

ICT Strategy

2026–2028



ACKNOWLEDGEMENT OF COUNTRY

Ngallaka Kaadtitj Nitdja boodja

Baalup Whadjuk Noongar Boodja.

Ngallaka Nyininy Nitdja.

We-together know this land.

It is Whadjuk Noongar land.

We-together sitting here.

In the language of the first people of this land, we say that we know we are gathered together here on the land of the Whadjuk Noongar people.



EXECUTIVE SUMMARY

Overview

The Information and Communications Technology (ICT) Strategy outlines the strategic direction for the use of Information and Communications Technology by the Town of Bassendean from 2026 to 2028.

The ICT Strategy provides a vision for how the Town would like to utilise technology to deliver ICT services and improve business performance over the next three years.

The ICT Strategy will guide the Town's future investment in Information and Communications Technology to provide a stable, robust, and secure ICT platform that will adequately support the unique operational requirements of the Town into the future.

The ICT Strategy is supported by the ICT Strategic Plan, which outlines key projects and actions for each of the five years of the ICT Strategy.

Background

The Town's first ICT Strategy was approved in 2020 as a response to a current state assessment of ICT systems which highlighted historic underinvestment in the information and technology platforms and assets of the Town. The lack of a prior strategy governing investment in ICT had led to significant operational impacts and inefficiency within the services of the Town.

The Strategy provided a five-year direction for the Town's ongoing investment in ICT and has led to significant improvements across many areas of information and communications technology. The principles, values and vision of the initial Strategy largely remain unchanged as their implementation led to successful improvements and still align with the broader vision of the Town.

The ICT Strategy also recognised the need to transition away from the Town's ageing core business system, SynergySoft, which had been in use since 2009. Initial feedback from local governments and software vendors advised that, before initiating such a significant project, a key success factor was documenting and understanding the current state of the alignment between the Town's portfolio of services, and the information and technology that underpinned the delivery of these services to the community.

In 2023, Council approved the Council Plan, integrating the former Strategic Community Plan and Corporate Business Plan into one document which outlined the community's strategic priorities, vision and desired outcomes for the next ten years. The Council Plan also defined a four-year delivery program of actions. A key action within this program was the delivery of an Enterprise Architecture Review, which analysed the current state of Town services, along with the processes, people, information and systems that underpinned the delivery of the Town's services to the community.

The Enterprise Architecture Review also provided insights into the current landscape of local government Enterprise Resource Planning (ERP) migrations, from engagements with both the local government and software communities. providing the foundation for a value-driven approach to a generational program of procurement and business change.

This new ICT Strategy aims to continue guiding that journey and ensuring that the outcomes of the Council Plan can be realised through implementing a fit-for-purpose, contemporary ERP and essential supporting programs of work improving cyber security, information management and digital literacy.

The Town has joined the Local Government Cyber Security Uplift Pilot Project, partnering with the Office of Digital Government and the Department of Local Government, Industry, Regulation and Safety to engage the learnings, capabilities and frameworks developed in the uplift of State Government agencies and improve the Town's cyber security posture, while also establishing a roadmap for other local governments to uplift their own environments and practices in the future.

The pilot project has delivered significant benefits for the Town through aligning the cyber security practices of the Town with state government standards and the Essential 8 framework. A major achievement of the Town was the integration of the Town's systems into the WA Security Operations Centre, which monitors State Government entities and is a first for a local government in Western Australia.

In 2025, the Town also commenced a 3-year audit program with the Office of the Auditor-General, following prior audits on behalf of the OAG by RSM. This provides a comprehensive assurance framework over the technical and governance controls that secure the Town's system. Improvements resulting from findings identified during the audit process will be incorporated into the ICT Strategic Plan on an annual basis, ensuring compliance and business improvement outcomes are appropriately aligned and budgeted for within a cohesive governance framework that delivers value for the Town of Bassendean.

Why we need an ICT strategy

Information and the technology systems that support it, underpin every aspect of the Town's operations and service delivery.

