ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

SOCIAL SERVICES PORTFOLIO

2013-14 Supplementary Estimates Hearings

Outcome Number: Cross Outcome - Across Programs **Question No:** 269

Topic: Cross Department / Corporate Matters

Hansard Page: Written

Senator Moore asked:

Can you please provide a forward plan of the IT systems development and integration for the next three (3) years including, specifically, the immediate integration of systems for the amalgamated areas?

Answer:
The former Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) developed and published an ICT Enterprise Architecture roadmap in July 2013. This work included an indicative three-year forward work plan for the development and integration of ICT systems as they were known to FaHCSIA at the time.

While this activity has prepared the Department of Social Services (DSS) well to integrate ICT functions that support programme areas forming the new Department, there is significant complexity associated with bringing together these disparate systems while maintaining business continuity.

Planning is underway to integrate the various ICT systems to support the new Department. Further analysis is required to determine the most effective and efficient manner to integrate and support all ICT systems into the future, including a review of the three-year work plan previously developed within FaHCSIA.