Digital Delivery: The Past

○ Aligning skills/knowledge/abilities, workflows/procedures/systems and IT infrastructure

○ Vendor/Partner relationships were sporadic, leveraged for scale, SME, or to outsource 'problems'

○ Business initiated projects were infrequent but complex and slow

○ ○ Governance, Risk and Compliance (GRC) landscapes were *mild*

People

Process

Technology

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

BUSINESS ASPECT   Data#3
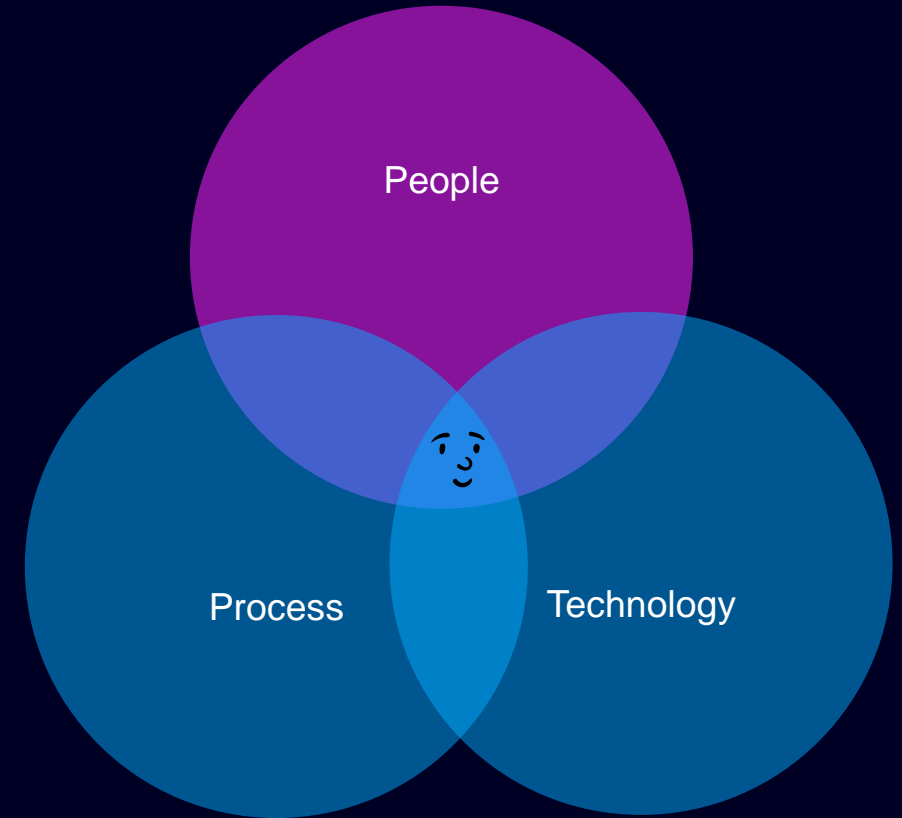
Digital Delivery: The Present

- Introduction of 'Data', the fourth element
- 'People' continually context switching, new speciality skillsets in high demand
- Technology embedded in business
- Partners engaged across all elements
- Complex services and hybrid delivery
- Frequently evolving GRC requirements
- AI everything
- Business needs it now!

