NSW Digital Strategy

Delivering digital with purpose

The NSW Digital Strategy outlines the strategic directions and objectives for NSW to advance its digital maturity and use technology to further improve service delivery, enhance accessibility and inclusion, and drive better outcomes for communities and business across NSW. It is underpinned by 5 missions for digital transformation.

MISSION 1

Make digital services accessible, inclusive and connected for everyone in NSW

1A: Make digital services inclusive

1B: Improve connectivity across NSW, including in regional and rural communities

1C: Make sure digital services meet accessibility requirements

1D: Design digital services based on the needs of the community

MISSION 2

Use digital to improve service delivery, support the local economy and drive productivity

2A: Use Artificial Intelligence in a safe, ethical and responsible way

2B: Invest in the digitalisation of government services, systems and processes

2C: Partner with industry and academia to innovate, explore and solve complex digital challenges

2D: Help create a NSW workforce ready for the future of digital

MISSION 3

Underpin trust in government through reliable, stable digital services and sustainable Digital Infrastructure

3A: Collect and use data in a responsible, open and transparent way

3B: Enable safe and secure information sharing through modern Digital Infrastructure

3C: Reduce legacy technology and duplication of digital solutions

3D: Address environmental sustainability goals through digital services

MISSION 4

Keep NSW safe and resilient during emergencies online and in-person

4A: Support effective communication and connectivity for everyone during natural disasters and emergencies

4B: Make sure NSW services and communities are digitally safe and prepared

4C: Maintain modern, quality systems and interoperability across NSW Government agencies

4D: Strengthen cyber risk management to protect data

MISSION 5

Uplift digital capability in the public sector workforce

5A: Develop digital skills and leadership in the public sector workforce

5B: Attract and retain talent by building an environment that supports digital innovation

5C: Adopt technology that supports our diverse workforce

5D: Support frontline workers with reliable and modern digital solutions

NSW GOVERNMENT

digital.nsw.gov.au/strategy