



## **Public Accounts Committee**

### **Inquiry into Information and Communications Technology (ICT) Procurement and Contract Management**

#### **Call for Submissions**

#### **Inquiry Terms of Reference**

*The Public Accounts Committee will inquire into and report on the procurement and contract management framework applicable to the delivery of Information and Communications Technology (ICT) projects across the public sector.*

*The Committee will focus on examining elements of best practice in ICT procurement and contract management and the ways in which these can be applied in Western Australia.*

*The Committee intends reporting to Parliament by 25 August 2016.*

#### **Background Information**

Information and Communications Technology (ICT) is a critical part of the fabric of government, enabling it to provide services and communicate with citizens efficiently. The Western Australian public sector spends at least \$1 billion per year on ICT goods and services.

Over the last ten years, consecutive governments have struggled to ensure that the significant expenditure on ICT is achieving the best possible outcomes. The Western Australian Government has been criticised by industry, the media and the Auditor General for its lack of capacity in delivering ICT projects and achieving positive ICT outcomes more generally.

ICT also presents great opportunities for Western Australia. New technologies and new service delivery models present new ways for governments to deliver services, engage with the community and save costs.

These challenges and opportunities are not unique to the state and governments around the world are responding in a variety of ways. Initiatives being undertaken around the world include:

- Implementing policies that drive and guide government adoption of new service delivery models and technologies, such as cloud computing.
- Stimulating and developing local industry through universities, start-ups and small to medium enterprises.
- Creating online "one stop shop" portals to rationalise and simplify government services.
- Centralisation and consolidation strategies to reduce costs such as purpose built government data centres.
- Revisiting and redeveloping ICT procurement strategies and frameworks.

## Call for Submissions

The Committee is now inviting submissions from interested parties. The Committee is looking for submissions that address any of the following questions:

### **DELIVERY OF ICT:**

- What are the common problems witnessed in public sector delivery of ICT goods and services?
- What elements represent best practice in ICT delivery?
  - ICT delivery includes: Project Planning, Contract Management, Project Management, Project Status Reporting and Reviews.
- How do we best measure or define success in ICT delivery?

### **GOVERNMENT ICT SOLUTIONS FOR WESTERN AUSTRALIA**

- What are the latest developments (domestic and/or international), in the area of government ICT systems?
- What jurisdictions (domestic and/or international) have adopted the latest developments in government ICT systems that have demonstrably reduced the cost, and improved the delivery, of government services?
  - Could such systems be incorporated into Western Australia?
  - If so, what factors need to be taken into account to ensure successful implementation?

## Important Information:

All submissions become property of the Committee and will become public documents after tabling in the Legislative Assembly, unless the Committee resolves otherwise. Submissions should not be published or distributed to persons other than the Committee.

The Committee can resolve to publish submissions on the internet, but will not publish the personal contact details of people making submissions in this manner.

Signed submissions should be lodged no later than **Friday, 11 September 2015** and addressed to:

The Chairman  
Public Accounts Committee  
Legislative Assembly  
Parliament House  
PERTH WA 6000

Alternatively, submissions can be forwarded electronically to [lapac@parliament.wa.gov.au](mailto:lapac@parliament.wa.gov.au) with a signed hard copy to follow.

Further information regarding the presentation of submissions may be obtained by contacting Mr Tim Hughes, Principal Research Officer, on 9222 7496 or by visiting the Committee's website at [www.parliament.wa.gov.au/pac](http://www.parliament.wa.gov.au/pac) and clicking on the "[Inquiry into Information and Communications Technology \(ICT\) Procurement and Contract Management](#)" tab.