ENTER

Victoria
The Place To Be

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Victoria
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This is the first edition of the Office of the Chief Information Officer's e-magazine on significant ICT projects in Victorian government. We've called it 'ENTERPRISE' in order to emphasise the whole of Victorian government perspective it brings to the discussion of ICT.

ENTERPRISE will focus on ICT projects that are being implemented now in government agencies in Victoria. There will also be reports on projects that have already been completed. The current and historical information make a picture of changes that have happened and are happening throughout the whole enterprise of government in Victoria. ENTERPRISE will be published on the Office of the CIO web site, along with regular reports on the progress of projects we are developing.

This first edition contains a short article by Terry Wright about the Office of the CIO's new ICTbusiness case guidelines. It is an introduction to the role this office now performs providing ICT project investment advice to government.

RECENT DEVELOPMENTS

The Office of the CIO has brought three major projects very near to implementation and responsibility for them will soon be transferred to Victoria's Chief Technology Officer. They are:

1] a project to consolidate several major data centres. There are currently in excess of twenty-two data centres managed by Victorian government departments and agencies. Most are in the central business district of Melbourne, paying premium overheads and all with contingency for expansion. Data centres that were planned as separate facilities for the Department of Justice, the Department of Innovation, Industry and Regional Development and the Department of Human Services, will now be consolidated.

2] a project to centralise application hosting. Currently, application hosting is uncoordinated and dispersed across Victorian government departments and agencies. There are more than three hundred online systems operating within a fragmented infrastructure with more than 160 servers employed internally and externally. Departments and agencies currently use more than fifty internet service providers. The long-term aim of the Application Hosting Consolidation (AHC) project is to integrate these application hosting environments with servers ideally spread across two shared facilities for all government departments and agencies.

3] a project to develop 'Enterprise Content Management'. There are currently 18 different systems used to manage almost half a million web pages on Victorian government web sites, and nine different records and document management systems. The Office of the CIO has developed a plan to standardise the products used for content management. Departments have helped us to identify their participation/procurement time frames over the coming four-to-five year period.

These three steps in improving shared infrastructure and resources are the basis upon which we will build the capacity for improved service delivery.

Another important project that we have just recently commenced is the Human Resources Management Systems Project, which will align the requirements of several agencies that are currently actively considering their needs in the HRMS area. The aim here is to avoid the wasted effort of having many agencies individually defining their own requirements and separately going to market for solutions. Over time it is hoped that this continuing harmonisation of requirements will extend across the whole of Victorian government.

Patrick Hannan
Chief Information Officer
Government of Victoria

Making sense of the money we spend on ICT

It is estimated the Victorian government spends over one billion dollars annually on information and communications technologies (ICT). This figure has steadily increased over the past twenty years as departments exploit the capabilities of ICT to create efficiencies and improve the way government operates. However, over this time, there has been no global understanding of where the money is spent and no consistency of decision making as to how it is spent.

Making more sense of government's ICT spending was a primary reason for the creation of the Office of the Chief Information Officer (CIO), to assist both agencies and the Department of Treasury and Finance in their ICT investment decision making. A further issue driving the need for better decision making, was the common frustration of IT managers that they were restricted in their ability to drive transformation because the investment criteria for ICT

projects was restricted to 'financial benefits' only.

Lessons of the previous budget cycle

Late in 2003, the Office of the CIO became involved in the 2004-2005 budget cycle. The Office of the CIO provided advice both to Government and to Treasury of the viability of individual proposals and the opportunities to use funded projects to create whole-of-government infrastructure.

One of the significant outcomes of the 2004-2005 process was the adoption of an ICT Investment Evaluation framework that, for the first time, recognised a broader set of potential benefits. These included both outcome benefits and enabling benefits as indicated in the following diagram.

Click for diagram

These investment guidelines also included a library of potential key performance indicators to support each benefit. However, in assisting the departments to use the new investment evaluation framework, it became clear that the quality of the underlying business cases was poor. This, in turn, was having a detrimental effect on decision making and resulted in potentially good initiatives not being funded.

Also during the previous budget cycle, the Office of the CIO commissioned independent estimates of cost and duration for software acquisition projects. These estimates were fast to obtain, relatively inexpensive and proved to be effective in testing both budgetary and timing assumptions.

New ICT business case guidelines

To support the 2005-2006 budget cycle, The Office of the CIO has now developed ICT business case guidelines. The guidelines are intended as a set of practical tools to help in the development of robust business cases. They have been designed to provide value to all potential investments, irrespective of the size of the investment or the source of the funds.

