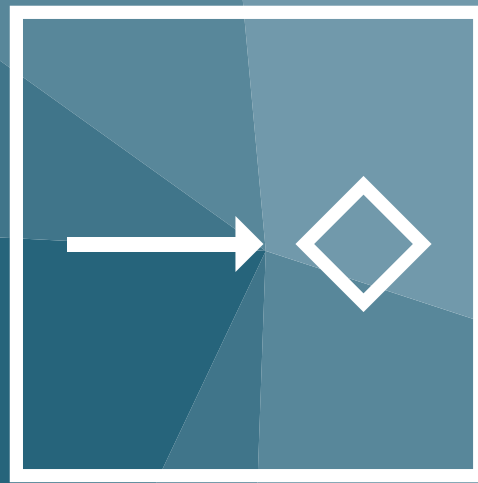# Digital citizen satisfaction

Establishment of a cross-sectoral international team to examine the possible citizen satisfaction issues around services providing digital identity, immigration data security and permissions, and asylum request wait list management.
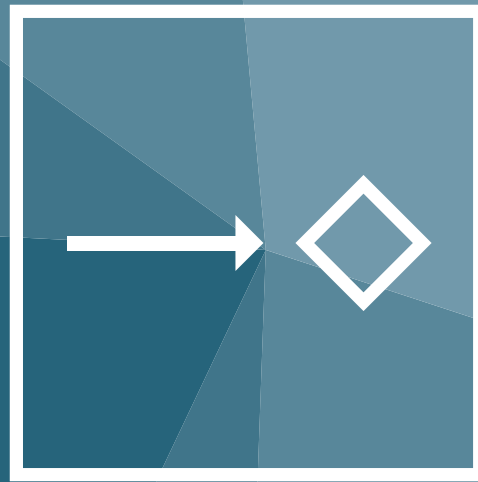
PROJECT

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Emerging life sciences policy agenda

Research and develop the policy opportunity space created by rapidly advancing life sciences, including their quality of life benefits and ethical risks.
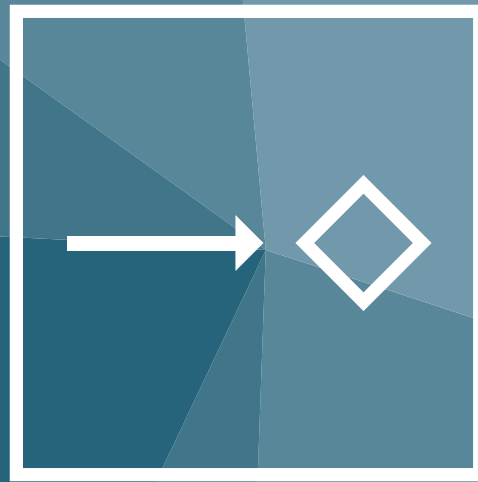
PROJECT

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100-year water security outlook

In compliance with the 2020 international agenda, develop a reporting mechanism and water use plan based on NCETT engineering team predictions, including a risk assessment based on expected climate trends.
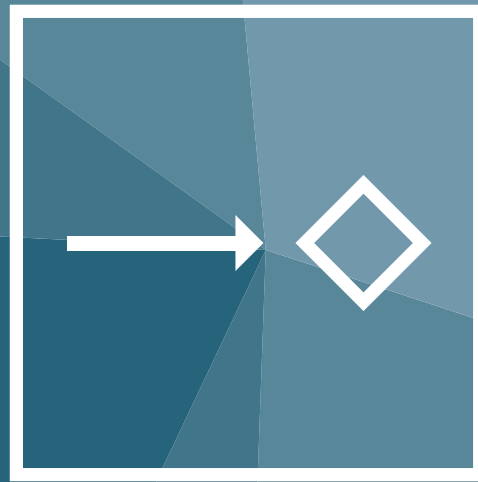
PROJECT

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Transparency compliance program launch

