

Australian Public Service  
Information and Communications Technology Strategy 2012 – 2015

October 2012

On Thursday 4 October 2012, David Tune PSM, the Secretary of the Department of Finance and Deregulation, released the Australian Public Service (APS) Information and Communications Technology (ICT) Strategy for 2012-2015.

The Strategy has been developed and will be implemented by the Secretaries' ICT Governance Board (SIGB), of which Mr Tune is Chair. The SIGB will also review the Strategy on a regular basis to ensure that it remains relevant to Government priorities and to the opportunities provided by advances in ICT.

The Strategy is available [here](#) (PDF).

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## The Strategy

The Strategy outlines how APS agencies will continue to use ICT to drive better service delivery, improve government operations, drive productivity, and to engage with people, the community and business. It supports better, more accessible government services for people, and positions the APS to respond to rapid technological change. The Strategy statement is:

*“The APS will use ICT to increase public sector and national productivity by enabling the delivery of better government services for the Australian people, communities and business, improving the efficiency of APS operations and supporting open engagement to better inform decisions.”*

To increase productivity, the Strategy identifies six strategic actions across three priority areas. These are:

1. **Deliver better services**—more effective use of ICT delivers improved productivity and streamlined, high quality government services that are personalised, easy-to-use and can be linked to other services. The strategic actions to realise this outcome are:
  - building capability—improving ICT knowledge, skills and capacity across the APS to deliver more efficient, effective and improved services; and
  - improving services—using ICT to simplify and join together services that government provides to individuals and businesses, while ensuring security and privacy.

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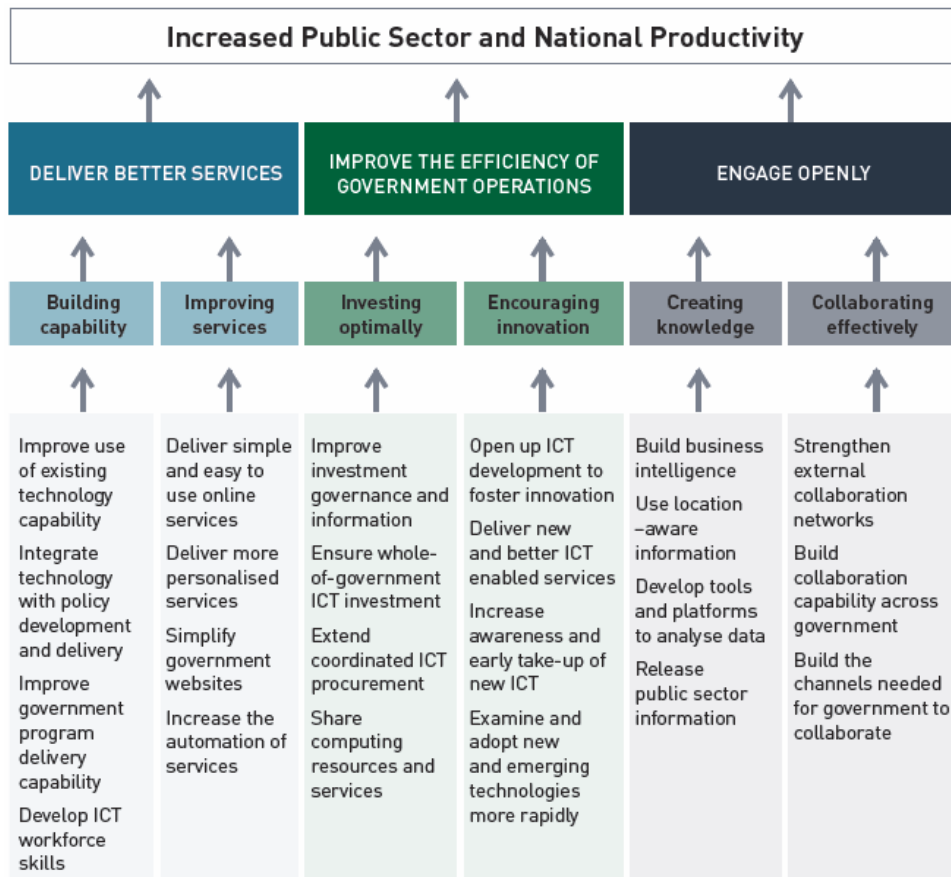
2. **Improve the efficiency of government operations**—more innovative and strategic use of ICT ensures greater value and more effective policy delivery that takes advantage of technology-enabled opportunities. The strategic actions to realise this outcome are:

- investing optimally—targeting and coordinating ICT investment and sharing resources and services to deliver the greatest value and improve efficiency and effectiveness; and
- encouraging innovation—harnessing the full potential of the digital economy and new technologies to promote innovative ideas and take-up of technology-enabled improvements.

3. **Engage openly**—more active involvement of all stakeholders builds knowledge, sparks ideas and growth, and better informs decisions and solutions that meet local needs. The strategic actions to realise this outcome are:

- creating knowledge—generating, sharing, managing and more effectively using information to improve decision-making, drive economic growth and tailor services and policies to local needs; and
- collaborating effectively—strengthening networks, creating partnerships and using a variety of technologies to involve the wider community in developing policy and informing service delivery.

**Diagram: Strategic actions and projects within the three priority areas of the Strategy**



## Implementation

Included within the Strategy is an Implementation Plan, which outlines proposed projects that will progressively be rolled out to achieve the 2015 objectives. The Implementation Plan identifies timeframes and expected outcomes. The SIGB will appoint lead agencies, which may take the role of program leaders for a specific range of projects, as mentors or as thought leaders sharing expertise and experience with other agencies.

Financial Management and Accountability (FMA) Act agencies will implement the Strategy work program. Defence and Australian Intelligence Community agencies will implement the actions of the Strategy that are relevant to their administrative, financial, personnel and other non-specialist and non-defence capability ICT systems.

### **Background: Secretaries IT Governance Board**

The Secretaries IT Governance Board (SIGB) is a Board of Secretaries and Chief Executives representing central bodies, portfolio departments and delivery agencies. The SIGB was formed in 2009 as part of the Government's response to the ['Review of the Australian Government's use of ICT'](#). The SIGB is the main authority on significant matters and emerging issues arising in the context of whole-of-government ICT policy. The SIGB oversaw the implementation of the ICT Reform Program and reported progress to the Expenditure Review Committee (ERC).

The Board's role includes:

- Oversee and monitor the implementation of the ICT Strategy;
- Develop and set whole-of-government strategic ICT policy;
- Agree opportunities and priority areas for standardisation, consolidation and common approaches based on demonstrated business value to Government;
- Assess agency requests for opt-outs from agreed common ICT approaches that are set by either the SIGB or by Government;
- Be responsible for the strategic management of ICT investments across FMA Act agencies and review, on an annual basis, key trends in the Government's ICT expenditure;
- Be responsible for determining the Government's response to emerging ICT trends and issues;
- Build a coordinated view of ICT capabilities and facilities across Australian Government agencies;
- Oversee the activities of lead agencies who are progressing whole-of-government ICT initiatives; and
- Consider and review the Australian Government Information Management Office's (AGIMO) annual work plan and the work plan of the Chief Information Officer Committee (CIOC).

More information about the Board is available [here](#).

### **Background: Australian Government Information Management Office**

The Australian Government Information Management Office (AGIMO) is an office within the Department of Finance and Deregulation that provides advice and services on ICT to enable the delivery of better and more efficient Australian Government services. A dedicated program management office in AGIMO will assist SIGB in the implementation of the Strategy. AGIMO will work with agencies to develop detailed implementation approaches that deliver the strategic priorities and improve



productivity. AGIMO will advocate strategies to SIGB and the Government for endorsement and will support SIGB in its portfolio coordination and governance roles.

More information about AGIMO is available [here](#).