

ICT Reporting Standard

for the Victorian Public Service

Standard

Departments and agencies will report ICT expenditure and details of ICT projects with budgets of \$1 million and above in accordance with the requirements set out in this standard.

Document control

APPLIES TO	All departments and public bodies as defined by the Financial Management Act 1994 (Vic)	AUTHORITY	Victorian Secretaries Board
PERIOD	2017 – 2020	ADVISED BY	Enterprise Solutions Department of Premier and Cabinet
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Introduction

This document defines the Victorian Public Service standard for ICT project reporting and ICT expenditure.

Key objectives

- Increase government transparency in managing ICT expenditure and projects status.
- Improve visibility of emerging trends in ICT expenditure and projects types
- Enable collaboration and highlight opportunities for leverage across government
- Promote consistency in tracking the ICT expenditure and the performance of ICT projects.
- Provide strategic leadership and guidance in managing ICT expenditure and the performance of ICT projects, in line with the recommendations of the VAGO's *'Digital Dashboard Status Review of ICT Projects and Initiatives'* Report in April 2015.

Agency scope

This standard applies to all departments and public bodies as defined by the Financial Management Act 1994 (Vic)

Reporting requirements

There are two sections of reporting requirements in this standard:

1. ICT expenditure in annual financial reports.
2. ICT projects in the public dashboard.

ICT expenditure in annual financial reports

ICT expenditure data for a given financial year will be included in the agency's annual report.

Each reporting agency is the owner of their ICT expenditure data and is responsible for the quality, accuracy and internal approval of their reported data upon publication.

Please also refer to Financial Reporting Direction (FRD) 22H, Procedure - Section 5.17 - Disclosure of ICT expenditure, as directed and mandated by the Department of Treasury and Finance.

Table 1: ICT expenditure reporting requirements

Reference	Requirement	Detail
ICT-01	ICT BAU expenditure	Total agency ICT Business-As-Usual (BAU) expenditure for the full 12 month reporting period ☞ Refer to the glossary for a definition of ICT BAU expenditure
ICT-02	ICT Non-BAU expenditure	Total agency ICT Non-BAU expenditure for the full 12 month reporting period. Provide breakdown for: <ul style="list-style-type: none">▪ Operational expenditure (OPEX)▪ Capital expenditure (CAPEX) ☞ Refer to the glossary for a definition of ICT Non-BAU expenditure

ICT projects

Each agency will submit reporting data to form a quarterly summary for the public dashboard. The quarterly summary will be published at the end of the following quarter within a financial year.

Each reporting agency is the owner of its ICT project data and is responsible for the quality, accuracy and internal approval of reported data upon publication.

Project inclusion criteria

Project information is required for every ICT project that has a total projected, estimated, current, or actual ICT cost of \$1 million or more AND:

- is in project initiated stage including preliminary planning or feasibility study or business case development stage OR
- is in business case approved stage, including funding allocation OR
- is in project delivery stage OR
- was completed during the financial year reporting period OR
- was postponed during the financial year reporting period OR
- was terminated before completion during the financial year reporting period.

An ICT project component may often form part of a larger, non-ICT-related investment. In this case, agencies will report only on the ICT project component (in accordance with the inclusion criteria above) of the larger investment.

Table 2: ICT project reporting requirements for public reporting (PR)

Reference	Requirement	Detail
PR-01	Agency name	The name of the public body.
PR-02	Government domain	Which government domain the reported ICT project will benefit (select one): <ul style="list-style-type: none">▪ Business and industry▪ Community services▪ Culture, sport and recreation▪ Education▪ Emergencies and safety▪ Employment and workplace▪ Environment and water▪ Government and economy▪ Health▪ Law and justice▪ Property and planning▪ Tourism▪ Transport and vehicles
PR-03	ICT project category	<ul style="list-style-type: none">▪ Customer Relationship Management▪ Customer Preferences▪ Customer Initiated Assistance▪ Tracking and Workflow▪ Routing and Scheduling▪ Management of Process▪ Organisational Management▪ Investment Management▪ Supply Chain Management▪ Content Management

