

Standard One - Focus on the Business Need

[Business need](#) is the gap between our current state and our future state (goals, objectives, strategic plans). As Council moves through the [digital transformation](#) process, digital platforms are mainly leveraged to create solutions that bridge or dissolve these gaps and move us towards our future state of delivering accurate, efficient, and smarter services for our community and staff.

The [IT and Digital Strategy 2020-2025](#) identifies the current business needs and provides six strategic themes to work within to move Council towards its future state:

- Design and planning
- Leveraging human value
- Organising and managing
- Increasing user value
- Delivering results
- Working with others

How do we meet the standard?

Much of this document and the following standards reference these strategic themes and their objectives, and each action made in the digital space at Council should be viewed with a focus on contributing to meeting our future state.

We can achieve this by:

- Ensuring we understand the true business needs, change conditions and priorities – regularly reviewing these to ensure projects are contributing to the future state.
- Establishing a valid [business case](#) to obtain approval for any further development in the digital space.
- Ensuring continuous business support and commitment from teams.
- Agreement on and delivery of the Must Haves of a project ([Minimum Usable SubseT](#)) – ensure your project scope is clear and prioritised, contributes to the future state and the definition of ‘done’ is established from the outset.

Additional references:

- [City of Greater Dandenong IT and Digital Strategy 2020-2025](#)
- [Dynamic System Development Method \(DSDM\) - Eight Principles - Agile Business Consortium](#)