

Digital Government

CATEGORY INFORMATION

Category Description

Recognises technology-led solutions that improve how government and public sector organisations design, deliver or manage public services, policy, regulation or internal operations.

This category focuses on digital and technology solutions that create measurable public value by improving access, efficiency, trust, inclusion or outcomes for the public, community, businesses and public sector organisations.

What Fits This Category (Examples)

Example technology and digital innovation solutions include (but are not limited to):

- Digital public services and platforms;
- Technology solutions used by or designed for government and public sector organisations;
- Data, analytics or AI supporting public sector decision-making;
- Cybersecurity, privacy or identity solutions for public sector use;
- Automation or workflow systems improving public sector operations;
- Public-facing digital tools or internal government systems.

Eligibility & Context

Entries may be led by government agencies or delivered by industry or other organisations, where there is a clear public sector application, benefit or opportunity.

Solutions may be implemented, piloted or in advanced stages of delivery, provided there is a demonstrable link to public sector use and outcomes.

JUDGING CRITERIA

1. The Problem & Opportunity

How clearly is the public sector problem or opportunity defined, and why does it matter?

This criteria will be judged on:

- the significance of the issue for government, public, community or businesses,
- who is affected and how,
- and why addressing this problem delivers public value.

2. The Solution & Technology

How effectively does the solution use technology to address the identified problem?

This criteria will be judged on:

- the technology underpinning the solution and how it has been applied,
- appropriateness, robustness and security of the technical approach,
- and how well the solution delivers value in a public sector context.

3. Applicability & Impact

How applicable is the solution within its intended public sector context, and what impact does it deliver or enable?

This criteria will be judged on:

- relevance and suitability of the solution to its intended public sector context,
- evidence of delivery, testing, adoption or use,
- outcomes achieved or expected for public sector organisations or users, within the scope and purpose for which the solution was designed..

4. Innovation & Uniqueness

To what extent is the solution distinctive compared to existing public sector approaches?

This criteria will be judged on:

- originality and uniqueness of the solution,
- differentiation from existing systems or practices,
- and whether the approach represents meaningful advancement in digital government.