Digital Strategy Roadmap
for the Western Australian Government

GOVERNMENT OF WESTERN AUSTRALIA

WA.gov.au

Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders past, present and emerging.

Delivering the Digital Strategy

Western Australian (WA) Government agencies are working together to deliver the vision and objectives of the Digital Strategy for the Western Australian Government 2021-2025: Convenient, Smart and Secure Services for all Western Australians.

The Digital Strategy Roadmap contains key initiatives across government that are helping to progress the four strategic priorities of the Digital Strategy. A fifth priority, Supporting Digital Foundations, has also been included to capture initiatives that improve government's internal operations and future ability to progress the Digital Strategy's four strategic priorities.

Better services

Informed decisions

Safe and secure

Digitally inclusive

Supporting digital foundations

Disclaimer: The projects in this Roadmap are dynamic and will require flexibility to ensure they continue to address the needs of Western Australians. The Roadmap will be updated once a year and will focus primarily on deliverables over the coming year, while longer term project plans and dates are subject to change over time based on learnings and evolving circumstances.

Digital Strategy Roadmap 2020-25

Strategic	Financial Year 2019-20				Financial Year 2020-21				Financial Year 2021-22				Financial Year 2022-23				Financial Year 2023-24				Financial Year 2024-25				FY 2025	
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Better services																										
Informed decisions																										
Safe and secure																										
Digitally inclusive																										
Supporting Digital Foundations																										

Indicative Start/Finish Date

Better services

WA.gov.au

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

WA.gov.au is the WA Government's first whole-of-government citizen-focused digital platform. WA.gov.au brings together WA Government information from a range of agencies in one place, allowing you to easily find what you're looking for.

WA.gov.au has been designed to meet universal accessibility standards so that government information and services are inclusive by design. The intention is to improve access to digital services for all Western Australians, including people with disability, people in remote locations and people who only use mobile devices.

By the end of the 2021-22 financial year, at least 60 agency websites will be onboarded to the current WA.gov.au platform.
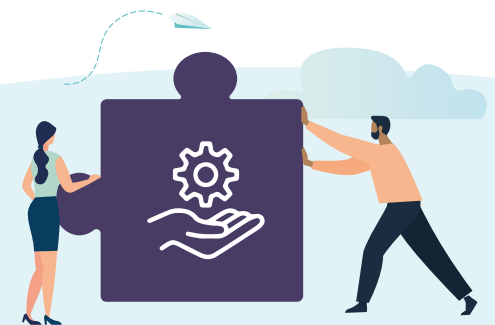
ServiceWA

Lead Agency: Department of Finance, Department of Transport, and Department of the Premier and Cabinet (Office of Digital Government)

ServiceWA is a cross-sector service delivery reform program aimed at improving the public's experience when dealing with the Western Australian Government. It has a strong focus on driving a shift towards a 'single service entity' and citizen centred experience of government.

We are currently trialling an in-person 'one-stop-shop' ServiceWA centre in Bunbury that offers more than 80 services from five agencies in a single location. The trial is an opportunity to gather valuable feedback and insight from citizens, helping shape the future of government's service design.

We are also developing a whole of government self-service portal to provide easy access to online services. To personalise and make these experiences more seamless, we are introducing digital identities for individuals and businesses to access services using a single set of safe and secure credentials.

By the end of the 2021-22 financial year, agencies will begin using the digital identity service and the whole of government self-service portal will be ready for launch on WA.gov.au.

Better services

Environment Online

Lead Agency: Department of Water and Environmental Regulation

Environment Online will make it possible to quickly and easily submit, monitor and review environmental submissions and approvals through one user-friendly online platform.

Environment Online will improve the transparency, certainty, and consistency of environmental approvals so that projects can be delivered in a responsible way that safeguards the protection of WA's natural environment.

Environment Online will use the whole of government digital identity service currently being developed by the Department of the Premier and Cabinet (Office of Digital Government), Department of Mines, Industry, Regulation and Safety and the Department of Transport.

A pilot was completed at the end of the 2020-21 financial year.

