



International Council of Information Technology in Government Administration (ICA)

2005 Australian Country Report

1. Introduction

The effective use of Information and Communications Technology (ICT) is helping government in Australia to build economic, social and cultural capital for citizens and business. ICT is pervasive in all Australian Government functions, from the delivery of healthcare and education, to the collection of taxes and the protection of borders.

Australia's e-government impetus is to simplify the complexity of government for citizens and business, and improve the efficiency of government administration at the same time. The Australian Government is committed to the continuing reform of government operation, which underpins better electronic service delivery to citizens and business. Since the late 1980s, Australia has been a leader in reforming public administration. Efficient public administration, together with Australia's

- strong economic growth
- stable economy
- solid investment in e-government and
- strong track record in administrative reform over the past two decades

help to maintain Australia's leading international position in respect of e-government.

Furthermore, government makes a significant investment in ICT in Australia. At the national level, the Australian Government's expenditure on ICT is approximately AUD\$5 billion annually and growing.

More Australians are dealing with government electronically than ever before, and the level of satisfaction with this experience is high. The 2005 study [*Australians' Use Of and Satisfaction with E-government Services*](#) showed that in 2004

- 39 per cent of Australian adults used the internet to contact government compared with 21 per cent in a similar 2002 study
- 90 per cent of internet users accessing government services online achieved what they wanted and
- community and social services were the most popular e-government services accessed.

Australia's continued success in meeting the challenges of e-government builds on its citizens' high uptake of technology enabled services and the provision of ICT infrastructure. E-commerce in Australia is estimated to be worth AUD\$11.3 billion annually. At the end of 2004 61 per cent of households had internet access at home. The use of broadband by home internet users increased from 42 per cent in November

2004 to 51 per cent in April 2005. Additional information regarding the information economy and ICT infrastructure statistics in Australia is provided on the [Department of Communications, Information Technology and the Arts](#) benchmarking website.

Australia has unique challenges in implementing e-government. Some challenges are specific to Australia's constitutional arrangements, with three levels of government – federal (known as Australian Government), state and local – and devolved decision-making authority across government agencies.

In the context of these constitutional and administrative arrangements, effective collaborative governance is crucial, because Australia is a federated system of government and its approach to e-government is not mandated. Australia adopts a principles-based approach to e-government that allows for practical and flexible implementation. Each level of government creates and implements its own e-government strategies, taking account of each other's directions. Where there is a strong business case, governments collaborate to provide services, such as for the cross jurisdictional recognition of aged pensioner concession cards. Details of Australia's governance arrangements in relation to e-government are provided below under 'ICT Governance Framework'.

Another challenge, unique to Australia, arises from the diverse needs of Australia's population. While 90 per cent of Australians live in cities, making Australia's population one of the most urbanised in the world, these cities are located thousands of kilometres apart and are divided by vast deserts and mountain ranges. Ten per cent of Australians live in more remote locations that are sometimes hundreds of kilometres away from a town of any size. Additional information is provided on the [Geoscience Australia](#) website.

This gives Australia unique infrastructure issues, even in the context of ICT. Against these uniquely Australian conditions, governments work to give fair access to government services to all citizens through technology. In this context, an example of how ICT is being used to help citizens is [HealthConnect](#). This is a whole of government approach to improving the continuity of health care in rural and remote locations. It utilises technology for improved secure patient data sharing across public and private health care providers.

Meeting the whole of government challenge is not simply a matter of establishing new ways of accessing information. It is, more importantly, about fundamental reform of how the public sector operates. Australia's vision of connected government integrates policy development and connects services across all aspects of government – that is across health, education, welfare, business, justice, housing, and land and water management.

Topics of Major Interest

Three key e-government topics in Australia are

- whole of government service cards
- identity cards and
- ICT investment frameworks.

2. Government Structure

The Commonwealth of Australia is a constitutional monarchy based on a federal – state system. The Official Head of State is the British monarch, who is represented by the Governor General. The Governor General is appointed by the British monarch on the advice of the elected Government. The executive power vested in the Crown is exercised by an elected cabinet headed by the Prime Minister. The two houses of parliament (House of Representatives and the Senate) are elected approximately every three years. Additional information about the structure of government is provided through australia.gov.au, the Australian Government's single entry point to over 700 electronic government services.

