

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING: 30 October 2006

IMMIGRATION AND MULTICULTURAL AFFAIRS PORTFOLIO

(2) Output: Internal Product

Senator Ludwig (L&CA 16) asked:

- a) What are the existing legacy systems, where they are being migrated to, the platform, which new systems will be added to?
- b) What is the current cost of the programme, the projected budget and programme outcomes?
- c) When will the programme be fully implemented and who are the contractors?
- d) Could you indicate whether or not, in terms of the ICT—that is, the program—whether you have gone to the AGIMO website and had a look at the source IT model contracts.
- e) Can you indicate whether you are using those, whether you have departed from those in any significant way or whether you have not used them.
- f) AGIMO also produce a guide to ICT sourcing for the Australian government. Could you tell us whether or not you are following that as well?
- g) Can you also tell us whether or not you have looked at the Booz Allen Hamilton report into the Customs IT debacle, to assist you in your overall program?
- h) In addition to that, can you tell us whether or not you have a coordinator or someone who is in the hot seat, so to speak, to drive this program?

Answer:

- (a) DIMA has the following major legacy systems: TRIPS, ICSE, ICSE offspring, SAP financials, ETAS, email, IRIS, TRIM, ISR biometrics, Edison, SafeGuard, IMIRS Data warehouse, ISIS.

These legacy systems will initially be integrated within the Department's new technology platform and then progressively retired under the *Systems for People* programme. That programme is being developed using the IBM Websphere product line and Siebel customer relationship management software.

- (b) The budget for the *Systems for People* programme is \$495m over four years. The current cost for the programme to the end of November 2006 was \$84m.

The *Systems for People* programme supports DIMA's three strategic themes: open and accountable organisation, well trained and supported staff, fair and reasonable dealings with clients. The programme has the following specific outcomes:

- Single view of client dealings with the Department
 - Globally consistent business processes
 - Built in decision support
 - Stronger management and quality assurance of processes, performance and decisions
 - Effective record keeping
 - Good quality data
 - Effective operational and management reporting
 - Online client self service
 - Online support for staff
- (c) The *Systems for People* programme is a four year programme. It is planned to be completed in the fourth quarter of 2010. The following suppliers are currently assisting DIMA to deliver the programme: IBM, CSC, Optus, Unisys, APIS, Booz Allen Hamilton and members of DIMA's people services contractor panel. IBM is the Department's strategic partner for the programme.
- (d) DIMA has looked at the AGIMO website including the IT model contracts.
- (e) The GITC is a modular type of legal framework that provides standard terms and conditions for the purchase of Information and Communication Technology services. It is not mandatory to use the GITC framework and it is most suitable for small and less complex procurements such as simple hardware or software procurements. As such, it was not used for the complex and high value *Systems for People* Strategic Partner contract. The Department engaged an external legal firm to develop a contract appropriate to a highly complex procurement of this nature.
- (f) The *AGIMO Guide to ICT Sourcing for Australian Government Agencies* was referenced during the planning phases of the procurement. In addition the procurement was conducted in accordance with the Commonwealth Procurement Guidelines.
- (g) Yes, the Department has reviewed the Booz Allen Hamilton report into the Customs Integrated Cargo system.
- (h) Yes, DIMA has established strong governance arrangements to support the *Systems for People* programme. A Deputy Secretary chairs the governance committee for the programme.