By the end of 2021-22, it's expected that the first two of seven modules will be delivered: environmental impact assessment and industry regulation.

Better services

Better services

Customer Identity and Management Platform (CIAM)

Q2 2020 - Q2 2022

Lead Agency: Department of Mines, Industry Regulation and Safety

Access to Department of Mines, Industry Regulation and Safety (DMIRS) digital services will be improved with the creation of a single sign-on solution. As part of the solution, DMIRS is developing the WA Relationship Authorisation Manager (WARAM) which will be a whole of state government solution allowing businesses and individuals to authorise another business or individual to act on their behalf.

This functionality is crucial to the delivery of the WA whole of government digital identity service which is being developed in partnership with the Office of Digital Government, Department of Water and Environmental Regulation and Department of Transport. Individuals will be able to establish their digital identity and manage their access to digital services in both their personal and professional lives.

Support and Operation of Citizen Centric Digital Services

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

The Office of Digital Government is developing central digital platforms to facilitate agencies' online service delivery and enable individuals and businesses easy and secure access to government services through a single customer-facing portal.

In order to effectively leverage the central digital platforms, the Office of Digital Government will develop the business support services and operation models required to support ongoing operation and maintenance of the central digital platforms.

By the end of 2021-22 financial year, the Office of Digital Government will establish digital platforms business operations and support models, including helpdesk and service desk capabilities.
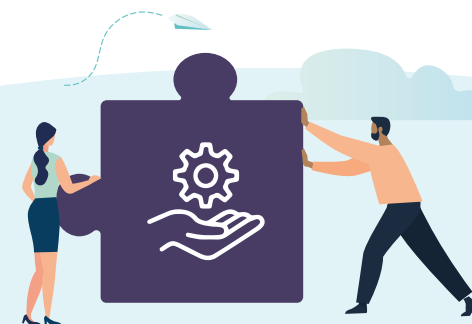
Better services

Utility of the Future

Q4 2021 - Q4 2024

Lead Agency: Horizon Power

Horizon Power is transforming their core activities and reimagining how they meet customer demands and expectations by creating a digitally enabled business ready for the renewable energy transformation.

The Utility of the Future Program will focus on automating processes to cut costs and improve the employee and customer experience, and safety, deploying new digital technologies including remote sensing, Internet of Things, business process automation, cloud, big data, artificial intelligence, machine learning and virtual reality, and applying advanced analytics to support informed decision making.

Better services

Better services

New Legal Practice Management System

Lead Agency: State Solicitor's Office

A new legal practice management system is being established within the State Solicitor's Office (SSO) to ensure staff can continue to provide broad-based, high-quality legal services to the Government of WA as well as WA Government departments and agencies.

Two outdated applications currently used to allocate, coordinate, and manage legal work will be replaced, improving the security of the information the SSO manages. The use of new, contemporary legal software will increase the State Solicitor's Office's efficiency and assist in attracting, developing, and retaining lawyers and support staff of the highest quality.

Parliamentary ICT Services

Lead Agency: Parliamentary Services Department (WA)

The COVID-19 pandemic necessitated the Parliament of Western Australia to operate with some of its membership and staff working remotely.

This project will improve cyber security resilience within Parliament and ensure the Parliament's streaming services are accessible and inclusive.

By the end of the 2021-22 financial year, streaming infrastructure will be upgraded and a pilot project for the captioning of parliamentary debates will be completed.

Better services

Data Insights WA

Q3 2020 - Q1 2022

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

The Office of Digital Government has established a central, whole-of-government data sharing and analytics function.

The team has provided analytics support to shape the Government's response to the COVID-19 pandemic. It has also developed secure interagency data sharing and hosting infrastructure, a governance framework, and a re-usable multi-agency data sharing agreement. This agreement outlines the high-level framework for sharing data, and allows streamlined data sharing between agencies.

Currently, the team is increasing the visibility of government data holdings by developing a catalogue of government data, and improving the re-usability of its data by establishing standards for data fields.