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery
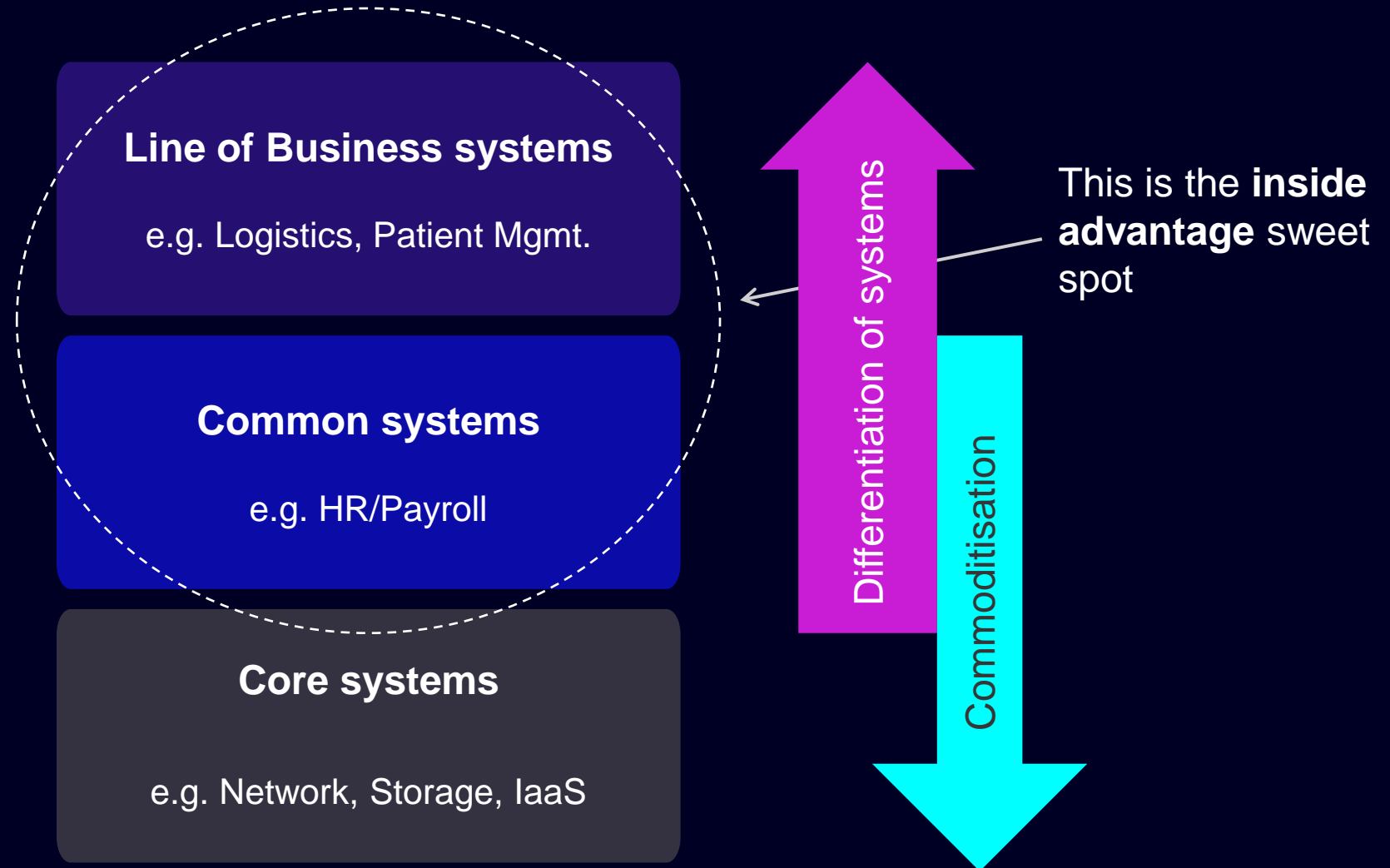
BUSINESS ASPECT   Data#3
