

Office of eGovernment

Business Plan 2015-16

Objective

The key objective of the Office of eGovernment is, within the Tasmanian Government,

- through the effective utilisation and governance of;
 - information and communications technology (ICT), and
 - information and key statistical data sets,
- enable better decision making, improved service delivery, open and responsive government, and ensure sound investment.

Role

The role of the Office of eGovernment is

1. To provide policy advice, leadership, and capability building to improve the use of ICT and information across government
2. To influence and assist agencies to collaborate and identify common opportunities in order to effectively utilise ICT and information
3. To support whole-of-government governance arrangements for ICT and information
4. To support whole-of-government intergovernmental relations in the use of ICT and information

Strategic priorities for 2015-16

The strategic priorities of the Office of eGovernment for 2015-16 are to;

1. Revise and update the Tasmanian Government ICT Strategy¹ to implement the Government's priorities and agenda;
2. Implement (as part of the Stats Matter Strategy²) an Open Data policy and portal to promote the reuse of government data for commercial innovation and community benefit;
3. Work with TMD to implement the requirements for the Tasmanian Government Cloud and the Government's wide area data network (WAN) services under the next generation of purchasing agreements – known as NT III; and
4. Work with the Department of Treasury and Finance to streamline the Government's current ICT procurement approach by introducing revised centralised panel arrangements for both ICT products and ICT services.

¹ Tasmanian Government ICT Strategy www.egovernment.tas.gov.au/ict/strategy

² Stats Matter Strategy www.egovernment.tas.gov.au/stats_matter

Key performance indicators

| Objective | Indicator | Unit | 2013-14 Actual | 2014-15 target |
|--|---|--------|-------------------|-------------------|
| To provide policy advice, leadership, and capability building to improve the use of ICT and information across government | Selected ICT policy outputs must meet the minimum benchmark as measured against agreed quality standards (see note 1) | % | N/A | 80 |
| To influence and assist agencies to collaborate and the identify common opportunities to effectively utilise ICT and information | Satisfaction of key clients with delivery of ICT policy services as measured by survey | % | 82 | 83 |
| To provide policy advice, leadership, and capability building to improve the use of ICT and information across government | Number of unique visits to eGovernment website | Number | 37 975 | 40 000 |

Notes

1. Results for 2015-16 not yet available.

Values

The Office of eGovernment is committed to the DPAC Values and to reflecting these values through our behaviours, policies and procedures.

For 2015-16 our focus is on the "Supportive" value. This value is important to us because it will enable better use of ICT and information for a more efficient government, to deliver responsive outcomes for a healthier and more prosperous community.

The supportive actions we will undertake to promote this in our workplace will be to:

- Advance our team by fostering greater trust and collaboration for sharing and testing ideas, and enabling each team member to work to their strengths;
- Promote a collaborative inter-agency approach, identify common opportunities and improve efficiencies across government; and
- Enable an open and innovative government to use ICT and information to deliver more efficient services and information to the community

Stakeholders/clients

The following table identifies the key clients/stakeholder for the Office of eGovernment and their needs/expectations for this coming year.

| Client/stakeholder group | Expectations/needs |
|---|---|
| ICT Policy Board | Advise the Minister (IT and Innovation) on strategic directions for ICT and information within government |
| Stats Matter Steering Committee | Lead and support the implementation of the Stats Matter Strategy |
| Secretaries of DPAC and Treasury, DPAC executives, Agency executives, Agency ICT Reference Group, Statistical Policy Committee | Identifying and promoting the understanding of the strategic issues in the use of ICT and statistics/information |
| TMD, IT Managers Group, Information Management Group, Tasmanian Statistical Advisory Committee, Tasmanian Heritage and Archives Office, Agency ICT and statistics/information practitioners | Support the development, delivery, and capability changes, of commodity ICT services and the understanding of statistics and information management |
| Specific business areas such as; Treasury, State Growth, DPAC (Policy, SSMO), LINC Tasmania, Service Tasmania | Support for leaders in specialised areas of government activity in issues of ICT and statistical practices/capability |
| Australian Bureau of Statistics | Collaboration in relation to partnership objectives and the implementation of Stats Matter |
| Local government, University of Tasmania, other jurisdictions | Cooperation in ICT and statistical/information related policy development and related initiatives |
| Broader Tasmanian community | Greater access to Tasmanian Government data |
| TasICT | Alignment with needs and opportunities of the Tasmanian ICT sector |