Reference	Requirement	Detail
		<ul style="list-style-type: none"> ▪ Document Management ▪ Knowledge Management ▪ Records Management ▪ Analyses and Statistics ▪ Visualisation ▪ Knowledge Discovery ▪ Business Intelligence ▪ Reporting ▪ Data Management ▪ Human Resources ▪ Financial Management ▪ Assets/Materials Management ▪ Development and Integration ▪ Human Capital / Workforce Management ▪ Security Management ▪ Collaboration ▪ Search ▪ Communication ▪ Systems Management ▪ Forms Management ▪ Other – please specify <p>☞ Refer to the Australian Government Architecture Framework, Page 163 – Service Reference Model, for a definition on each category.</p>
PR-04	Project title	<p>The name of the project as per the business case.</p> <p>☞ This field will be locked down and cannot be modified once data is entered for the project.</p>
PR-05	Description	<p>Short description and objectives of the project.</p> <p>☞ This field will be locked down and cannot be modified once data is entered for the project.</p>
PR-06	Project management methodology used	<p>Primary project management methodology used/to be used to manage the project (select one):</p> <ul style="list-style-type: none"> ▪ PMBOK ▪ PRINCE2 ▪ Agile ▪ Other – please specify
PR-07	Current project stage	<p>The current project stage as defined below (select one):</p> <ul style="list-style-type: none"> ▪ Project Initiated – Pre ‘Project Delivery’ activities are underway including preliminary planning, feasibility study, business case development and/or funding request. ▪ Business Case Approved – Project business case has been approved or funding has been allocated. ▪ Project Delivery – Project has commenced delivery. ▪ Project Completed – Project has delivered its outcomes, and is being or has been closed. ▪ Project Postponed – Project has been temporarily put on hold. ▪ Project Terminated prior to ‘Project Completed’ – Work on the

Reference	Requirement	Detail
		<p>project has ended prematurely (i.e. a decision has been made to stop work).</p> <ul style="list-style-type: none"> Project Merged – scope of the project has been merged into another project <p>☞ Refer to the glossary for a definition of 'Project Initiated' and 'Project Delivery' activities</p>
PR-08	'Project Initiated' start date	<p>The start date or day one of the 'Project Initiated' activities.</p> <p>☞ Refer to the glossary for a definition of 'Project Initiated' activities.</p> <p>☞ This field will be locked down and cannot be modified once data is entered.</p>
PR-09	Planned 'Project Initiated' end date	<p>The planned end date for all 'Project Initiated' activities.</p> <p>☞ This field will be locked down and cannot be modified once data is entered</p>
PR-10	Revised 'Project Initiated' end date (if applicable)	<p>The <u>revised</u> end date for all 'Project Initiated' activities if date differs from PR-09.</p>
PR-11	Planned 'Project Initiated' cost	<p>The planned expenditure for all 'Project Initiated' activities.</p> <p>☞ This field will be locked down and cannot be modified once data is entered</p>
PR-12	Revised 'Project Initiated' cost (if applicable)	<p>The <u>revised</u> expenditure for all 'Project Initiated' activities if expenditure differs from PR-11.</p>
PR-13	'Business Case Approved' date	<p>The date when the business case was approved.</p> <p>☞ Refer to the glossary for a definition of 'Business Case Approved'.</p>
PR-14	Planned 'Project Delivery' start date	<p>The planned start date for all 'Project Delivery' activities specified on completion of the 'Business Case Approved' stage.</p> <p>☞ Refer to the glossary for a definition of 'Project Delivery' activities.</p> <p>☞ This field will be locked down and cannot be modified once data is entered.</p>
PR-15	Revised 'Project Delivery' start date (if applicable)	<p>The <u>revised</u> start date for all 'Project Delivery' activities if date differs from PR-14.</p> <p>☞ The revised 'Project Delivery' stage start date approved by PCB.</p>
PR-16	Planned 'Project Delivery' end date	<p>The planned end date for all 'Project Delivery' activities specified on completion of the 'Business Case Approved' stage.</p> <p>☞ This field will be locked down and cannot be modified once data is entered.</p>
PR-17	Revised 'Project Delivery' end date (if applicable)	<p>The <u>revised</u> end date for all 'Project Delivery' activities if date differs from PR-16.</p> <p>☞ The revised 'Project Delivery' stage end date approved by PCB.</p>
PR-18	Planned 'Project Delivery' cost	<p>The planned expenditure for all 'Project Delivery' activities specified on completion of the 'Business Case Approved' stage.</p>