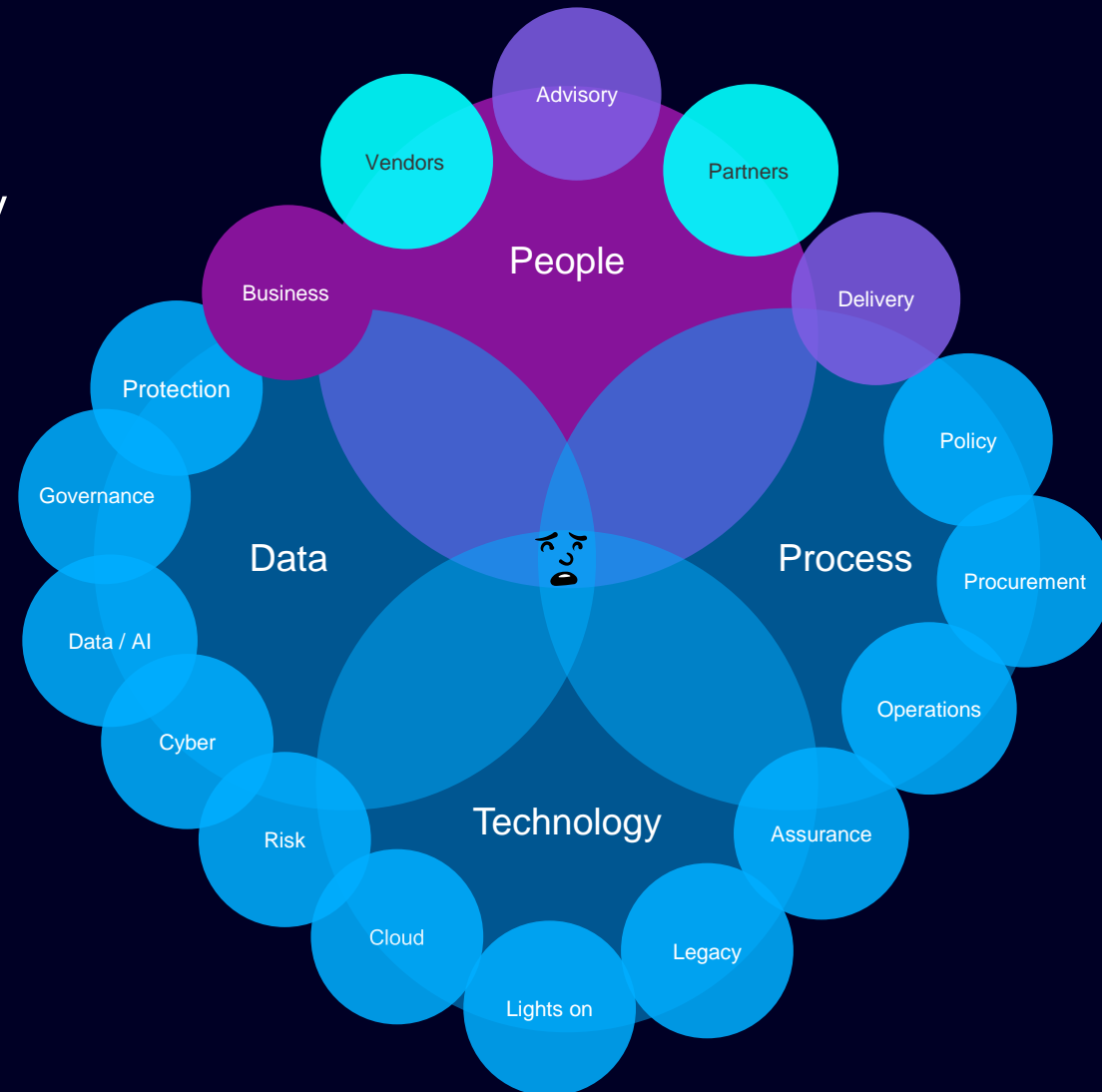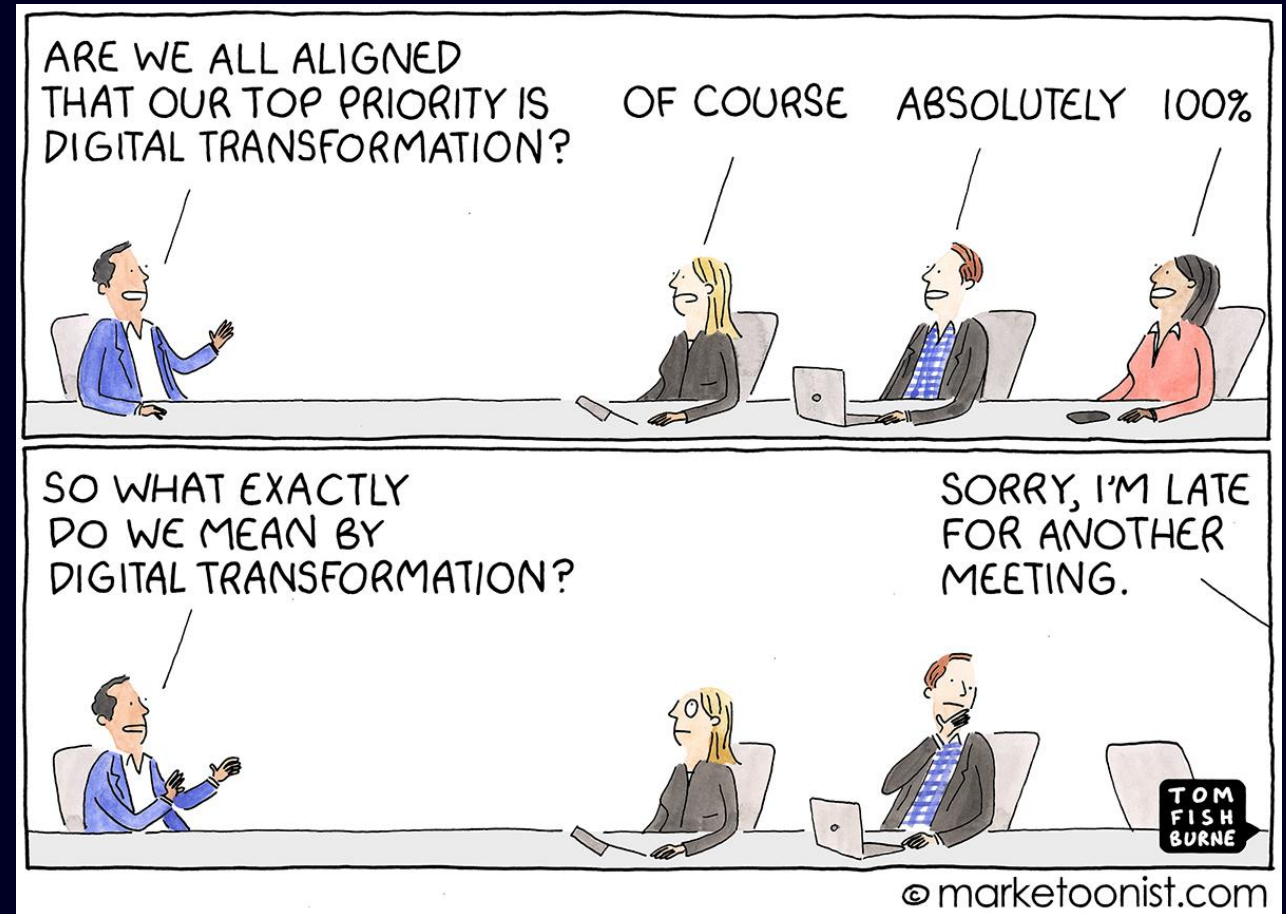
Digital Service
Delivery:
2025 and Beyond

