

Slide 1



This presentation provides an overview of the Victorian Auditor-General's report *The Victorian Government ICT Dashboard*.

The ICT Dashboard



The Victorian Government ICT Dashboard (ICT Dashboard):

- reports key metrics on government ICT projects valued over \$1 million
- helps to provide assurance and transparency to the public about ICT expenditure

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The ICT Dashboard is a reporting tool that displays key metrics on Victorian Government ICT projects valued at over \$1 million.

ICT projects are a significant component of the Victorian public sector's annual expenditure. Comprehensive reporting of ICT expenditure is important for transparency and to provide assurance that public sector agencies have used public resources in an efficient, effective and economic way.

Digital Dashboard: Status Review of ICT Projects and Initiatives, tabled in April 2015

Our 2015 audit found agencies did not have processes to collectively report their total ICT spend

Many agencies found it difficult to provide basic information on their ICT spend and projects

One of our recommendations was that DPC publicly report on ICT projects across the public sector

ICT Dashboard in 2016 (subject of this audit)


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In 2015, VAGO did an audit of ICT projects and expenditure. This audit found that agencies did not have processes to report their total ICT spend. They found it difficult to provide information about their ICT spend and projects.


The Department of Premier and Cabinet (DPC) established the ICT dashboard in response to a recommendation we made.

The ICT Dashboard, which went live in early 2016, is the focus of this audit.

Audit scope



Has transparency in government ICT investments improved since the development of the Victorian Government ICT dashboard?



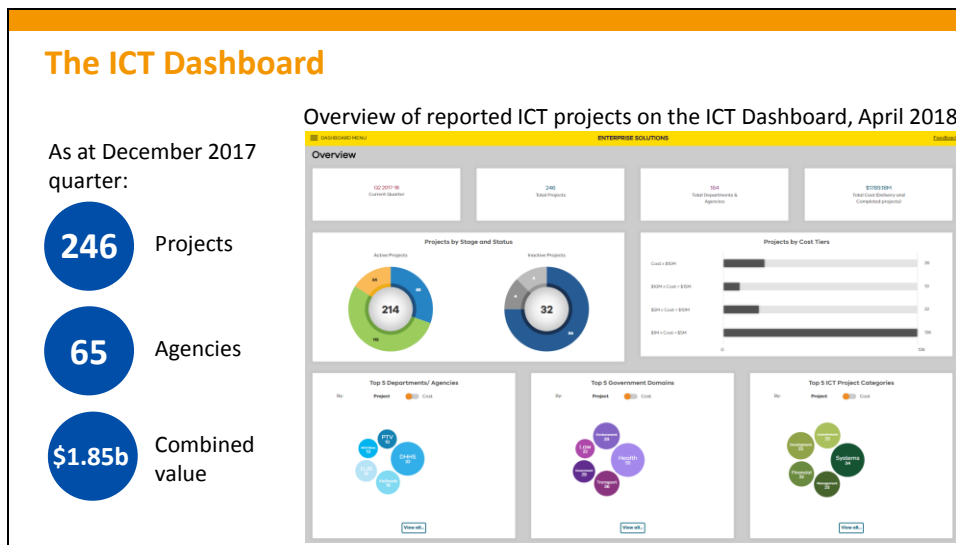
- The Department of Premier and Cabinet (DPC)
- The Department of Health and Human Services
- Melbourne Water
- Public Transport Victoria
- The Department of Treasury and Finance (DTF)

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The objective of this audit is to determine whether transparency in government ICT investments has improved since the development of the ICT dashboard.

The audit examined five agencies—DPC, the Department of Health and Human Services, Melbourne Water and Public Transport Victoria. Across these four entities we examined 18 ICT projects in detail.

We also examined the Department of Treasury and Finance (DTF) due to its role in overseeing the State Budget process, financial compliance frameworks and the High Value High Risk process.




The ICT Dashboard launched in early 2016. We've included a screen shot of its overview page on this slide.

To date, eight quarters of data have been reported. Eighty-four of the 184 agencies that are required to report on the ICT Dashboard have reported on 439 projects.

For the quarter ending 31 December 2017, which is the latest data available, 246 projects were reported by 65 agencies. These projects have a combined value of \$1.85 billion.

