

PROGRAM 12: CORPORATE INFORMATION

OBJECTIVE

To provide cost effective corporate information technology services and support to the Defence organisation.

DESCRIPTION

The Corporate Information Program develops policy on, and provides corporate information management systems and support to the Defence organisation.

The Program Manager is the Head Corporate Information. The Program comprises four Sub-Programs: Information Policy and Plans; Information Management Services; Computing Bureau Support and Year 2000 Project Office.¹

PROGRAM SUMMARY

A number of key initiatives were developed during the year to rationalise Defence information technology and telecommunications. Corporate Information introduced significant initiatives to rationalise information technology and telecommunications within Defence including the rationalisation of arrangements for the delivery of Defence telephone services and for Defence software licenses which will deliver substantial savings. A significant milestone was the successful migration of over 1,600 users to the new Canberra region information system project coinciding with the occupation of the new Russell 1 building between May and July 1998.

A series of policy instructions were promulgated in May 1998 by Corporate Information to provide concepts, plans and policy directives for information management. The Defence Information Management Rules of Governance was also issued. These rules describe the principles underpinning Defence information management and provide guidelines for progressing information management business under the Defence Reform Program organisational arrangements.

A team was established within Corporate Information in February 1998 to develop the Defence Common Operating Environment, which, when finalised, will promote interoperability and efficiencies in the procurement, use and maintenance of Defence information systems.

A project office was established during the year to coordinate the management of Year 2000 issues across the Portfolio, and to support all Programs in their development of required Year 2000 project implementation methodologies. All 14 Programs now have implementation plans in place. Assessment of mission-critical areas is almost complete with a high level of material being found to be compliant. Consultative links with industry, other government departments and foreign defence agencies have been established.

Corporate Information has developed a comprehensive client focus and is achieving increased client interface through the issuing of a service charter to provide an overarching framework for the development of service-level agreements with client areas. Also contributing to the client focus is the promulgation of the first quarterly Corporate Information newsletter and the establishment of joint project offices with respective business sponsors to progress and

¹ The Year 2000 Project Office was created following the 1997-98 Additional Estimates.

implement the new corporate human resources, financial, and document/record management systems.

PERFORMANCE MEASURES FOR 1997-98

The Program's performance was measured by the extent to which:

- a. corporate systems were refined to ensure timely and effective information to meet the identified requirements of Government and performance agreements with client Programs;
- b. the rationalisation of administrative computing support in Canberra was progressed in advance of the testing of these services under the Commercial Support Program and in accordance with the Government's information technology policies; and
- c. the provision of integrated computing support as part of the Russell Redevelopment Project was achieved in accordance with the project schedule; and information management plans and policies were developed to support changing operational and administrative goals.

1997-98 PERFORMANCE AGAINST FORECAST

Provide guidance to Defence Programs through the Defence Chief Information Officer leading to improved inter-connectivity of networks and a general improvement in the capability of systems by introduction of policy standards for all facets of systems support

A number of initiatives have led, or are leading to, significant improvements in this area. A secret e-mail system to improve inter-connectivity between Australian and New Zealand Headquarters was established and will result in improved communications between the two organisations. The Program also coordinated the design and establishment of a secret e-mail system between Australia and the United States Central Pacific Command Headquarters based in Hawaii and is expected to be operational for Exercise Crocodile 99.

A project team was established in February 1998 to develop the Defence Common Operating Environment which will promote interoperability, and efficiencies in the procurement, use and maintenance of Defence information systems. A significant achievement in establishing a common operating environment was the successful migration of over 1,600 users to the Canberra region information system project, coinciding with the first occupation of the new Russell 1 building.

Corporate Information has also been active in the development of a Defence communications network technical architecture to define a target communications environment for Defence to achieve over the next five years and will result in enhanced capability and significant operational cost savings. Along with this, the Program has been involved in the development of a combined interoperability technical architecture which will define standards and products to enhance allied interoperability.

The Standard Defence Supply System will be further developed to incorporate additional functionality to satisfy ADF requirements including maintenance, freight forwarding, additional purchasing agreements, other requirements for the implementation of electronic commerce and accrual accounting

Further enhancements to the Standard Defence Supply System have allowed for enhanced supporting capability of freight operations associated with military equipment purchases and the use of system's engineering and maintenance modules at South Queensland Logistics Group in preparation for their use by all Army units. Increased capability was also provided through the introduction of intelligent radio frequency devices at Navy warehouses at HMAS Stirling and Albatross and enhanced facilities for repairable item management and recommended order reporting. Future enhancements to the system are in relation to purchasing, accrual accounting and the release of another version of the software.

The identification of the scale and resourcing of administrative computing support for Defence elements in Canberra as part of the Russell Redevelopment Project to provide a baseline for the rationalisation and subsequent market testing of these activities

Refinement of the resourcing baseline associated with the provision of administrative computing support for Defence elements in Canberra is ongoing. A baseline for the market testing of these activities will be available at the completion of the Russell Redevelopment Project in October 1999.

