

Key Terms

The following terms are provided for reference and to clarify how certain terms are used in this survey.

Artificial Intelligence (AI)

Technology that can help with tasks such as understanding language, analysing information, making recommendations, or automating processes.

Cybersecurity

Measures used to protect systems, networks, and data from digital threats or unauthorised access.

Data and Analytics

The use of data to understand patterns, support decisions, and improve services or operations.

Data Privacy / Data Protection

How personal or business information is collected, used, stored, and protected to ensure it is handled safely and responsibly.

Digital Assets

Digital forms of value and financial innovation, including cryptocurrency, blockchain-based services, tokenisation, and digital financial applications.

Digital Identity

A secure way to confirm who a person or business is when accessing services, such as logging into accounts or verifying information.

Digital Services

Services that can be accessed online, such as applications, payments, or information provided by government or businesses.

Digital Transformation

Using technology to improve how services and operations work, making them simpler, faster, and more effective.

Emerging Technologies

New and developing technologies, such as AI and blockchain, that are changing how services and businesses operate.

Innovation

New ideas, technologies, or ways of working that improve services, products, or outcomes.