

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Budget Estimates 2012

30 May 2012

Topic: Siebel #2 (ATO)

Hansard Page: Written

Senator XENOPHON asked:

I refer to the ATO's computer program Siebel:

315. Will another computer company complete the migration of the data stored in the legacy system to Siebel and when do you expect this to be completed?
316. Given that the R3 rollout is completed, which parts of the roll out do you think could be improved on and what lessons could other government departments learn from your experience?
317. Where are the staff who work at the IT service desk physically situated?

Answer:

315. As stated in the response to BET 311, there is no legacy equivalent of the Siebel solution and therefore no further migration activity is required. The ATO has a forward program of work relating to Siebel enhancements that will be undertaken by the existing ATO Siebel capability. This capability is a blend of Australian Public Service (APS) staff and specialist contract personnel. Should a larger more significant enhancement be required to the Siebel platform, the ATO would seek to leverage capability from its panel contract arrangements, with the ATO maintaining a lead delivery role.
316. Over the duration of the Change Program there were a number of external, independent reviews that considered benefits and lessons learned. These were from scrutineers including Australian National Audit Office (ANAO) and the Inspector-General of Taxation (IGT). The ATO also sought assessment from independent assurers and information technology experts Aquitaine Consulting, CapGemini and CPT Global Limited on particular aspects of the Program.

Further to the Inspector General of Taxation's review into the Change Program conducted in 2010, the ATO commissioned a review by independent information technology experts CPT Global on the implementation of the Release 3 (R3) Income Tax stage of the Change Program during the period September 2009 to April 2010.

To explore benefits realised and lessons learned after a period of time following conclusion of the Change Program the ATO decided to commission a further review which was conducted by CPT Global Limited. Released in June 2012, this report, as well as earlier reviews, provide insight into lessons learnt and are available on the ATO website (www.ato.gov.au).

The ATO has considered areas for improvement and lessons learnt and shared these for the R3 rollout and broader Change Program experience by providing briefings, on request, to other Australian Government departments as well as international tax administrations.

317. The staff that work on the ATO IT service desk are located in Canberra and Sydney as part of our outsourced service desk arrangements with Lockheed Martin Australia.