

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN CUSTOMS SERVICE

Question No. 89

Senator Ludwig asked the following question at the hearing on 13 February 2007:

CCF Project Management Review

Regarding the Customs Connect Facility:

- a) Provide a copy of the Project Management Review of the CCF mentioned at 3.42 (page 67 of the report)?
- b) Regarding the Project Management Review, what were the critical gaps in baseline documentation that were identified?
 - i) Why did these critical gaps occur?
- c) If a business case was deemed necessary for the EDI interface, why was one not needed for the web interface?
 - i) Who made the decision that it was unnecessary?
- d) Why was the Project Charter not implemented?
- e) Regarding the Project Management Body of Knowledge, which ACS insisted on switching to and then did not apply, was that intended to apply to the CCF as well?

The answer to the honourable senator's question is as follows:

- a) The Issues Paper which forms the Project Management Review referred to at 3.42 (page 67 of the report) is attached. It has been determined that there was no final report produced as referred to in the issues paper.
- b) The review identified the critical gaps in the baseline documentation as the project plan: the scoping statement, the workplan, the schedule of milestones, the budget, the resource plan, the issues register and the risk register. Refer to the report for further information.
 - i. The review did not identify how these gaps occurred. As mentioned in the ANAO CMR report, the review was initiated by the IT Branch to identify improvements that could be made to the governance and management arrangements. These reviews were part of the transition approach for the move of the Customs Connect Facility from the Office of Business Systems (OBS) to the IT Branch
- c) A key component of CMR was the communications gateway (the Customs Connect Facility) that delivered both an EDI channel/interface and an interactive online (web) service. The business cases for CMR and CCF covered both the EDI and web interface channels.
 - i. not applicable
- d) The project charter's focus was release 1 of the CCF and primarily comprised of a series of high level principles in relation to areas such as change management, quality management, risk management and configuration management. As part of the project management practices governing the CCF, these principles were formally covered by more detailed plans specific to these areas.
- e) The CCF used the Customs Project Management Handbook as the basis of its project management methodology.