The new guidelines are available at the Office of the CIO website. As a service to departments and to assist in the further evolution of these guidelines, Office of the CIO is prepared to meet with the project teams to provide context and guidance on their use. Anyone wishing to use this support should contact **ocio-investments@dpc.vic.gov.au**

Re-invent the wheel... not any more

Due to the fragmented nature in which ICT has been adopted across government, there are now some immediate and large opportunities for departments to share what has already been developed. There is also the need for departments to develop new capability in a way that other departments can use it in the future. To this end, the Office of the CIO is positioning itself so it is aware of what infrastructure currently exists across government so it understands what new capability is being contemplated or actually built.

It is therefore in everyone's interest that during the contemplation stage of any development the Office of the CIO is made aware of the perceived need.

—Terry Wright

Outcome Benefits

Benefit Category	Benefit Type
Service Enhancement	New Services
	Responsiveness
	Integration
	Quality
	Convenience
	Equity
Financial	Reduced Cost For Service Users
	Reduced Cost/Increased Productivity For Government
	Increased Government Revenue
Economic Development	Better Infrastructure for Business Development
	Increased Ability to Attract New Business and Investment
Social Capital	Participate in Community Life
	Confidence in Key Institutions
	People to turn to for Support

Enabling Benefits

Benefit Category	Benefit Type
Systems Improvement	Appropriate Capacity
	Increased Integration
	Increased Functionality
Organisation Improvement	Cross Agency Processes
	Aligned Accountabilities
Human Resource Development	Improved Technology Skills
	Greater Collaboration Across Departments
	Commitment to eGovernment Strategy

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ENTERPRISE is not a comprehensive overview of all ICT projects in Victoria. The editorial board selects and tracks significant projects from across all government agencies in Victoria.

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Main menu | **Departmental projects**

ENTERPRISE

Government of Victoria
Office of the Chief Information Officer

Client Service Model Strategic Project

Department of Human Services

Transformative

RESEARCH   BUSINESS CASE   IMPLEMENTATION

Victorians who use the services of the Department of Human Services often have a relationship with several different areas of the department simultaneously. At any one time, Community Care, Disability Services, Housing and School Nursing Services may be providing assistance to one person or several members of one family.

The Client Service Model Strategic Project will identify ways in which the department can improve its services to clients through strengthening shared knowledge, systems and resources. The project will improve the department's reception of members of the public across the state, provide a mechanism for sharing client information across program areas, and provide or replace business-critical client information and case management systems for Community Care, Disability Services and the agencies working with them.

The Client Service Model Strategic Project has four component parts:

Client Service Model: Defines how common factors in different parts of the department that provide services to clients will lead to recommendations about how the department should better manage relationships with its clients.
Status Draft Final Report complete.

Front End Contact: This project will improve the ability of reception staff across the whole department to answer enquiries from clients and members of the Victorian public. Client surveys indicate that quality staff is the key driver of client satisfaction at reception. A new information system, staff training, and improving business processes will drive improvements.
Status A Client Service Charter was launched November 2003. New training and development standards, standard operating hours, and more effective work interactions are being implemented. Front End Information System is in development.

Common Client Layer: Will enable sharing of some information about common clients between caseworkers across Human Services' businesses to ensure that services are coordinated effectively for each client.
Status Project is in the systems integration testing stage. User Acceptance Testing will be completed by end 2004.

Client Relationship Information System (CRIS): A new client information and case management system replacing existing outdated systems for child protection, juvenile justice, and disability services and, for the first time, providing a system to early childhood intervention services and non-government organisations in the Community Care and Disability Services sector.

Status Project is in the systems integration testing stage. User Acceptance Testing will be completed by end 2004.

Completion May 2006 (Rollout commences 2005.)

Significance This project is developing business systems critical for effective client care.

Project team Project Director: Laurie Bebbington, **Laurie.Bebbington@dhs.vic.gov.au**.

Suppliers: a consortium comprising Bearing Point, PeopleSoft and TIBCO.

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Department of Premier and Cabinet

Transformative

The Department of Premier and Cabinet has two principal business systems, CabNet and the Legislative Document Management System (LDMS). CabNet manages Cabinet documents and information. LDMS manages documents relating to legislation. Connect replaces both of these with new processes and technologies that will improve Cabinet supervision of its decisions, and the quality and timeliness of information sent to Cabinet from across government.

