

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Supplementary Budget Estimates 2016 - 2017**

Outcome: Early Childhood and Child Care

Department of Education and Training Question No. SQ16-001166

Senator Collins, Jacinta provided in writing

Proposed new IT system

Question

In relation to the proposed new IT system:

- (a) Has the Department undertaken a risk assessment for the new IT system? When?
- (b) What development risks have been identified?
- (c) What progress has been made on the business case for the IT system – is it up to the second pass stage yet?
- (d) What processes will have to happen before the system can be built and tested?
- (e) Are any consultants involved at all? What is their role? Who are they?
- (f) Has IMB been involved in any way in work towards the new system? In the design work, planning or tendering process for the new IT system?
- (g) What are the minimum timelines for developing the system for implementation?
- (h) When does the Department need a final decision from government in order to be ready for implementation from mid-2018?
- (i) Do you need legislation through the parliament before you can progress work? Is the fact the bill has not passed the Parliament holding progress up at all?
- (j) Has the Minister been briefed on the minimum timeframes required for the IF system to be operational on time? When was he briefed?
- (k) Did IT preparedness have anything to do with the decision to delay the start date for the child care package?
- (l) How long will providers need to test the system before it can go live? Will a side-by-side trial with the existing system be undertaken before the move to the new system?

Answer

- (a) The new integrated Child Care IT System has been the subject of continuous, rigorous risk planning and risk assessment, in the development of the Second Pass Business Case for the Information and Communication Technology (ICT) Investment approval process, throughout 2016.
- (b) The high level risks to the development of the integrated Child Care IT system include resourcing, the effectiveness of implementation of the IT system and delays in approving child care policy and legislation. These risks are being actively managed.
- (c) The integrated Child Care IT system is subject to Department of Finance ICT investment approval processes, which are complete.
- (d) The development of the integrated Child Care IT system included detailed design processes, underway since January 2016, to develop detailed high level business requirements, business scenario documentation and business process documents. These processes precede the building and testing of the system. The development of the integrated Child Care IT system will be informed by and follow the Digital Service Standard.

- (e) As at September 2016, the Department of Education and Training has not engaged any consultancies for this project.
- (f) No, IBM has not been involved.
- (g) The new integrated Child Care IT System is a major system build which will significantly change the way child care subsidy payments will be managed and monitored. As such the minimum time required for full development of the IT system is 18 months – this allows sufficient time for detailed design and development work as well as system testing, data migration, and user training.
- (h) Development of the IT system will commence in January 2017 to meet the mid-2018 implementation date.
- (i) Legislation is not required to progress work on the integrated Child Care IT system.
- (j) The department is unable to provide an answer to this question as it does not comment on advice to Government.
- (k) A number of factors regarding the timelines associated with the passage of legislation and implementation were considered.
- (l) Child Care providers and families will have an opportunity to test the system in the six months prior to implementation in July 2018. Processes that will be followed will be in accordance with the Digital Service Standard. User experience is an important aspect of the integrated Child Care IT System that will be thoroughly tested prior to system implementation.