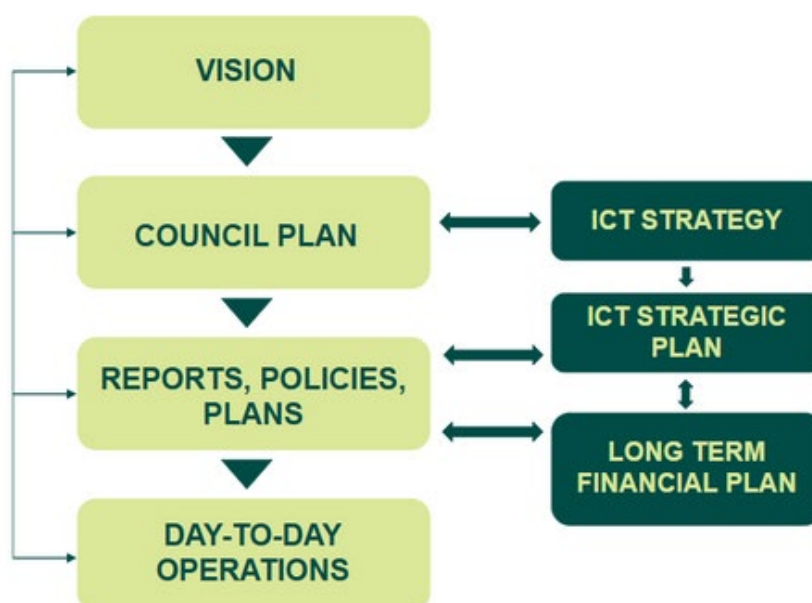
Appropriate investment in ICT infrastructure and the adoption of contemporary software systems and technologies over the next three years, is critical to ensure the Town has a reliable and secure platform that enables the efficient and effective delivery of its services, supporting the priority areas and strategies as outlined in the Council Plan.

Lack of investment in ICT by the Town over many years has resulted in aged infrastructure, systems, and equipment. This is having a significant impact on the efficiency of operations and inhibiting the adoption of contemporary technologies and practices such as online services, mobile computing, electronic workflows, automation of business processes, reporting dashboards and analytical capability.

With an ever-increasing reliance on information and communication technology, having a robust ICT Strategy in place provides the Town with an important roadmap to the strategic ICT improvements and investments required to ensure effective operations and reliable service delivery into the future. The ICT Strategy allows the Town to more effectively budget for ICT investment and plan and implement ICT improvements.

Strategic alignment

The ICT Strategy has been developed in line with the Town's Council Plan and establishes a framework to ensure ICT services and systems are consistent with the Town's vision and strategic priorities and are closely aligned with the operational requirements of each area of the Town's operations.



Council adopted the Town’s new 10-year Council Plan in 2023. The Council Plan outlines ten desired outcomes, developed in consultation with the community and refined during workshops with Councillors and staff.



The ICT Strategy, together with the ICT Strategic Plan, strongly supports the outcomes, projects and actions outlined in the Council Plan, by delivering a program of works to significantly upgrade and improve the Town’s information systems and technology platform, ensuring it is capable of adequately supporting the Town’s priorities and strategies.

Vision

TRANSFORM: Through modernising technology and automating processes

SIMPLIFY: Simplify access to information, systems, and data

INNOVATE: Identify better ways to use information and technology

Guiding ICT principles

Principle 1: We will use our ICT Strategy to guide our ICT investments and decisions

Principle 2: We will treat our information as a key strategic asset

Principle 3: We will provide a contemporary, stable, and secure ICT platform

Principle 4: We will treat business and user requirements as a key consideration in all ICT decisions

Principle 5: We will be transparent in our decision-making and resource use

Principle 6: We will foster and enable the Town's culture of innovation and collaboration

Principle 7: We will adopt cloud platforms and use commodity ICT services where appropriate

Principle 8: We will embrace an ICT approach that aligns with the Town's sustainability framework

Value for money

The key projects and actions outlined in this ICT Strategy will be assessed for risk, sustainability, business outcomes and value for money. Key projects and actions will be considered as part of annual budget processes and procurement activity will be conducted in compliance with Council's Purchasing Policy and the Town's Procurement Manual.