Under the Australian Constitution, the Australian political system operates as a federation with three jurisdictions – federal (or Australian Government), state/territory and local government. The organisational approach adopted by the Australian Government is agency-driven with shared leadership on multi-agency and whole of government initiatives, particularly for ICT investment and governance. This shared leadership model is underpinned by ministerial councils and inter-departmental committees and working groups of officials. Under Australia's model of shared leadership

- decisions and strategies relating to multi-agency and whole-of-government issues are determined through inter-departmental committees
- promotion and coordination of these decisions is undertaken by a central agency and
- implementation is the responsibility of individual Australian Government departments and agencies.

A productive economy and government sector requires coordination and alignment of ICT infrastructure not only across the Australian Government but also across all levels of government and with the private sector. The 2004 Australian Government report [Connecting Government](#) signalled the importance of coordination in policy advice and programme and service delivery for public administration in Australia and recommended directions for building on existing approaches to working across organisational boundaries.

ICT Governance Framework

[The Australian Government Information Management Office](#) (AGIMO) fosters the efficient and effective use of ICT by Australian Government departments and agencies. It provides leadership in defining and driving whole of government ICT strategy, standards, technical architecture; embracing security and resilience issues.

AGIMO reports to Special Minister of State, Senator The Hon Eric Abetz. AGIMO is led by a General Manager who also has the role and title of Australian Government Chief Information Officer.

AGIMO transferred to the [Department of Finance and Administration](#) on 27 October 2004. The Department of Finance and Administration (Finance) is a central agency which supports the achievement of the Australian Government's policy objectives by contributing to four key outcomes

- sustainable Government finances
- improved and more efficient Government operations
- efficiently functioning Parliament and
- effective and efficient use of ICT by the Australian Government.

The [Information Management Strategy Committee](#) (IMSC) and the Chief Information Officer Committee (CIOC) were established in December 2002, with secretariat provided by Finance (AGIMO). The IMSC, with the support of the CIOC, brings a strategic whole of government focus to the Australian Government's use of ICT.

With membership at portfolio level, the IMSC and the CIOC have established the foundations of connected government by delivering these significant outcomes.

- Establishing standards for data exchange between agencies in the [Technical Interoperability Framework](#).
- Providing a model for a consistent approach to government authentication in the [Australian Government Authentication Framework for Business](#).
- Providing leadership on ICT sourcing in the [Guide to ICT Sourcing for Australian Government Agencies](#) and related [SourceIT website](#), thereby allowing agencies to easily share information, cooperate and adopt strategic sourcing approaches.
- Rapidly rolling out FedLink to provide encrypted communication between agencies.
- Developing the *Australian Government Service Delivery and Access Distribution Strategy* for improving the quality and lowering the cost of government service delivery arrangements, including managing multiple channels and service delivery capability.
- Developing interoperability frameworks to assist in the exchange of information and data between agencies.
- Collaborating on projects such as the Health Insurance Commission and Australian Taxation Office e-tax customer access pilot.
- Developing proposals to guide agencies towards networked government.

In April 2004 the Chief Information Officer Forum was established to enable smaller Australian Government agencies to more effectively consult and disseminate information on ICT uptake and implementation. This Forum assists members develop strategies to implement interoperable and consistent approaches to electronic service delivery.

In August 2004 the Cross Jurisdictional Chief Information Officer Group was established. It addresses e-government issues that span the three levels of government in Australia. It facilitates information sharing and fosters collaboration and client focus. This group comprises the Chief Information Officer of the Australian Government, Chief Information Officers of state and territory governments and New Zealand, and the Chief Information Officers of key Australian Government departments and agencies with cross-jurisdictional responsibilities. Key issues that have been identified for consideration by the Group are

- identity management
- investment and benefit models
- data sharing
- governance of shared resources
- enterprise architecture and
- barriers to cross jurisdictional data sharing.

[The Online Council](#), formed in 1997, is the peak ministerial forum for consultation and coordination on the information economy. Members represent the three levels, or jurisdictions, of government in Australia. Secretariat to Online Council is provided by the Department of Communications, Information Technology and the Arts (DCITA). The Secretariat is undertaking a review of the Online Council and its working groups.

The Integrated Transactions Reference Group was established in 2002 and is one of several working groups supporting the Online Council. Tasked by the Online Council to develop a strategy to better enable collaborative service delivery in a cross-jurisdictional environment, this Reference Group developed the [National Service Improvement Framework](#). This Framework delivers a process for engagement and a series of re-usable business agreements to facilitate collaborative service delivery across Australian jurisdictions. Finance (AGIMO) is engaging with Australian Government departments and agencies to raise awareness of this Framework and identify collaborative service delivery opportunities. This Framework is being applied to a number of collaborative projects across jurisdictions.

