



# 2025 Business Plan Digital Services

Minister: Chief Minister

Chief Officer: Jason Whitfield

The purpose of the Digital Services department is:

**“Drive digital transformation within the government by providing essential Digital Services, IT support and maintenance, project-driven change, security and data services.”**

Its goal is to ensure efficient and effective use of technology, enhance communication, and safeguard critical systems and data across government departments.

Essentially, Digital Services exists to enable a data-driven organisation that leverages technology to improve decision-making and operational processes.

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## Key Objectives

Our key objectives for 2025 are:

### **Improving the reliability and availability of front-line digital services**

- Improving day to day IT Service levels by reducing amount of unplanned downtime including outages caused by planned IT system changes (that fail).
- Achieve a 10 per cent reduction in the number of P1 and P2 IT incidents (defined as an unplanned interruption to or quality reduction of an IT service) by allocating resources to address specific difficulties identified through post incident reviews and problem management.

### **Focus on delivery of prioritised projects and programmes**

- Manage change projects and programmes as an overall Portfolio to an agreed set of Departmental priorities maintaining focus on scope, ensuring the Total Cost of Ownership and Service Transition completed.
- Introduce a new department-led, project prioritisation process and enabling resource management process by the end of 2025 to ensure the agreed prioritised projects and programmes are delivered according to the timeline.

### **Simplifying IT systems**

- Drive the reduction of risk and IT security vulnerabilities by removing, upgrading or enhancing the highest risk IT applications and supporting legacy IT infrastructure including databases.
  - Enhance cyber security controls through a 10% drop in vulnerabilities identified in unsupported operating systems by the end of 2025.
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## Service Performance Measures

Our Service Performance Measures for 2025 are:

### IT incident resolution

Monitor the number of incidents and resolution by Digital Services on a month-by-month basis.

This includes events which are:

- Communicated directly by IT customers through the IT Service Desk or through the online interface provided by the Ivanti Service Management Tool; or
- Incidents raised from events triggered by automated or manual monitoring of the IT Services, Infrastructure, Networking or Cloud elements.

Incident Type	Resolution Target	Resolution Target KPI
P1	4 Hours	90%
P2	8 Hours	95%
P3	3 Days	98%
P4	5 Days	99%

### Customer feedback

Improve internal customer satisfaction scores, measured through the use of surveys and reported quarterly, working towards the overall Government of Jersey target of 80% by year end.

Internal customers are primarily public servants making use of IT services provided by Digital Service.