BRII Challenge – Uplifting government capability to help deliver world-leading digital services

Fact sheet

This Fact sheet provides information on the BRII Challenge – Uplifting government capability to help deliver world-leading digital services. For information on BRII, please see the BRII Fact sheet.

Short description

Develop new innovative and technical solutions to uplift capability for digital transformation in service delivery, digital sourcing, technology and governance across government agencies.

Potential Themes

Learning platform, cloud-based technologies, machine learning, analytics, digital services, user support.

Overview of Challenge

There is a pressing need to make government agencies fit for the digital age. More can be done to improve agencies’ digital maturity – that is, APS staff and agencies that understand and can take advantage of digital platforms, methodologies and related capabilities. Additionally, many of the challenges of digital transformation of government services are interrelated and require integrated approaches.

There is a need to provide a centralised, curated learning experience to address the different needs of government agencies. The Digital Transformation Agency (DTA) has been unable to find a solution that provides expert advice on digital transformation specifically for government.

The challenge is to provide a way for APS staff and agencies to easily find and use resources about how to get started and grow their knowledge on various aspects of digital transformation. The topics should cover digital sourcing, modern technologies such as cloud and service delivery. The content to be included would be online guidance materials, frameworks and templates, and in-depth learning programs.
Solution requirements

DTA is looking for an innovative digital solution to develop new platforms that will be efficient and sustainable.

The solution should include, but not be limited to:

- Provide expert advice on digital transformation specifically for government agencies
- Aggregates courses from multiple sources
- Provides curation to identify trusted sources
- Provides machine learning to better support users and development of future products
- Provides analytics on usage to government.

By operating a centralised learning platform, DTA will be able to gather analytics about usage. This could include learning trends, to see what topics are of interest to APS staff. It could reveal gaps in knowledge, to prompt the creation of new courses – and it would provide demographics about which public servants and agencies are learning what topics, allowing DTA to put agencies with similar challenges in touch with one another.

A successful platform would be readily utilisable by government agencies and medium to larger enterprises both domestically and internationally, particularly those operating in a fast changing environment where they deliver learning, materials and want to track where the gaps and interests of its employees are.

A solution should also have scope for private commercialisation on a national or global scale.

Benefits of the solution

This solution will assist agencies in adapting modern ways of working – including digital sourcing, modern delivery practices and technologies such as cloud. Modern, agile agencies will be able to provide better services for people and businesses, driving the social change required to make Australia a world leading digital government.

With a more digitally capable society, Australia will be better positioned for economic and social prosperity despite increasing levels of global uncertainty and volatility.