

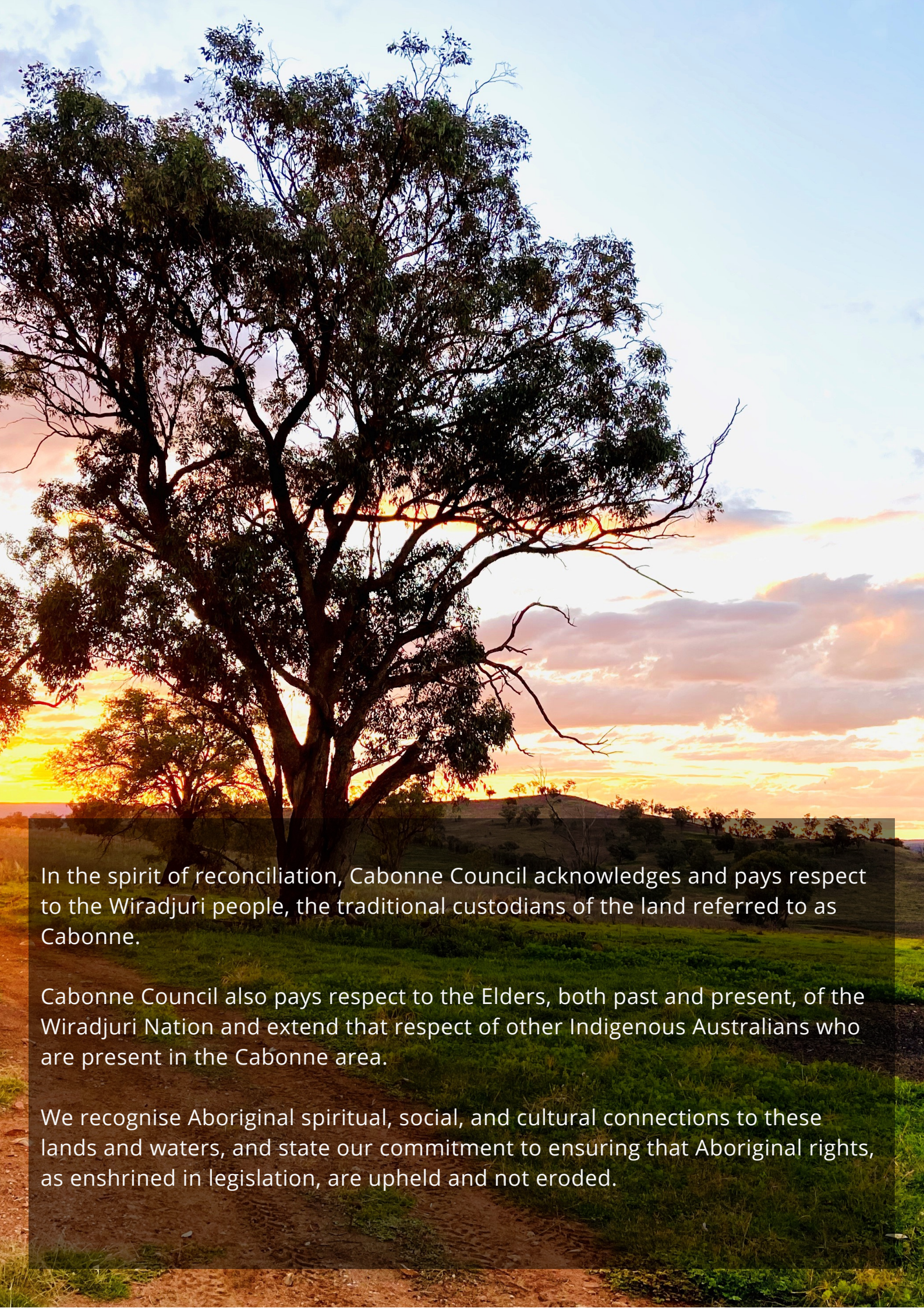
# DELIVERING QUALITY FOR CABONNE

INFORMATION TECHNOLOGY  
STRATEGY  
2022-2026









In the spirit of reconciliation, Cabonne Council acknowledges and pays respect to the Wiradjuri people, the traditional custodians of the land referred to as Cabonne.

