



STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM

JEREMY HANSON MLA (CHAIR), MICHAEL PETERSSON MLA (DEPUTY CHAIR), MARK PARTON MLA,
SUZANNE ORR MLA

**Inquiry into referred 2016–17 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE**



Asked by MR COE MLA:

Chief Minister, Treasurer and Economic Development Directorate 2016/17 Annual Report,
Government Policy Reform, Output 1.1

In relation to Digital Transformation:

1. What digital transformations are taking place and what are the costs associated?
 - a. What training has been provided to staff in relation to this digital transformation?
 - b. How difficult is it to retrain staff on new digital processes and systems?
2. Please provide an outline of the Digital Strategy Implementation Workshops?
 - a. How many took place and what were the topics discussed?
 - b. Are these provided by ACT Government employees, or external contractors?
 - i. If contractors, what was the name of the contractor and;
 - ii. What was the cost of the contract?
3. Please outline the Digital Initiative Program and what were the results of the trial?
 - a. What was the scope of the research and analyst access?
 - b. How is this raising digital knowledge and awareness of the service?
4. Please outline the iConnect and what technologies have been used in the program?
 - a. What feedback has been received from users about their preferences?
 - i. How has this shaped the ACT Digital Account?
5. How does the use of Software as a Service Cloud (SaaS) platform addresses the architecture, technical, legislative and publically sensitive issues of customer identity?
6. What platform or website is referred to in the statement that iConnect has led to "the development of a secure, user friendly citizen identify and access management platform?"



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

1. Digital transformation can occur on a large scale or within business units. Large ICT transformative programs are funded within the Budget process, and smaller local transformation can occur with changes to existing business processes.
 - a. The ACT Government entered a 12-month subscription to digital and technical research provided by Ovum that is available to every ACT Government employee. With access to this information business units can self-educate on how to apply digital transformation to their business areas. Individual business areas are responsible for training staff in any new system or process that is implemented – the type of training would depend on the complexity of the system or process change.
 - b. The amount of effort required to retrain staff on new digital process and systems depend on the system and the amount of change involved. Large changes can be managed within a change program, and smaller changes can be made incrementally over time.
2. The Digital Strategy Implementation Workshops were facilitated by the Chief Digital Officer as a way of assisting directorates align their individual technology and business plans with the ACT Government Digital Strategy.
 - a. Seven Implementation Workshops were conducted during 2016-17. Each session began with an overview of the ACT Government Digital Strategy, followed by an interactive, guided discussion.
 - b. All workshops were provided by ACT Government employees.
 - i. Not applicable
 - ii. Not applicable



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3. The Digital Initiative Program, coordinated by the Office of the Chief Digital Officer (OCDO), was a trial to provide responsive funding for small digital initiatives outside of the normal budget cycle. Funding for projects was covered within existing directorate budgets. In 2016-17 Strategic Board approved three projects:
 - a whole-of-government subscription to the Ovum Knowledge Centre
 - a project to investigate the feasibility of a whole of government community facilities booking system
 - a project to plan a better coordinated, 'one government' web presence.
- a. The first project was a 12 month whole-of-government subscription to the Ovum Knowledge Centre. Ovum provide objective, expert knowledge and advice on ICT and digital transformation to governments and corporations around the world. Under this subscription, Ovum provides all ACT Government employees with:
 - access to its pool of experts to give objective, specialist advice on specific digital matters on an as-required basis
 - a weekly report on an emerging issue or technology sent by email
 - presentations on emerging issues as required
 - access to the Ovum Knowledge Centre that holds a wealth of expert analysis.
- b. Access to this service raises digital knowledge and awareness across the Service by giving all employees the opportunity to read and research information on digital topics regardless of their position or directorate. Subscription take-up has been enthusiastic, with over 350 people at all levels and from all directorates accessing the Knowledge Centre. As this is a self-service subscription people are able to search for topics relevant to their particular work areas without a prescriptive list being provided by management. Included as part of the subscription, the OCDO organise presentations by Ovum specialists on topics relevant to digital transformation. These interactive sessions encourage discussion and knowledge sharing.



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4. iConnect is a program of the Office of the Chief Digital Officer that is driving digital transformation with a key focus on enabling digital service delivery for citizens. To date iConnect has established the ACT Digital Account, technology that offers verification of a citizen's identity online and, as a shared platform the opportunity for all Directorates to access to deliver more digital services.
 - a. Engagement of users has been undertaken at various stages of service design and technology development to gather user insight and apply improvements iteratively to the ACT Digital Account.
 - i. The ACT Digital Account has been shaped by primary and secondary user research, resulting in a digital experience design that is intuitive, mobile first and user centred in relation to look, feel, design, language, flow and other user experience preferences.
5. The ACT Digital Account platform is built using Software as a Service (SaaS) technology, meets all ACT Government legislative and security requirements, and has:
 - International Organisation for Standardisation (ISO) for Information Security (27001) and ISO for Information Technology (27018)
 - Applied the Cloud Security Alliance Framework
 - Australian Government Information Security Management compliance
 - Australian Signals Directorate certification

A citizen's personal information in the ACT Digital Account is encrypted in transit and at rest. The Digital Account also utilises a citizen opt in approach, and requires customer consent to store or disclose personal information. This robust approach to privacy and security addresses the publicly sensitive issue of citizen identity information being available in Cloud technology.



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6. The ACT Digital Account uses a SaaS platform to provide the citizen identity access and management capabilities.

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

Signature: *Andrew Barr*

Date: 23.11.2017

By the Chief Minister, Andrew Barr MLA