Reference	Requirement	Detail
		<p>⚠ This field will be locked down and cannot be modified once data is entered.</p>
PR-19	Revised 'Project Delivery' cost (if applicable)	<p>The <u>revised</u> expenditure for all 'Project Delivery' activities if expenditure differs from PR-18.</p> <p>⚠ The project spending at postponed or terminated is reported in this field.</p> <p>⚠ The revised 'Project Delivery' stage cost approved by PCB.</p>
PR-20	Project status	<p>Overall status of the project as per the most recent Project Control Board (PCB) report:</p> <ul style="list-style-type: none"> ▪ Green (G) – on track. ▪ Amber (A) – issues exist but they are under the project manager's control. ▪ Red (R) – serious issues exist that are beyond the project manager's control.
PR-21	Previous project status	<p>Project status for the last <u>12</u> months:</p> <ul style="list-style-type: none"> ▪ Last reporting period – 3 months ago. ▪ Reporting period 6 months ago. ▪ Reporting period 9 months ago. ▪ Reporting period 12 months ago.
PR-22	Reporting period comments	<p>General comments for the current reporting period including an explanation of any project variances, including plans to recover if the project status is Amber (A) or Red (R) as per PR-20.</p> <p>⚠ The comments should be reflective of the entire project to date.</p>
PR-23	Date at which data was current	The date of the information used to compile this report. The date should reflect the current reporting period.
PR-24	Date project Completed, Postponed, Terminated, Or Merged	The date the project was completed, postponed, terminated or merged with another project.

Resources

An ICT expenditure reporting guideline is available at <http://www.enterprisesolutions.vic.gov.au/ict-expenditure/> to help identify cost elements of ICT expenditure.

Document control

Approval

This document was approved by the Integrity and Corporate Reform Subcommittee under authority of the Victorian Secretaries Board on 27 September 2017 and applies from the date of issue (see first page).

Version history

Version	Date	Comments
1.0	16 September 2015	Approved by VSB
2.0	27 September 2017	Approved by Integrity and Corporate Reform Subcommittee

Glossary

Term	Definition
Agency/Agencies	For the purpose of this Standard only, 'an agency' or 'agencies' refers to any public body
Annual report	Refer to the <i>Financial Management Act 1994 (Vic)</i>
Business case	A business case is the justification for a proposed project or undertaking that is presented in a standardised format, focusing on business values, risks and viability.
Business case approved	Business case has been reviewed by relevant stakeholders and has been approved to proceed and/or funding has been allocated.
BAU	Business as usual – refer to ICT expenditure.
Department	For the purpose of this standard, a 'department' within the Victorian Government is defined by the <i>Financial Management Act 1994 (Vic)</i> : <ul style="list-style-type: none"> ▪ a department within the meaning of the <i>Public Administration Act 2004</i> ▪ an office specified in section 16(1) of that Act.
Financial Management Act 1994 (Vic)	This standard applies to all departments and public bodies as defined by the <i>Financial Management Act 1994 (Vic)</i> . The Act aims to improve financial administration of the public sector, make better provision for the accountability of the public sector, and provide for annual reporting to the Parliament by departments and public sector bodies.
ICT	Information and communications technology. For the purposes of this standard the definition of ICT is: any technology that stores, retrieves, manipulates, transmits or receives information electronically or in a digital form. It includes communication devices or applications, computer hardware, software, network infrastructure, video conferencing technology, telephones and mobile phones.
ICT expenditure	ICT expenditure represents an agency's costs in providing business-enabling ICT services and consists of the following cost elements: <ul style="list-style-type: none"> ▪ Operating and capital expenditure (including depreciation) ▪ ICT services – internally and externally sourced ▪ Cost in providing ICT services (including personnel & facilities) across the agency, whether funded through a central ICT budget or through other budgets ▪ Cost in providing ICT services to other organisations. <p><u>Non-Business As Usual (Non-BAU)</u> Non-BAU ICT expenditure is a subset of ICT expenditure that relates to extending or enhancing current ICT capabilities and is usually run as projects.</p> <p><u>Business As Usual (BAU)</u> All remaining ICT expenditure is considered BAU ICT expenditure and typically relates to ongoing activities to operate and maintain the current ICT capability.</p> <p><i>Total ICT expenditure = ICT BAU expenditure + ICT Non-BAU expenditure</i></p>

