

Barton Deakin Brief: Digital Transformation Agency Submission October 2017

16 October 2017

The Australian Government on 11 August called for submissions into the digital delivery of government services. The Digital Transformation Agency was created by the federal government in 2015 to help lead transformation across the Australian Government and lead the government's ICT agenda.

This Barton Deakin Brief outlines the Digital Transformation Agency's submission for the inquiry into the digital delivery of government services.

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Background

The Digital Transformation Agency (DTA) was formed in 2015 and in that time has further developed the government's ICT strategy. The department claims nine key achievements that have been implemented since being founded.

1. Development of the Digital Marketplace – A system designed to make it easier for small and medium enterprise to compete for government procurement.
2. Digital Service Standard – A 13-step guide for agencies to build new ICT services. This standard has been mandatory for all new or redeveloped public-facing services. The DTA also trains APS staff to help understand the standard and digital transformation.
3. Digital Capability Uplift – The DTA runs the Australian Government ICT Apprenticeship Program, Cadetship Program, and ICT Graduate Program.
4. ICT Procurement Transformation – On 23 August the DTA released the Report of the ICT Procurement Taskforce and a new ICT Procurement Policy that limits any new ICT Contract to less than \$100 million or a maximum of three years.



5. Improvements to myGov – Through a partnership with DHS the DTA redeveloped the look, content, and accessibility of the myGov website.
6. Performance Dashboards – The DTA has developed publicly available performance dashboards with eight services currently publishing key performance metrics.
7. Oversee and advise on ICT Investment – The Digital Investment Management Office monitors 72 major ICT projects with an aggregate investment budget of \$5.3 billion.
8. Trusted Digital Identity Framework – The DTA has delivered the private beta of a nationally consistent set of rules, policies, and standards for digital identity.
9. Coordinated Procurement – The DTA manages a suite of ICT procurement panels and is in negotiations to establish new coordinated procurement arrangements with SAP, IBM, and talks will soon begin with Oracle.

Whole-of-government content strategy

The DTA is currently developing a content strategy to improve how government information is available on government websites. The strategy will produce best practice advice and guidance to agencies in relation to development of their websites.

As it stands there are more than 1,500 government websites and, across all of those websites more than 44 million content items. More than 30 agencies are involved in the development of the strategy.

The Submission

The DTA's submission contains five key priorities that they have identified and developed. These priorities attempt to change the view that Government departments need their own separate IT systems for everything and instead promote developing universal systems that can be used by multiple departments.

These are:

Priority one: Develop a digital transformation roadmap

The roadmap will be intended to show how people who use government online services interact with government across different portfolios. The roadmap will be delivered iteratively over the course of 2017-18. This will ensure that the government has the best information available to them to fund initiatives that have the greatest impact on user experience.

The roadmap will track significant 'life journeys,' these involve certain life events that trigger engagement with government, and will provide a framework for assessing how digital initiatives will contribute to making these life journeys easier, faster, and simpler for users.

Priority two: Deliver and improve digital platforms

The DTA is coordinating work on a number of whole-of-government digital platforms to aid agencies to deliver services to their customers. These include identity platforms, change of address, and a payment system. Common platforms can be used and reused by any agency to ease their digital



workload. Moving to a shared system such as a shared online payment system as opposed to individual departments making their own makes it easier for agencies to deliver new digital services.

The DTA estimates that agencies could potentially save about \$100 million per year by implementing four whole-of-government platforms:

1. Federated Data Exchange – agencies will be able to quickly and securely share information across government,
2. Tell Us Once – users will be able to choose to share details like updated address and phone numbers across government agencies, instead of updating each one separately,
3. Notifications – agencies will be able to contact users through their preferred channel, such as email or SMS, and
4. Payments In – users will be able to access a simplified and consistent set of options for making payments to government.

These programs are expected to have work begin in October 2017 and to be operational in mid 2018.

