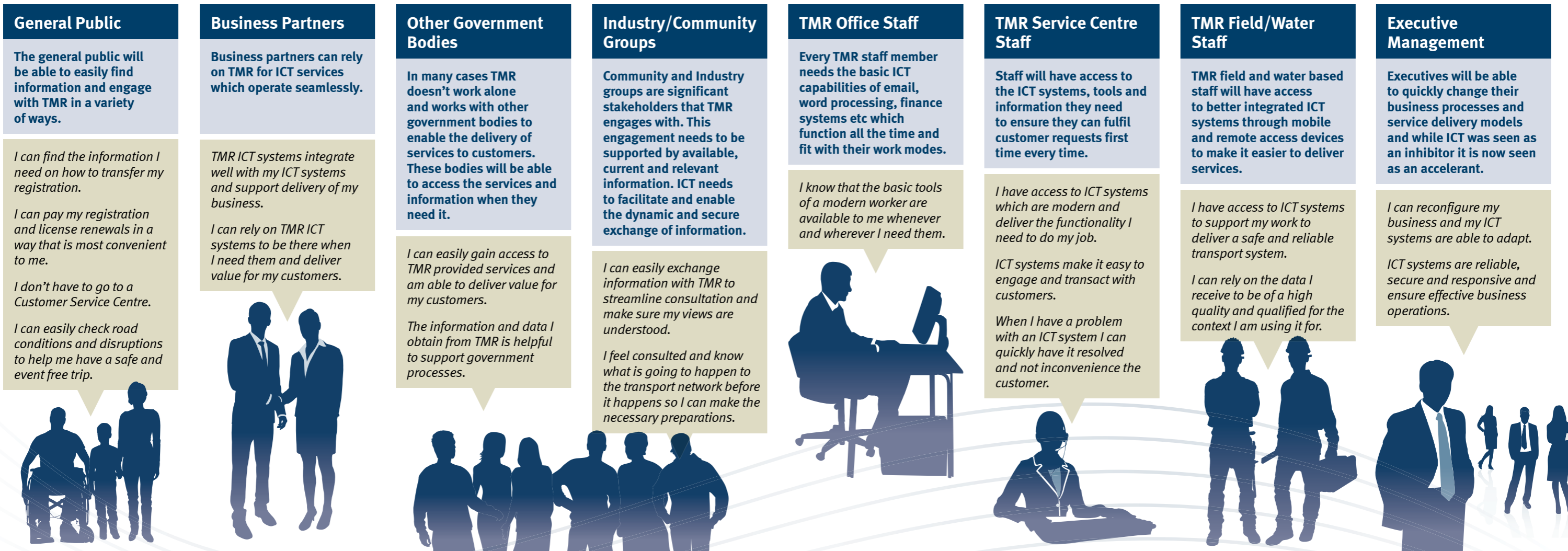
## Contemporary flexible business ICT systems

Ensure that our ICT systems are easily adaptable to change

- Simplify and modernise ICT legacy systems
- Establish contemporary ICT systems which can expose application services to facilitate integration
- Establish shared, integrated platforms
- Use a standards based approach to system selection to facilitate integration, scalability and flexibility
- Strengthen the quality of information and data



# Our future ways of working



Enabling enhanced customer experience

Leading technology innovation

Enabling connected and accessible services

Contemporary flexible business ICT systems

Dependable and sustainable ICT delivery

Productive workforce using ICT enabled enterprise tools and technologies

Our Customers

Innovation

Liveable regions & active cities

Regulation

Sustainable Funding

Contemporary Workforce

## Opportunities

- Realising benefits of "As a Service" ICT delivery where it makes sense
- Exploiting emergent technologies
- Unlocking the value of information
- Improving our digital presence and customer experience
- Partnering with industry & academia
- Leading technology innovation
- ICT enabled business transformation
- Ensure value for money
- Look to make things easier

## Outcomes

- ICT solutions are more flexible and adaptable to changing business and customer demands
  - Customers experience seamless, integrated and trusted digital services
  - Improved resilient and sustainable ICT services and systems
- Security and privacy is managed whilst still providing accessibility anywhere, any time
- Information-driven insights are reshaping services and policies, and adding public and private value
  - Adoption of information and technology innovation is accelerated and value is being created
  - Complex problems are being solved and innovative solutions are being adopted
- Accurate, timely and accessible information improves forecasting, planning and decision making
- Staff have modern ICT tools and solutions that improve productivity and enable service delivery