Information, Communications and Technology

Previous technology services introduced in organisational silo's leading to:

- Duplication
  - >300 applications, 2,500 (approx) spreadsheets and databases, millions of documents and unstructured data
  - Multiple versions of the truth

- Technology driving business processes
  - Inconsistent customer service
  - Lack of physical flexibility

- Disparate Information Structures
  - Islands of information
  - Data that cannot be joined across applications

Opportunities

Develop an environment which supports

- A change in the way we deliver **services** and **engage** with **customers**
- Appropriate information **sharing** and **learning** from the information held
- Enable **collaboration** and Multi agency service delivery
- Uses information to **create new value**
- Use technology to reduce the **cost** of service delivery
- Provide greater **choice** to staff and customers
- **Mobilise** our staff and increase efficiency of our field workforce
- Reduce **environmental** impact