Building on the initiatives from prior plans, implement three Freedom of Data (FOD) commitments, including promoting proactive disclosures, developing a consolidated FOD portal, and developing a FOD self-assessment toolkit for agencies.
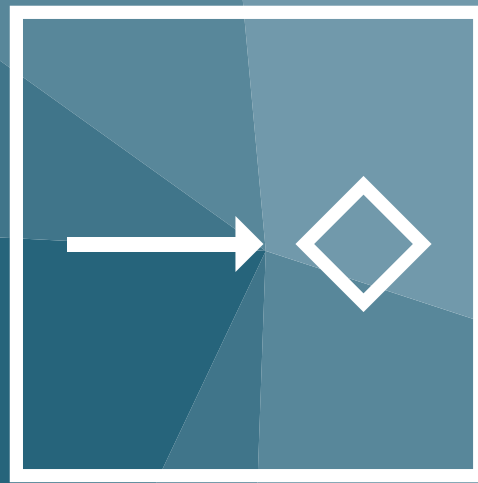
PROJECT

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Demographic Map of the State

This project will conduct a discovery sprint to better understand the demographic map of the State for the purposes of developing a method for the government to prove the identity of individuals in order to provide them with online access to government services and benefits.
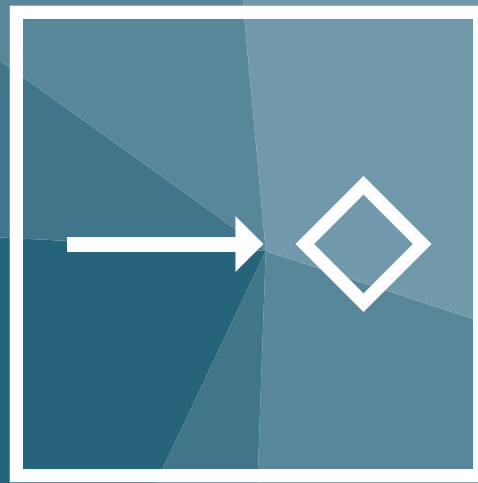
PROJECT

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Friendly NAR

Investigate the viability of publishing the National Acquisition Regulations in a user-friendly way online, accessible to anyone. This will allow government users to more efficiently interact with the NAR, saving money across the government and making it easier to interpret and understand regulations.
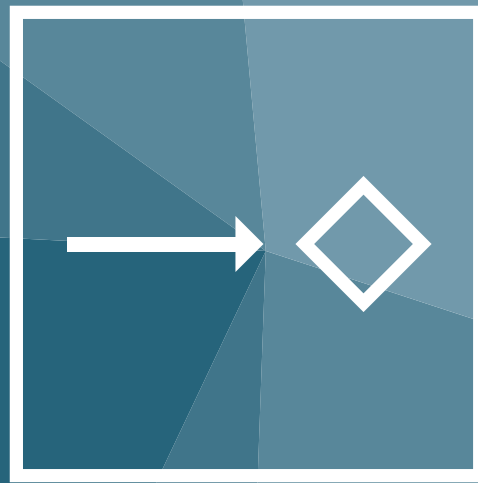
PROJECT

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Project Idaho: Improving the Authority-to-Operate (ATO) Process

Explore the opportunity to develop a set of tooling and products designed to support national application compliance needs in order to reduce manual effort around compliance, provide paths and remove barriers to increasing the security of systems, and improve the visibility of and confidence in the security of government systems.
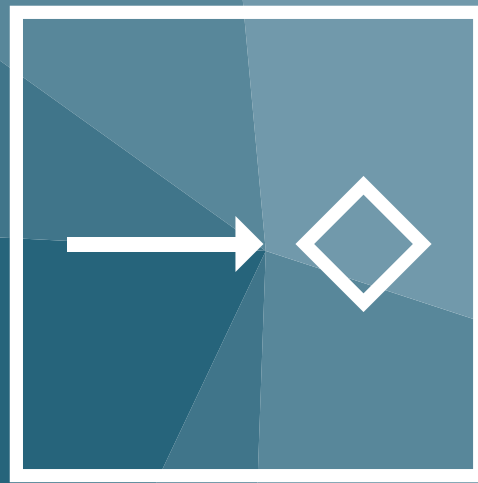
PROJECT

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CIO Council Artificial Intelligence Machine Learning

