



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
JEREMY HANSON MLA (CHAIR), MICHAEL PETERSSON MLA (DEPUTY CHAIR), SUZANNE ORR MLA,
MARK PARTON MLA

Inquiry into referred 2015–16 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE
27 February 2017

QON 22* Asked by MR COE:


In relation to: iConnect

1. What is the current status of the iConnect project and how is it providing anytime, anywhere access to services that personalises engagement with the ACT Government?
 - a. Are targets for the iConnect project now on track?
 - b. How much has been spent on the iConnect project so far?
 - c. What is the current projected cost of the iConnect project?

CHIEF MINISTER: The answer to the Member's question is as follows:–

1. Following some acknowledged delays last year due to technical, integration and cloud issues, the iConnect project is now progressing well. Work is progressing with Service NSW to establish a Customer Identity Management service in the ACT based on the proven NSW platform. This platform is the foundation for personalised services through digital channels and will provide a single entry point with authenticated customer credentials that can be matched with customer data for a more streamlined service delivery.
 - a. Yes. The first release of a Customer Identity Management platform is scheduled for July 2017. The rollout of ACT Government services to the platform will commence soon after. The project is expected to be completed by 30 June 2018.
 - b. \$9.6 million has been expended to date on the iConnect project (end February 2017).
 - c. \$20.8 million by 30 June 2018. This is within the current budget allocation.

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature: 

Date: 17.2.17

By the Chief Minister, Andrew Barr MLA