Informed decisions

Informed decisions

Technology to enable the new Aboriginal Cultural Heritage Bill

Lead Agency: Department of Planning, Lands and Heritage

The Aboriginal Cultural Heritage Bill was introduced to Parliament in November 2021. This Bill will introduce a range of new legislative processes to Aboriginal cultural heritage management in Western Australia which requires the support of a new fit-for-purpose ICT system.

This new ICT system will enable Aboriginal groups to experience greater protection of heritage and transparency of the process, increased participation in Aboriginal cultural heritage decision making and direct access to the information held by government.

Safe and secure

Information Classification Policy

Q3 2020 - Q2 2025

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

The WA Information Classification Policy provides a common language for agencies to identify risks and apply appropriate security controls to protect, store and share their information assets. It is to be implemented by agencies by mid-2025.

This policy gives WA Government agencies the tools to communicate the sensitivity of the information they manage to ensure the right protections are in place to keep it safe.

By the end of the 2021-22 financial year, implementation guidance material will be available for agencies and a framework that allows agencies to report on their progress implementing the Information Classification Policy will be in place. Progress reporting from the first agencies will also have commenced.

Workforce Management Solution

Lead Agency: Department of Fire and Emergency Services

Climate change is resulting in more frequent and increasingly severe natural hazard emergencies. It is imperative to ensure that appropriate staff and volunteer personnel are available to be deployed to these incidents while ensuring positive health and welfare outcomes during and post deployments.

The introduction of a new Workforce Management System will support the safe and efficient management of the Department of Fire and Emergency Services personnel through scheduling, time and deployment tracking, fatigue management and leave management.

Safe and secure

Safe and secure

Work Health and Safety Legislation Changes

Q2 2021 - Q2 2022

Lead Agency: Department of Mines, Industry Regulation and Safety

This project will implement changes to Department of Mines, Industry Regulation and Safety (DMIRS) business systems to support the new Work Health and Safety Act and associated regulations.

Providing easy to use, secure, digital solutions will enable businesses to easily interact with DMIRS, meet their legislative obligations, protect the health and safety of workers in WA and keep the community and environment safe.

Safe and secure

Building the WA Government's Cyber Security Capability

Q3 2020 - Q2 2025

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

The Office of Digital Government has established a whole of government Cyber Security Operations Centre. This centre improves the visibility of cyber threats against agencies' networks and has matured the WA Government's capability to detect and respond to cyber security incidents.

In the coming years, the Operations Centre will be further expanded. The Office of Digital Government will also increase its support for agencies to help protect the WA Government and community from the consequences of cyber security incidents such as large-scale data breaches and disruption to government infrastructure, systems and services.

By the end of Q2 2022, the Office of Digital Government aims to have 30 agencies connected to the Security Operations Centre. By then the Office of Digital Government will also have started establishing a Cyber Security Uplift Team that can assist agencies improving their defence against cyber security threats and a Hunt and Incident Response Team, which can proactively identify risk and help agencies manage incidents if they occur.

Digitally inclusive

Digital Inclusion in WA Blueprint

Q3 2020 - Q4 2022

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

A Digital Inclusion in WA Blueprint has been developed, taking into account key findings from consultation that formed the Digital Inclusion in WA What We Heard Report. The Blueprint will guide a WA Government led strategy to improve digital inclusion outcomes for Western Australians. It addresses the key barriers of connectivity, affordability, skills and design. The Office of Digital Government will be working with agencies, industry, community services and WA communities to implement the Blueprint through a program of initiatives that enable more Western Australians to access and use digital technologies.

Partnership Framework
(Accord and Leadership Forum)   Q4 2022 - Q3 2024

Lead Agency: Department of the Premier and Cabinet (Office of Digital Government)

This initiative will deliver the Digital Inclusion Accord and Digital Inclusion Leadership Forum to lead and coordinate the Blueprint and Implementation Program. The Accord will gain commitment by all prospective digital inclusion partners to work in collaboration to the objectives and priorities of the Blueprint. The Leadership Forum establishes a group of high-level influential stakeholders across the community, community services, industry and government to provide high level coordination and commitment to improving digital inclusion outcomes in WA.