An exposure draft for the *National Government Interoperability Framework* (known as the nGIF) has been finalised by this Reference Group. The nGIF aims to develop an agreed approach to implementing cross agency integration, in particular helping to deliver a standardised approach to semantics. It is with Australian jurisdictions for consultation.

3. Strategic Approach to E-government

Australia's approach to e-government is characterised by the focus on whole of government delivery, and improved quality of service. The key steps Australia has taken to improve electronic service delivery to citizens and business have been

- meeting the commitment to 'deliver all appropriate Australian Government services electronically by 2001'
- strengthening the focus towards greater efficiency and better return on ICT investment, while, at the same time, designing services around the expectations of citizens and business
- supporting greater trust and confidence in electronic transactions with government
- providing more convenient access to services at times and in ways that citizens and business want and
- engaging citizens and business in the design and provision of more responsive government electronic services.

Australian Government agencies are identifying priority areas for service improvement, where better linkages can bring a tangible benefit to a citizen's experience of electronic government services. At the same time, they are improving the ways information is made available to relevant parties and delivering more effective electronic services.

Australian Government agencies are enhancing electronic service delivery by making it cheaper, faster and easier for citizens and business through

- better infrastructure
- multi-channel service delivery
- more strategic ICT investment
- services designed in response to the needs of citizens and business and
- whole of government approaches.

E-Vision

The Australian Government vision for e-government is articulated in the 2002 publication [*Better Services Better Government*](#). It is complemented by the Management Advisory Committee [*Connecting Government*](#) Report of 2004 and [*Strategic Framework for the Information Economy 2004-06*](#), published by DCITA. AGIMO contributed to the development of these reports and statements.

In 2004 AGIMO published [*Future Challenges in E-Government*](#), a series of papers commissioned on community collaboration, multi-channel delivery, collective accountability, privacy and legal issues, accessibility, value and evaluation, and organisational and management issues. While AGIMO did not concur with all the views in these papers, they have contributed to debate on e-government in Australia.

To enhance Australia's e-government endeavours, the Australian Government will release a new e-government strategy before the end of 2005. It will focus on service transformation and better value for citizens and government.

Critical ICT Infrastructure

Protection of Australia's critical infrastructure relies on a cooperative national partnership between the Australian Government, state and territory governments and the private sector. In the 2004-2005 budget the Australian Government allocated AUD\$50.2 million over four years, across eight Australian Government agencies, to Critical Infrastructure Protection. This funding will be used to assist telecommunications and internet service providers, broadcasting and postal industries to improve the protection of Australia's communications infrastructure.

The Attorney General's Department (AG's) is the lead agency in Australia for critical infrastructure protection. The Critical Infrastructure Protection Group in AG's is responsible for identifying and providing advice on the protection of Australia's information infrastructure where ICT incidents may be defined as critical.

The Critical Infrastructure Advisory Council is the peak national body on critical infrastructure protection. Members of this council are drawn from all government jurisdictions and the private sector. The council advises the Attorney General on national issues and oversees the work of the Trusted Information Sharing Network for Critical Infrastructure Protection (TISN). The TISN is concerned with planning to mitigate vulnerabilities in physical and information infrastructure. Occasional national and international forums are convened to discuss specific critical infrastructure matters.

The Information Infrastructure Protection Group is an Australian Government inter-departmental committee for coordinating policy and technical responses. Australia's Computer Emergency Response Team ([AusCERT](#)) monitors and evaluates global computer network threats and provides Australia-wide alerts for information security incidents.

DCITA is responsible for the [e-security](#), including the [E-Security National Agenda](#). Finance (AGIMO) is responsible for government authentication and related e-government matters.

Information about Australia's critical infrastructure protection strategy is available from the [National Security](#) website.

4. Organisational Issues

This section outlines Australia's standards, guidance and frameworks developed to support the efficient and effective government use of ICT.

Interoperability

In 2004 AGIMO reviewed the *Australian Government Technical Interoperability Framework* to align it with evolving technical and business requirements of government and the marketplace. Version Two of the [Australian Government Technical Interoperability Framework](#) was released by Special Minister of State Senator The Hon Eric Abetz on 1 August 2005. It delineates Australia's standards-based approach for supporting the flow of information across Government and the public sector. Version Two of the Framework includes

- an agreed conceptual model
- greater detail in standards development and
- case studies.

