Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2016

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic:	**Information Technology – Performance Measurement**
Question:	**260**
Written	**Senator Wong**

Date set by the committee for the return of answer: 1 April 2016

1. How is performance measured for information technology project delivery?
2. What are the governance arrangements for regular reporting?
3. Are all areas of the Department of Parliamentary Services and other parliamentary departments included in status reports for the progress of information technology projects?
4. If not, why not?
5. Please detail which areas are included and which areas are excluded.
6. What penalties are in place if information technology performance targets are not met?
7. Has the resource level of the information technology branch increased but the output reduced?

Answer

1. ICT projects are measured in terms of time, cost and quality of outcomes.

2. Each ICT project is governed by a project board, chaired by a member of the Senior Executive Service (SES). Project boards responsible for business rather than technology focused outcomes are chaired by a Business SES, whereas the more technology focused boards are chaired by an IT SES. Each board has established terms of reference and includes representation from relevant business areas. The PRINCE2 project management methodology is used. Project Boards receive fortnightly highlight reports and meet at least monthly.

   Quarterly reviews of Capital Works projects are conducted at the Department level. The Executive Committee is presented with a 'traffic light' report for all projects. These reports are summarised into a report for the Presiding Officers.

   A quarterly report on key projects is provided to the Parliamentary ICT Advisory Board (PICTAB). An annual report is also delivered that details progress towards the achievement of the Parliamentary ICT Strategic Plan.

3. In addition to the DPS Executive Committee and Presiding Officers, groups such as the Parliamentary ICT Advisory Board (PICTAB), Parliamentary ICT Strategic Initiatives Steering Group (SISG), Joint Management Committee (JMC), Parliamentarians ICT User Group (PICTUG) and Parliamentary Departments ICT User Group, Members of Parliament Staff (MOPS) ICT User Group) are consulted during the preparation of the ICT elements of DPS' Capital Works Program (CWP) and are also kept up to date on progress throughout the year.

4. Not applicable.

5. Not applicable.

6. In relation to internal and Portfolio Budget Statement KPIs and performance targets there are no specific penalties applicable. ICT carefully monitors the performance targets. In the rare case the performance targets are not achieved, the ICT management team investigates the underlying issue(s), seeks to remediate the immediate issue and implements longer term initiatives to prevent any recurrence such as process redesign and training.

Where DPS ICT utilises managed services or outsourced arrangements, remediation and recourse clauses are utilised appropriate to the nature of the service. These can include a range of options including financial penalties, rework and service credits.

7. No, apart from the capital works program discussed in Questions on Notice Nos 259 and 261, the operational resource level within the ICT Division has experienced only minor variation (see tables below). Output has increased and the quality of services improved in this period. For example, from July 2013, as part of the Roche Review changes, ICT for all parliamentary departments was amalgamated into the new DPS ICT Division. Direct appropriation for this commenced in 2014–15. Additionally the Special Minister of State delegated management of Senators and Members mobile technology in November 2013 to DPS under the new flexible entitlements model.

Client satisfaction has increased from 84% in 2012–13 to 97% in 2013–14 and 95% in 2014–15.

Table 1: ICT Expenditure

	2013–14 Actual	2014–15 Actual	2015–16 Budget
ICT Salaries	9,099,576.23	10,218,578.01	12,400,978.00
EOIT Salaries	2,894,644.69	2,720,735.81	2,143,430.00
Total Employee Expenses	**11,994,220.92**	**12,939,313.82**	**14,544,408.00**
ICT Supplier Expenses	**9,295,246.64**	**8,858,507.47**	**9,418,671.00**
TOTAL EXPENDITURE	**21,289,467.56**	**21,797,821.29**	**23,963,079.00**

The increase in salaries budget and headcount for 2015–16 relate mainly to increased project activity.

Table 2: ICT Headcount changes (includes permanent staff and contractors).

30 June 2014	31 December 2014	30 June 2015	22 Jan 2016
148	152	150	156