Senate Community Affairs Legislation Committee

SUPPLEMENTARY ESTIMATES - 21 NOVEMBER 2013
ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Information Technology – Income Security Integrated System (ISIS)

Question reference number: HS 74

Senator: Cameron
Type of question: Written
Date set by the committee for the return of answer: 24 January 2014
Number of pages: 1

Question:

a) When was this system introduced?

b) What are deficiencies of the current system?

c) What steps are being taken to replace the system?

d) Can you please provide the amount allocated in the budget (including over the forward estimates) for the replacement or upgrade of the system?

Answer:

a) The Income Support Integrated System (ISIS) was originally built in the late 1980s and has progressively been added to since then.

b) Increased complexity and lack of flexibility of ISIS has been emerging as a limiting factor in the department's ability to rapidly and efficiently implement government policy changes and other business process changes.

c) The department is in the early stages of developing a business case for the upgrade or replacement of ISIS. The department commenced work on this initiative in mid-2013 after it was announced in the 2013-14 Budget.

d) The 2013–14 Budget allocated $16.225 million over two years to develop the ISIS business case, which has been internally funded through offsets.