Version Three of the *Technical Interoperability Framework* is under development and will include examples of best practice on the deployment of standards in a range of technical scenarios.

In May 2004 the Information Interoperability Working Group was convened by AGIMO. It addresses issues raised in the [Connecting Government](#) report, the CIOC focus on improving the quality and lowering the cost of government service delivery arrangements and the IMSC goal of increased service integration. The Working Group is developing standards for using information across traditional agency boundaries while having due regard to privacy and security requirements.

Finance (AGIMO) works with the Online Council's Integrated Transactions Reference Group to foster better services across jurisdictions through collaboration and integration. Over the past twelve months the following initiatives have been achieved.

- A [National Service Improvement Framework](#) and Principles for Collaboration have been developed and testing in pilot projects across jurisdictions is underway.
- Agreement has been reached to jointly fund across jurisdictions the *National Service Improvement Project*. This project will be informed through additional pilot projects developed in consultation with jurisdictions.
- Agreement has been reached to develop a *National Government Interoperability Framework*. This framework will seek to align interoperability frameworks in the context of standard reference architecture for the three levels of government.

Authentication

On 21 March 2005 the Special Minister of State Senator The Hon Eric Abetz launched the [Australian Government e-Authentication Framework for Business](#), including implementation guidelines. This e-Authentication Framework for Business is based on a risk management approach. It provides a means to align transaction requirements

with authentication techniques and thereby facilitate trust in online transactions between Australian Government agencies and business entities. The Framework recognises that different authentication mechanisms are needed for different types of transactions, depending on the degree of risk involved. This approach is similar to online authentication frameworks in the United Kingdom, the United States of America and Canada.

The Framework currently focuses on authenticating business. Future steps involve extending the Framework to include the authentication of individuals by mid 2006.

Commonwealth Employee Identity Management

Finance (AGIMO) is working with the Authentication Working Group to develop a [Commonwealth Employee Identity Management Framework](#) by mid 2006. This Framework will standardise the processes of evidencing, validating, authenticating and managing the physical and digital identity of Commonwealth (Australian Government) employees and contractors, both within agencies and across agency boundaries.

The objective of the Commonwealth Employee Identity Management Framework is to facilitate an integrated system of business processes, policies and technologies that enable improved mobility of employees across the public service. It is envisaged that agencies will be able to control their users' access to critical resources and online applications, while protecting confidential personal and business information from unauthorised users.

Demand and Value Assessment Methodologies

Following the 2003 [E-government Benefits Study](#) and its recommendation to develop consistent methods to assess demand, value and agency return on ICT investment, and the subsequent release in May 2004 of the [Demand and Value Assessment Methodologies](#) Australian Government agencies have been actively applying these new tools.

The Demand and Value Assessment Methodologies is a tool for measuring demand and value in government ICT projects. It is being applied by agencies to underpin business cases and develop transparent and auditable assessments of demand and value propositions for online government programmes. The tool has also been applied in an evaluative sense, by using the principles to look back at the progress of programmes already online and reconfirm their objective so that they continue to meet the demand and value propositions originally defined.

ICT Investment Model

Finance (AGIMO) has commenced developing an *ICT Investment Framework* to further support improved return on the Australian Government's investment in ICT. This model seeks to improve agency ICT strategic planning and responsiveness to

- whole of government strategic priorities
- project performance management and evaluation
- sharing services across agencies and
- streamlining procurement and contracting processes.

The *ICT Investment Framework* will focus on improving the quality of project business cases including the rigour of cost-benefit analysis. It will encourage more comprehensive agency consideration of governance, risk, interoperability, re-use and scalability in respect of ICT investment.

ICT Sourcing

Finance (AGIMO) provides advice on ICT sourcing through the [SourceIT website](#). In May 2004 AGIMO published [A Guide to ICT Sourcing for Australian Government Agencies](#) to provide objective information to assist agencies in making more strategic ICT sourcing decisions. It provides a framework for considering the key challenges and issues that agencies are likely to confront. It uses the following four-phase lifecycle approach to ICT sourcing

- assess the case for change
- decide sourcing strategy
- undertake procurement and
- manage the new sourcing solution.

The Guide has been well received and is in widespread use. A review and reprint of the Guide is planned for later in 2005. To build on this initiative, an inter-agency ICT sourcing forum will be established to provide an opportunity for ICT sourcing practitioners from across the Australian Government to share lessons learned and resource materials.

