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Strategy

Strategy Management

Process Description

Strategy Management develops and communicates the strategic plan and initiatives for Digital Government to ensure efficient and effective delivery of services. It provides a holistic view of the current business and IT environment, the future direction, and the initiatives required to migrate to the desired future environment.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|--|---|
| <ul style="list-style-type: none">Specifies client department requirements and strategic objectives | <ul style="list-style-type: none">Understands the Government ICT strategyAssesses the current environment, capabilities and performanceDevelops, implements and manages the strategic plan and initiatives for Digital Government that are in line with client department and Government business objectivesCommunicates the strategic plan to stakeholders | <ul style="list-style-type: none">Understands and supports the strategic plan |

Strategy

Service Portfolio Management

Process Description

Service Portfolio Management governs the identification and selection of new services and modification and/or retirement of existing services across the Government in response to changing client department demand and priorities and to the external environment. It ensures that the right mix of services is offered to properly support client department requirements.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|--|--|
| <ul style="list-style-type: none">• Specifies the business requirements and objectives for the service portfolio• Identifies service opportunities in response to changing demands and priorities, and to the external environment• Works with suppliers to prepare service concepts and business cases for endorsement | <ul style="list-style-type: none">• Reviews the service portfolio to identify and exploit synergies and to eliminate duplication• Scans the external environment for emerging technologies and trends to identify service opportunities• Reviews the change and service request logs and the demand forecast to identify service opportunities• Decides what services to offer by understanding client department requirements and objectives• Obtains endorsement for new services• Ensures that catalogued services align to Government policies and strategy | <ul style="list-style-type: none">• Identifies service opportunities in response to changing client department demands and priorities, and to the external environment• Works with client departments to prepare service concepts and business cases for new services |

Strategy

Government Architecture

Process Description

Government Architecture ensures alignment between the supplied services and Government standards, and consults to client departments and suppliers about new or changed services.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|---|---|
| <ul style="list-style-type: none">Ensures new and existing services comply with Government strategies and standards | <ul style="list-style-type: none">Develops and communicates the Government architectureEnsures that new and existing services comply with the Government strategies and standardsConsults to client departments and suppliers on alignment to the Government strategies and standardsParticipates in tenders for client departments on request | <ul style="list-style-type: none">Ensures new and existing services comply with Government strategies and standards |

Strategy

Value Assurance

Process Description

Value Assurance analyses financial and operational performance to ensure planned benefits are realised, best value for government is achieved and the contract is aligned to Government and client department requirements.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|--|---|
| <ul style="list-style-type: none">• Specifies the benefits required from the operating model• Approves value assurance remediation plans• Contributes to the execution of value assurance remediation plans | <ul style="list-style-type: none">• Defines indicators and acceptance criteria for value assurance including the balanced scorecard• Monitors planned benefits and identifies value issues• Facilitates the development of remediation plans to address value issues• Communicates value assurance remediation plans to all stakeholders• Manages the execution of remediation plans• Provides consolidated value assurance reports | <ul style="list-style-type: none">• Provides value assurance information to Digital Government and participates in the value assurance processes• Participates in the development of remediation plans to address value issues• Contributes to the execution of value assurance remediation plans |

Strategy

Workforce Management

Process Description

Workforce Management provides the optimal mix of staffing (people and skills) to deliver the agreed services at the negotiated service levels.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|---|--|
| <ul style="list-style-type: none">• Provides feedback on the quality and availability of supplier staff• Establishes and manages client department staff to meet roles and responsibilities defined in the operating model | <ul style="list-style-type: none">• Provides feedback on the quality and availability of staff• Establishes and manages Digital Government staff to meet roles and responsibilities defined in the operating model | <ul style="list-style-type: none">• Establishes and manages the workforce forecast and planning processes• Establishes and manages the workforce recruitment and management processes• Establishes and manages skills development and succession planning processes• Ensures all staff and contractors comply with mandatory government employment criteria |

Governance

Governance Framework and Administration

Process Description

Governance Framework and Administration designs and establishes the governance structure to manage all aspects of the contracts, supplier performance and the overall relationships. Forums are conducted to review critical actions and issues and to inform decisions.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|--|---|
| <ul style="list-style-type: none">Participates in governance forums as required and acts on assigned action items | <ul style="list-style-type: none">Develops, implements and manages the governance structure and processes and ensures they are effectiveProvides direction and policy for the governance bodiesOrganises governance meetings, agendas and attendees and manages minutes, action items and issue escalation through the governance bodiesParticipates in governance forums as required and acts on assigned action itemsProvides governance activities and issues reports | <ul style="list-style-type: none">Participates in governance forums as required and acts on assigned action items |

Governance

Policies and Standards Management

Process Description

Policies and Standards Management defines policies, standards and control frameworks for service delivery and monitors compliance.

Roles and Responsibilities

| Client Department | Digital Government | Supplier |
|---|--|---|
| <ul style="list-style-type: none">• Sets and manages client department policies and standards | <ul style="list-style-type: none">• Identifies, develops and communicates Government policies, standards and control frameworks to client departments and suppliers• Monitors compliance with Government policies, standards and control frameworks | <ul style="list-style-type: none">• Ensures that services comply with Government and client department policies, standards and control frameworks |