The secret ingredient:

What is it?

It is the **inside advantage!**

The Inside Advantage: Being Present

The Inside Advantage: Is hiding in plain site
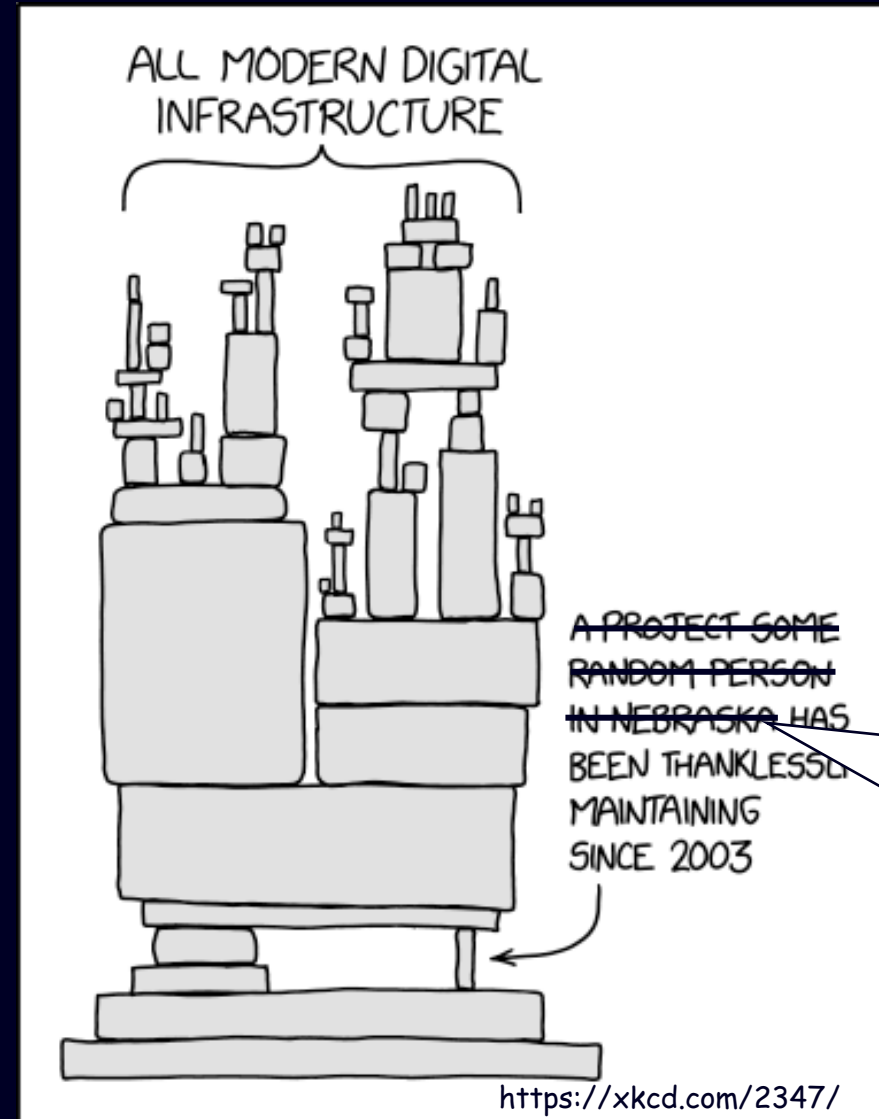
The Inside Advantage: Structuring for success

