

Senate Finance and Public Administration References Committee

**DIGITAL DELIVERY OF GOVERNMENT SERVICES
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Child Support System Replacement Business as Usual Budget

Question reference number: QoN 2, sent 26 March 2018 (DHS QoN 4)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

- a) When did the 'Business as Usual' budget start being used on the Child Support System Replacement Project?
- b) Please provide the BAU spend for each financial year since the BAU budget was first drawn on.
- c) For each year, how much of this was spent externally and how much of this was spent internally?
- d) How much of the BAU been spent on the 'outsourced' system and how much has been spent of the 'in-house' system?

Answer:

- a) The original project budget (\$102.3 million) was fully utilised during 2015-16 Financial Year. Additional costs were absorbed within the Department's internal investment fund and ICT BAU budget without any impact on the project Budget.
- b) Additional costs were absorbed within the Department's internal investment fund and ICT BAU budget without any impact on the project budget.
- c) As spend was not identified by funding source this is not able to be determined.
- d) All funding for the outsourced system was from the original project budget.

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**DIGITAL DELIVERY OF GOVERNMENT SERVICES
ANSWER TO QUESTION ON NOTICE**

Department of Human Services

Topic: Child Support System Business as Usual ICT Budget

Question reference number: QoN 3, sent 26 March 2018 (DHS QoN 5)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

What has been the total Child Support BAU ICT budget for the past 5 financial years?

Answer:

ICT maintenance and support for Child Support systems for the past five financial years is as follows:

	Full Year	Full Year	Full Year	Full Year	Feb YTD *	Total
	2013-14	2014-15	2015-16	2016-17	2017-18	
Business as Usual ICT Budget	\$9.06m	\$6.84m	\$6.69m	\$7.50m	\$4.95m	\$35.04m

** 2017-18 represents estimated YTD figures until the end of February 2018.*

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Department of Human Services

Topic: Child Support System Business as Usual ICT Budget

Question reference number: QoN 5, sent 26 March 2018 (DHS QoN 7)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

Does the appropriation permit it to be used to develop new capabilities?

Answer:

Yes.

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Department of Human Services

Topic: Child Support System Business as Usual ICT Budget

Question reference number: QoN 6, sent 26 March 2018 (DHS QoN 8)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

What is the projected Child Support BAU ICT budget?

Answer:

The estimated annual projected BAU ICT budget is between \$7.8 million and \$10 million. This is reviewed annually and is subject to variation for factors such as contract negotiations, effort required for maintenance and support and legislative changes.

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**DIGITAL DELIVERY OF GOVERNMENT SERVICES
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Department of Human Services

Topic: Child Support System

Question reference number: QoN 7, sent 26 March 2018 (DHS QoN 9)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

On what date was the decision made to move the system from an outsourced system to an in-house system?

Answer:

In December 2014 the decision was taken to review the CSSR programme direction which until then was utilising an external design process for both the business and technology solution and project management/delivery.

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Department of Human Services

Topic: Child Support System

Question reference number: QoN 8, sent 26 March 2018 (DHS QoN 10)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

Please provide the committee with the decision documents related to switching from 'outsourced' to 'in-house' system.

Answer:

In December 2014 the decision was taken to review the CSSR programme direction which until then was utilising an external design process for both the business and technology solution and project management/delivery.

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**DIGITAL DELIVERY OF GOVERNMENT SERVICES
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Department of Human Services

Topic: Child Support System

Question reference number: QoN 9, sent 26 March 2018 (DHS QoN 11)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

Please provide a detailed description (hardware, software, training material, documentation etc.) of what from the in-house system is being used from the original outsourced work.

Answer:

As a result of the refactoring, changes had to be made. Components that pre-date 2015 that have been identified as having current or future use include:

- process and requirements development;
- business blueprints (with the exception of design and architecture);
- customer onlines;
- interfaces; and
- components of application development (not impacted by refactoring).

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Department of Human Services

Topic: Child Support System

Question reference number: QoN 10, sent 26 March 2018 (DHS QoN 12)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

Please provide a detailed description of what in the in-house system is not being used from the original outsourced work.

Answer:

As a result of the refactoring, changes had to be made resulting in a number of components not being used (or subjected to change):

- original solution architecture and associated design deliverables;
- functional specifications based upon original design;
- components of build activity based on original design;
- components of test preparation/execution based upon original design; and
- components of configuration and development activities based upon original design.

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Department of Human Services

Topic: Child Support System

Question reference number: QoN 11, sent 26 March 2018 (DHS QoN 13)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

What were the Secretary's (or Child Support Registrar's) expectations on the completion date for the system?

Answer:

In 2013, the Business Case was approved for the system with the expected completion date being the first quarter of 2018.

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Department of Human Services

Topic: Child Support System

Question reference number: QoN 12, sent 26 March 2018 (DHS QoN 14)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

Please provide a description of the systems deficiencies (against the original project objectives) on the outsourced approach?

Answer:

There are no system deficiencies relating to the original outsourced activities.

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Department of Human Services

Topic: Child Support System

Question reference number: QoN 13, sent 26 March 2018 (DHS QoN 15)

Member: Patrick

Type of question: Written

Date set by the committee for the return of answer: 6 April 2018

Number of pages: 1

Question:

What is the contract value for the Deloitte Australia study?

Answer:

The contract value for Deloitte Touche Tohmatsu is \$491,019.38.