The ICT Strategy will be supported by the ICT Strategic Plan, the ICT Governance Framework and annual budget submissions.

Key Priorities

Modern & Secure ICT Architecture

Implement a robust, secure, and contemporary ICT architecture that improves productivity and service delivery, and ensures the integrity, availability, and confidentiality of information.

Access Anywhere, Anytime

Improve infrastructure to make it easy for customers to transact with us online and provide for an enhanced digital experience for Council and staff.

Uplift Digital Literacy

Implement a learning program to empower our administration and community to effectively and securely engage with digital services.

Enhance Digital Services

Transform the way we work and deliver our services. Simplify access to information and systems.

Clear and Contemporary Digital Information

Improve strategic and operational and decision-making capability by unifying information, establishing information management standards, and improving our reporting and data analytical capability.

Sustainable IT

Implement sustainable technology initiatives that reduce the impact of technology use on the environment.

Priority 1: Modern and Secure ICT Architecture

Objective

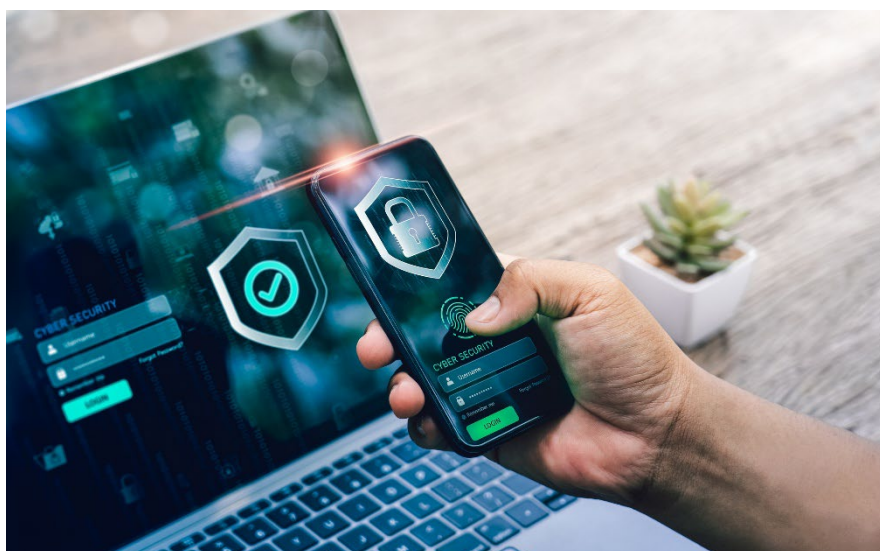
Implement a robust, secure, and contemporary ICT architecture that improves productivity and service delivery, and ensures the integrity, availability, and confidentiality of information

Key Outcomes

- A secure, stable, and reliable IT platform
- Improved disaster recovery and business continuity capability
- Reduced risk
- Improved network performance
- Supports flexible working and disaster response
- Improve cyber security awareness

Key Projects

- Implement a comprehensive IT Security Governance Framework
- Improve staff cyber security awareness and capability
- Stabilise network connectivity and performance
- Improve our ICT Disaster Recovery and backup capability
- Move from on-premise to cloud-based infrastructure
- Update cloud vendor security compliance
- Reduce legacy architecture
- Partner with State and Federal cyber security resources



Priority 2: Access Anywhere, Anytime

Objective

Improve infrastructure to make it easy for customers to transact with us online and provide for an enhanced digital experience for Council and our staff.

Key Outcomes

- Improved website accessibility and functionality
- Compliance with website accessibility standards
- Improved customer request experience
- Customer requests to be lodged anywhere anytime
- Reduce risk of network failure affecting multiple sites

Key Projects

- Develop a contemporary corporate website that is accessible and easy to use
- Migrate corporate systems to cloud hosting
- Establish communications failover at key Town facilities

Priority 3: Uplift Digital Literacy

Objective

Empower our administration and community to effectively and securely engage with digital services.

