

Connected Government

What is "Digital by Default"?

The Digital by Default Decree commits government to pro-actively transform services using digital technology. The objective is for all government services to be simpler and easier to use; i.e. Transactions with government agencies can be completed from start to finish Online.

What hampers the move to digital first?

Antiquated project process such as 'big bang' waterfall approaches do not encourage dynamic digital activity. Modern digital transformation requires an agile 'show and tell' approach with a focus on form and function (not just function).

New technology may also delay or prevent digital transformation when it's not in the approved standard suite. This may require additional consideration of new products and platforms.

Risk is also a major factor in delaying government ICT projects.

HSD's Lego Approach to Digital Transformation:

Encourages an 'engaged governance' process and procurement engagement on a partnership basis. Utilisation of COTS components based on fit, function and form. Components are ready made and supported code designed to be configured and integrated to complimentary systems. Project governance has an agile structure and is able to react to discovery during the project, i.e. iteration.

Risk mitigation in ICT projects:

HSD promote an **Incremental Implementation Strategy** utilising the 'right' COTS components. (AKA Our 'Lego' approach) Organisations experience small 'wins' to prove functionality and gain user acceptance with low risk deployments.

The figure below illustrates an incremental approach to achieving digital transformation. (Removing time consuming paper based Online registrations)

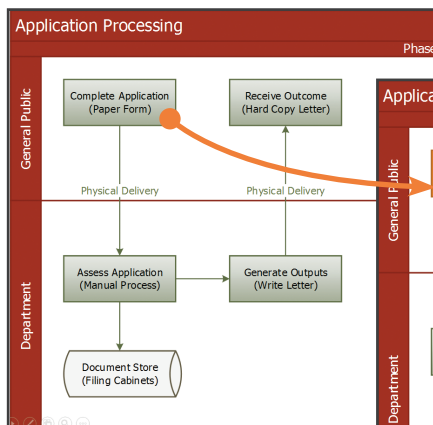


Fig 1: An agency requires to digitally transform its manual paper based registration process

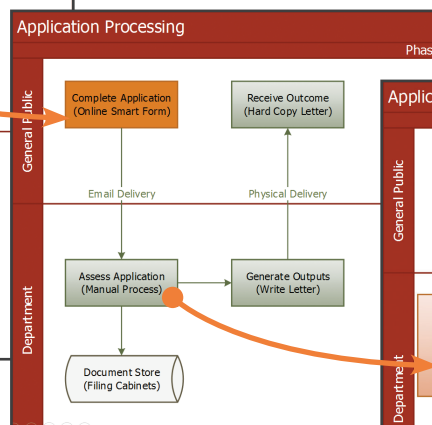


Fig 2: HSD incrementally deliver a COTS Online application form to improve front end user experience

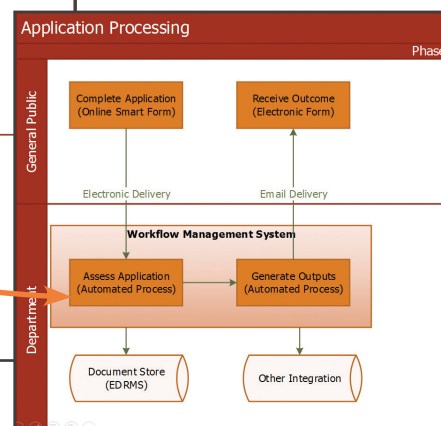


Fig 3: HSD incrementally integrates an automated workflow solution utilising Microsoft Dynamics COTS



Contact HSD about choosing the 'right' COTS Components for your organisation

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