

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 30 September 2020 2:35 PM
To: State Service Review
Subject: Submission to state service review

Confidentiality Notice: I am happy to have my feedback used in the consultation process. However, I request my name be redacted from any public publishing or sharing within the review process. [REDACTED]
[REDACTED]

The current structure of the State Service creates 'silos' where every agency acts like it's own separate 'State Service'. By creating silos, this creates 'haves' and 'have nots'. This is then reflected in the public interaction with agencies.

By keeping all agencies in silos this has reflected in the ICT and Digital platforms they use.

This leads to many negative experiences such as:

- Multiple websites for the citizen to navigate, placing the onus on the citizen to understand the structure of Government.
- Fractured online transactional systems where there is no interconnectedness.
- Inconsistent experience when contacting or interacting with departments based on the agency's preference or financial capability - rather than a focus on citizen needs and outcomes.
- Inability for agencies to share information, applications or services together.
- Duplicating services, resources and increased costs. At the expense of value-add work.

There is a distinct lack of direction or involvement from the Government of the day to address this.

The Minister for Science & Technology has provided no direction, instigated no programs, nor funded initiatives to improve any of this during his 6 years in the role.

Many ICT and Digital professionals in the State Service feel powerless without this direction or mandate to instigate any improvements.

Effective leadership from Government Ministers, ably supported by Secretaries and Deputy Secretaries with proven digital capability and management in modern workforces should recognise the need for this digital uplift. Afterall, ICT and Digital service simply reflect business needs and our financial commitment to deliver them.

These services should no longer be seen as something 'separate' to Government, but simply part of what we do. We shouldn't be always looking to cut these services or 'find efficiencies'. Instead we should recognise their value to enable and protect us, as well as providing more productivity and seamless delivery of citizen centric services.

To this end, I believe there needs to be a multi-year plan that is ring fenced from changing Governments that can improve services through Digital means. This should also mean removing variation and silos between agencies. If agencies cannot work together, they cannot provide together.

Standard platforms, desktops, phones and other 'commodity' IT should be delivered consistently and without barriers. Networks should be delivered like power or water and other utilities. If 9 agencies need to have 9 contracts with the same phone provider, it adds no extra value while taking valuable time from IT staff from doing things that matter that can help agency's staff support citizens.

Some IT staff will need to retrain to work in more client interfacing ways rather than duplicating commodity IT services. This can enable modern IT platforms that can stay 'evergreen' and stop the rot of ageing platforms.

This work will be hard, take many years and cost a lot of money. However, not doing it will cost more and cause more pain for Tasmanian citizens and ongoing frustration to State Servants who just want to service the public.