ICT Strategic Plan 2016-2020

Productive workforce using ICT enabled enterprise tools and technologies

Ensure these tools and solutions connect and support business operations and our staff are skilled in their use

- Enable improved accessibility and seamless management of corporate records and documents
- Ensure robust and effective systems to manage enterprise resources, processes and data
- Optimise ICT workforce productivity tools, both devices and software, to maximise value and support modern delivery opportunities
- Manage our information assets to benefit all TMR stakeholders
- Improve and develop our staff capabilities through education in ICT tools and technologies

Dependable and sustainable ICT delivery_

Ensure our ICT investments are effective and maximise benefits through effective governance, planning and management processes and deliver sustainable ICT services

- Ensure ICT systems and services are resilient from threats and reliable to support business delivery
- Fit for purpose governance and investment processes for ICT solutions and assets
- Stronger planning with lifecycle management of ICT assets and services
- Improve ICT procurement, contract and service management capabilities
- Improve ICT project delivery
- Adopt contemporary ICT delivery models



Enabling enhanced customer experience

Ensure we have the supporting ICT systems and services to enable the delivery of a complete digital experience for our customers and align to their expectations

- Enable information and service exploration, discovery and use
- Improve multi-channel services and customer fulfilment across all transport modes
- Provide integrated solutions within TMR and across partners supporting an omni-channel experience
- Enable a streamlined digital customer experience and support personalisation
- · Unify customer and identity management

Our customers

Connecting and delivering innovative, flexible and dependable systems and solutions to staff and customers

Regulation

support One TMR

Contemporary flexible business ICT systems

Ensure that our ICT systems are easily adaptable to change

- Simplify and modernise ICT legacy systems
- Establish contemporary ICT systems which can expose application services to facilitate integration
- Establish shared, integrated platforms
- Use a standards based approach to system selection to facilitate integration, scalability and flexibility
- · Strengthen the quality of information and data



Leading technology innovation

Embrace best practice ICT concepts and new technologies to enable business improvement

 Establish a culture and processes for users to innovate with ICT Establish agile sourcing processes for ICT

• Strengthen government, business and industry partnerships to support greater co-design

• Enable easier business process improvement and automation

• Expand services to support dynamic business and data analytics

Enabling connected and accessible services

Provide facilities to enable connections to staff and partners and

• Extend our collaborative capabilities across TMR, other government bodies and with partners

Improve regional service accessibility and performance

 Build closer relationships between stakeholders to better plan services Securely access TMR's information and systems through multiple device types while maintaining privacy

 Make data and information available to staff and customers in ways that makes sense to them



Our future ways of working

TMR Office Staff

needs the basic ICT

capabilities of email,

systems etc which

Every TMR staff member

word processing, finance

function all the time and

fit with their work modes.

I know that the basic tools

available to me whenever

and wherever I need them.

of a modern worker are

Industry/Community

Community and Industry

groups are significant

stakeholders that TMR

engagement needs to be

supported by available,

information. ICT needs

to facilitate and enable

the dynamic and secure

exchange of information.

I can easily exchange

information with TMR to

make sure my views are

I feel consulted and know

what is going to happen to

the transport network before it happens so I can make the necessary preparations.

understood.

streamline consultation and

current and relevant

engages with. This

Groups

General Public

The general public will be able to easily find information and engage with TMR in a variety of ways.

I can find the information I need on how to transfer my registration.

I can pay my registration and license renewals in a way that is most convenient to me.

I don't have to go to a Customer Service Centre.

I can easily check road conditions and disruptions to help me have a safe and event free trip.



Enabling enhanced customer experience

Leading technology innovation

Enabling connected and accessible services

Contemporary flexible business ICT systems

Regulation

Dependable and sustainable **ICT delivery**

Our Customers

Innovation

Liveable regions & active cities

Opportunities

Realising benefits of "As a Service" ICT delivery where it makes sense

Business Partners

on TMR for ICT services

Business partners can rely

which operate seamlessly.

TMR ICT systems integrate

and support delivery of my

systems to be there when

I need them and deliver

value for my customers.

well with my ICT systems

I can rely on TMR ICT

business.

Other Government

In many cases TMR

doesn't work alone

and works with other

government bodies to

enable the delivery of

services to customers.

information when they

I can easily gain access to

TMR provided services and

am able to deliver value for

The information and data I

obtain from TMR is helpful

to support government

These bodies will be able

to access the services and

Bodies

need it.

my customers.

processes.

- Exploiting emergent technologies
- Unlocking the value of information
- Improving our digital presence and customer experience •
- Partnering with industry & academia
- Leading technology innovation
- ICT enabled business transformation .
- Ensure value for money •
- Look to make things easier

TMR Service Centre Staff

Staff will have access to the ICT systems, tools and information they need to ensure they can fulfil customer requests first time every time.

I have access to ICT systems which are modern and deliver the functionality I need to do my job.

ICT systems make it easy to engage and transact with customers.

When I have a problem with an ICT system I can quickly have it resolved and not inconvenience the customer.

TMR Field/Water Staff

TMR field and water based staff will have access to better integrated ICT systems through mobile and remote access devices to make it easier to deliver services.

I have access to ICT systems to support my work to deliver a safe and reliable transport system.

I can rely on the data I receive to be of a high quality and qualified for the context I am using it for.

Executive Management

Executives will be able to quickly change their business processes and service delivery models and while ICT was seen as an inhibitor it is now seen as an accelerant.

I can reconfigure my business and my ICT systems are able to adapt.

ICT systems are reliable, secure and responsive and ensure effective business operations.

Productive workforce using ICT enabled enterprise tools and technologies

Sustainable Funding

Contemporary Workforce

Outcomes

• ICT solutions are more flexible and adaptable to changing business and customer demands • Customers experience seamless, integrated and trusted digital services • Improved resilient and sustainable ICT services and systems • Security and privacy is managed whilst still providing accessibility anywhere, any time • Information-driven insights are reshaping services and policies, and adding public and private value • Adoption of information and technology innovation is accelerated and value is being created • Complex problems are being solved and innovative solutions are being adopted Accurate, timely and accessible information improves forecasting, planning and decision making • Staff have modern ICT tools and solutions that improve productivity and enable service delivery