Key Outcomes

- Improve staff engagement with modern platforms
- Enable staff to engage stakeholders and efficiently drive outcomes with data
- Enable a digital-first service design
- Improve efficiency of community and staff engagement
- Greater use of enterprise collaboration, planning and productivity tools
- Provide community with skills to safely engage online services

Key Projects

- Develop a learning and development program across Town core business systems
- Develop online customer service portal engagement program
- Develop community cyber security awareness program



Priority 4: Enhance Digital Services

Objective

Transform the way we work and deliver our services. Simple access to information and systems.

Key Outcomes

- Software systems are fit for purpose, provide ongoing value for money, and meet the contemporary business requirements of the Town
- Simplify business processes
- Automate manual process
- Greater use of enterprise collaboration, planning and productivity tools
- More efficient and effective business operations
- Improve access to quality corporate information
- More informed decision-making capability

Key Projects

- Procure and implement a new Enterprise Resource Planning (ERP) system
- Review PDF management and electronic signature solutions
- Review governance and compliance software solution
- Develop the corporate Intranet
- Implement and update corporate online forms
- Develop an AI Assurance Framework

Priority 5: Clear and Contemporary Digital Information

Objective

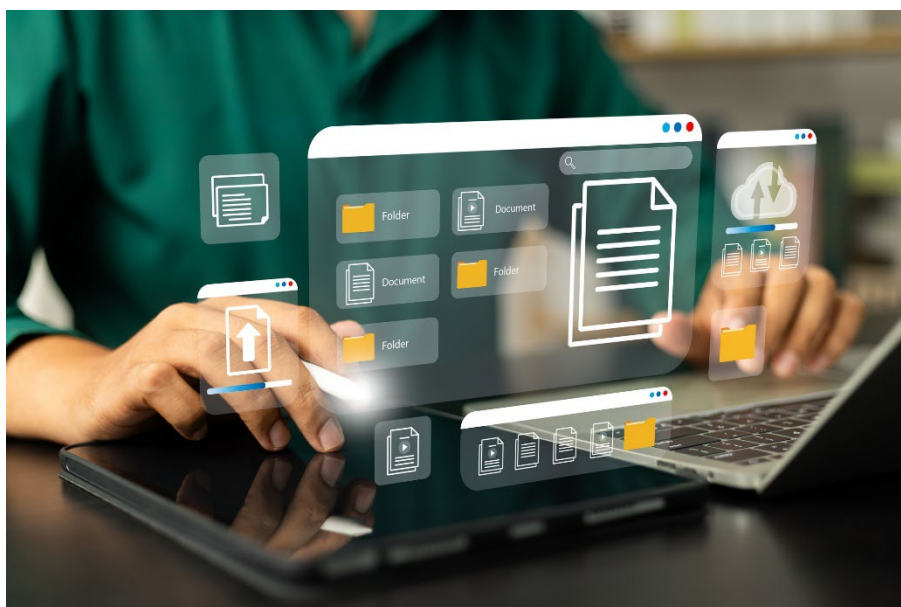
Improve strategic and operational and decision-making capability by unifying information and establishing information management standards.

Key Outcomes

- Improved information management and capability
- Improved information storage, classification and search
- Improve timeliness and quality of service delivery
- Reduce physical records management overheads
- Maintain legislative compliance
- Better informed strategic and operational decision making

Key Projects

- Review and update the Information Management Framework
- Improve information search capability
- Improve management and use of spatially enabled information and GIS capability
- Implement PRIS readiness and ongoing practices
- Review mobile device management platform
- Train staff in the use of new GIS services



Priority 6: Sustainable ICT

Objective

Implement sustainable technology initiatives that reduce the impact of technology use on the environment.

Key Outcomes

- Reduced environmental impact
- Reduced electricity consumption
- Promote secure repurposing and reuse of ICT equipment
- Minimise E-waste going to landfill
- Reduced printing costs

Key Projects

- Migrate infrastructure hosting to off-site data centres
- Sustainable ICT Procurement
- Reduction of E-Waste and improved Recycling
- Implement corporate wide smart printing initiatives
- Migrate infrastructure hosting to off-site data centres