

How to Improve Service Delivery Using ICT

Doing More With Less

Welcome: Lunch and Learn



- Dialogue
- The recording will be available on our website
- Introductions

What councils exist to do?

Service delivery is what councils exist to do.



What the community needs

Problems residents face every day

Translation gap

built $\neq$ needed



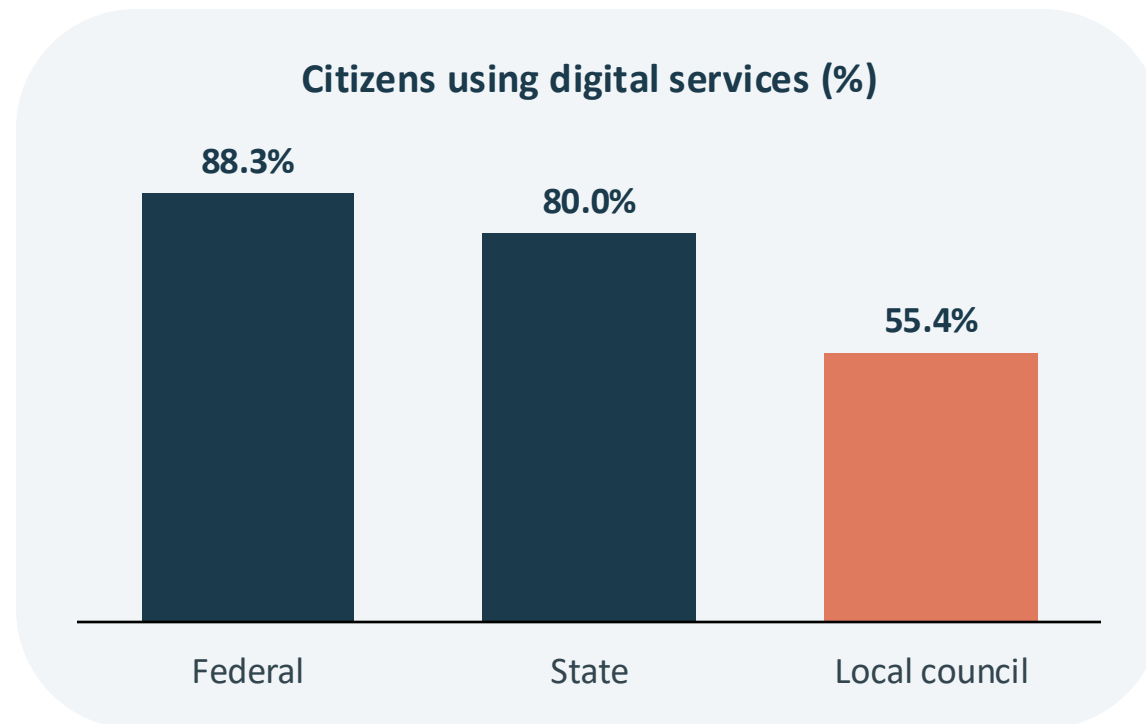
ICT

Systems, portals and dashboards

This gap is where projects stall and budgets get wasted

Some Facts

Spend is happening — outcomes aren't following.



