

## Our Purpose

We work as part of the community to deliver effective planning policy, efficient transport, and valuable social and economic infrastructure that will improve the lives of all South Australians every day.

We are one business, best in class, delivering for our residents and growing our economy.

We embody simplicity, effectiveness and accountability.

## Our Approach

Listen  
Partner  
Innovate

## Our Values

Collaboration  
Honesty  
Excellence  
Enjoyment  
Respect

## Digital transformation purpose

In collaboration with our customers, we will deliver simple, effective and smart digital services that meet our customers' needs and contribute to the department's strategic objectives.

## Our guiding principles and approach

The following principles will inform future investment in the department's digital transformation activities and ensure alignment to the South Australian government's strategies and objectives.

### Serving people

- We will engage with our customers to understand their needs and in collaboration with them, design accessible, digital services
- We will expand our self-service alternatives to offer more options for our customers

### Securing resilience

- We understand the value of personal data and will employ rigorous and robust systems and processes to protect it
- We will maintain our digital records securely
- Our systems are resilient and available 24 hours per day, 7 days per week

### Improving delivery

- We will support our customers in their adoption of digital services
- We will empower our staff with digital literacy and capabilities

### Working together

- We will design services in collaboration with external partners
- We encourage industry participation in the development of and utilisation of digital services

### Innovating now

- We will develop new service models that take advantage of digital technology
- We will adopt an interactive approach, fostering an environment of continuous improvement

### Open data

- We will ensure open data is included in the design of our digital systems
- We will support industry in the use of our data

**DPTI supports and is committed to the State Government's Digital by Default Declaration.**

## How

### Customer-focused

We are listening to, and partnering with, our customers, communities and industry to develop digital services that are easy-to-use and are driven by customer needs.

### Service revitalisation

We are leveraging digital technologies to revitalise our services, enhance service delivery, promote innovation, reduce red tape and provide agile service delivery.

### Efficiency

We are using digital channels to lower the cost of doing business with the department, and reduce the cost of our service delivery.

### Capability

Our staff understand the benefits of digital transformation and are equipped with requisite digital skills and capabilities. We have a "digital by default" culture and share our successes.

### Governance

We consider the use of digital services as part of day-to-day business. We will apply rigorous standards within clearly defined frameworks to deliver our digital services.

## Benefits

- ▲ Increased customer satisfaction through simple, smart digital services
- ▲ More self-serving options for our customers
- ▲ Confirm South Australia as a modern and progressive place to live and work
- ▲ Better understanding of our customers' requirements
- ▲ Increased community engagement

- ▼ Reduced processing times
- ▼ Reduced costs associated with doing business with the department
- ▼ Reduced red tape
- ▼ Less disparity and duplication across our current online services