

# Digital technology



Responsible Executive:

Chief Technology Officer

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## Our purpose

Digital technology 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 digital technology.

Digital technology is a critical enabler that underpins our ability to successfully achieve our objectives and vision of being a valued partner in our community. The right digital technologies will maximise the value of our people, optimise our operations and ensure a positive experience for our customers.

## Our beliefs

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

- Digital technology is an essential enabler for all our work, allowing us to work smarter and make our work and our customers' lives easier.
- The digital technology 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 digital technology 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 digital technology that enables business efficiency and performance
- ensuring our investment in digital technology 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 digital technology to ensure business processes are efficient and delivering value to the end user, prior to seeking investment in digital technology
- continually build their digital technology knowledge and capabilities.

We expect all our people to:

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

FIT FOR PURPOSE

USER DRIVEN

PROTECTING AND  
LEVERAGING DATA AND  
INFORMATION

DELIVERING VALUE