Environmental Scan

The external demands impacting of the Office of eGovernment are:

| Environment | Impact on Division/Business Unit | Division/Business Unit response |
|-------------|--|--|
| Political | <ul style="list-style-type: none"> • Opportunity for sector reform • Review of federalism | <ul style="list-style-type: none"> • Support government with opportunities and implementation of their ICT and information agenda • Identify how ICT and information can support or drive sector reform agenda • Understand role of State Government in broader ICT and information initiatives |
| Social | <ul style="list-style-type: none"> • Delivery of services by local government • 24/7 online access to government services • Greater community engagement • Open government | <ul style="list-style-type: none"> • Opportunity to work closer with local government sector • Ensure an integrated and efficient approach to online service delivery • Opportunities for social media • Government open data agenda |
| Demographic | <ul style="list-style-type: none"> • The changing nature of State Service work force • Expectations around community engagement | <ul style="list-style-type: none"> • Plan for ICT workforce capability needs and drivers • Utilise opportunities presented by social media |
| Technology | <ul style="list-style-type: none"> • Mobility • Ubiquitous knowledge of IT • Accessibility • NBN | <ul style="list-style-type: none"> • Ensure integrated plan for application of mobile computing • Ensure needs of all clients are met |
| Economic | <ul style="list-style-type: none"> • Reduction in public sector expenditure • Emphasis on public sector efficiencies • Emphasis on less regulation | <ul style="list-style-type: none"> • Support development of sounds business cases for investment in ICT and information • Look for opportunities for ICT to drive efficiencies and change |

Risk Management

Business risks

| Risk | Mitigating strategy |
|--|---|
| Significant and complex agenda gives rise to issues of scope creep, managing expectations, and resourcing | <ul style="list-style-type: none"> • Understand context and interconnected nature of work and points of greatest influence • Ensure appropriate governance and stakeholder engagement in regards to portfolio of activities |
| External factors impacting on the delivery of outputs and the need to respond to emerging government needs | <ul style="list-style-type: none"> • Communicate nature of agenda and proactive stakeholder engagement • Monitor and engage in external environment |
| Ability to influence and directly impact on the agendas of agencies | <ul style="list-style-type: none"> • Develop networks into agencies • Apply resources where they are needed and there is opportunity |
| Accountabilities between OeG and agencies | <ul style="list-style-type: none"> • Develop appropriate governance frameworks |
| Need for ongoing stakeholder management and engagement | <ul style="list-style-type: none"> • Address the requirement for appropriate skills • Acknowledgement of the growing complexity of the overall agenda |

Workforce planning

| Issue | Strategy |
|--|--|
| Lack of specific skills and knowledge with OeG to meet the needs of future agenda of OeG | <ul style="list-style-type: none"> • Address through PMD plans • Appropriate use of external resources • Leverage strategic partnerships eg ABS |
| Prioritisation of OeG activities within available OeG resources | <ul style="list-style-type: none"> • Ongoing portfolio management |
| Ensuring the best utilisation of OeG resources in the context of needs of agencies | <ul style="list-style-type: none"> • Engage with agencies and identify gaps and opportunities |

Supporting Departmental initiatives

This Division/Business Unit is supporting the following departmental initiatives:

Performance Management and Development

PMD Plans for all staff are developed every year and are reviewed every three months.

Carbon Emission Reduction Plan

Travel has been reduced through the active use of video and audio conferencing. OeG staff are involved in the DPAC STAR Team.

DPAC Values Working Group

OeG staff are involved with the DPAC Values Working Group.

Budget allocation

2014-15 the Office of eGovernment was allocated \$1,218,490 from the Consolidated Fund to be expended on the basis of \$1,117,649 for employee and related costs and \$100,841 for administration costs.

It is envisaged that a proportion of the “employee and related costs” for 2015-16 will be directed to consultants to provide mentoring and support with some of the specialised activities related to the agenda of the ICT Policy Board and the implementation of the ICT Strategy and Stats Matter Strategy.

Action Plan / Operational Plan

Core activities

| DPAC Strategic Plan | Activities | Key tasks | Dates | Who | Progress report |
|---------------------|---|--|----------|-----|-----------------|
| | ICT Strategy Implementation | - Complete 4th round of ICT Benchmarking | Oct 2015 | | |
| | - ICT Benchmarking | - Assist agencies with 4th round of two major agency ICT plans | Oct 2015 | | |
| | - Agency ICT Strategic and ICT Asset Management Plans | - Complete quarterly ICT Strategy progress report | Ongoing | | |
| | - ICT Strategy progress reporting | | | | |
| | Stats Matter Strategy Implementation | - Support and marketing of underpinning activities | Ongoing | | |
| | Ongoing leadership and support | | | | |
| | Inter-governmental relations | - Participate in ICT and statistics/information inter-jurisdictional initiatives | Ongoing | | |
| | - National Identity Security Strategy (NISS) | - Respond to issues | | | |
| | - Australian and New Zealand Counter Terror Coordination (ANZCTC) | - Support agency executives | | | |
| | - Tas Govt – ABS Partnership Agreement | | | | |

Action Plan / Operational Plan

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|--|--|---------|
| <p>Telecommunications policy and support</p> <ul style="list-style-type: none"> - respond to Ministerials - coordinate submissions | <ul style="list-style-type: none"> - Respond to issues - In particular those related to NBN activities - Support agency executives | Ongoing |
| <p>Support for governance and advisory groups</p> <ul style="list-style-type: none"> - ICT Policy Board - Stats Matter Steering Committee - Agency ICT Reference Group - IT Managers Group (SCCM + Sharepoint) - Information Management Group - Statistical Policy Committee - Tasmanian Statistical Advisory Committee - Tasmanian Spatial Information Council - Tasmanian Government Spatial Committee - Whole-of-government Email Business Advisory Group - other various ad-hoc groups and activities | <ul style="list-style-type: none"> - Provide secretariat function - Lead and influence operations of groups | Ongoing |
| <p>Support and maintenance for existing policy frameworks, standards, and guidelines</p> <ul style="list-style-type: none"> - Information Security Policy Manual - Project Management Guidelines | <ul style="list-style-type: none"> - Maintenance of existing components - Marketing - Assistance with utilisation - Review future intentions | Ongoing |