RESEARCH

BUSINESS CASE

IMPLEMENTATION

Status Solution selected (integration of Enterprise level Portal, Content Management, Workflow Management and Middleware products). Functional specification and process innovation is underway.

Completion Second quarter of 2005

Significance Connect will manage about 80 per cent of the policy and legislation lifecycle, firstly within DPC and Parliament and then extending across Victorian government, improving the quality and timeliness of Cabinet information through better processes and on-line consultation and coordination, whilst greatly improving Cabinet's supervision and implementation of its decisions.

Project team Program Manager: George Liacos, **George.Liacos@dpc.vic.gov.au**, tel. 9651 0853.

Project Owner: Barbara Poland, **barbara.poland@dpc.vic.gov.au**.

Department for Victorian Communities

Transformative

RESEARCH BUSINESS CASE IMPLEMENTATION
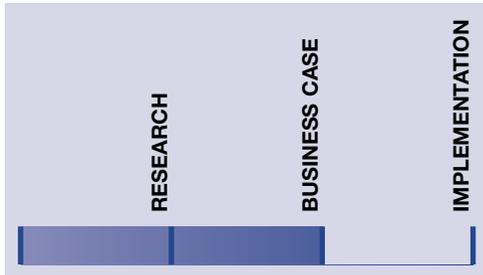
The establishment of the Department for Victorian Communities combines the Grant management of forty-eight programs across fifteen business units. It totals some $400million of grant funding into the community. The department plans to standardise the administration processes and documentation across all grant programs and implement an Electronic Grant Management System (DVC eGrants). DVC eGrants will be a single, shared system and available online. It will support all aspects of the grant management life cycle with the objective of providing a more rigorous, effective and economical approach to grant delivery. It is also proposed that the system will have a whole of government interoperability with the capacity to be rolled out across other departments.

Status DVC has implemented an EGMS prototype that will verify DVC grant management processes and consolidate the Departments Grant data. A tender for the eGrants application development is planned to be released in December 2004. The DVC project team is currently verifying business requirements and planning the project delivery. The office of the CIO is in the process of discovering enterprise-wide eGrants requirements.

Significance The Department for Victorian Communities represents the Victorian government's determination to deliver government services in a way that supports and strengthens communities across Victoria, reflecting the government's commitments in Growing Victoria Together. To be successful, policies and the services that flow from government need to be accessible and flexible in meeting the needs of community members and responsive to local conditions. The integrated grant management approach to planning, funding and delivering services provided by DVC eGrants is a key in delivering this objective.

Completion April 2006

Project team Project manager: Marc Scharpenack, **Marc.Scharpenack@dvc.vic.gov.au**, tel. 9208-3707. Suppliers: eGrants software development will be completed by a successful vendor after a comprehensive public tender process. DOI as DVC's IT service provider will host the eGrants application.

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Department of Human Services

Shared Service+Common Standards+Transformative

RESEARCH BUSINESS CASE IMPLEMENTATION
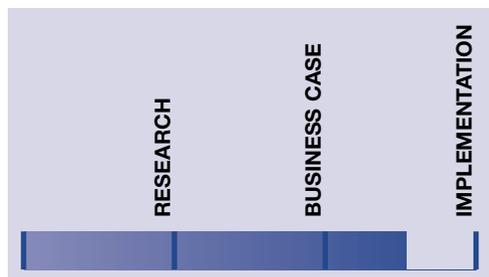
HealthSMART is a four-year program that will
- replace obsolete unsupported core applications with capable industry-standard products
- introduce new systems capable of supporting the transformation of health care
- refresh and develop ICT infrastructure, and
- deliver ICT services through shared resources using accredited products.

It is being delivered through three major project streams—Clinical Systems, Patient and Client Management Systems, and Resource Management Systems—and is supported by Systems Integration, Shared ICT Services, and Program Management Office teams.

HealthSMART emphasises partnership with healthcare agencies to deliver initiatives and outcomes, and has a strong focus on effective governance.

Status Approved and funded program ($323.5million over four years).

Board of Health Information Systems and Office of Health Information Systems established by Department of Human Services.

First contract for core application replacement signed with Oracle for a new Financial and Supply Management Information System. Planning ubderway for initial implementations in three lead agencies – Eastern, Peninsula and Bendigo.

RFT for replacement Patient and Client Administration Systems released to the marketplace after completion of a successful Gateway review.

