# Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
BUDGET ESTIMATES 2012-2013


Finance and Deregulation Portfolio


**Department/Agency: Department of Finance and Deregulation**
**Outcome/Program:** 2/2.1
**Topic:** eGovernment Awards

**Senator: Ryan**
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**Question:**


**Senator RYAN:** AGIMO awards the Excellence in eGovernment Awards each year, doesn't it?
**Mr Sheridan:** Indeed, Senator.
**Senator RYAN:** What weight do you assign to website traffic in determining these awards? How important is the number of people visiting?
**Mr Archer:** We have criteria in assessing those awards. They are not explicitly linked to the volume of traffic; often the awards are given to sites that are brand-new which have been launched just recently.
**Senator RYAN:** Could you take it on notice to provide the criteria for those awards?
**Mr Archer:** Certainly.

**Answer:**

The Excellence in eGovernment Award recognises specific project initiatives.  In 2012 there were five separate categories:
* Applications Development
* Geospatial
* Government 2.0
* Project and Program Management and
* Service Delivery.

All five categories were judged on three common criteria (Criterion 1-3) and one category specific criteria (Criterion 4).

| Criterion 1 - Transformation of services to citizens, government or business. |
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| The initiative must demonstrate that it has significantly improved services to the community and/or citizens, facilitated business or improved government capabilities.<br>The judges are asked to assess the initiative on how it:<br>   •   meets the objectives of the agency;<br>   •   improves service delivery;<br>   •   demonstrates benefits to clients/end users; and<br>   •   improves government processes to create greater efficiencies. |

| **Criterion 2 - Innovative use of ICT in the delivery of government services** | |
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| The initiative must demonstrate innovation in the application of technology to create new or different services, or demonstrates the reuse of solutions to become a leader in its field.<br><br>The judges are asked to assess the initiative on how it:<br>&bull; uses information technology innovatively to improve services or solve problems;<br>&bull; demonstrates value-for-money;<br>&bull; demonstrates innovation or leading practice through reuse of systems, open standards, shared systems, environmental achievements, interoperability, security, data protection, or scalability; and<br>&bull; reflects a commitment to sharing the technology. | |
| **Criterion 3 - Accessible and usable ICT solutions** | |
| The initiative must demonstrate that it addresses accessibility and usability issues.<br><br>The judges are asked to assess the initiative on how it:<br>&bull; has considered accessibility and usability issues during development;<br>&bull; conforms to mandatory accessibility guidelines;<br>&bull; has consulted with users in the design; and<br>&bull; has undertaken usability testing. | |
| **Criterion 4 - Category specific criteria** | |
| **Applications Development** | The judges assess the extent to which the initiative demonstrates excellence in applications development. This is based on how well a nomination addresses complexity; how it meets customer/business needs; and how it enhances value and responsiveness for the user and its cost effectiveness, benefit and efficiency. This could also include custom-built development using open or proprietary technologies, development within a specific software platform environment and/or configuration of software platform components. |
| **Geospatial** | The judges assess the extent to which the initiative demonstrates excellence in geospatial initiatives and solutions. This is based on the how well a nomination addresses complexity, innovative application/development of technologies/techniques, future value to the geospatial community and customer satisfaction. |
| **Government 2.0** | The judges assess the extent to which the initiative demonstrates excellence in the use and effectiveness of Web 2.0 tools to improve agency and program performance. This is based on how well the initiative demonstrates the principles and effectiveness of Government 2.0 including better engagement with citizens, open and transparent government operations, and/or release of public sector information. |
| **Project and Program Management** | The judges assess the extent to which the initiative demonstrates excellence in the management of ICT enabled projects. This is based on a clear illustration of project management skills in the areas of project definition, project planning, project scheduling, project resourcing, project scoping, business requirements and customer satisfaction. |
| **Service Delivery** | The judges assess the extent to which the initiative demonstrates excellence in online service, collaboration and community engagement activities. This is based on how well an online service demonstrates usability and accessibility, whole of government application, value for money and customer satisfaction. |

Initiatives must also meet the following eligibility criteria:

- Must be submitted by a Federal, State, Territory and Local Government agency.
- Nominations must have the support of a Senior Executive i.e., Chief Information Officer, General Manager, Chief Executive Officer, Assistant Secretary or other appropriate Senior Executive representative.
- The activity to be recognised must have taken place in the past two years.
- Nominations that received recognition in the previous year's Award program (winner or finalist) cannot be renominated.