



Notes

Foundations: These are the constants that inform everything we do as a department.

Our hypotheses: These are our guiding principles that will shape our future outputs:

- 1. Connectivity:** Connectivity is our base layer. Great connectivity means maximum opportunity for our customers to do what they need to do.
- 2. Infrastructure:** Next is the infrastructure. This is the platform. The right platform allows us to deliver and adapt, at scale and at pace.
- 3. Applications:** Applications sit on the infrastrucure. This is where our customers interact and work. They need to be highly useable and available.
- 4. User experiences:** The right application layer means we can deliver great user experiences. Great user experiences drive the digital economy.
- 5. Communication & sharing:** We need to tell our customers what we are doing, share our expertise and ideas and foster creative conversations, so we can collectively understand and exploit the digital space.

[**ICT x the business:** As we progress up through the layers the extent of ICT engagement with the business increases significantly.]

The aspiration: The hypotheses will gives us the strategic tools to deliver on the technological and cultural aspirations of the business.

The vision: Delivering on the aspirations of the business will drives us towards the vision.