

**Senate Standing Committee on Economics**

**ANSWERS TO QUESTIONS ON NOTICE**

**Treasury Portfolio**

**Budget Estimates 2012**

**30 May 2012**

**QUESTION: BET 308 - 312**

**Topic: Siebel #1 (ATO)**

**Hansard Page: Written**

**Senator XENOPHON asked:**

I refer to the ATO's computer program Siebel:

- 308. Was there an open tender for the development of this program?
- 309. How much will the annual cost be to continue developing Siebel?
- 310. When will the Siebel computer system be fully operational - for example, when will users be able to upload all information directly to Siebel and not via the legacy system?
- 311. What is the annual cost for maintaining the mainframe/legacy system?
- 312. When will the mainframe/legacy system be decommissioned?

**Answer:**

- 308. The Siebel product was acquired as part of a Request for Tender (RFT) process conducted to identify and procure the technology platforms required to underpin the administrative and compliance reform objectives of the ATO's Change Program. The RFT process was conducted in 2004 and Siebel was selected as the platform or product to underpin client relationship management (CRM) activities as well as case and workflow solutions for ATO staff.
- 309. Siebel is a commercial off the shelf product and therefore subject to licensing fees of approximately \$1.5 million per annum, which includes access to vendor support. The ATO has a Siebel support team that is a blend of Australian Public Service (APS) staff and specialist contract personnel. This team costs approximately \$2.4 million per annum to maintain and its core function is to undertake production support and application maintenance activities to support Siebel. This includes the ability to undertake small change items for business activities.
- 310. Siebel has been fully operational since its initial deployment into production in October 2005. Since then the ATO has been expanding the functional elements of the platform to cater for new business requirements as they arise. Currently, Siebel provides case management, work management and client relationship management (CRM) capabilities. As a platform to deliver CRM services, Siebel allows the ATO to draw information together from many sources so that the relationship with the client can be more effectively managed and future requirements anticipated. It is not, however, the system used to upload all data directly. Information will continue to be entered into the relevant back end processing systems (for example, registration and accounting) and a copy then consolidated into the single client view in Siebel. Siebel does record taxpayer contacts with the tax office and notes made in relation to actions taken. This information is not recorded in any other system.
- 311. There is no equivalent legacy or mainframe system.
- 312. Please refer to the response provided to BET 311.