



Australian Government
Department of Finance and Administration

Australian Government Information Management Office

International standards in the Australian Government

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What does AGIMO do?

- Business group of the Department of Finance and Administration, reports to the Special Minister of State the Hon. Gary Nairn MP
- Manages and facilitates the application of information and communications technology (ICT) to enable the better delivery of services and better government administration
= “e-government”
- Seeks to deliver a more co-ordinated and citizen-driven focus to e-government initiatives



What does AGIMO do?

- e-government is more than just applying ICT to government processes
- Merely applying ICT doesn't improve or transform outdated services and processes
- For ICT to deliver real efficiencies, agencies must also reform the accompanying business processes



Four strategic priorities

- March 2006 Cabinet endorsed the e-government strategy *Responsive Government: A New Service Agenda*
- Meeting users' needs
- Building connected service delivery
- Achieving value for money
- Enhancing public sector capability



Building connected service delivery

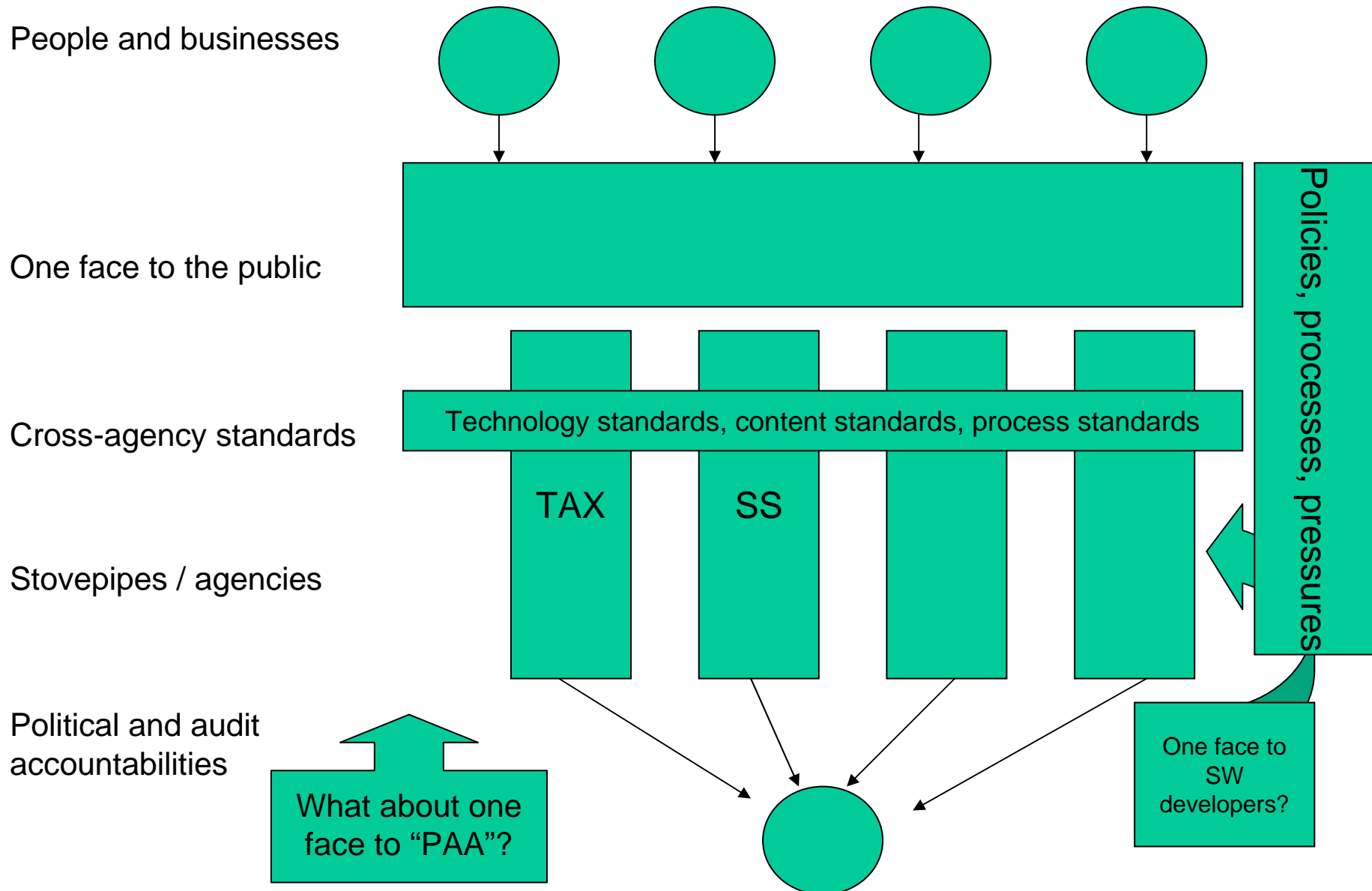
- Agencies can no longer operate in isolated silos, and will be required to work together
- Service-oriented architecture (SOA)
- Cross-agency interoperability standards
- Common, standardised, modular data will enable to more efficient business processes

