

Application: 4262

Public Access IT

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company City of Sydney
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Public Access IT
Category N06. New Service of the Year - Government Technology
New Service Submission Format Written Answers
a. Briefly describe the organization that developed the nominated new service: its history and past performance (up to 200 words). Required <p>The City of Sydney's Public Access IT (PAIT) initiative provides it's community members access to IT equipment and services to ensure that everyone in the community has equitable access to technology.</p> <p>Since 2017 the City has provided a Public Access IT service at it's Libraries, Community Centres and Child Care Centres, providing free or low-cost access to computers, internet and printing services.</p> <p>In 2022 the existing PAIT offering was in its 6th year and the existing infrastructure was approaching end of life. Additionally, the technology available in the market had expanded and improved e.g. modern computers and software, improved internet speeds, advanced printing and accessibility capabilities.</p> <p>The City embarked on an ambitious program to enhance the customer experience. The project team was tasked with reviewing the existing PAIT service to identify pain points and identify opportunities to improve the service and provide a modern technology upgrade.</p> <p>Following the review of the existing service, the City went to tender with a detailed set of new requirements and selected a provider that could implement a fully managed service to meet them. The new PAIT service was implemented across all 25 City sites between January 2023 and January 2024.</p>

b. Specify the date on which this nominated service was introduced to the marketplace. Outline the nominated service's features, functions, benefits and novelty (up to 250 words). Required

The City of Sydney provided upgraded modern digital tools at its Libraries, Makerspace, Community Centre's and Childcare facilities to improve the customer experience and meet the communities needs well into the future.

These include:

1. Devices - we have expanded the service from 286 end of life desktop computers to a fleet of 312 modern devices including laptops and tablets.
2. Modern Equipment - we have implemented the following new devices across 25 locations:
 - 178 Desktop computers
 - 89 Laptops
 - 25 Tablets
 - 20 iPads
 - 24 Printers
 - 18 Payment Kiosks
3. Customised Computer Builds – eg childrens education software at Childcare and Libraries, Adobe Creative Cloud on specific computer builds at Libraries and Community Centres.
4. Network – the new service includes an upgraded high-speed fixed network and a new Wi-Fi network at all 25 PAIT sites.
5. Modern Printing Features – the new service includes modern printing capabilities such as Web Print (i.e. sending print jobs from online web portal).
6. More Payment Options – A number of new payment options have been added to the solution such as payment on a smartphone via a QR code allow users at Libraries and Community Centres to pay for printing in new ways:
 - Payment via QR code using your smartphone
 - Payment via an online web portal
7. Accessibility Tools – Provide the following accessibility hardware and software to increase accessibility of the PAIT solution:
 - NVDA Screen Reader and Magnifier software for the vision impaired
 - Accessibility Keyboard and Mouse available at all site.

c. Explain why the nominated service is unique or significant. If possible compare the service to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required

The City of Sydney's upgraded PAIT service provides access to modern and upgraded digital tools for our community members. A large portion of our community have little or no access to computers, printers or the internet so this project gives them access to more digital experiences than previously available to them and helps to close the digital divide.

Our customer-centred design provides a multitude of self-service pathways to community members of varying experience to:

- Enjoy wall-to-wall wi-fi with high-speed synchronous internet allowing for a more enjoyable user experience at the facilities.
- Provide software tools like Adobe Design, Microsoft 365, Teams and Zoom as standard on all computers.
- Provide educational software on iPads and Tablets for children and students to use
- Modern and secure payment methods
- Specialised keyboards, mouse, and screen software for varying accessibility needs

The new service also meets the following key objectives of the City:

- Ensure that our communities have the skills, tools, and access to technology to engage and participate in a digital life.
- Provide more equitable access to mainstream services through better systems and processes.
- Provide a range of accessible hardware and software to increase the accessibility of the City's public access computers.
- Foster stronger community connections and help to create a future where everyone can access technology to stay connected and empowered.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Webpage Link

Would you like to add an additional webpage link?

No

Supporting Document

Download File (https://stevies-tech.secure-platform.com/file/66555/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjU1NSwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yCOujUzOqrbq_2gbzAqhI?PAIT%20-%20Presentation.pptx)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-tech.secure-platform.com/file/66554/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjU1NCwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yUEmJ4j3cA0NtYgghLZPBb30dzV-WA?2024%20PMI%20Awards%20-%20PAIT%20VIDEO%20-%20%20Providing%20the%20community%20with%20access%20to%20IT%20Technology.mov>)

Would you like to add an additional supporting document?

No

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