



## HUMAN SERVICES CHIEF INFORMATION OFFICER ACTIVITIES

- **Human Services has three groups with roles related to the use of Information Technology**
  - **On-line Oversight Group**
    - Role
      - Develops and implements coordinated approaches to advancing on-line delivery of services to customers
    - Membership
      - CIOs of all Human Services agencies,
      - Staff from Human Services agencies with responsibility for On-line service delivery
      - Department of Human Services provides Chair and secretariat
      - Office of Access Card representative (technical requirements and implementation)
      - Australian Government Information Management Office representative (whole-of-government capabilities and projects)
    - Meets every 2 months (**immediately before CIOs Group meetings**)
  - **CIOs Group**
    - Roles
      - Shares experience and information on issues important to effective and efficient use of Information technology in Human Services agencies
      - Develops and implements coordinated approaches to whole-of-government issues (eg. attracting/retaining technical staff, meeting DSD security requirements, aligning with DSD policies etc).
    - Membership
      - CIOs of all Human Services agencies,
      - Department of Human Services provides Chair and secretariat
      - Observers and Advisors
        - Office of Access Card representative (technical requirements and implementation)
        - Australian Government Information Management Office representative (whole-of-government capabilities and projects)
    - Meets every 2 months (**immediately after On-line Oversight Group meetings**)
    - Responsibility/Accountability for action remains with Agencies

- **Procurement Strategy Group**

- Roles
  - Looks at opportunities to ensure value for money in procurement across the Human Services portfolio
  - Ensures that contracts allow for other Human Services agencies to join in where it represents value for money
  - Pursues a strategic approach to procurement across Human Services agencies consistent with the Commonwealth Purchasing Guidelines
- Membership
  - Heads of procurement from all Human Services agencies
  - Department of Human Services provides Chair and secretariat
  - The only member in common to between the Procurement Strategy Group and the CIOs and On-line groups is the Procurement Strategy Group Chair (Department of Human Services).
- Meets 6 weekly
- Responsibility/Accountability for actions remains with agencies.

- **Achievements of the CIOs across the groups**

- Ensured the coordinated and timely approach need to support successful development of the Human Services Portal and the Single-sign-on in meeting clear consumer demand for On-line services
- Achieved purchasing efficiencies, particularly for smaller Human Services agencies
- Timely and effective implementation of whole-of-government requirements (eg. putting in place secure email between agencies)