

2021-22 Budget Estimates

Public Accounts and Estimates Committee

16 June 2021

The Hon Danny Pearson MP

Minister for Government Services



Premier
and Cabinet

Enhancing the government COVID-19 response and recovery - Service Victoria

- Service Victoria makes it easy for Victorians to get things done with government.
- More than 57 million QR code check-ins.
- More than 2.8 million Victorians have downloaded the app.
- Nearly 167,000 registered businesses use the safe, secure and free QR code service.
- A total of 40,000 vouchers snapped up in just 13 minutes at a peak load of 9,000 in one minute.

Data is at 10 June 2021.



Digital Victoria will accelerate digital, data and information technology (IT) capabilities

Digital Victoria's vision: Strong digital leadership to shape Victoria's digital future

Improving government services for all Victorians



Engage **customer experience** research to better meet their needs



Develop **common platforms** to elevate delivery of simple, community-focused and joined-up services

A more productive and efficient public service



Common corporate systems will boost productivity, effectiveness, VPS mobility and talent retention



Support overarching **digital and IT strategy** to meet government's goals



Deliver **advanced data and analytics** to sharpen policy and decision-making

Stronger digital and IT economy



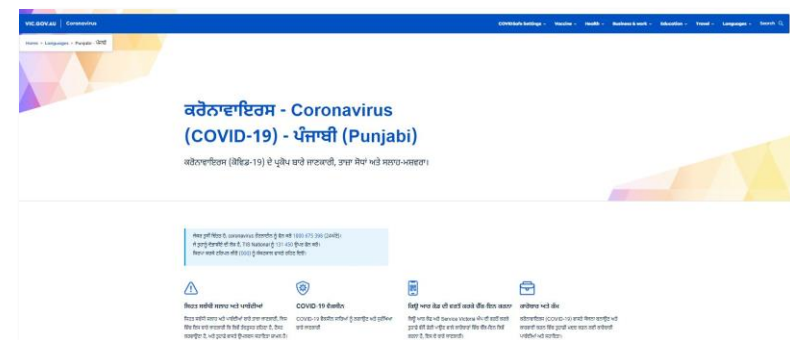
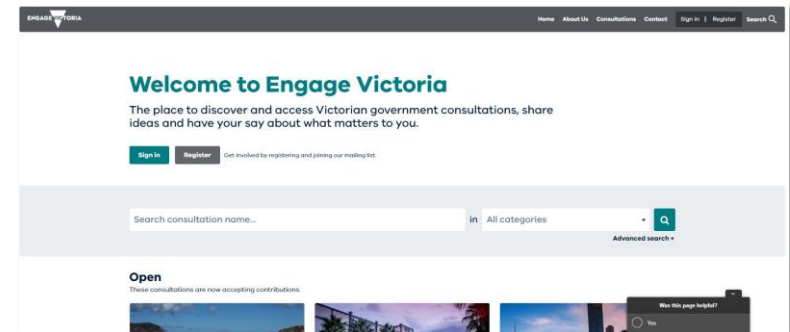
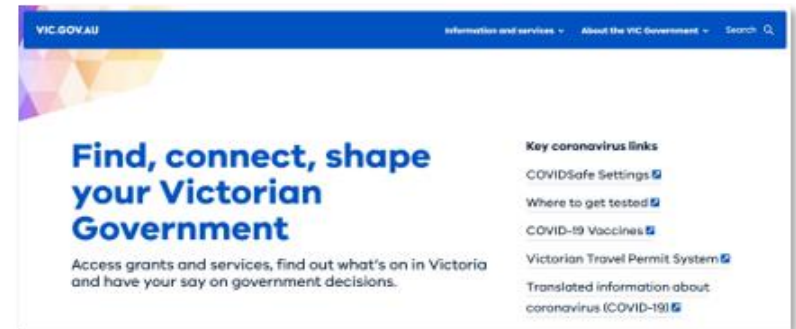
Digital Victoria strategies will promote local digital economy and support greater participation of local SMEs



Investing in **common corporate platforms** and **whole of Victorian Government assurance framework**

Digital Victoria - Single Digital Presence

- Making it easier for Victorians to find, understand and use government information.
- Single Digital Presence has consolidated 98 government websites and built 19 independent websites
- During COVID-19 response the Single Digital Presence team connected Victorians to trusted content rapidly delivering www.coronavirus.vic.gov.au
- Stood up to intense traffic with a peak of 328,000 requests in a 60 second period.



Digital Victoria - IT infrastructure and services

- Common Corporate Platforms improves productivity, effectiveness and mobility.
- Undertaken a range of activities to stay safe from cyber-attacks:
 - Decommissioning obsolete hardware
 - Providing increased cyber training across government
 - Supporting government response to cyber incidents through the Cyber Incident Response Service.
 - Increasing community awareness about malicious cyber activity