Organisational **Technology** Leadership ← CIO & CxO

Technology Portfolio Leadership ← CIO & Direct Report(s)

Technology Team ← Trust and Delegate

Hybrid Team = Success

Delivery and Transformation Expertise

Strategic Advisory

Integrator Platform Expertise

Vendor / Partner Platform Expertise

- Inside Teams
- Vendor/Partner Teams
- Advisory/Initiative Delivery

BUSINESS ASPECT   Data#3

The Inside Advantage: Perpetual Transformation

Transformation is not a one-time event

Transformation is your new operating model

BUSINESS ASPECT

Data#3

The Inside Advantage

A deliberate approach to balancing expertise and partnerships

○○○ Create a Digital Capability Roadmap

○○○ Retain Strategy, Architectural and other controls

○○○ Actively manage Cultural Integration

○○○ Measure, Monitor, Manage

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

The Inside Advantage: Digital Capability Roadmap

A deliberate approach to balancing expertise and partnerships

○○○ Plan and prioritise

○○○ Determine where to lead vs follow for internal teams

○○○ Develop new skills pathways for your team

○○○ Create a capability development calendar
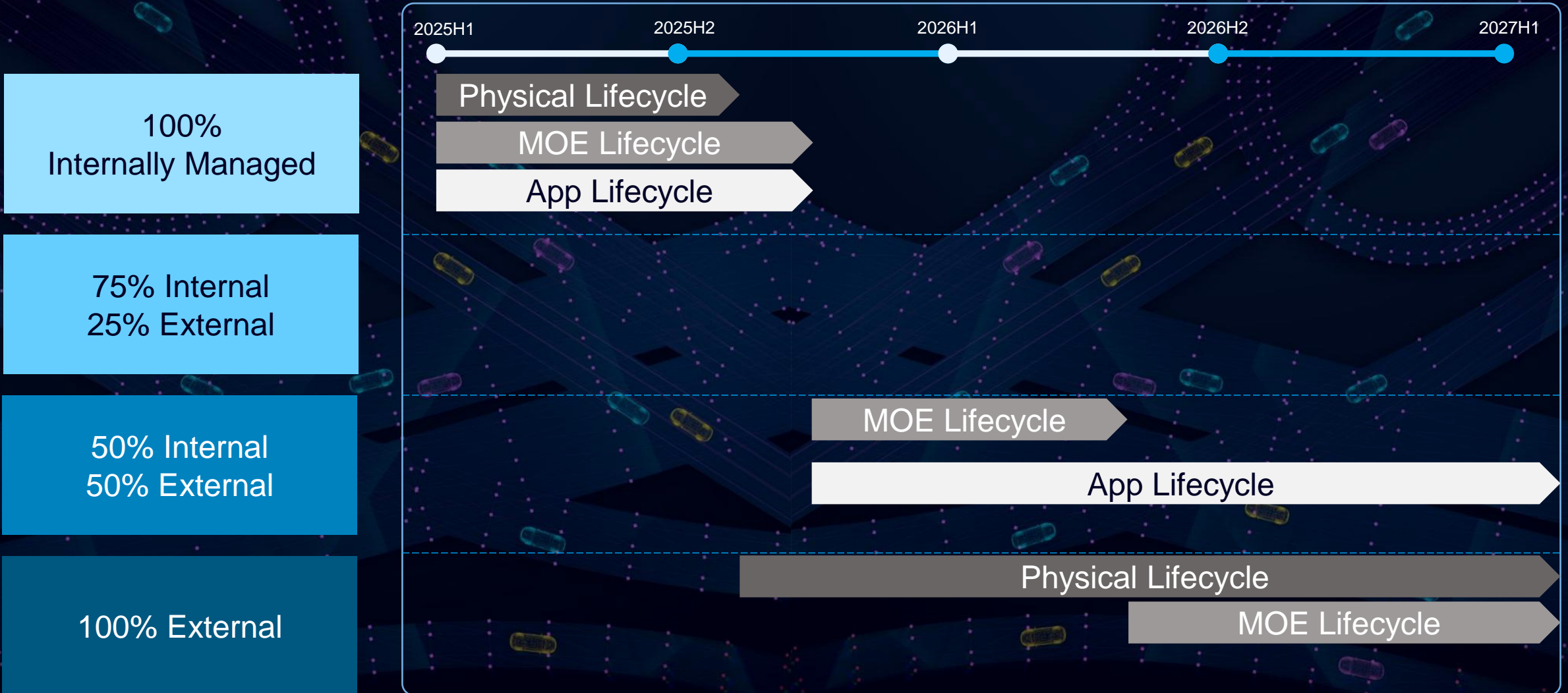
○○○ Communicate

