

## Corporate Systems Vision and Approach

### A: Strategy & Innovation

To enable confident and robust decision-making (using quality, focused data) by:

- Adopting a **'best of breed'** approach to maximise utilisation of emerging technologies and AI/Robotics to avoid being 'locked into' a single technology platform for 10+ years, risking earlier obsolescence;
- Commitment to an **'adopt-not-adapt'** approach, i.e. using the product as intended rather than modifying it to fit local processes, to reduce ongoing support and maintenance resourcing;
- Aligning strategic support for flexibility and progression toward **digitally enabled systems and services** (which links to Organisational Redesign strategy).

### B: Data and Interfaces

Enable connectivity & collaboration through linked systems and data by:

- Providing a cleansed **'open data'** architecture to enable AI and Business Intelligence apps to gather data efficiently;
- Providing **simplified data structures** focused on capturing only essential information (decluttering and archiving unnecessary data);
- Aiming to **link data and systems** through the acquisition of new technologies (APIs) and/or new intermediary products and systems (e.g. Boomi).

### C: Platform and Ease of Use

Enable innovation and creativity through emerging technologies by:

- Aiming for structured and **common standards for Management Information** reporting suites to build Dashboards for improved data insight and decision-making;
- Committing to **improved ease-of-use and self-service** to enhance managers and services' ownership of data quality;
- Committing to a **cloud-first** platform to improve data management, security and resilience (and reduce carbon footprint).

### D: People and Process

Enable automation and efficiency, including digital and e-form automated workflow processing through:

- A commitment to **linked and automated workflow processes** from email, web-forms, and other digital channels;
- Undertaking **systems-thinking reviews**<sup>1</sup> of processes to enable streamlined workflows and a confident and skilled workforce;
- Delivery of corporate systems that are **intuitive to use** and that support our evolution towards becoming a digitally skilled organisation.

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<sup>1</sup> Systems Thinking is a defined methodology for reviewing processes end-to-end, specifically to identify duplication, redundancy or low value-added elements of the process from a customer or user perspective.