Cabonne Council also pays respect to the Elders, both past and present, of the Wiradjuri Nation and extend that respect of other Indigenous Australians who are present in the Cabonne area.

We recognise Aboriginal spiritual, social, and cultural connections to these lands and waters, and state our commitment to ensuring that Aboriginal rights, as enshrined in legislation, are upheld and not eroded.



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# Vision and Mission

The Cabonne Local Government Area is thriving, caring, and vibrant.

Our Cabonne community recognise and acknowledge our rich culture, heritage, and history.

We strive to protect and value our environment, and the rural aspects of the region.

We recognise that we need to ensure all members of our community have access to the services and support required to be successful.

Despite being made up of a number of towns, villages and localities, we recognise that we need to work together to achieve great things for our wider Cabonne community.

Where one community succeeds - we all succeed.

We are Cabonne.



# Introduction

## **The future of technology in the Council**

In today's world, technology change is rapid. We are seeing growth in technologies such as mobile devices, social media, high-speed Internet connections, and other initiatives that present huge opportunities for the Council.

To keep up with advances in technology and meet the increasing expectation of the Community of our services it is crucial that the Council has a clearly aligned and planned approach to continuously improving ICT services at pace. The focus of our strategy is on delivering positive and sustainable outcomes for our Council and Community.

## **Purpose**

The purpose of the Cabonne Council IT Strategy is to define a set of objectives that provides direction for IT planning and investment in alignment to the Community Strategic Plan.

## **Vision**

The Cabonne Council IT Vision is to support the Community and enable the Strategic Plan by providing Smart, Connected and Digital systems and services.

## **Key IT Strategic Themes**

The Cabonne Council IT Strategy will be delivered through specific initiatives falling into three Strategic Themes as shown in the figure below.



# IT Strategic Themes

## CONNECTED

Implement coordinated, business led solutions that connect people, systems and data securely and responsively, from anywhere, anytime

## DIGITAL

Online digital services and data driven insights enabling process improvement for customers, the community and staff.

## INTEGRATED

Our Asset's are integrated to our spatial services and are at the heart of our customer interactions





# Strategic Objectives

Strategic Themes	Strategic Objectives	Initiative	Benefit	22/23	23/24	24/25	25/26
<b>CONNECTED</b>  Implement coordinated, business led solutions that connect people, systems and data securely and responsively, from anywhere, anytime	<b>Proactive &amp; Strategic IT Team</b>	Hire and train IT Support resource/trainee to enable full support capability without Department Leader intervention	Enable IT staff to innovate and enable business outcomes	✓			
	Enable the IT Team as a proactive and strategic asset to the council. As many Council initiatives rely on technology, the internal team must be the keeper of Cabonne specific technological know-how and design.	Implement and communicate IT operating model to ensure technology governance and a holistic approach to new or changed technology systems	Ensures a single of Council wide data, integrations and technology to prevent duplication and minimise complexity	✓			
		Implement new service desk system with self service and formalise incident and problem management process to ensure reliable IT support	Allow measurement of IT services and reduces key man dependencies	✓			
		Define minimal monitoring requirements and implement simple system monitoring	Improve system performance	✓			
		Define minimal monitoring requirements and implement simple network monitoring	Improve system performance	✓			
		Enable cloud based device builds and policy management.	Enable self service device builds and removes reliance on on premise equipment		✓		
		Relocate server hosting services to modern platform to lower risk and increase capability	Full migration post current servers end of life, removal of current server capex costs			✓	✓
	<b>Enhance Collaboration</b>	Deliver Intranet platform capability to staff across Council. Leverage existing software investments.	Improve information flow and standardise ways of working, share knowledge and improved process, speed up new employee effectiveness	✓			
	Ensuring all staff have a seamless way to collaborate and engage together to share information, enabling speedy responsiveness to our customers by getting to the right person with the right information quickly	Migrate business data to cloud platform from on premise file shares, leveraging existing software investments	Extracts further value from existing investments and lower future tech refresh costs, removes file server dependencies	✓			
		Replace current VOIP phone system with cloud based solution	Reduce operating costs and remove reliance on on premise equipment		✓		
		Migrate WiFi Controller to hosted solution	Simplifies architecture and lower future refresh costs		✓		
		Consolidate public WiFi controllers to single hosted solution	Simplifies architecture and lower future refresh costs		✓		
		Enable always on VPN Azure based service	Simplify user access			✓	✓

