

Information and communications technology



Responsible Executive:

Chief Information Officer

Version Date: 16 April 2020

Next review date: 16 April 2023

Our purpose

ICT enables our people, the processes they follow and the data which informs their decisions.

This policy articulates the Icon Water Board and Executive's beliefs, commitments and expectations around information and communications technology (ICT).

ICT provides our people with the tools they need to operate a modern utility, including the data needed to support decision making. It underpins the processes we use to provide cost effective and sustainable service delivery to our people and our customers.

Our beliefs

We believe in fit for purpose, user driven ICT capabilities, delivered through prudent investment.

- ICT is an essential enabler for all our work, allowing us to work smarter and make our work and our customers' lives easier.
- The ICT capabilities we need are driven by the business, designed to meet the needs and expectations of the end users – our people and our customers.
- Understanding the value ICT adds is essential to prudent investment.

Our commitment

We are committed to prudent investment, protecting data and information and ensuring ongoing performance and improvement.

We are committed to:

- supporting prudent investment in ICT that enables business efficiency and performance
- ensuring our investment in ICT drives improvement for our people and our customers
- protecting the data and information we hold
- leveraging best practice to meet the performance, reliability and security expectations of our people, customers, regulators and shareholders.

Our expectations

We expect all our people to make the best use of technology in all they do.

We expect all Icon Water leaders to:

- understand how to leverage ICT to ensure business processes are efficient and delivering value to the end user, prior to seeking investment in ICT
- continually build their ICT knowledge and capabilities.

We expect all our people to:

- be open to new ways of working
- work to embed changes
- use ICT in an acceptable and appropriate manner.

FIT FOR PURPOSE

USER DRIVEN

PROTECTING AND
LEVERAGING DATA AND
INFORMATION

DELIVERING VALUE