Open Source Software

The Australian Government has an 'informed neutrality' policy on the use of open source software, whereby agencies purchase software to best meet their business needs, within the value for money framework laid down in the Australian Government's [Commonwealth Procurement Guidelines](#). This policy is outlined by Finance (AGIMO) in the publication [A Guide to Open Source Software for Australian Government Agencies](#), which was launched by the Special Minister of State, Senator the Hon Eric Abetz, on 18 April 2005. The Guide to Open Source Software has had positive national and international media coverage. It has been well received by the open source software community, open source software vendors, industry commentators and proprietary software vendors.

'Whitebranding' and ICT Solution Sharing

In conjunction with an Australian software development company Finance (AGIMO) developed a web content management system based on an open source system. Through a process known as 'White-Branding' Finance (AGIMO) is making an enhanced version of the product available to government agencies in Australia and not-for-profit organisations, at no direct cost.

On 27 April 2005 the Special Minister of State, Senator the Hon Eric Abetz, released a [White-Branding documentation suite](#). The documentation suite is a guide for eligible government agencies and not-for-profit groups in Australia on using the white-branded content management system.

Models are being developed by Finance (AGIMO), in consultation with agencies and stakeholders, for sharing other business solutions with potential multi-agency or whole of government application that have been developed by or for Australian Government agencies. The approach will include managing intellectual property, release partners and licensing. The models under development include these options

- full open sourcing
- limited open sourcing within government and other specified communities and
- limited sharing solely within the Australian Government.

Standards, Policies and Legislation

The new [Web Guide](#), released by Special Minister of State Senator The Hon Eric Abetz on 10 March 2005, provides a single point of access for practitioners to obligations, policies and tools for building and maintaining government websites. The Web Guide is structured around the lifecycle of a website and provides policies, guidelines and better practice advice. It includes information ranging from accessibility, privacy and usability, to information architecture, navigation and archiving electronic publications. The Web Guide provides easy access to the Better Practice Checklists as well as the Guide to Minimum Website Standards (MWS) and Online Information Service Obligations (OISOs), which are produced by Finance (AGIMO). The MWS and OISOs are being reviewed.

The Australian Government has adapted existing legislation to ensure non-discrimination between electronic and handwritten documents and signatures. Australia's legislation is technology neutral. It allows sharing of customer data through secure channels with explicit authorisation required to protect individual privacy.

The *Spam Act* (2003) prohibits the sending of unsolicited commercial electronic messages without prior consent. The *Cybercrime Act* (2001) covers computer crimes such as hacking, denial of services, spreading computer viruses and website vandalism.

Better Practice Guidance and Solutions Sharing

Finance (AGIMO) produces [Better Practice Checklists](#) to help ICT practitioners, business owners and others enhance their understanding of issues arising from making better use of ICT to support business activities. Better Practice Checklists are published regularly and cover the major areas of

- information and knowledge management
- website development, operation and management
- communication and marketing and
- specialist and emerging technologies.

A new suite of Better Practice Checklists will be published later in 2005. Individual checklists are published electronically as they become available.

[Communities of practice](#) are practical vehicles for sharing and building knowledge and promoting better practice. They provide opportunities for government practitioners to

share solutions and build competencies and expertise. AGIMO has initiated four e-government communities of practice.

- Content management.
- Marketing of e-government services.
- E-democracy.
- Australian Government Agencies Based in Victoria.

ICT skills in the Australian Public Service

The Australian Public Service Commission (APSC) has been working on a request from the Management Advisory Committee (MAC) to address strategic workforce issues in the Australian Public Service (APS). The *Connecting Government* report issued in 2004 found that to meet the challenges of the 21st century, APS employees will need to be multi-skilled, flexible, intellectually agile and capable of operating effectively in the information age.

In a tightening labour market, agencies will find it increasingly difficult to attract and retain the right people with the right skills. A report covering these issues will be produced by the APSC soon, with the title *Managing and Sustaining the APS Workforce*.

Arising from this work, the need was identified to establish a small number of professional communities in the APS, focusing on four critical areas including accounting and ICT. Finance, through AGIMO, will establish professional communities in these areas. The professional community for workers in ICT will be established within the framework of the IMSC and the CIOC and will be led by AGIMO.