Explore possibilities to leverage artificial intelligence (AI) for automated Help Desk applications, identify tools and methods for triaging service requests and inquiries, and explore the possibility of using AI to manage first level/first tier help-desk tickets.
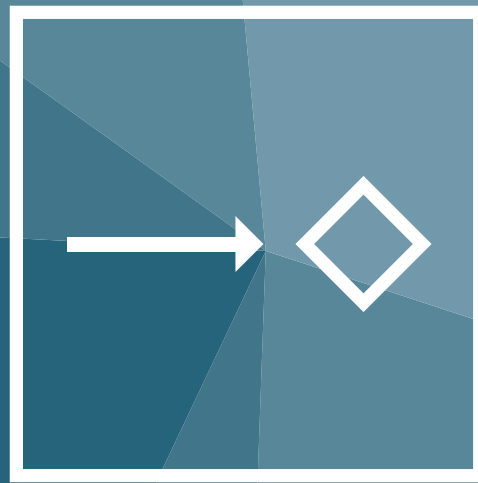
PROJECT

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Eligibility and Enrolment

Investigate and test new technology to improve public access and perception of government benefits. This project will help the Digital Service understand if it should continue its current approach and, if so, in what areas it should focus its efforts.
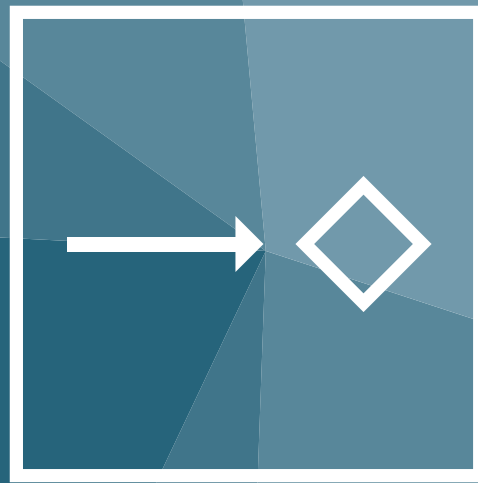
PROJECT

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Team Integration System

The Team Integration System will explore the viability of creating a system and community that will support the needs of government agencies who are trying to match, deploy, and manage hybrid cross-functional teams. The project will explore solutions to the challenge of staff augmentation, including methods for hiring, embedding, and managing contractors.
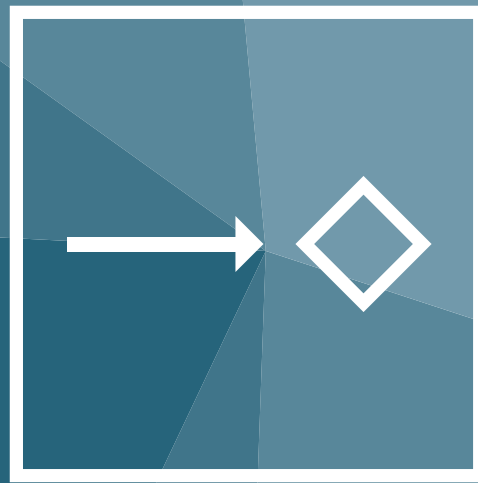
PROJECT

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Customer Experience Transformation Rollout

Based on Learning Lab Recommendations, establish governance, mandatory training, metrics and objectives, and change management planning for government services deemed Quartile 4 in satisfaction levels.
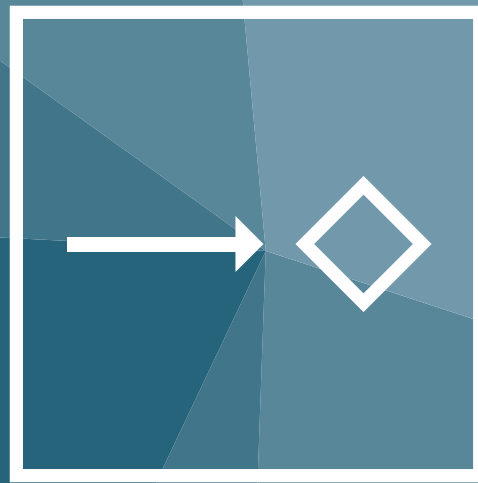
PROJECT