Completion Implementation of the strategy over the four years 2003-04 to 2006-07.

Significance HealthSMART will increase the quality and safety of care and improve outcomes, develop more consumer-oriented health care, increase the efficiency of health care provision, improve the management and use of resources, and attract, retain and support a highly skilled workforce through the strategic application of information and communication technology.

Project team Director, Office of Health Information Systems: Fiona Wilson, **Fiona.Wilson@dhs.vic.gov.au**, tel. 9616-2787.
Manager, Clinical Systems: Patrick Burnett, **Patrick.Burnett@dhs.vic.gov.au**, tel. 9616-2813.
Manager, Patient and Client Management Systems: Anthony Bibby, **Anthony.Bibby@dhs.vic.gov.au**, tel. 9616-2808.
Manager, Technical Services: Hal Pringle, **hal.pringle@dhs.vic.gov.au**, tel. 9616-2160
Manager, Resource Systems Kevin McGregor, **Kevin.Mcgregor@dhs.vic.gov.au**, tel. 9616-2789,
Manager, Program Management Office, Norma Fredrickson, **norma.fredrickson@dhs.vic.gov.au**, tel. 9616-2690.

Comments Website: **http://www.health.vic.gov.au/ healthsmart/**
Email enquiries: **OHIS.GeneralEnquiry@dhs.vic.gov.au** or **OHIS.VendorEnquiry@dhs.vic.gov.au**.

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Department of Human Services

Transformative

The Department of Human Services' Office of Housing (OoH) provides public housing to Victorians in need. The OoH is also responsible for maintaining the department's housing properties, managing repairs, and collecting rents from tenants. There are currently separate systems tracking these functions. The Housing Integrated Information Program will replace these systems and will also incorporate a broad range of current technologies including mobile devices, graphical tools, workflow and flexible reporting.

RESEARCH — BUSINESS CASE — IMPLEMENTATION

Stage One 'Housing repairs'—manages the complete property repair cycle from Tenant requests for maintenance through to resolution and payment of contractors.

Stage Two 'Asset planning and project and contract management'—provides the end-to-end capability to manage both the existing and future property asset base.

Stage Three 'Housing rents and estates'—is fully integrated to facilitate the effective management of all aspects of rent setting, rental rebates, account management, arrears recovery in accordance with government policies and practices;

Stage Four 'Housing needs/Waiting Lists Management and Allocations'—will support the management of housing applications and allocations of government housing. The system records applicant provided data and, based on eligibility rules, provides information for decisions on an applicants' approval. The application will also manage the wait list and link people to available properties.

Status The Housing Integrated Information Program is a staged implementation that will progressively deliver increasing benefits to Office of Housing employees and their client base.

Significance The Housing Integrated Information Program will significantly reduce the administrative burden on the Department by providing it with easier access to information for improved decision-making and increased productivity. Specifically, the solution will enable the department to:

• more easily adapt the system to meet new policy initiatives
• improve asset planning and property utilisation
• assist in the control of property maintenance
• link with other government services.
Benefits for clients will include:

• improved decision-making will mean greater capacity for proactive interventions
• there will be no duplication of client details, providing a more streamlined service, and less confusion with client records
• common waitlist and assessment methods, will enhance access to Housing services for clients
• the ability to create contract and letter templates centrally and locally will facilitate easier communication with non-English speaking clients.

Completion 2006

Project team Project Director: Ray Baird, **Ray.Baird@dhs.vic.gov.au**. Supplier: Anite International Pty Ltd.

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ENTERPRISE

Government of Victoria
Office of the Chief Information Officer

Main menu | Departmental projects | **Integrated web measurement and demographic profiling of Victorian Government websites**

Office of the Chief Technology Officer

Shared Service

RESEARCH | BUSINESS CASE | IMPLEMENTATION

Market research to profile the users of Victorian government websites, find out which sites they visit and how often. Up to 200 government websites are participating in the project. The data sought from the online survey is being used to build a demographic profile of visitors to government websites. The results will tell us type of information visitors want, and what sites they visit over a period time. This will enable the government to target information and services more accurately to the people looking for them. Data will be collected for 18 months.