E-procurement

Finance (AGIMO) manages the E-procurement Strategy for the Australian Government, within the broader, devolved procurement policy framework. This devolved approach allows agencies flexibility in implementing solutions to meet their specific business requirements, and recognises that uptake is dependant on each agency establishing a comprehensive business case. Consistent with the experience in other jurisdictions, the outcomes from e-procurement projects have varied and return on investment is sometimes difficult to achieve or quantify.

Later in 2005 the Australian Government will release a *Strategic Guide to E-procurement*. The Guide will provide practical assistance to agencies that are considering e-procurement.

Government Domain Naming

Finance (AGIMO) manages the gov.au domain. This involves working with state and territory governments to develop policy and providing domain name registration services to agencies. The Online Council plays a leading role in setting policy and endorsing major decisions that affect the gov.au domain.

In 2004-2005 AGIMO, in consultation with state and territory governments, initiated reform to improve the integrity and stability of the gov.au domain. These new arrangements will see improved

- governance through a cross-jurisdictional Domain Consultative Committee and
- service quality through contracting an accredited commercial domain Registrar to provide registration and user support services to agencies.

AGIMO anticipates completing the transition to new service arrangements for the gov.au domain by September 2005.

5. Operational Issues

This Section provides information on approaches to service delivery, measurement, marketing and feedback in Australia.

Measurement

The first in a longitudinal study series of [*Australians' Use of and Satisfaction with E-government Services*](#) was released by Special Minister of State Senator The Hon Eric Abetz on 21 June 2005. The study provides Australian data that will assist governments design services to meet future demands and expectations. It shows how Australians are using a range of channels to access services provided by the three levels of government. It provides data on citizens' level of satisfaction with these services and their preferences and expectations. The study, which provides baseline data for planned annual longitudinal examination of Australians' use of and satisfaction with e-government services, showed that in 2004

- 39 per cent of Australian adults used the internet to contact government compared with 21 per cent in a similar 2002 study
- 90 per cent of internet users accessing government services online achieved what they wanted and
- community and social services were the most popular e-government services accessed.

The Online Connection to Government

The Australian Government continues addressing citizens' preferences for how they access government services and information. Consistent messages from Australians through the 2003 *E-Government Benefits Study* and the 2005 *Australians' Use of and Satisfaction with E-government Services* have been that customers want to access government without necessarily having to know who in government deals with what issues.

The Australian Government's single entry point, australia.gov.au, provides high quality online government information and service delivery to the public, in an attractive, accessible and user-friendly way. Australia.gov.au uses an award winning search and browse facility to consolidate government information and services from all Australian Government websites into a single, easy to remember entry point. The Australian Government is marketing australia.gov.au so that the benefits of a single entry point are better known to consumers.

The Australian Government continues to improve information and service delivery to citizens. A fundamental change in approach is the shift in focus from the number of websites, to the quality and governance arrangements for the content of government websites. This new approach may result in a significant reduction in the number of Australian Government websites. Websites remaining will provide more rich, better quality, multi-faceted online information and services to the public. This shift will be based on business cases, online standards, and guidance provided by Finance (AGIMO). Benefits will be greater value and return on investment for government

from the online channel and better information and service delivery outcomes for the citizen.

Access and Distribution Strategy

The IMSC has developed an *Australian Government Service Delivery Access and Distribution Strategy*. This Strategy addresses how information, transactions and services are delivered to and accessed by citizens and business as government agencies move toward delivering services in an integrated, networked, multi-channel environment. This Strategy will

- support a consistent citizen experience across all government agencies
- improve the collaboration between agencies and
- improve the understanding of current and future service delivery capability.

The Strategy will be released in late 2005. Key messages from the Strategy will be communicated to agencies through case studies, publications and projects using tools outlined in the Strategy.

Connected Government Website

The [Connected Government website](#) was released on 16 August 2005. This website responds to the recommendation in the *Connecting Government* report 'to improve cross-agency information sharing should be communicated to agencies through a whole of government web presence'. The website helps public servants understand how to work across Australian Government departments and agencies. Governance of the website is through a cross-agency committee, with Finance (AGIMO) responsible for technical management and the Australian Public Service Commission responsible for content management.

Communication and Marketing

[Information events and seminars](#) for government employees are regularly held by Finance (AGIMO) to promote effective and efficient e-government implementation, optimise information sharing and facilitate government ICT outcomes. These events feature case studies, new and innovative applications of technology, discussion of whole of government issues and future directions.