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Energy Efficiency Review

Identify investments in energy infrastructure and clean energy technology and identify international public-private partnership models for the launch of the Inter-ministerial Climate Commitment Challenge.
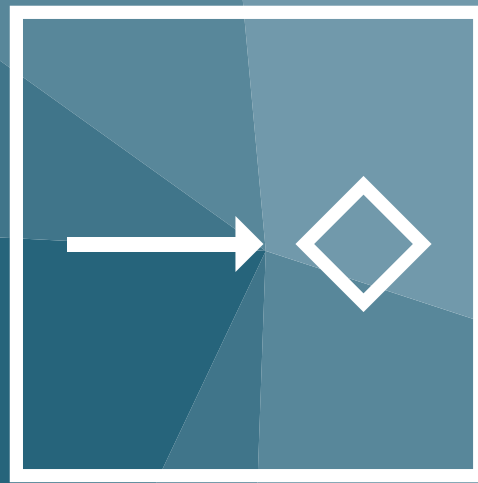
PROJECT

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Immigration Services Unit Reorganisation

Establishment of an organisational schema for embedding of Early Detection and Rapid Testing Teams (EDRTT) among the recently amalgamated Immigration Frontier Unit and the Customs Anti-Smuggling Unit to detect trends in sentiment among immigrants in-transit.
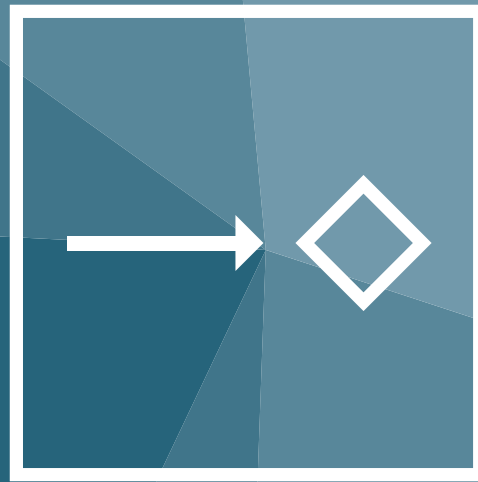
PROJECT

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Future Risk Codification Phase 2

Following the Phase 1: Identification of Known Risks, render codified risk strategies operational so their anticipated consequences can be worked out in detail; consider the expected changes on the government's operations, budgets, goals, policies, and procedures.
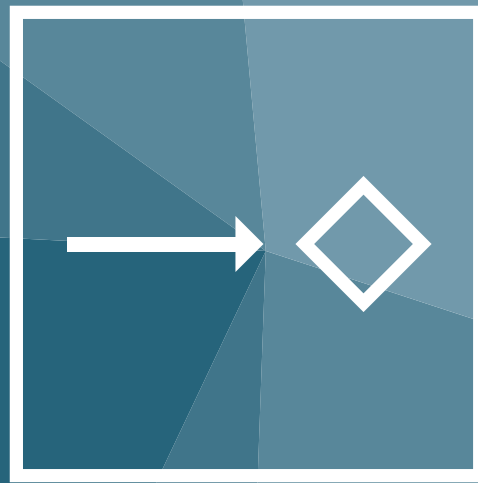
PROJECT

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Nudge-thinking Observatory

Establishment of a behavioural science team in the Central Ministry of Finance to observe and research behavioural "nudge" practices from peer governments for possible adoption by the Tax Authority; evaluation of practices to increase tax revenue.
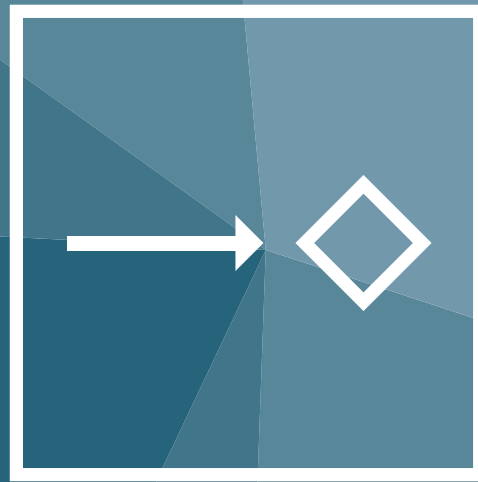
PROJECT

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Employability 2050

Launch and support for an interdisciplinary team of educators, social service providers, justice system administrators, and economic theorists to advise the Future of Work spending plan as part of the Employability 2050 agenda.

PROJECT

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