Status By 20 August, 495,342 invitations had been issued and 146,386 surveys completed. There has been a 29 per cent response rate to the survey.
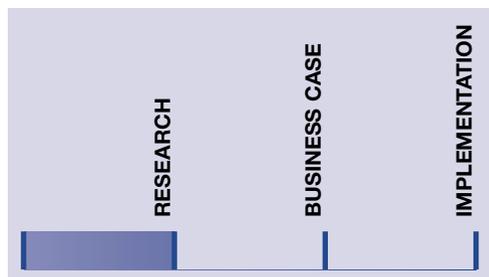
Completion The survey period will continue until May 2005. The pilot project initially incorporated 100 websites and finished March 2004. The full project has now been extended to incorporate up to 200 inner budget websites until the end of May 2005.

Significance It is first time we have coupled a close to whole of government picture of website activity with continuous demographic profiling of website users.

Project team Project Manager: Cheryl Hardy, **Cheryl.Hardy@mmv.vic.gov.au**. Suppliers: Deloitte Touche Tohmatsu, Nielsen NetRatings.

Comments Agencies have expressed an interest in the ongoing centralised funding of this project past end of May 2005.

Most surveys were completed by people aged between 16 and 35—46.63 per cent

Majority of respondents are from metro Melbourne—64.3 per cent

Significant use of government web sites comes from within the government, Health and Education combined sectors—38 per cent

8.43 per cent of Victorian rural and regional users of government web sites still use a 56k modem or slower

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ENTERPRISE

Government of Victoria
Office of the Chief Information Officer

Medications Management Project

Department of Human Services   *Transformative*

The aim of the Medications Management Project is to develop ways for computers to be used to create clarity and consistency in prescribing and to minimise the chance of error in administering medications. The technology will help prevent doctors prescribing drugs that conflict with a patient's existing drug regimen, and will allow them to look up information about a patient's known allergic reactions. It will include an automated dispensing project to assist pharmacists. Nurses will also benefit from the project with the development of a computerised system to track patient medications. Originally announced in October 2002 as 'ePrescribing', this project has been incorporated into HealthSMART—Victoria's Whole-of-Health ICT Strategy.

The Medications Management project will result in automation of current medication prescribing and administration processes which are currently manual and paper-based.

Status The project is receiving part funding through the Science Technology and Innovation Initiative from DIIRD and is in its initiation stage. A project team and steering committee to oversee the project have been established. An RFT for Clinical Systems is nearly completion and is expected to be released to the marketplace during the last quarter 2004.

Completion 2007 (This project is funded over the full period of implementation of the HealthSMART Strategy.)

Significance The project is significant in its potential to be a catalyst for change within the Victorian Public Health System. Medication therapy is a common element in the majority of episodes of care, and improvements offer opportunities for qualitative and quantitative benefit. The key outcomes anticipated are: (1) reduction in errors relating to medications management (prescribing, dispensing and administration), (2) reduction in adverse events (and associated bed-days) due to medication and medication error, (3) clinical staff freed-up from administrative activities to spend more time with patients, and (4) patient medication information available at the point of care.

Project team Director, Office of Health Information Systems: Fiona Wilson, **Fiona.Wilson@dhs.vic.gov.au**, tel. 9616-2787.
Manager, Clinical Systems: Patrick Burnett, **Patrick.Burnett@dhs.vic.gov.au**, tel. 9616-2813.

VicRoads

Transformative
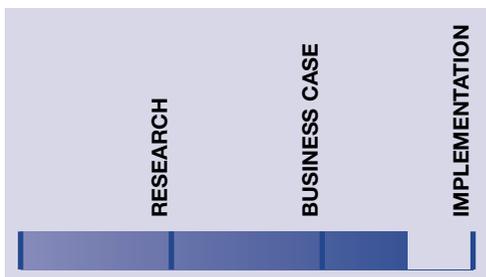
Information technology services for the VicRoads systems that support car registration and driver licensing in Victoria are currently supplied by IBM Global Services Australia. This single contract, which also includes the VicRoads' enterprise resource planning and data networks, is worth A$18million per annum and has been in place since 1994.

The outsourcing project currently underway in VicRoads breaks up this single contract in favour of two business services hosting contracts, and a telecommunications contract that also pulls in other services such as voice. This bundling allows a broader range of companies to make competitive and innovative offers. The three service bundles are:

- hosting and support services for vehicle registration and driver licensing systems, including online services
- hosting and support of the enterprise resource planning system (human resources, finance, etc.)
- telecommunications services for data communications, network, intelligent transport systems and telephony.

VicRoads will continue to deliver its desktop, Lotus Notes environment and LAN servers in-house.