Transparency



- ✓ Oversight of ICT projects valued over \$1 million
- ✓ Metrics displayed include:
 - Start and expected completion dates
 - Expected and revised costs
 - Implementation status—red/amber/green
- ! However, transparency could be improved by including the expected benefits of the project and more standardised project descriptors

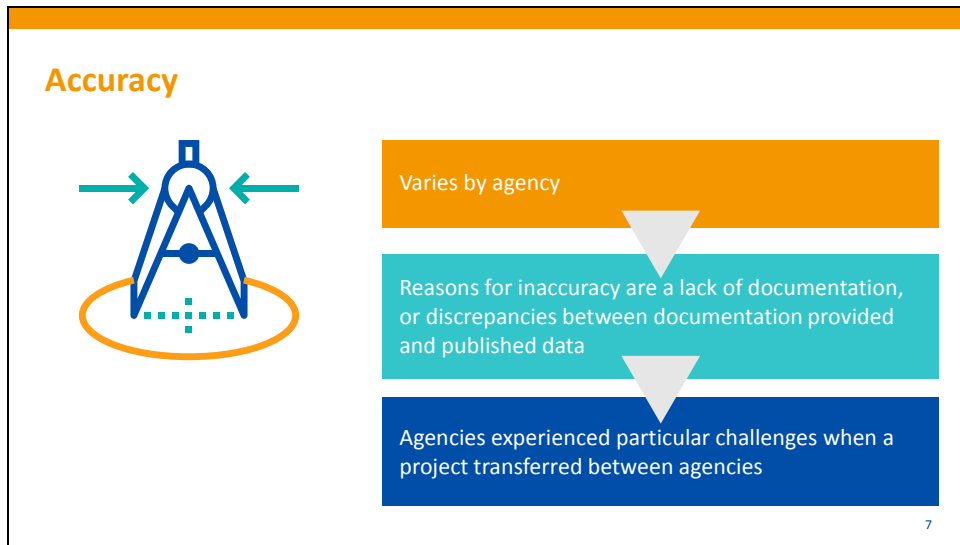
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Overall, compared to the 2015 audit, transparency has greatly improved.

Oversight of ICT projects valued over \$1 million has also improved.

Metrics displayed include start and expected completion dates, expected cost and project progress status using a red / amber / green traffic light rating.

However, transparency could be improved by including the expected benefits of the project and better project descriptors.




The accuracy of the information reported varies between agencies.

A lack of documentation, or discrepancies between documentation provided and published data, were the primary reasons for inaccuracies.

We found that agencies experienced particular challenges in reporting accurate information when a project was transferred between agencies.

Timeliness



The ICT Dashboard is reasonably timely, given the many data handling and sign-off processes in place.

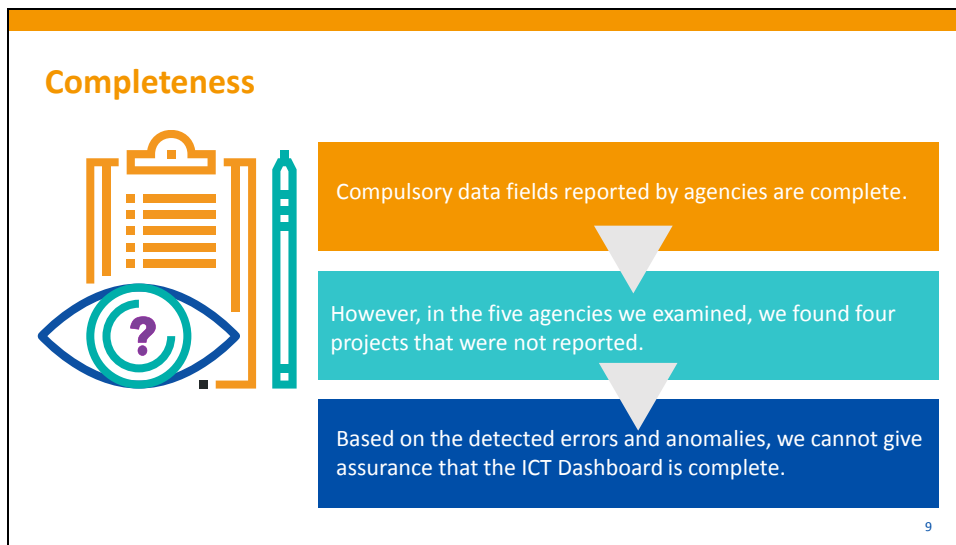
However:

- Almost one third of all projects (128 of 439) were reported by agencies later than they should have been
- Of the projects we reviewed in detail, half (9 of 18) were reported later than they should have been

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The ICT Dashboard is reasonably timely, given the processes in place for entering, checking and publishing, which can take approximately three months. Just prior to the quarterly release of data, the published data could be nearly six months old.

