

Appendix D:

Recommendations and actions' status

The following table lists our 2021 audit recommendations, the agencies' action plans and our assessment of the status of the agencies' actions.

Figure D1: Our 2021 audit recommendations, the agencies' action plan and our assessment of each action's status

We recommended that:	Agency response	Agreed action	Action status
1 DPC develops and implements a government agency stakeholder engagement strategy with the aim of increasing agency participation and uptake of Service Victoria's services and reusing existing technology	Accepted	<ul style="list-style-type: none"> DPC will consult with key stakeholders as part of the first stage in the development of a government agency stakeholder engagement strategy to increase agency participation and uptake of Service Victoria's identify verification and customer services. The strategy will be reviewed on an annual basis to ensure it remains current and fit-for-purpose DPC will provide biannual progress reports to the Identity and Access Management (IdAM) Committee, a committee of the Public Sector Administration Committee. DPC will liaise with Service Victoria regarding the outcome of Service Victoria's proposed annual surveys of agencies and adjust the strategy accordingly if required. <p>Due date: July 2021 onwards</p>	Not complete
2 Service Victoria introduces an annual survey for agencies that use Service Victoria to track its performance over time and address any areas for improvement	Accepted	<p>Service Victoria will develop and introduce periodic (at least annual) agency surveys.</p> <p>Due date: July 2021</p>	Not complete
3 Service Victoria revises its annual benefit measure to ensure that it accurately reflects direct savings for government and does not include double counting of benefits, particularly re-use benefits or benefits to stakeholders other than government	Accepted	<p>Service Victoria has commissioned a review of the benefits measurement methodology, including consideration of the VAGO review.</p> <p>It will recommend revisions to the framework to fully account for and clearly distinguish between the benefits to different beneficiaries and address the root cause of limited data (such as baseline data, comparative performance data within government, monetisation of non-cash benefits).</p> <p>Due date: June 2021</p>	Not complete
4 DPC introduces a Victorian Government Budget Paper No. 3 measure and target for Service Victoria's cost of transactions, volume of transactions and the number of services Service Victoria delivers.	Accepted	<ul style="list-style-type: none"> DPC will work with Service Victoria to develop new BP3 measures and targets for Service Victoria's transaction costs, volumes and number of services delivered to be included in the 2022–23 budget onwards. DPC will report to the IdAM Committee on Service Victoria's performance against the new BP3 measures and targets on a biannual basis. <p>Due date: July 2021 onwards</p>	Not complete

We recommended that:	Agency response	Agreed action	Action status
<p>5 DPC establishes a requirement for departments and agencies delivering digital services to report to the Department of Premier and Cabinet on the key performance indicators outlined in its <i>Measure how content performs – digital guide</i>:</p> <ul style="list-style-type: none"> • user (customer) satisfaction • time to completion • transaction completion rate • the percentage of service transactions that departments and agencies deliver digitally. 	Accepted	<ul style="list-style-type: none"> • DPC will survey agencies to identify which services are delivered digitally and which are delivered through other channels. <p>Due date: July 2021 onwards</p> <ul style="list-style-type: none"> • DPC will work with those agencies identified as delivering digital services to develop performance measures and reporting timeframes with measurement commencing on 1 July 2023. • DPC will report to the IdAM Committee on agencies' performance against the key performance indicators to the IdAM Committee on a biannual basis. <p>Due date: January 2022 onwards</p>	Not complete
<p>6 DPC develops a dashboard to report publicly on the performance of agencies delivering digital services against the key performance indicators outlined in its <i>Measure how content performs – digital guide</i>.</p>	Accepted	<p>DPC will develop a dashboard to report publicly on the performance of agencies delivering digital services against the key performance indicators.</p> <p>Due date: January 2022 onwards</p>	Not complete
<p>7 DPC reviews its current digital standards to include a clear key performance indicator for customer satisfaction together with the preferred customer satisfaction measurement approach agencies should use.</p>	Accepted	<ul style="list-style-type: none"> • DPC will work with Service Victoria to research international best practices in relation to measuring customer satisfaction. • DPC will share the findings with agencies delivering digital services as part of the discussion relating to performance reporting. • DPC will work with Service Victoria and those agencies to develop a standard approach to measuring customer satisfaction. <p>Due date: January 2022 onwards</p>	Partially complete
<p>8 Service Victoria reviews its benefits reporting and the inclusion of the compliance with government policy and regulations benefit given the challenges in the attribution and measurement of this.</p>	Accepted	<p>Service Victoria has commissioned a review of the benefits measurement methodology. This review will consider VAGO's view that this intended benefit is neither attainable nor linked to the problems in the business case.</p> <p>Due date: June 2021</p>	Complete
<p>9 Service Victoria reviews its current baselines for customer satisfaction, time returned to customer, completion rate and transaction cost to ensure that they are statistically reliable and relate to the benefits they measure</p>	Accepted	<p>Noting the strong dependencies with other recommendations, particularly (3) and (5). The external review will develop a revised KPI/benefit model and process through satisfying recommendation (3) which will inform how Service Victoria and related agencies (re)baseline.</p> <p>Due date: June 2021</p>	Not complete (abandoned)
<p>10 Service Victoria develops processes to ensure that future transactions have reliable baselines, including:</p> <ul style="list-style-type: none"> • sample sizes that are a statistically reliable sample • processes for calculating baselines to ensure that these are consistent across transactions. 	Accepted	<p>Noting the strong dependencies with other recommendations, particularly (3) and (5). Building on revised practices for recommendation (9) and the new requirement for agencies to make data available to DPC under recommendation (3).</p> <p>Due date: December 2021</p>	Not complete (abandoned)

Source: VAGO.