An Expression of interest process has been undertaken for a fourth bundle, the provision of road information services including road asset, road crash and traffic statistics and a Request for Tender will be issued to shortlisted vendors shortly.

Status Tenders from shortlisted providers are being evaluated.

Completion 2004

Significance This process levels the playing field in competition for very large contracts, encouraging both competitive price offers and innovation.
For further information about 'selective outsourcing' see Tim Mendham, 'On the Road Again',
http://www.cio.com.au/index.php?id=820199908&fp=4&fpid=21
(12 September 2003).

Project team Project Director: John McNally, Chief Information Officer, VicRoads,
John.McNally@roads.vic.gov.au,
tel. 9854-2843.
Project Manager: Greg Chambers, Manager—Vendor Liaison,
Greg.Chambers@roads.vic.gov.au,
tel. 9854-2672.

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Public Records Office

Common Standards

A set of standards has been developed to reliably and authentically archive electronic records. Known as VERS (Victorian Electronic Records Strategy), these standards address the problem that current media and formats for archiving will be redundant within a few years. The strategy has implemented a number of practical projects within Victorian government, the latest of which is the design, development and implementation of an innovative Digital Archive which will provide a secure long-term repository for Victorian electronic records.

Status
• The Digital Archive project, which has been approved by the Minister for Victorian Communities, is scheduled to be operational in May 2005.
• Departments will be able to transfer their archival records, in a much more expedient fashion, to the Digital Archive through an e-business process.
• The Digital Archive will provide a consolidated view of the Victorian State archive holdings, integrating both the paper and electronic record collections. Access to electronic records will be available across the internet.
• The Australasian Digital Recordkeeping Initiative, to be comprised of VERS and the National Archives of Australian jurisdictions and New Zealand, will establish a common national standards framework for digital (electronic) records.

Significance Standardises the approach to archiving electronic records.

Project team Project Director: Howard Quenault, **Howard.Quenault@dpc.vic.gov.au**. Technical Manager: Andrew Waugh, **Andrew.Waugh@dpc.vic.gov.au**.

Department of Education and Training

Transformative

The Department of Education and Training has a central web development unit that coordinates the publication of content that has been written by department officers or authors external to the department. Several web authoring tools are in use and, across the department, varying compliance with whole of Victorian Government publishing guidelines.

A department-wide web content management system will provide business units and the central web publishing team with tools to streamline the production of web-based content, facilitate compliance with technical and design standards and greatly enhance the management of existing content, ensuring currency and consistency.
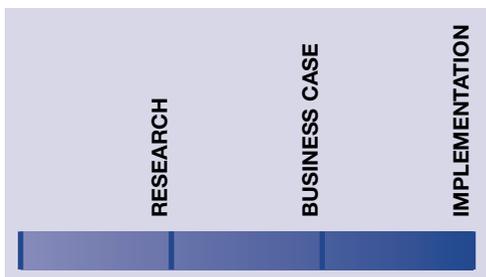
RESEARCH   BUSINESS CASE   IMPLEMENTATION

Status Contracts have been finalised with Documentum Inc for software licenses and maintenance and DMR Consulting for implementation services and support. The project is underway with implementation of initial sites planned to be completed in November 2004.

Completion November 2004

Project team Project Manager: Ian M. Hooke, tel. 9637-3443. Suppliers: Documentum Inc and Fujitsu Australia.

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Completed projects

Some recently completed
ICT-related projects that
may be of interest to ICT
managers implementing
new projects.

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ENTERPRISE

Government of Victoria
Office of the Chief Information Officer

e-Ministerials System

Department of Human Services

Transformative

'e-Ministerials' is an electronic management system for Ministerial and Secretary's briefings and correspondence across the Department of Human Services. The project developed the system to mirror the different ways in which various areas of a very large department do business.

Status The first phase of the system roll-out began in November 2003, and regions will have access to the system in February 2004.

Completion February 2004

Significance This project has real significance for most other government departments particularly those who are in the process of developing or implementing electronic document management systems for ministerial and executive documents.

Project team Project Manager: Paul McGee, **Paul.McGee@dhs.vic.gov.au**. Technical Project Manager: Dick Austin, **Dick.Austin@dhs.vic.gov.au**. Supplier: Advanced Data Integration.