Not all projects are reported to the dashboard by agencies in a timely fashion. When we looked at the 439 projects that have been reported, we found that nearly a third were reported later than they should have been. Of the 18 projects we reviewed in detail, half were reported late.

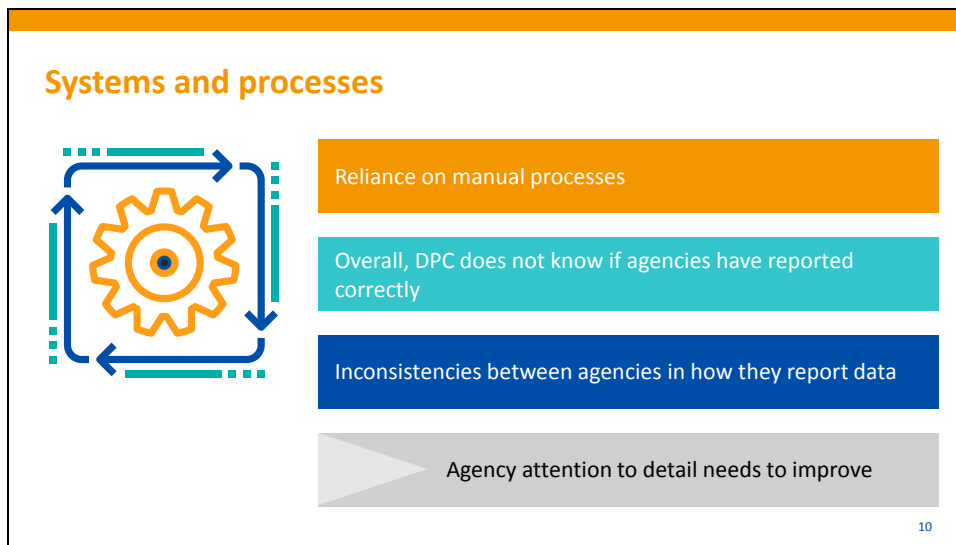


We undertook two assessments of completeness.

Firstly, we assessed whether reported data is complete. We found that all fields that should be reported, are reported.

Secondly, we assessed whether all projects valued over \$1 million have been reported. In the five agencies we examined, we found four projects that were not reported.

Therefore we cannot give assurance that the dashboard is complete.



Agencies rely on manual processes to identify reportable projects. DPC and DTF have no 'real time' visibility of agency financial systems to help identify reportable projects.

As a consequence, there is limited oversight and assurance of the completeness and accuracy of reported projects and data.

We identified inconsistencies between the relevant ICT Reporting Standard - which sets out the reporting requirements for the dashboard - and how agencies are reporting data.

Overall, agency attention to detail in reporting needs to improve.



In summary, we found that the ICT Dashboard is easy to access and understand, and is reasonably timely, given the approval processes for data to be published.

However, the audit detected many data errors and some projects that were not reported to the dashboard, should have been.

We were unable to give assurance that, overall, the published data is accurate or complete.

Although the ICT Dashboard has been a marked improvement on the previous quality and availability of ICT project data, it could further mature and improve transparency.

Recommendations

1 recommendation for DTF	1 recommendation for DHHS, DPC, MW and PTV
Implement a common chart of accounts across agencies subject to the <i>Financial Management Act 1994</i>	Improve records management practices for ICT projects
4 recommendations for DPC	
<ul style="list-style-type: none">• Amend the ICT Reporting Standard to include more detail about the project's purpose and expected benefits to be gained from implementation• Continue to consult with agencies to determine the most useful data fields to collect• Conduct strategic analysis of ICT project categories and spend• Identify methods to review and confirm the accuracy and completeness of reported data	

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We made six recommendations. The majority were directed to DPC and we made one recommendation to DTF.

For further information, please view the full report on our website:
www.audit.vic.gov.au

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