About ACMA

The Australian Communications and Media Authority (the ACMA), is a statutory authority within the federal government portfolio of Communications, and is the regulator for Broadcasting, Radio-communications, Telecommunications and the Internet. The ACMA aims to foster an effective regulatory environment in support of a dynamic communications sector.

ACMA today is one of the few converged regulators in the world and continuously seeks to remain agile and relevant at a time when many new, unexpected challenges are arising in the communications and media environment. In its effort to remain constantly relevant and delivering on its mandated outcomes and statutory obligations, the ACMA is in a continuous process of transformation, transforming itself into a resilient, e-facing, learning organisation, responsive to the numerous pressure for change that confronts it.

Challenges

- Due to lack of a cohesive digital strategy,there was no concrete capability building around social media, mobility,analytics and cloud computing
- Absence of identifiable digital objectives
- Lack of perfromance measure initiatives

Project Description

Nihilent engaged with ACMA to define its digitalization vision, 'to re-imagine the ACMA to craft compelling value propositions, provide effective service delivery and organize itself for efficient value creation and demand fulfilment through innovative use of digital technologies'. This vision was further unpacked on the basis of its three constituent components - a vision for the stakeholders, a vision for the services, and a vision for the systems.

The engagement was intended to achieve the following objectives:

- To create a digital strategy plan to align with a converged regulator vision
- Provide recommendations for key performance indicators following assessment of ACMA's ICT operations
- Recommendations for an associated multi-level reporting framework across the ACMA
- Advice on required capability to leverage analytics across available data from multi sources

Business Benefits

- Defined Digital Transformation framework
- Identified digitalization opportunities
- Implementation roadmap
- Performance reporting measures

Nihilent's Role

- Understand stakeholder concerns, mandate imperative and digitalization opportunities

- Collating the expectations around agency performance into a set of performance imperatives such as regulation, brand, market, community and nation and organization

- Explore digital opportunities trends in social media, mobility, analytics, cloud computing and internet of things

- Define Digital Strategy - digitalization vision, digitization initiatives

About Nihilent

Nihilent is a global consulting and solutions integration company using a holistic and systems approach to problem solving. Headquartered in Pune, India, Nihilent's executive team has over 500 person years of experience in international consulting, IT outsourcing and IT services. Nihilent's operations span North America, Europe, Africa, Australia, Middle East and Asia. Nihilent Australia is a subsidiary of Nihilent. Our mission Change for Performance encapsulates our commitment to make change happen systemically in terms of people, process, technology and knowledge for achieving sustained performance for our clients.