Strategic Themes	Strategic Objectives	Initiative	Benefit	22/23	23/24	24/25	25/26
<b>DIGITAL</b>  Online digital services and data driven insights enabling process improvement for customers, the community and staff.	<b>Digital by Default</b>  Digitise and automate our services whilst maintaining a balance between digitisation of services and engaging and connecting with our communities through other means. Embrace technology and increase digital literacy.	Document core business process in preparation for ERP system RFP	Ensure future system fit and benefits	✓			
		Initiate Core System Replacement RFP	Logical first step away from sub-optimal solution. Improves service levels.		✓		
		Implementation of Customer Relationship Management system	Establish project team, lead time 6 months		✓		
		Use Windows autopilot and Intune to remove the requirement for on premise Active Directory and Group Policy, update all devices to be Azure AD joined only	Remove reliance on on-premise equipment			✓	✓
		Develop online engagement strategy, community driven	With core data more accessible and integration-ready, pursue online engagement to improve service while lowering the cost to serve.			✓	✓
		ERP replacement system implemented in a phased module by module approach	Delivers modern platform to enhance efficiency and digitilise process			✓	✓
	<b>Data Driven</b>  Provide valuable insights and information to Council and Community through Data & Analytics. Enhance our ability to extract, view and manipulate accurate data to provide insightful reporting and trends in Council operations and community information.	Strategic GIS review: Review capability and develop strategy to increasingly leverage GIS across systems	Identify oppourtunities to leverage GIS throughout core systems		✓		
		Review of IoT for Water/Waste Water monitoring to establish core IoT infrastructure and integration to core systems	IoT senors and platform			✓	✓



Strategic Themes	Strategic Objectives	Initiative	Benefit	22/23	23/24	24/25	25/26
<b>INTEGRATED</b>  Our Asset's are integrated to our spatial services and are at the heart of our customer interactions	<b>United Data / Systems</b>	Acquire Appenate skills; close out lingering Appenate projects and pursue projects of low complexity and high business value.	Enable process automation and efficiency	✓			
		Establish the workflow & automation backbone leveraging low cost Azure technologies	Setup Azure Automation Framework & usage training	✓			
		Enable Azure virtual desktop for SynergySoft access in DR	Simplify user access, enable future state retirement of Citrix XenApp		✓		
		Integrate to NSW Planning Portal to automate DA activities	Improved service while avoiding the costs of direct integration with DPIE		✓		
		Rework existing integrations to leverage the integration backbone	Lower maintenance, enables consistency		✓		
		Consolidate similar systems where possible	Remove redundancy, reduces training and lowers operational costs			✓	✓
	<b>Safeguard our Information Assets</b>	Enable Multi-Factor Authentication on Microsoft Online Services & Remote Access using Azure Active Directory	Improve Cybersecurity protection	✓			
		Implementation of "Update Compliance" in Azure to manage and monitor end point compliance	Improve Cybersecurity protection	✓			
		Implement Security Information and Event Management system for security event correlation and collection through a managed service partnership	Improve Cybersecurity protection		✓		
		Initiate Data Governance Review	Improve capability with up-to-date technologies		✓		
		Migrate Cudal server hosting to cloud provider, use safe, secure hosting environment with built in compliance (managed service)	Reduce dependance on physical site and create a reliable DR service		✓		
		Discover and consolidate all identity services within applications and systems, review multi-factor authentication requirements for sensitive information	Improve Cybersecurity protection		✓		
		Extend Microsoft Azure capability to manage and maintain backup and recovery services	Manage and run backups in the cloud		✓		
		Replace firewalls with SD-WAN devices as required, consume Azure firewall and application gateway for web service hosting	Improve Cybersecurity protection			✓	✓
	Enhance Council's Cyber Security monitoring and management practices. Adopt industry standards for ICT governance, risk and compliance management. Manage security, accessibility, and compliance of Councils information						



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