Logical Data Model for Privacy and Consent

Department of Human Services

Shared Service
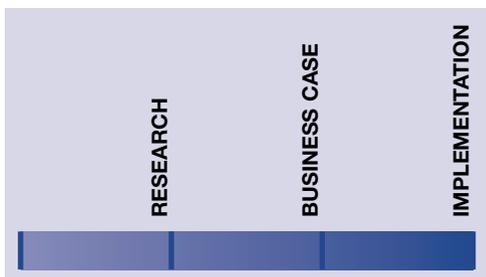
Typically, privacy and consent issues are handled by requiring suppliers to develop systems that comply with relevant legislation. The Department of Human Services has developed a logical model of privacy and consent that can be applied to any system, whether computer-based or paper-based, for the consistent management of privacy and consent issues.
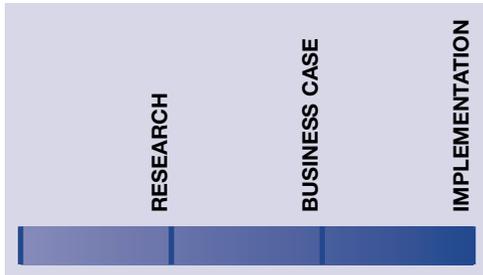
RESEARCH BUSINESS CASE IMPLEMENTATION

Status Completed 2003.

Significance Available for re-use, this model can be used to inform system development and standardise the response to legislative requirements.

Project team Senior Project Manager:
Tom Sutherland,
tom.sutherland@dhs.vic.gov.au,
tel. 9637 4710.
Project Manager: Dirk Schluter,
dirk.schluter@dhs.vic.gov.au,
tel. 9637 4665.

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ENTERPRISE

Government of Victoria
Office of the Chief Information Officer

Revenue Management, eBusiness, and VoIP projects

State Revenue Office

Transformative

The State Revenue Office's Revenue Management System (e-sys) and the development of the SRO's capacity to complete financial transactions online, have combined to allow the annual reconciliation of payroll tax. 95 per cent of payroll reconciliations (17,300 customers) can now be performed online. Sixty-five per cent of Land Tax Clearance Certificates (10,000 per month) are now completed online.

A new office of the SRO at Ballarat is among the first to implement 'Voice over IP'. (The State Library of Victoria was the first.)

Status Further developments: the stamp duties component is due for implementation at the end of November 2004, and user testing is underway. Payroll tax on-line transactions are under development and due to be implemented by May 2005.

Significance Improved effectiveness of managing SRO revenue collection activities—substantial reduction in SRO budget. Vastly improved speed in handling transactions and convenience for taxpayers. Early implementation of VoIP, simpler implementation of remote office and built-in disaster recovery facility.

Project team Technology Manager: Philip Dunlop
Philip.Dunlop@sro.vic.gov.au

Project Owner: Paul Broderick

The major service providers involved in these projects were Fujitsu, CSC, IT&T Services, RLM Systems, CISCO Systems, Performance Solutions Limited, Omniconnect and AAPT. SRO has since sourced all the IT services, development and eBusiness hosting internally.

Comments Gold Technology Award 2003 from the Technology in Government Committee: **http://www.nte.com.au/** .

Telephone and Information Reception Service—TIRS

Department of Human Services

Transformative
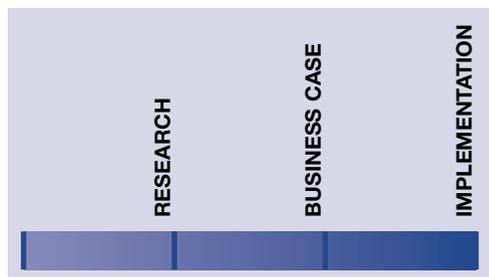
Getting the right information quickly and having messages conveyed accurately are crucial factors in the public's satisfaction with reception areas in government departments. In the Department of Human Services it is also important for reception staff to have systems in place that can properly track messages, and whether departmental officers have responded to an enquiry.

This pilot project, conducted in the Southern Metropolitan Region of the Department of Human Services, provided staff working at department reception points with a combination of revised business processes, a Lotus Notes application for tracking responses to messages, and certificate-level training.

RESEARCH BUSINESS CASE IMPLEMENTATION

Status Pilot Project completed 2003.

Significance Knowledge and technology developed in this pilot were a crucial step in the development of the Client Service Model Strategic Project strategies for reception points across the whole state.

Project team Project Manager Chris Carter, chris.carter@dhs.vic.gov.au.

Supplier: Groupware Consulting Pty Ltd.

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