Senate Community Affairs Legislation Committee

ADDITIONAL ESTIMATES – 11 FEBRUARY 2016
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Digital services – user testing services

Question reference number: HS 155

Senator: Cameron
Type of question: Written
Date set by the committee for the return of answer: 4 April 2016
Number of pages: 1

Question:

a) How many user testing experts has DHS employed to test usability and security of DHS digital experiences, including Medicare, myGov and Centrelink services? Please provide the figures for 2013-14, 2014-15, 2015-16 and their employment classification, whether they are external consultants and where the jobs are located.

b) What are the outcomes of the user testing program so far?

Answer:

User and security testing in the Department of Human Services is performed on a project by project basis. This testing takes a number of forms including testing of accessibility, privacy and the general user experience. Depending on the project and its requirements and scope, these tests may be performed by internal and/or external testers. The same tester may be working on user and security testing on multiple projects. Because of this, detail on the total number of testers is not readily available. Adding together the numbers of testers on different projects may result in counting the same tester multiple times.