

OUR VISION

THE VISION IS TO DELIVER MODERN, ACCESSIBLE, AND SEAMLESS DIGITAL SERVICES FOR THE AUSTRALIAN PARLIAMENT.

The vision will be realised through the goals and objectives of our strategic themes.

THEMES	<p>CUSTOMER FOCUSED DIGITAL SERVICES</p>	<p>MODERN AND ECONOMICALLY SUSTAINABLE ICT</p>	<p>SAFEGUARD THE AUSTRALIAN PARLIAMENT AND ITS PEOPLE AND ASSETS</p>	<p>DIGITAL WAYS OF WORKING</p>
GOALS	<p>Deliver accessible, modern, digital services through innovation that provide an intuitive, seamless user experience</p>	<p>Modernise, rationalise, and simplify the Australian Parliament's technology estate to realise economically sustainable ICT service delivery</p>	<p>Enable a disruption-resilient Australian Parliament</p>	<p>The Australian Parliament embraces the benefits of and achieves value through digital ways of working</p>
OBJECTIVES	<ul style="list-style-type: none"> » Provide a central point of access for customers to consume all the services they need. » Enhance and connect digital services for a seamless, transparent and consistent user experience. » Support parliamentarians to engage with constituents using enhanced multimedia and accessibility features. » Provide constituent management capability. » Digitally transform manual business processes for corporate areas using enterprise workflow, forms and automation. » Improve search capability across business information and data. 	<ul style="list-style-type: none"> » Finalise the digital transformation of infrastructure, platforms and technology services. » Modernise parliamentary and corporate business solutions. » Ensure Parliamentarians and staff have fit for purpose & modern ICT equipment with improved connectivity. » Improve support arrangements for Parliamentarian's offices with enhanced modern ICT equipment. » Enhance broadcasting and video capture services. » Deliver a modern and consistent telephony experience across APH and other parliamentary office locations. » Support parliamentary business with modern integrated applications that can be sustained and enhanced on the Australian Parliament's terms. 	<ul style="list-style-type: none"> » Improve cyber security practices and awareness programs. » Ensure cyber security capabilities are responsive and can effectively address the evolving threat environment. » Enhance building security to optimise screening and management of the precincts. » Streamline onboarding and offboarding practices for building passes and ICT accounts. » Ensure the safety of APH occupants and visitors. » Ensure protection of assets through enhanced electronic security capability. » Introduce the secure adoption of sovereign generative artificial intelligence (AI) that meets the Parliament's needs. 	<ul style="list-style-type: none"> » Implement common digital ways of working that are shared and accepted. » Improve training programs for key technology platforms and business solutions. » Align workforce capability with digital objectives and ensure integration with strategic workforce planning. » Build digital and data literacy and capability to enable business led digitisation and improvement of services. » Underpin business operation with re-usable ICT solutions and flexible platforms that enable citizen development. » Guide strategic technology investment decisions, prioritise delivery and manage capacity to deliver the digital strategy through matured enterprise architecture and portfolio management functions.
PRINCIPLES	<p>OUR DECISIONS WILL BE INFORMED BY OUR GUIDING PRINCIPLES</p>			
	<ul style="list-style-type: none"> » Customer-centric design » Meet our commitments 	<ul style="list-style-type: none"> » Cloud-first » Strong digital foundations 	<ul style="list-style-type: none"> » Security by design » Invest in our People 	<ul style="list-style-type: none"> » Embrace technology change » Digital by default
DRIVERS	<p>OUR DRIVERS FOR CHANGE ARE</p>			
	<ul style="list-style-type: none"> » Need for cohesive and modern technology 	<ul style="list-style-type: none"> » Leveraging advancements across the industry and technology 	<ul style="list-style-type: none"> » Responding to the dynamic threat environment 	<ul style="list-style-type: none"> » Enabling business through accessible digital services