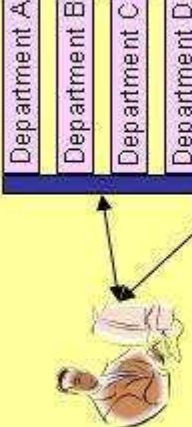
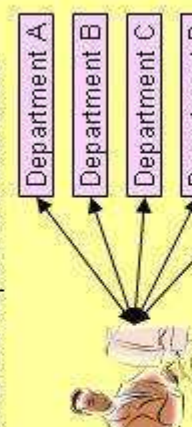
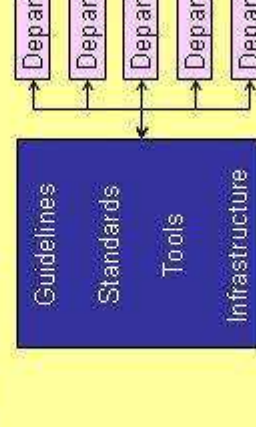
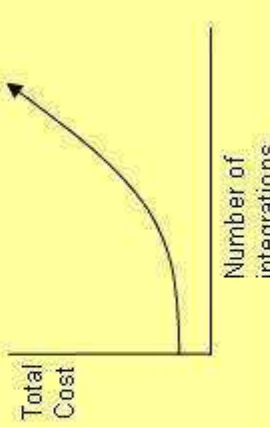


Today's Presentation

- Context: What problem(s) are we trying to solve? Why?
- GovDex: providing Tools and Methods to help agencies develop solutions using standards
- An example
- Next Steps

Common View for OASIS eGov TC?



<p>AS-IS</p> <p>Citizens access Federal, State and Local Government services through numerous department interfaces.</p> 	<p><i>For the front-office to migrate from this scenario...</i></p> <p>↑</p>	<p>TO-BE</p> <p>Citizens access Government services through streamlined interfaces.</p> 
<p><i>Requires the back-office to migrate from this scenario...</i></p> <p>↓</p>	<p><i>...to this scenario.</i></p> <p>↑</p>	<p>Departments manage & utilise a multilateral integration framework to assemble and deliver services.</p> 
<p><i>Which also shifts level of spend on IT integration from this scenario...</i></p> <p>↑</p>	<p><i>...to this scenario.</i></p> <p>↑</p>	<p>Total Cost</p>  <p>Number of integrations</p>