Term	Definition
ICT project / ICT project expenditure	<p>Information and communications technology project</p> <p>For the purposes of this standard the definition of <u>ICT Project</u> is:</p> <p>Any project or initiative where ICT investment is fundamental to achieving the agreed objectives, benefits or outputs. ICT projects have a defined start and end, and focus on delivering:</p> <ul style="list-style-type: none"> ▪ technological change or business capability and may extend to information management, information security or infrastructure improvements, e.g. upgrades, asset replacement, etc. ▪ a government strategy or program where ICT is used in whole or in part to effect change and/or deliver outputs and outcomes and/or realise benefits, including business change – not necessarily technological in nature, e.g. business process improvement, community engagement, legislative policy. <p><u>ICT project expenditure</u> (including on costs such as accommodation) includes all or investment that is fundamental to achieving the agreed objectives, benefits or outputs of the project.</p> <p><u>Note:</u> VPS staff costs when 50% or more of their normal working week is allocated to the project should be included.</p>
ICT project category	<p>The ICT project category is based on the ‘Service Types’ outlined in the Australian Government Architecture (AGA) Framework (Page 164).</p> <p>Each category serves to identify business service or capability components that the reported project aims to support within the reporting agencies.</p> <p>The definition of each category can be found in AGA Framework (http://www.finance.gov.au/sites/default/files/aga-ref-models.pdf), under Service Reference Model.</p>
IM&T	<p>Information management and technology.</p>
PCB	<p>The Project Control Board, comprises of stakeholders that control the change requests of the project</p>
Project initiated	<p>For the purpose of this standard, project initiated refers to projects that are undertaking:</p> <ul style="list-style-type: none"> ▪ feasibility study ▪ planning including: <ul style="list-style-type: none"> ○ business case development ○ requirements definition ○ solution option analysis, ○ planned procurement ○ funding request. <p>On completion of the project initiated stage, the project delivery schedule and costs are known.</p>
Project delivery	<p>For the purpose of this standard, project delivery refers to projects that have business case approval and funding allocated or in procurement or in design, build, development, installation, configuration, customisation, hand-over, testing or training.</p> <p>On completion of project delivery, the project is ready for closure activities.</p>

Term	Definition
Public body	<p>For the purpose of this standard, a 'public body' within the Victorian Government is defined by the <i>Financial Management Act 1994</i> (Vic):</p> <ul style="list-style-type: none"> a) a public statutory authority b) a State business corporation or State body within the meaning of the <i>State Owned Enterprises Act 1992</i> (Vic) c) a body, office or trust body: <ul style="list-style-type: none"> i. established by or under an Act or enactment; or ii. established by the Governor in Council or a Minister <p>and that is declared by the Minister, by notice published in the Government Gazette, to be a body or office to which Part 7 applies.</p>
VSB	<p>The Victorian Secretaries' Board comprises the Secretaries of each department, the Chief Commissioner of Police and the Victorian Public Sector Commissioner. The board is chaired by the Secretary of the Department of Premier and Cabinet.</p>