

**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 Business as Usual ICT Budget - Purpose

**Question reference number:** QoN 4, sent 26 March 2018 (DHS QoN 6)

**Member:** Patrick

**Type of question:** Written

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

**Number of pages:** 1

**Question:**

For what purpose was this budget appropriated?

**Answer:**

The Department's appropriation covers all operating costs including ICT development and maintenance.

# **Senate Finance and Public Administration References Committee**

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

Department of Human Services

**Topic:** Change in direction – Reuse

**Question reference number:** QoN 11, from Hansard 23 March 2018 (DHS QoN 24)

**Member:** Patrick

**Type of question:** Hansard page 27

**Date set by the committee for the return of answer:** 17 April 2018

**Number of pages:** 1

### **Question:**

Senator PATRICK: Can you give me a percentage of what you think you are going to reuse and what is relevant moving forward so that we can at least do a rough thumbnail calculation as to what bits are not being reused, if you wouldn't mind. You can take that on notice if you like.

Mr McHardie: Yes, that would be good.

### **Answer:**

Due to the overall complexity of the program, it is difficult to analyse the percentage of the original outcomes being used or to be leveraged in future phases following the 2014 review.

# **Senate Finance and Public Administration References Committee**

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

Department of Human Services

**Topic:** Evaluation – Completion Date

**Question reference number:** QoN 17, from Hansard 23 March 2018 (DHS QoN 31)

**Member:** Patrick

**Type of question:** Hansard page 32

**Date set by the committee for the return of answer:** 17 April 2018

**Number of pages:** 1

### **Question:**

Senator PATRICK: Segueing from your last few questions, Chair: Ms Bridger, you said the Deloitte project is going to be finished soon; it would have a completion date on the purchase order for Deloitte, I imagine?

Ms Bridger: It does, and I don't have it top of mind, so I can take that on notice for you.

### **Answer:**

The initial engagement period for Deloitte was 5 February 2018 until 31 March 2018. This has been reviewed and extended until 13 April 2018.

# **Senate Finance and Public Administration References Committee**

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

### **Department of Human Services**

**Topic:** Child Support Redesign – Project Pause

**Question reference number:** QoNs 18-20, from Hansard 23 March 2018 (DHS QoN 32)

**Member:** Patrick

**Type of question:** Hansard page 34

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

**Number of pages:** 2

#### **Question:**

- a) CHAIR: Welcome back. In the program we're scheduled now to move to consideration of the robo-debt case study, but I want to ask you about a couple of timing issues with some of the evidence you provided earlier this morning, Mr McHardie, in relation to the other project. You have given evidence that the department has paused implementation of Pluto whilst you undertake this review. When was the decision taken to pause that project?

Mr McHardie: When we say pause, if there are critical defects with Pluto, we will continue to fix those. The ICT teams will continue to do that, but any major enhancements being done—if we still had Mrs Bridger here, I could check the exact date business made that decision. We might take that on notice and come back to you.

CHAIR: Was that decision taken on the basis of any external advice or internal advice only?

Mr McHardie: No, it was internal advice. Basically we needed to work out what enhancements needed to be made to the system to make our staff more productive. We needed some clear advice in CIO group within ICT as to what were must-haves that needed to happen right now and what enhancements we could probably do without in the near term. It was an internal decision.

CHAIR: Taken last year?

Mr McHardie: I'll check the date with business, but this year we have not been doing any enhancements.

CHAIR: If it is possible to locate the date of when that decision was taken before we finish this afternoon, that would be terrific. Was the minister's office involved in that decision at all?

Mr McHardie: I couldn't tell you that. It was looked after by our business colleagues.

- b) CHAIR: Can you take on notice what role, if any, the minister's office played in either initiating a review of that enhancement program or approving cessation or pausing of enhancements. That would be appreciated.

**Answer:**

- a) The decision to pause the project was made by the Department of Human Services on 29 November 2017.
- b) Nil.