3% of Australian councils have reached the digital transformation stage

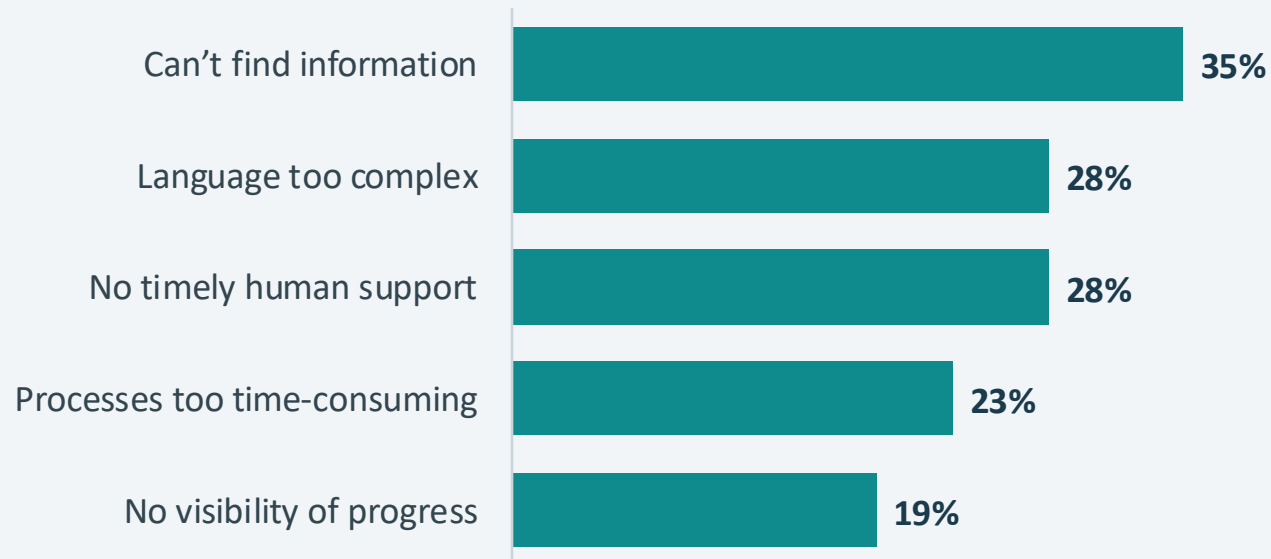
82% are not yet “best in class” on digital

65% say council services haven't changed in four years

Facts

These are process and communication failures — not technology failures.

Where residents get stuck (% of residents)



56%

of financially precarious residents
use no council digital services at all

≈ 1.4 million people — vs 69% of
comfortable residents

Facts

Why councils say it fails — it's an alignment problem, not a tools problem.



31%

Culture and readiness



28%

Citizen experience



16%

The data challenge

Councils that get the feedback loop right rank at the top nationally for resolution speed and communication

Our standard process

Most councils start with the technology and work outwards.



The system gets delivered. The service outcome doesn't.

The Framework

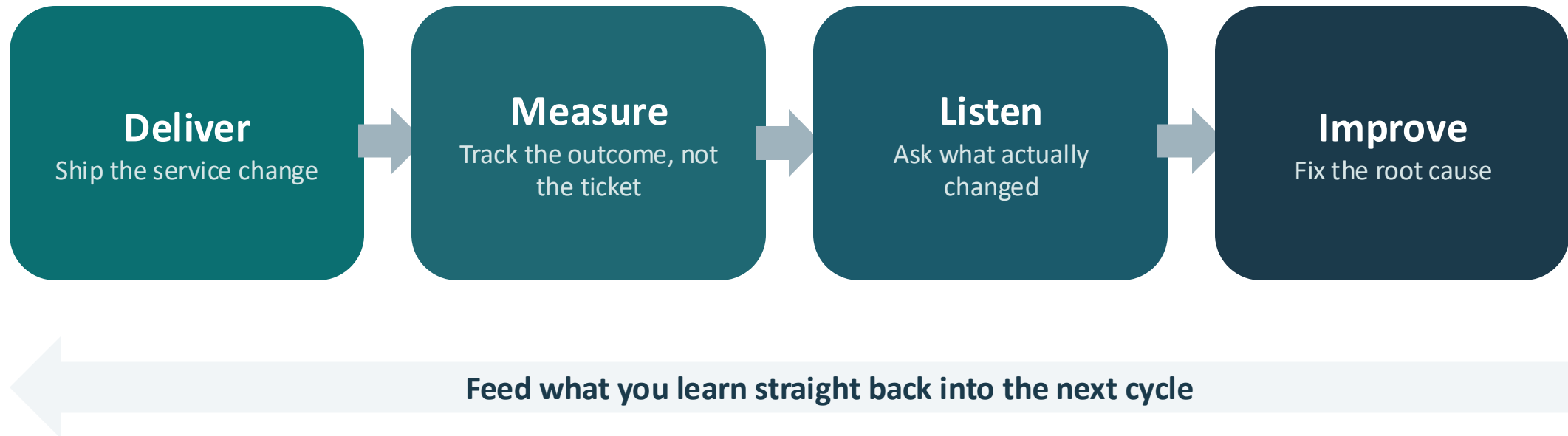
Start with the service. Technology is the last link in the chain, not the first.