Action Plan / Operational Plan

Promote the understanding and awareness of Office of eGovernment issues

- OeG Communications Plan
- Forums on eGovernment, ICT, information and statistical issues

- Ongoing program of OeG communications activities
- Conduct forums as required
- Consultation with agencies on emerging issues

Ongoing

Office of eGovernment policy and support

- Digital Government
- Radio communications and spectrum
- State Statistical Coordinator
- Document Verification Service (DVS)
- ASNET

- Respond and work with stakeholders in relation to various emerging policy issues
- Support agency executives

Ongoing

Management Activities

- Values
- OH+S
- Fire wardens
- Other contributions as identified

- PMD
- Website maintenance
- Ministerial correspondence,
- Information management + TRIM
- Corporate support

Ongoing

Action Plan / Operational Plan

Projects/initiatives

| DPAC Strategic Plan | Project | Milestone | Dates | Who | Progress report |
|---------------------|--|---|------------|-----|-----------------|
| | ICT Procurement | - Participate in C150 review/re-tender | Jan 2016 | | |
| | | - Confirm approach to State Growth ICT Services panel | July 2015 | | |
| | | - Strategy for WoG approach to ICT services panel(s) | March 2016 | | |
| | Review of Tasmanian Government ICT Strategy | - Finalise ICT Strategy | Aug 2015 | | |
| | | - Develop progress-to-date report | Aug 2015 | | |
| | | - Finalise ICT Strategy through Cabinet | Sept 2015 | | |
| | NTIII | - Lead related policy development | Ongoing | | |
| | | - Assist with market consultation | Ongoing | | |
| | | - Support procurement rounds | Ongoing | | |
| | NTIII - Authentication + Authorisation Service | - Develop policy framework | Oct 2015 | | |
| | | - Integrate into NTIII procurement | Dec 2015 | | |

Action Plan / Operational Plan

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|---|--|------------|
| NTIII - ICT Security Framework | - Finalise ICT Security Framework | Oct 2015 |
| | - Develop Network Access Control Policy | Oct 2015 |
| | - Develop Incident Management Plan | Oct 2015 |
| | - Develop Managed + Unmanaged Device Policies | Dec 2015 |
| NTIII - Tasmanian Government Cloud | - Tasmanian Cloud Policy development + Cabinet process | July 2015 |
| | - Support policy implementation | Ongoing |
| Stats Matter - Open Data | - Endorsement of Open Data Policy by Cabinet | Aug 2015 |
| | - Consultation on demand + theme pilots | March 2016 |
| | - Implement Open Data Portal | March 2016 |
| | - Support for GovHack | May 2016 |
| Stats Matter - Significant Statistical Assets (SSA) | - Assess outcomes of DHHS SIR Project + Apply learnings in WoG context | Aug 2015 |
| | - Develop context and apply criteria to identify SSAs | Dec 2015 |

Action Plan / Operational Plan

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|--|---|------------|
| Stats Matter - Statistical Resource Toolkit + Capability Framework | - Assess outcomes of DHHS SIR Project+ Apply learnings in WoG context | Aug 2015 |
| | - Develop phase 2 of Stats Matter Toolkit | Dec 2015 |
| | - Develop Government Statistical Capability Framework | Dec 2015 |
| Stats Matter - Statistical Collaboration | - Assess outcomes of DHHS SIR Project+ Apply learnings in WoG context | Ongoing |
| | - Support for Stats Link Network (SLN) | Dec 2015 |
| | - Development of Data Integration Framework (in the context of key government integration projects) | |
| Future direction for Project Management | - Map out a plan for future direction of Tasmanian Government Project Management methodology | Dec 2015 |
| | - Implementation of roadmap (in the context of review of OeG website) | March 2016 |
| Information Management Framework | - Develop through consultation an overarching framework for government | Oct 2015 |
| | - Seek endorsement of framework | Dec 2015 |

Action Plan / Operational Plan

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|-----------------------------|---|------------|
| Information Security Policy | - Agreement to revise current approach | Aug 2015 |
| | - Develop revised policy | Dec 2015 |
| | - Seek endorsement of revised policy | Jan 2016 |
| ICT Capability Plan | - Develop draft plan | Nov 2015 |
| | - Develop framework of tools to support implementation of plan | Jan 2016 |
| | - Plan and framework endorsed | March 2016 |
| OeG Communications Strategy | - Develop Strategy | Dec 2015 |
| | - Major supporting activities progressed | Feb 2016 |
| OeG website | - Review OeG website | |
| | - Update OeG website to conform to DPAC standards | Dec 2015 |
| | - Review + update content for Project Management + Stats Matter | Mar 2016 |