Digital Identity

The Australian Government runs more than 30 different digital credentials or logins for digital service delivery. This increases the time taken and costs incurred for government, business, and people as well as increasing the risk of identity fraud. Analysis done by the DTA indicates a common Digital Identity platform could save users up to 50,000 hours in lost productivity. The DTA has been developing a program called GovPass since early 2016. This program has two digital platforms to it. The identity provider platform which people use to provide their identity online and the Exchange Hub, which agencies can use to verify details about people's identity without accumulating personal data in a central repository. This means that the identity provider isn't aware of what service you are accessing and that the service provider doesn't see your identity documents. This ensures that data of the consumer is protected.

In addition to the GovPass program the DTA has developed the Trusted Digital Identity Framework, this is a set of rules, policies, and standards that will set a nationally consistent approach to accredit, govern, and operate identity across the digital economy. The framework's first iteration was released for consultation in September 2017. The framework will be extended to address non-digital identity for individuals to allow alternate pathways for those unable to complete identity verification digitally. Further iterations will be adapted for business identity in mid-2018.

This builds on the myGov platform where at June 30 there were 11 million active myGov accounts with users able to access 10 different government services.

Secure Cloud Strategy

The DTA is developing a secure cloud strategy to increase government understanding and adoption of cloud services. The strategy will give agencies a clearer understanding of how government can harness the opportunity of cloud computing to increase agility, reduce duplication, increase efficiency, and improve competition to get value for money from ICT investment.

Performance Dashboard

The DTA currently publishes performance of government services against key metrics on a dashboard. These dashboards are there to encourage continuous improvement of digital services. Currently there



are eight government services and products reporting on the performance dashboard. The DTA is working with agencies to increase the number of departments reporting.

Priority three: Oversee and advise on ICT and digital investment

Currently the Australian Government spends approximately \$6.2 billion on ICT goods and services every year. The DTA provides oversight of all significant ICT and digital investments by the government through the Digital Investment Management Office(DIMO).

The Portfolio Management Office

The Portfolio Management Office identifies risks, and benefits and monitors initiatives and provides oversight to increase the probability that the government's digital and ICT investments are successful.

All ICT initiatives with a budget of more than \$10 million that aren't considered Secret or Top Secret are monitored by the Portfolio Management Office. They currently monitor 72 projects with an aggregate budget of \$7.2 billion.

Priority four: Transform ICT Procurement

The DTA runs the Digital Marketplace to make it easier for smaller businesses to compete for government tenders for digital and ICT goods and services. This is in addition to the guidance and standards they provide agencies to ensure best value for money.

Coordinated procurement

The DTA, with other government agencies, is responsible for managing a range of digital and ICT coordinated procurements. These procurements aggregate the government's purchasing power and aids agencies by simplifying the process, reducing administrative costs, improving terms and conditions, and securing value for money.

It is estimated coordinated procurement has reduced the government's spend on ICT by about \$1.2 billion since 2008. The DTA is expanding coordinated procurement arrangements with negotiations underway with major IT vendors SAP and IBM and negotiations expected to soon begin with Oracle. Combined these three vendors have 283 contracts in place worth approximately \$2.5 billion.

ICT Procurement Transformation Program

The DTA is redeveloping the government's ICT procurement. The program is intended to remove barriers to small businesses receiving government contracts with the aim of increasing by 10% the small-to-medium enterprise share of the government's annual ICT spend.

Under the new framework ICT framework government ICT contracts are capped at a maximum of \$100 million or three years duration. This breaks larger contracts up into smaller components making it easier for smaller firms to compete for parts of a larger project.

