

# Government of Jersey

## I.T. Strategy

### Executive summary



## Executive Summary

The Government of Jersey's Information Technology (I.T.) Strategy sets out a clear path to improve how technology supports public services and helps departments deliver better outcomes. It replaces a patchwork of systems with a joined-up, government-wide approach - based on shared tools, smarter use of resources, and stronger control of risks, costs and performance.

The strategy focuses on six main goals: making services easier to use, helping departments work more efficiently, using data more effectively, strengthening cybersecurity, investing in technology more wisely, and ensuring government's digital systems are reliable, flexible and built to last.

Target improvements centre on three key areas:

- **Reliable infrastructure** - technology that works well: making services safer, more reliable and easier to access for staff and the public
- **Simpler systems** - departments will use fewer, better-linked apps that deliver more joined-up services
- **Better value from suppliers** - stronger contract and asset management to deliver more value for money

To deliver this change faster, five major initiatives will be rolled out. These practical initiatives will build skills, unlock value, and support delivery across government:

1. **I.T. Skills Academy Programme** - a five-year initiative to grow in-house technical talent, reduce reliance on contractors and sustain a skilled IT workforce
2. **A.I. Exemplar Projects** - running small-scale pilots of safe, useful AI tools that deliver value by improving services and productivity
3. **I.T. Consolidation** - simplifying and improving how we manage technology to cut duplication and boost service quality
4. **Infrastructure and Cloud Optimisation** - making better use of cloud and on-island systems to improve security, enhance reliability and control costs
5. **Digital Strategy Development** – updating departmental strategy to reflect new priorities and enable departments to work together on consistent, joined-up digital services

Together, these initiatives will deliver digital services that are more reliable, more cost-effective and more focused on public value - backed by stronger skills and a shared commitment to serving islanders better.