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

BUSINESS ASPECT   Data#3

Digital Capability Plan: End User Compute

Capability / Service	Commoditisation	Market Availability	Considerations / Roadmap Rationale	Delivery Team Model		
				Current State (2025)	Transition State	Future State (2026+)
End User Computing						
Physical Lifecycle	High	High	Physical logistics of PC's and Laptops is a common service to acquire externally	100% internally managed	75% externally managed	100% externally managed
MOE Lifecycle	High	High	Windows Desktop is a common service to acquire externally	100% internally managed	50% externally managed	100% externally managed
App Lifecycle	Medium	High	Application packaging is a common service to acquire externally, however 5 of our critical in-house applications require special attention	100% internally managed	50% externally managed	50% externally managed

BUSINESS ASPECT Data#3

Digital Capability Roadmap: End User Compute

| 100% Internally Managed |
| 75% Internal 25% External |
| 50% Internal 50% External |
| 100% External |

Timeline: 2025H1 — 2025H2 — 2026H1 — 2026H2 — 2027H1

- Physical Lifecycle
- MOE Lifecycle
- App Lifecycle

- MOE Lifecycle
- App Lifecycle

- Physical Lifecycle
- MOE Lifecycle

The Inside Advantage: Strategy, architecture, and other controls

A deliberate approach to balancing expertise and partnerships

○○○ Retain control points

○○○ Clarify Data governance

○○○ Hold Strategic decision rights

○○○ Evolve your Governance framework

○○○ Own Technology roadmap & strategy

○○○ Track Value

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

BUSINESS ASPECT   Data#3

The Inside Advantage: Cultural Integration

A deliberate approach to balancing expertise and partnerships

○○○ Model collaborative behaviour at the leadership level

○○○ Recognise internal and external successes

○○○ Build formal and informal relationships across the hybrid team

○○○ Innovate with everyone in the room

○○○ Perform structured onboarding

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

BUSINESS ASPECT   Data#3

The Inside Advantage: Measure, Monitor, Manage

A deliberate approach to balancing expertise and partnerships

Measure ○○○

- Knowledge management
- Decision ownership tracking
- Dependency alert system
- Cultural integration

Monitor ○○○

- Key stakeholder engagement
- Internal resource availability
- Knowledge retention
- Partner alignment with business goals
- Openness and transparency language

Manage ○○○

- Risks and issues
- Key stakeholder relationships
- Vendor and partner relationships

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

The Inside Advantage: Conclusion

A deliberate approach to balancing expertise and partnerships

○○○ Prioritise internal development whilst partnering

○○○ Structure your transformation for success

○○○ Unlock capacity closer to the business

○○○ Measure, Monitor, Manage

○ Inside Teams   ○ Vendor/Partner Teams   ○ Advisory/Initiative Delivery

Data#3 Closing Panel

Richard Dornhart
National Practice Manager – Security, Data#3

Graham Robinson
Chief Technology Offier, Data#3

Mark Sydney
Queensland Practice Lead – Transformation & Governance, Business Aspect

Luke McLean
Client Executive, Business Aspect

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