ICT is the engine, not the destination.

The Feedback Loop

Not launch-and-forget — a repeatable way to check it works and improve it.



The core message

The problem isn't a shortage of technology.



WE DON'T NEED

- More tools
- More dashboards
- Another portal



WE DO NEED

**Better alignment between
services, processes and
technology**

Start with Community

Bring the community in first — before anything locks in.



Before budgets

while the money is still flexible



Before projects

while scope can still change



Before committees

while decisions are still open

Saves months of misalignment and wasted spend — and delivers value the community can see and feel

Points to Ponder

Three questions to test alignment before you build anything.

1

Do we have community representatives as our key stakeholders?

2

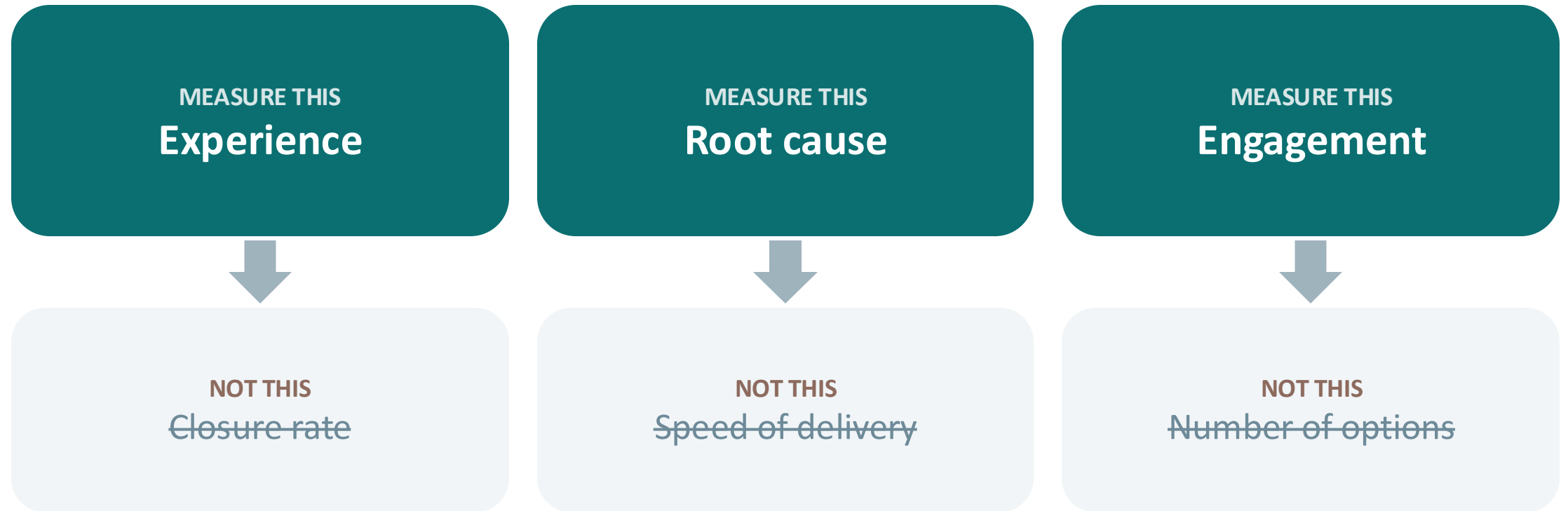
Do we fully understand the service before we configure the ERP?

3

Do we fully understand the community's experience of our services?

How we measure success?

Measure what the community feels — not what the system reports.



Closing thoughts

- Start with the end in mind
- Engage people who matter early
- Implement the right matrix for measure of success

