

EDUCATION, SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE - QUESTIONS ON NOTICE 2004-2005 ADDITIONAL ESTIMATES HEARING

Outcome: CSIRO
Output Group: CSIRO

DEST Question No. E552_05

Senator Carr provided in writing.

Question:

You have informed estimates that the project was more complicated than anticipated. On how many occasions has the completion date been revised? Please provide details? What were the specific reasons for these delays?

Answer:

CSIRO has provided the following response.

CSIRO's Information Architecture and Website – completion date

As part of the implementation of the web strategy, it was always intended that development of a unified CSIRO website would be a staged process and that full completion of both the underlying architecture/infrastructure and the content would take several years to complete.

The *CSIRO Live!* Project was initiated in late 2001 as a key element in the implementation of a unified, "one-CSIRO" approach to all aspects of our business. It was aimed at developing standards and a toolkit to maximise the coherence and value of the CSIRO web content and to support the business and science of the Organisation. This new approach involved a significant step forward in managing CSIRO's whole information base in an integrated way.

The first site prototype, the ICT Centre website, was developed by November 2003. During the latter part of 2003, and using feedback from this prototype, a full analysis of the technical product was undertaken. A decision was made in January 2004 to retain the product but to move to the next version. The first stage of this new platform was delivered in June 2004. The content management system was delivered for user acceptance testing in February 2005.

In terms of reasons for delays, the technical and logistical challenges have proved much more significant than originally anticipated. The first version of the content management system and web site was delivered before 30 April 2005, however after extensive technical and business testing we discovered some issues with the web infrastructure. Therefore, essential changes needed to be made which impacted on the delivery date for the public launch of the web site

Also, CSIRO are looking to completely change the way in which external stakeholders engage with the organisation. As a result, the project deals with complexities associated with not only the technical and business components of the project (i.e. rationalisation of over 250 websites into one unified web presence, consistent look and feel of the web site, standard platform for delivering CSIRO's web presence, web site design) but also the cultural implications of the delivery (i.e. how users approach the web site, education on use and content creation, content workflow, story management, etc).