



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON PUBLIC ACCOUNTS
Vicki Dunne MLA (Chair), Tara Cheyne MLA (Deputy Chair)
Nicole Lawder MLA, Bec Cody MLA



Inquiry into the Appropriation Bill 2019-2020 (No 2)

ANSWER TO QUESTION TAKEN ON NOTICE

Ms Playford: Yes, I will take the questions on this particular topic, just because our CDO is not available today. So yes, we are anticipating being able to spend this money. In some ways, this is an extension of a continuous business improvement that TCCS has been undertaking over several years and this is like the next—another sort of phase.

We are looking to move, I guess, 25 existing Access databases that we have over the total time for this program into a cloud based customer-centric platform using a single digital account that the Chief Digital Officer would have talked to you about, and ensuring that we have that compatibility with Access Canberra as they move to cloud based products.

So the specific ones in the sort of next tranche; we have already had a stage of upgrades to our systems related to domestic animals. We are expecting that this year we will be able to finalise the second stage of the improvements to the database related to domestic animals, particularly beneficial for our field staff who will have access on the field with portable devices to more up to date information to be able to do checking on the site.

Eventually we will move to a sort of more customer tracking type system, where people who put in questions will be able to get—know exactly where they are up to, so it will have that greater interface with the Access Canberra system as it is upgraded through the Fix My Street process.

So the ones for this financial year in particular are the domestic animal stage; Yarralumla nursery and its system for managing its inventory and orders, et cetera. Our trees area and maintenance area. So we have a large database for the 700,000 trees and the various inspections that are done and the various care and maintenance that are done for various trees.

And also customer inquiries around various trees and the links to the tree protection legislation. So that is probably the big things we will be working on in the first tranche. And playground inspections. I can provide on notice the list of all 25 sort of business areas we will be covering over time.

THE CHAIR: That would be great. Thank you, Ms Playford. Thanks.

MS LAWDER: Does this—Ms Cheyne probably has better recollection of this. The many committees I have been on over the years have talked about closing the feedback loop between Fix My Street and—is this part of that?

Ms Playford: Yes. That is absolutely right. This is about—so what we will end up with is a system that is probably more comparable to when you buy stuff online and you will be able to track exactly where you are up to. Where your, I guess, issue is and have that kind of access to—so that is probably, you know, as we work through.

Initially, it will ensure better feedback through the Fix My Street, but as that system is upgraded, it will allow us to enhance the capability of what we push out. Eventually, we will be able to get to potentially, you know, like, SMS type notifications, et cetera. Those sort of capabilities as we move to a cloud based platform.

MS LAWDER: And when will all the work be finished or individual parts of that feedback loop be closed between the systems? How long is this project?

Ms Playford: The bulk of these—this project is—

MS LAWDER: Between five databases or—

Ms Playford: Is anticipated to be complete in—over the next two financial—yes, this financial year and next financial year.

MS CHEYNE: Okay. And so what—

Ms Playford: So by the end of June 21. Sorry.

MS CHEYNE: So is there—with these 25 systems—

Ms Playford: No, June 22, sorry.

MS CHEYNE: Yes. With these 25 systems, are the upgrades going to be occurring in a priority fashion?

Ms Playford: Yes, so we are just working through if—

MS CHEYNE: So what is the highest priority?

Ms Playford: At the moment, the domestic animals one, which is—because we have already sort of started that one. It is basically a second stage. And then trees. Well, we are actually—we have just set up a sort of project governance across the directorate and we are just working through the various priorities and finalising that.

MS CHEYNE: Okay. I think Ms Lawder and I say that Fix My Street should be in your top one.

Ms Playford: Well, the Fix My Street is actually Access Canberra. But I guess what we are trying to do is make sure when they have been—

MS CHEYNE: Access Canberra have told us repeatedly in the Annual Report hearings that it is you, so.

Ms Playford: Okay. Well, we are absolutely making sure the systems are compatible so that when the information comes in, it goes through and goes back. And so that is exactly what these upgrades do, is ensures that we are using one single platform.

MS CHEYNE: Yes, okay. So these 25 systems—

Ms Playford: At the moment, they are databases, essentially.

MS CHEYNE: So are they all databases or are some of them hard copy files?

Ms Playford: My understanding is they are all access databases.

MS CHEYNE: Okay.

Ms Playford: Which—yes, digital systems.

MS CHEYNE: Yes. Okay. And why has it taken us so long to move away from Microsoft Access?

Ms Playford: Well, I guess getting funding has been one of the issues, but also moving to—I guess we have been working across government to ensure that we can work towards what is the best single platform to use across government and we are at that stage now. And the chief digital officer is driving that work.

MS CHEYNE: Okay.

MS LAWDER: And will people still be able to phone in and report? They will not have to go online themselves?

Ms Playford: Yes.

MS LAWDER: Yes.

THE CHAIR: Okay.

MS LAWDER: So can I just clarify? Maybe my original question was a bit muddled. So do you expect it all to be completed by end of June 22?

Ms Playford: The bulk—

MS LAWDER: Will there be some available earlier or will you—

Ms Playford: Yes. Yes, no, absolutely. We are doing them in tranches and we are just working through—we have got the first few sort of already. Some of them are, you know—have done sort of stage 1 and this is sort of the next stage. Like, the domestic animal service is a good example of that.

And we are just working through at the moment. We have got the sort of first few priorities off the line and, you know, the trees database is definitely a high priority for us and playground inspections is up there as a priority for us. But we are just working through exactly what the priority should be and what the timings will look like and—

MS LAWDER: Public toilets? Is that up there?

Ms Playford: Public toilets will be one of the systems, as will road maintenance. There is a whole range of systems.

MS CHEYNE: Will you let us know what these 25 systems are?

Ms Playford: Yes, happy to take that on notice and provide a list.

MS LAWDER: In the order that they will be done or—

Ms Playford: Well, I think we are still working through exactly what the order will be, but we can provide you perhaps some groupings.

MS CHEYNE: Yes. To the extent to which you know at this stage some of the timeframes.

Ms Playford: Yes. Yes. We are certainly looking at what we see as sort of high priority, medium priority, and then next lot. That is where we are trying—and then within those priorities, high priorities where we are trying to time them out.

Mr Chris Steel MLA: The answer to the Member's question is as follows:—

The new platform will not replace existing systems one for one. The platform will instead look to group together like systems that perform similar functions. The systems will be replaced over a 2-year period with the first systems to be in production later this calendar year and other systems to follow in regular releases with the final systems in production by July 2022. The exact order will be determined once the results of the RTF has been received. The 25 systems that have been identified as current priorities to be replaced include:

City Service Modules

1. Playground Safety Inspections
2. Tree Management
3. Graffiti Management
4. Tree Protection Act
5. DAS Management - Phase 2 and Licensing and Compliance
6. Community Paths
7. Bins Management
8. Building Application
9. Field Management (including Fix My Street)
10. Works As Executed Registry
11. Ranger Complaints
12. PinForce
13. SMS Emergency communications
14. Verge Management

Roads Modules

15. TTM Management
16. Road Maintenance
17. Business Services

Territory and Business Services

18. Nursery Management

Transport Canberra

19. Transport Module
20. Community Bus Services
21. Bus Charters
22. Flexible Bus
23. TC Buses Incident Management
24. Lost Property Management
25. Shoe Box

Approved for circulation to the Standing Committee on Public Accounts



Date: 1/3/20

By the Minister for City Services, Mr Chris Steel MLA

