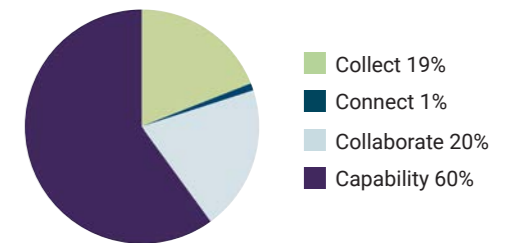


# Digital Strategy 2024–2027

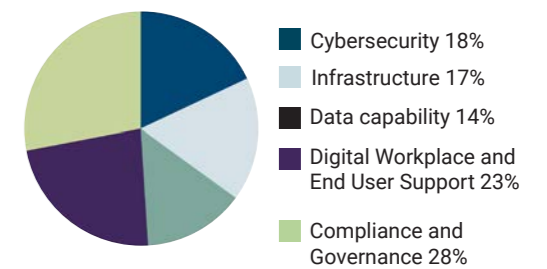
Library Pillar	Business Capabilities	Strategic Priorities	Strategic Roadmap							
			Financial Year 2024		Financial Year 2025		Financial Year 2026		Financial Year 2027	
			Jul-Dec 23	Jan-Jun 24	Jul-Dec 24	Jan-Jun 25	Jul-Dec 25	Jan-Jun 26	Jul-Dec 26	Jan-Jun 27
First Nations	• First Nations Capability	• Support First Nations collecting and access with system enhancements, including for ICIP	ICIP implementation and First Nations system enhancements							
			Library Management System Replacement				Library Management System Enhanced Integrations			
Collect	• Streamlining Workflows • Digital Collecting • Nascent Technologies	• Build workflow efficiency, enhancing our next-generation library services platform integrations • Collect new and emerging digital materials and formats, enhancing the digital collection • Use emerging technology to enhance the Library's digital collection and catalogue	Develop New Digital Collecting Tools				Product - Web Archiving			
			Product - Collection Systems				Library Discovery System			
			Customer Relationship Management System				KPI & Analytics Platform Stage 2			
Connect	• Digital Engagement	• Support for a digital-first data-driven engagement strategy elevating the Library's unique content and services	New Accessible Website				Product - Engagement			
			KPI & Analytics Platform Stages 3 onwards				Trove Metadata Engine Replacement			
Collaboration	• Sustainable Digital Infrastructure • Scalable Digital Infrastructure	• Ensure enhancement of value for money, fit-for-purpose infrastructure, digitisation systems, NED and Trove • Scalability of national digital infrastructure	Trove Infrastructure - Implementation Roadmap							
			Product - Trove				Product - National Edeposit (NED)			
			Product - Digitisation				Product - Digital Workplace			
			Decoupling Applications and Portable Services				Product - Corporate and Information Management			
			Data Governance				Product - Data and Analytics			
Capability	• Develop and operationalise cybersecurity maturity • Redundant and Resilient Infrastructure • Digital Workplace Digital Workforce	• Focus on Essential 8 maturity level 1 • Deploy redundant, secure architectures • Operationalise digital business continuity and disaster recovery infrastructure • Uplift digital and data capabilities, develop communities of practice, deliver self-service data and analytics	Cyber Improvement - Stage 1				Cyber Improvement - Stages 2 onwards			
			Network architecture and optimisation				Access management framework			
			Disaster Recovery Assurance				Disaster Recovery Strategy and Implementation			
Enabling Capabilities	• Governance • Digital Operating Model • Enterprise Architecture • People Capabilities	• Governance • Digital Operating Model • Enterprise Architecture • People Capabilities	Expand and embed product management							
			Digital oversight, coordination and assurance services							
			Leverage EA tools and Technology Roadmap				Adaptive Technology Roadmap			
			Infrastructure Strategy and Implementation				Nascent technology and data skills development			
			Digital Workforce - Digital Literacy							

## Digital Resourcing by Pillar

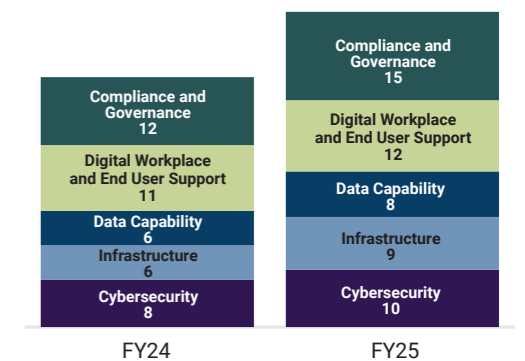
Digital Resourcing (in and outsource) per Pillar in FY25



Digital Resourcing (in and outsource) per Capability in FY25



Digital Resourcing per Capability FY24 and FY25



## Key Dependencies and Risks

- Keeping pace with audience expectations** of Trove and digital collection services requires ongoing engagement to ensure community acceptance in light of rapid technological change, particularly AI.
- Streamlining** workflows requires setting clear business goals, indicators of success and cultural change.
- Collecting new and emerging digital content** requires continuous improvement, iterative development and risk tolerance for nascent technologies.
- Sustaining and scaling** requires repeatable Digital processes, an agreed enterprise architecture, overcoming technical debt/complexity with common solutions, clear corporate priorities and a Library infrastructure implementation roadmap.
- Collaboration** with the cultural sector, NSLA and organisations nationally requires national leadership, shared infrastructure, and significant ongoing investment.
- Protecting** the digital collection and digital services requires continued investment in cyber security and infrastructure resilience, and clear goals for business continuity and recovery of the digital collection.
- Digital workplace and data capability** requires investment in tools and staff retention/upskilling.
- Enabling changes within Digital Branch** such as in governance, operating model and enterprise architecture require new ways of working and adjusting roles and responsibilities across multiple business functions.

## Measures of Success

- First Nations**
  - # Digital processes and tools updated to reflect consideration of ICIP requirements in enhancements and projects.
- Collect**
  - % growth in total digital collection.
  - % growth in web archiving collection.
- Connect**
  - % of total collection available online to the public.
  - % satisfaction with NLA catalogue search.
- Collaboration**
  - Ratio of business-critical applications that support Collaboration business capability that are adequate or better technical and functional fit vs. insufficient or unreasonable.
- Capability**
  - Compliance with ACSC essential 8 target maturity.
  - Compliance with Gartner master data management target maturity.
  - % availability of Library and Trove websites.
  - % data protected in offline backups.
  - % of staff who are satisfied with Digital services to staff.