

**Senate Economics Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

**Supplementary Budget Estimates**

2016 - 2017

**Division/Agency:** Australian Taxation Office

**Question No:** 246

**Topic:** Automated Imaging

**Reference:** Written (19 October 2016)

**Senator:** Ketter, Chris

**Question:**

- 1) Was Fuji Xerox engaged to deploy automated imaging for the ATO? Did this operate as intended? What performance standards were set in the contract?
- 2) What was the budget for the project?
- 3) What was the total cost of the project?
- 4) What were the total costs of bringing staff back to complete the backlog?

**Answer:**

- 1) Fuji Xerox Business Force Pty Ltd (T/As Fuji Xerox Document Management Solutions) were engaged to implement paper capture services for the ATO. The products in operation are working as intended. The performance framework in place consists of:
  - critical success factors measurement:
    - delivery and operational execution
    - quality and timeliness of service delivery
    - pricing and productivity
    - relationship management
  - business risk.
  - register of issues
  - service level agreement
  - service level credits for breaches.
- 2) The original project budget for implementation was \$16.2 million.
- 3) The project is still ongoing. The total cost to date is \$10.2 million.
- 4) Once each product was transitioned to Fuji no work has been returned to the ATO. The ATO continues to use its existing workforce for products that have not yet been transitioned.