Digitally inclusive

Digitally inclusive

Blueprint Implementation Program   Q4 2022 - ongoing

Lead Agency: Whole of Government

The Blueprint Implementation Program aims to enable more Western Australians to access and use digital technologies by addressing the barriers related to connectivity, affordability, skills and design. It consists of a number of initiatives, which support a more digitally inclusive Western Australia.

See information about the initiatives in the Blueprint Implementation Program via wa.gov.au/digital-inclusion.

Commencing from

Resourcing to Stabilise the Department of Finance's Financial Management Information System - Oracle

Q1 2022

Lead Agency: Department of Finance

Managed by the Department of Finance, this project will deliver a stable, secure and centralised financial management information system (FMIS) to multiple WA Government entities.

This project will involve upgrading Finance's current FMIS, Oracle E-Business Suite, to a current, supported version along with establishing stable and secure infrastructure. This will lead to cost-savings and increased productivity and will ensure WA Government entities can continue to pay suppliers on time.

Supporting digital foundations

Human Resources Management Information System (HRMIS)

Q4 2021

Lead Agency: Health Support Services

The HRMIS Program is an IT enabled transformation program to replace WA Health's legacy human resources/payroll system, rostering system and nurse placement service with a single, contemporary, cloud-based HRMIS. Implementation of the HRMIS is a key initiative on the WA Health Digital Strategy (2020 - 2030) Roadmap.

An integrated HRMIS will support the WA health system to improve service levels and employee engagement, optimise workforce planning and streamline operations, and ultimately enable better patient care in WA.

In December 2021 a vendor contract is scheduled to be awarded and preparation for the implementation and delivery of the new system will begin in 2022.

Supporting digital foundations

Digital Foundations Program

Lead Agency: Department of Primary Industries and Regional Development

The Digital Foundations Program consists of a range of initiatives to improve workforce productivity including delivering a stable, supported and simplified IT environment, reliable, fit for purpose and dependable telecommunications and increased cyber security resilience, capability and maturity.

The program will better connect WA Government agencies, industry and the community through digital services and systems integration and will inform decision-makers, frontline staff, and the public with quality data and analysis.

Supporting digital foundations

Core Business Systems Program

Lead Agency: Department of Primary Industries and Regional Development

The Core Business Systems Program will deliver a stable, supported, integrated, and simplified finance, human resources, and records management footprint which will drive greater productivity and transparency.

This program will lead to the more efficient use of resources, freeing up funding that would otherwise be spent on maintaining additional systems to instead be invested in regional development and business initiatives.

Supporting digital foundations

Single Finance System (1Finance) Project

Q4 2021 - Q2 2023

Lead Agency: Department of Communities

The 1Finance Project will deliver a contemporary cloud-based finance system, a consolidated chart of accounts and unified financial management processes for the Department of Communities. It is a key enabler in strengthening the Department's financial management, reporting and governance arrangements and facilitates better services to the WA community by providing a single source of truth, improved decision making and greater accountability.

The key milestones to be delivered by the end of the 2021-22 financial year include:

• Procurement of the Microsoft Gold Partner for solution design and implementation

• Finance system solution design to facilitate the project objectives and outcomes

• Chart of accounts re-design and testing

• Change Impact Analysis to inform the change activities required for the business.

One Document Management System (oneDMS)

Q2 2020 - Q1 2025

Lead Agency: Department of Mines, Industry Regulation and Safety

This program will deliver a secure, consolidated, modern, cloud-based Electronic Document and Records Management System for the Department of Mines, Industry Regulation and Safety (DMIRS).

The oneDMS program will see all information securely stored in one central Records Management System, ensuring DMIRS can continue to offer reliable support and services to the WA community and other WA Government agencies.

A cloud based secure oneDMS solution will ensure information is readily available to support multiple Government agencies' functions and can scale according to demand. The key capabilities estimated to be delivered by the end of the 2021-22 financial year includes integrations with line of business applications, a brand new environment established in GovNext and a data migration tool for on-command transfer.

Supporting digital foundations