Finance (AGIMO) also regularly publishes case studies, such as [Transforming Government Volume Two](#) (2005), to provide examples of how the effective government use of ICT continues to improve productivity and services to citizens and business.

6. Other Issues

Australian Government Consultative Committee on Knowledge Capital

Finance (AGIMO) supports the activities of this Consultative Committee in developing guidelines and best practice for measuring intangibles. AGIMO is currently supporting the establishment of the *Society for Knowledge Economics*, a professional body which seeks to provide leadership in the management of knowledge capital.

A new project, the *Intangible Capital Investment Methodology* (ICIM) project aims to deliver metrics for valuing intangible benefits that derive from ICT investment in government. Specifically, the ICIM will develop metrics for valuing the intangible effectiveness and efficiency of the GovDex project.

GovDex is a repository resource which facilitates a multilateral, whole of government approach to integration and interoperability initiatives. It aims to provide the infrastructure needed to generate alignment in the design and deployment of back-office information across agencies. It is expected that the ICIM project will be showcased, along with other government and private sector pilot projects, at the international Congress on Knowledge Capital in November 2005.

NEW E-GOVERNMENT PROJECTS

| Project | Released | Description |
|---|-----------------|---|
| Australian Government Web Guide | 10 March 2005 | Australian Government single electronic entry point for practitioners to obligations, policies and tools for building and maintaining government websites |
| Australian Government e-Authentication Framework for Business | 21 March 2005 | Framework based on risk management and the alignment of transaction requirements with authentication techniques to ensure trust in online transactions between Australian Government agencies and business entities |
| Transforming Government Volume Two: Enhancing Productivity | 6 April 2005 | Case studies demonstrating the effective government use of ICT to improve productivity and electronic service delivery to citizens and business |
| Guide to Open Source Software | 18 April 2005 | Guide on open source software in the context of agency business needs and the value for money framework of the Australian Government Commonwealth Procurement Guidelines |
| White-Branding Documentation Suite | 27 April 2005 | Guide for eligible government agencies and not-for-profit groups on using the white-branded content management system developed by Finance (AGIMO) |
| Australians' Use Of and Satisfaction with E-government Services study | 21 June 2005 | First report of an annual longitudinal study of use of and satisfaction with e-government services, presenting results from 2004 research |
| Updated australia.gov.au single entry point | 23 June 2005 | Australian Government single electronic entry point to 700 government services and information |
| Technical Interoperability Framework Version Two | 1 August 2005 | Agreed standards-based framework to support the flow of information across Government and the public |

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E-GOVERNMENT PROJECTS – 2005-2006

| Project | Description |
|--|---|
| New Australian Government e-government strategy | New Australian Government e-government strategy focusing on service transformation and better value for citizens and government |
| Australian Government Service Delivery Access and Distribution Strategy | Strategy to bring about a consistent citizen experience when transacting electronically with government through improved agency collaboration, electronic service integration and multi-channel delivery |
| Strategic Guide to E-procurement | Practical guide for agencies considering e-procurement |
| Suite of Better Practice Checklists | Practical guidance for ICT practitioners, business owners and others to enhance better use of ICT to support business activities |
| Australians' Use Of and Satisfaction with E-government Services – 2006 | Second report of an annual longitudinal study of use of and satisfaction with e-government services, presenting results from 2004 research |
| Commonwealth Identity Management Framework | Framework for an integrated system of business processes, policies and technologies to enable improved mobility of employees across the public service |
| Australian Government e-Authentication Framework for Individuals | Framework based on risk management and the alignment of transaction requirements with authentication techniques to ensure trust in online transactions between Australian Government agencies and individuals |
| Version Three Technical Interoperability Framework | Enhanced standards-based framework to support the flow of information across Government and the public sector |
| A Guide to ICT Sourcing for Australian Government Agencies (2 nd Edition) | Updated guide to assist agencies make more effective ICT sourcing decisions |
| National Interoperability Framework | Framework for an agreed approach to implementing cross agency/jurisdiction integration, in particular helping to deliver a standardised approach to semantics |
| ICT Investment Frameworks | Frameworks to improve return on the Australian Government's investment in ICT, incorporating whole of government strategic priorities, project performance management and evaluation, sharing services across agencies and streamlining procurement and contracting |

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| | processes |
| Government Domain governance | New arrangements to improve government domain name registration governance |
| National Service Improvement Project | Practical application through pilot projects of the National Service Improvement Framework |