

# Digital principles

This fact sheet has been designed to help decision makers to ask the right questions about their digital and ICT investments and support alignment to digital principles and priorities.

## *Making decisions to advance our digital future*

### 1. Solve the right problem

- Is it still a problem?
- Do we have to solve the *whole* problem?
- Are we asking the right questions to ensure the solution will improve business outcomes?
- ...?

### 2. Digital by default

- How can the process be designed to be digital by default?
- How can we re-imagine the process?
- Have we examined new or emerging technologies?
- ...?

### 3. Create unified digital experiences

- Are we providing a seamless and personalised service?
- Can we re-use information/data?
- Is our solution flexible to allow for modifications?
- ...?

### 4. Prefer open over closed

- Can privacy and security concerns be mitigated to support open information?
- Who else can benefit from our data/information?
- Are we being transparent?
- ...?

### 5. Make it secure by design

- Have we considered the security requirements from the start?
- Are security controls re-assessed throughout the lifecycle of the service, and can the solution accommodate changes?
- How can our security controls help us meet customer expectations and inspire trust?
- ...?

### 6. Harness skills and experience – from inside and out

- What skills and experience do we have, need to develop or acquire?
- Can we share our skills and experience with others?
- Can we trial or pilot new approaches and solutions?
- ...?

### 7. Leave no one behind

- Are we ready to focus on digital?
- Is our service accessible to all?
- How can we build digital capability?
- ...?

### 8. Experiment, learn and improve

- Can we take an agile, iterative or experimental approach?
- Can we learn from others' experiences?
- Are we willing to stop an initiative if it is not delivering value?
- ...?

# Digital priorities

We are designing our services by empowering people, encouraging collaboration, improving connectivity and building trust. An initiative can be aligned to more than one priority but for reporting it will have a primary priority. This document should assist in assessing your initiative for alignment to the digital priorities.

## *Where are we focussing our efforts*



### People

Empowering Queenslanders to participate in our shared digital future including our workforce who develop and deliver Queensland government services

- Are we helping Queenslanders improve their digital capability?
- Are we making it easier for Queenslanders to use government services?
- Are we empowering our workforce or helping them develop their capability so that we can be a truly digital government?
- ...?



### Collaboration

Working in partnership with the community, industry, academia and our own agencies to create a place where everyone can better contribute

- Does the initiative have the right stakeholders involved to allow us to rethink the solution to the problem?
- Are there innovative or different ways that stakeholders can collaborate or partner on the initiative?
- Will the initiative contribute to or deliver a better way or different way for government to address policy challenges?
- ...?



### Connectivity

Working with all tiers of government and industry to establish better connections and digital infrastructure for Queenslanders

- Will the initiative provide better digital infrastructure and improve connections for our communities?
- Does the initiative make it easier for Queenslanders to overcome barriers to connection?
- Does the initiative investigate opportunities to work across government, communities and industry to deliver optimal connection solutions?
- ...?



### Trust

Cultivating trust with Queenslanders by embracing security, reliability, empathy and authenticity

- Does the initiative deliver reliable, accessible yet secure information that supports digital government services?
- Will the initiative create or contribute to delivering digital services where the security and privacy approach supports customer usability expectations?
- Is the initiative transparent in the way it is being developed, managed and delivered?
- ...?