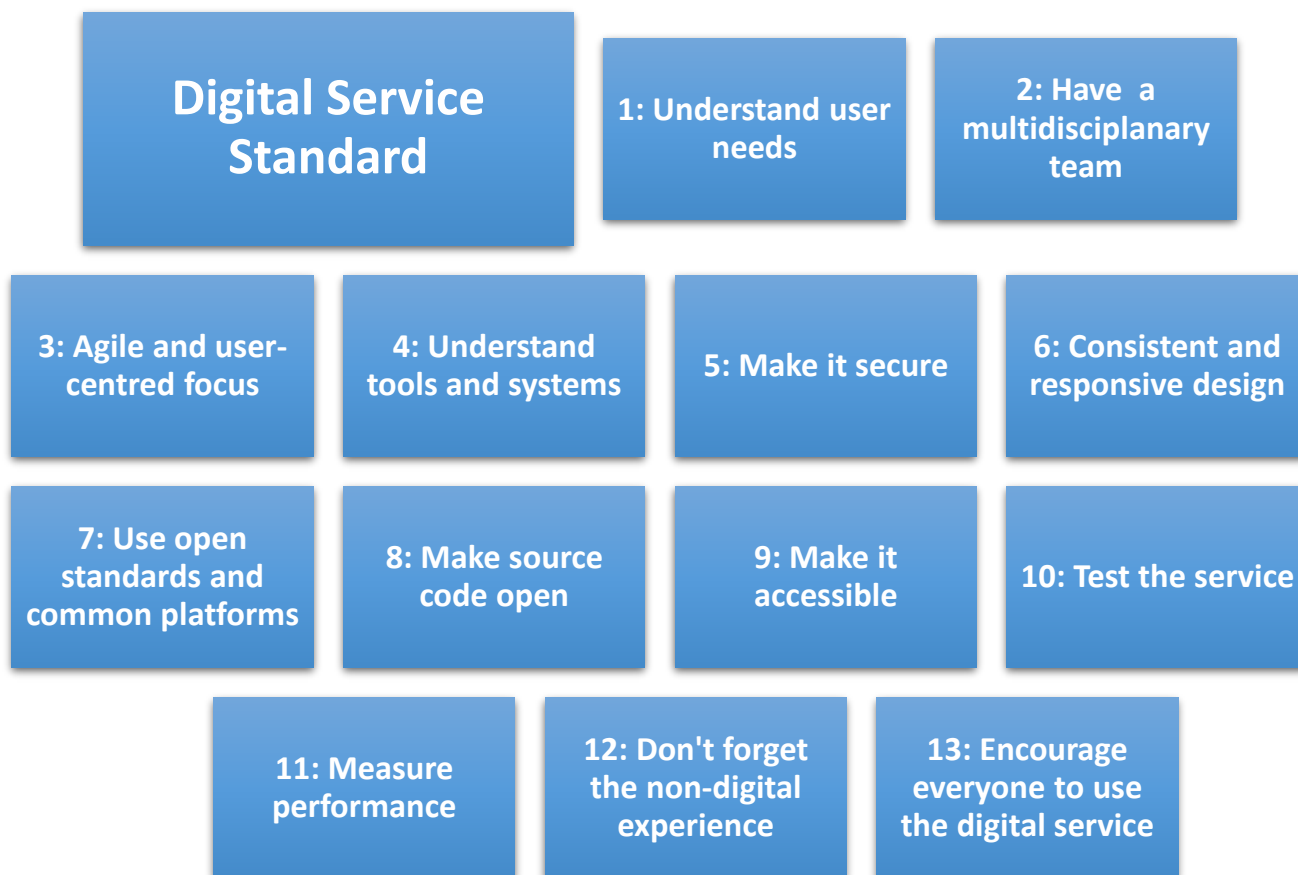
Priority five: Build Australian Public Service ICT and digital capability

This priority moves more services to digital channels, improving the user experience and improving return on ICT and digital investment.

Digital Service Standard



The standard contains 13 best-practice criteria for government services. The DTA supports its implementation across government by providing guidance, training, advice, and help with assessments.



Further Information

For the Digital Transformation Agency's Website click [here](#).

For the Digital Transformation Agency's submission for the Digital Delivery of Government Services please click [here](#).

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