



Prioritisation

The Prioritisation stage (Stage 2) of the Whole-of-Government Digital and ICT Oversight Framework supports prioritisation of digital and ICT-enabled investments across the Australian Government.

The prioritisation process involves an assessment of each proposal against six criteria.

- [Ease of individuals' engagement with government](#)
- [Efficiency for businesses, industry and other organisations](#)
- [Government productivity](#)
- [Government reputation](#)
- [Government future readiness](#)
- [Secure government systems](#)

Ease of individuals' engagement with government

The extent to which the proposed digital or ICT investment makes it easier for individuals to engage with government services. Investments that might score well against this criterion include those which:

- transition from analogue to digital
- are easier to use
- are more accessible
- enable end-to-end, customer-centred processes around life events
- build consistent and responsive design
- remove duplication of information or effort for individuals to reduce time interacting with government.

Efficiency for businesses, industry and other organisations

The extent to which the proposed digital or ICT investment supports businesses, industry and other organisations (e.g., shared responsibilities with States and Territories) to be more efficient and productive through easier and more effective access to services using digital means. Investments that might score well against this criterion include those which:

- transition from analogue to digital

- make it easier for businesses to engage with government
- are more accessible
- remove duplication of interaction and effort for businesses
- increase levels of compliance
- create opportunities for business innovation and/or greater economic contribution
- lower cost of compliance and regulatory burden (red tape) on businesses.

Government productivity

The extent to which the proposed digital or ICT investment enhances productivity and/or efficiency of the Australian Government Enterprise. Investments that might score well against this criterion include those which:

- provide quantifiable value or productivity improvements for digital and ICT efficacy to offset cost of implementation, including across the whole of government
- re-use existing digital and ICT capabilities from the AGA (or other shared capability repository)
- are interoperable with digital and ICT capabilities from the AGA (or other shared capability model)
- create digital and ICT capabilities adopted into the AGA (or other shared capability model) for future re-use.

Government reputation

The extent to which the proposed digital or ICT investment supports or enhances the reputation of the Government, enhances privacy and security, builds trust and confidence in government, or minimises or mitigates risks that would damage government reputation.

Investments that might score well against this criterion include those which:

- increase the confidentiality, integrity, or availability of information and systems in all stages of the service or system lifecycle
- increase the supportability or resilience of public facing or sensitive information, products, services, or systems
- enhance National Security, including cyber and data security
- provide quantifiable risk mitigation for systems that are at risk of critical failure, extreme or high risks to the Government's reputation.

Government future readiness

The extent to which the proposed digital or ICT investment positions the Government to be fit for the digital age and flexible to respond to longer-term emerging digital and ICT needs, challenges and opportunities. Investments that might score well against this criterion include those which:

- quantifiably contribute to one or more performance measures of the Digital Government Strategy, Digital Economy Strategy, Cyber Security Strategy, or the Australian Data Strategy
- create new re-useable capabilities that have been identified as a priority capability from iterations of the Digital and ICT Oversight Framework and that will be recorded in the AGA (or other shared capability repository)
- consider government use of Industry 4.0 capabilities (interconnectivity through the Internet of Things (IoT), access to real-time data, and the introduction of cyber-physical systems)
- coordinate government use of emerging digital and ICT Technology under evaluation in the Australian Government Architecture (emerging architecture)
- deliver evergreen and elastic government systems, platforms, and software as a service
- modernise or decommission legacy, software, platforms or services.

Secure government systems

The extent to which the proposed digital or ICT investment safeguards the security of government information and digital resources through enhanced cyber security proportionate to the threat environment or mitigates risks that would make government information and digital resources vulnerable. Investments that might score well against this criterion include those which:

- will positively contribute to protecting government networks from the growing threat of malicious cyber activity
- enhance cyber security and incident response capability across government
- contribute to managing national security risks through improving cyber and data security arrangements
- improve implementation of cyber security requirements, including the Essential Eight
- align with Australia's Cyber Security Strategy.