Maximising the Government's IT investment

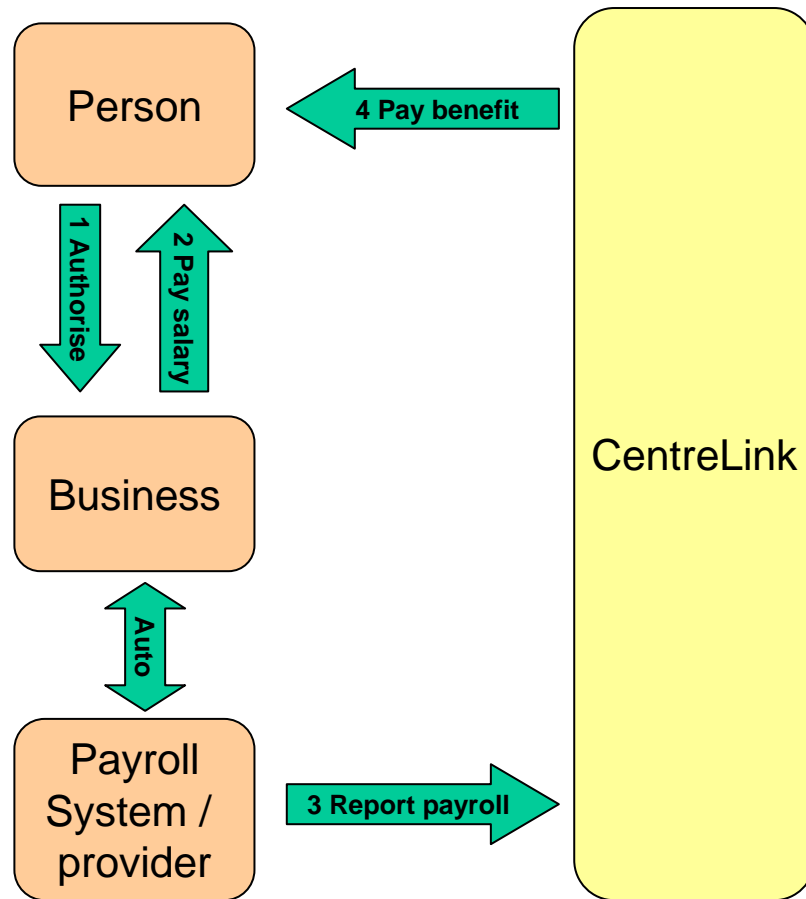
Example

**Centrelink (Social Security)
Integration with Employers**

The Problem

- Casual workers receiving income support must estimate their income.
- Often they get it wrong and owe \$ to government.
- If we can interface directly with employer payroll systems we can eliminate this problem.

Scenario



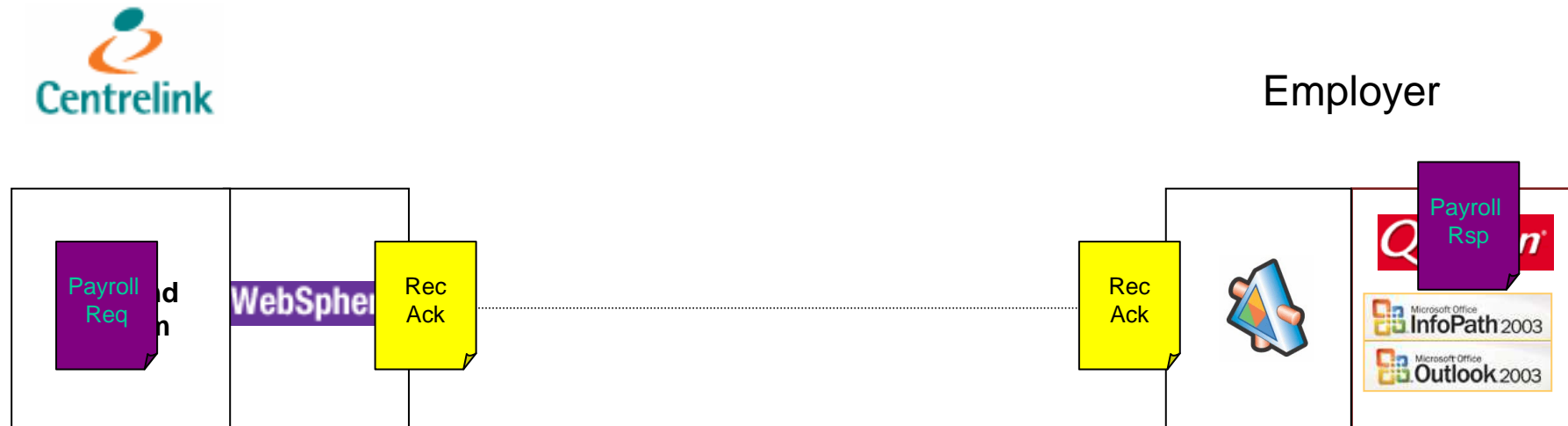
Real time automated payroll reporting:

- Eliminates manual processes
 - Reduces admin costs
 - Eliminates error
 - Simpler for citizen and business
 - Reduced CentreLink debt
- ## But how to manage:
- Diversity of payroll systems
 - Cost effectiveness for SMEs
 - Whole of government consistency
 - Privacy and security
 - Managing a large community

Approach

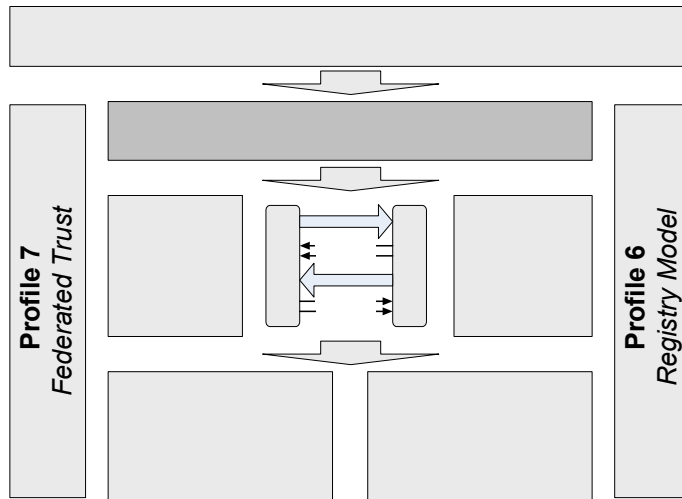
- **Apply standards**
 - At the technical layer by defining re-usable “profiles” for the application of web service standards.
 - At the semantic layer by building models from the same library of re-usable core components.
- **Maximise Re-use**
 - Of integration components by providing a framework where all MYOB customers can leverage the same plug-in.
 - Of community data by providing a publish once, discover many times registry of businesses and their services.
- **Be practical**
 - Cost should be less than benefit for any business large or small.
 - Don’t expect users to buy new equipment or learn new things.

How has GovDex been used: Centrelink



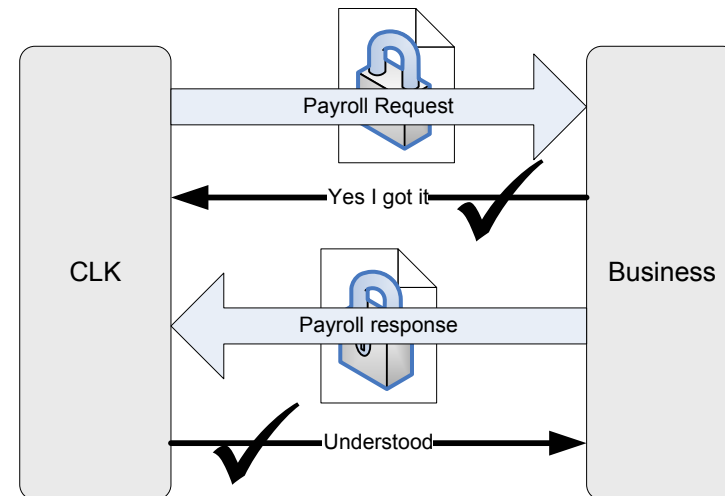
- The GovDex method of developing and deploying the integration to employers has reduced costs enough to make this implementation possible.

Concepts – “profiles and patterns”



- Define how to use standards
- Promote interoperability
- Reduce deployment effort
- Leverage common patterns

Request – response transaction pattern





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Next Steps

Agencies need to be able to define and depict business processes in a standardised way.

This enables agencies to:

- Construct a strategic view of business processes and their interdependencies
- Analyse opportunities for process collaboration as well as identify process redundancies
- Support interoperability initiatives and the delivery of shared services

Next Steps ...

AGIMO is proposing to develop a government reference model that agencies can use to classify processes and generate a common analytical framework.

AGIMO is currently identifying the interfaces used to integrate processes between agencies in the Human Services portfolio. A reference model would help AGIMO to roll this work out to other portfolios by providing a consistent approach to process description.



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Thank You

Questions?

Govdex.gov.au

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