The full implementation of the outcome of the Commercial Support Program testing of Defence Computing Bureau services

Following Commercial Support Program testing of the activities of the Defence Computing Bureau, the tender was won by the in-house team. Successful implementation of the Defence Computing Bureau Agreement began on 1 January 1998, and a Certificate of Acceptance of the Bureau's operations and reporting under the Agreement was issued in February 1998.

RESOURCES

Table 12.1: Defence Function Outlays Summary

<i>Sub-Program</i>		<i>1997-98</i>	<i>1997-98</i>	<i>1997-98</i>	<i>Variation</i>	
		<i>Budget Estimate</i>	<i>Revised Estimate</i>	<i>Actual Outcome</i>	<i>(97-98 Actual less Revised Estimate)</i>	
		<i>\$m</i>	<i>\$m</i>	<i>\$m</i>	<i>\$m</i>	<i>%</i>
12.1	Information Policy and Plans	1.0	62.0	15.5	-46.5	-75.0
12.2	Information Management Services	44.6	127.8	58.0	-69.8	-54.6
12.3	Computing Bureau Support	23.9	23.6	149.0	125.4	532.3
12.4	Year 2000	0	0	2.8	2.8	0
Program Total		69.6	213.3	225.2	11.9	5.6

Note:

Figures may not add due to rounding.

Table 12.2: Staffing Summary

<i>Sub-Program</i>		<i>1997-98 Budget Estimate</i>	<i>1997-98 Revised Estimate</i>	<i>1997-98 Actual Outcome</i>	<i>Variation (97-98 Actual less Revised Estimate)</i>	
		<i>Personnel Numbers</i>			<i>%</i>	
12.1	Information Policy and Plans	6	71	56	-15	-21.1
12.2	Information Management Services	269	1,049	921	-128	-12.2
12.3	Computing Bureau Support	138	132	294	162	122.7
12.4	Year 2000	0	0	5	5	0
Program Total		413	1,252	1,276	24	1.9

Table 12.3: Staffing Profile

<i>Personnel</i>		<i>Sub-Program</i>				<i>Total</i>
		<i>12.1</i>	<i>12.2</i>	<i>12.3</i>	<i>12.4</i>	
Permanent Force	97-98 Budget	0	33	23	0	56
	97-98 Revised	27	730	14	0	771
	97-98 Actual	27	730	14	0	771
Reserves	97-98 Budget	0	0	0	0	0
	97-98 Revised	0	0	0	0	0
	97-98 Actual	1	0	0	0	1
Civilian	97-98 Budget	6	236	115	0	357
	97-98 Revised	44	319	118	0	481
	97-98 Actual	28	191	280	5	504
Total	97-98 Budget	6	269	138	0	413
Personnel	97-98 Revised	71	1,049	132	0	1,252
	97-98 Actual	56	921	294	5	1,276

Defence Reform Program Progress 1997-98

Defence Reform Program savings for Corporate Information reflect the reshaping of the Defence corporate information management environment. Corporate Information is responsible for the maintenance of administrative computer assets including communications. A rationalisation of network and communication services is progressing. To date there have been 31 civilian redundancies attributed to the introduction of Canberra region information system project which links a range of local area networks and support staff into one single streamlined organisation. A timetable is being developed for market testing of information technology infrastructure and services. These exercises will provide scope for further savings across the Portfolio.

Table 12.4: Defence Reform Program Savings 1997-98

Category	Personnel Savings		Savings
	ADF	APS	\$m
Information Management		31	0.6
Total		31	0.6

Table 12.5 Defence Reform Program Reinvestment 1997-98

Category	\$m
Transition costs related principally to redundancies	1.3

Table 12.6: Reconciliation of Appropriations for Corporate Information Program

Division/Appropriation Item		1997-98 Budget Estimate	1997-98 Revised Estimate	1997-98 Actual Outcome	Variation (97-98 Actual less Revised Estimate)	
		\$m	\$m	\$m	\$m	%
180-01	RUNNING COSTS					
	Service Personnel	3.0	41.8	42.9	1.2	2.8
	Civilian Personnel	20.5	26.5	31.0	4.6	17.2
	Administrative Expenses	39.4	128.2	129.2	1.0	0.7
	Facilities Operations					
180-02	OTHER SERVICES	0	0.1	0	-0.1	-100.0
181	EQUIPMENT AND STORES	6.7	16.8	22.1	5.3	31.7
Total Defence Function Appropriations (A)		69.6	213.4	225.3	11.9	5.6
Total Defence Function Receipts (Offset Within Outlays) (B)		0	-0.05	-0.1	-0.05	102.2
Total Defence Function Outlays (C) = (A+B)		69.6	213.3	225.2	11.9	5.6

Note:

Figures may not add due to rounding.

Table 12.7: Major Variations between 1997-98 Revised Estimate and Actual Outcome

<i>Appropriation</i>	<i>\$m</i>
180-01 RUNNING COSTS	
Service Personnel (\$1.2m)	
Part year effect of ADF Workplace Bargaining Agreement	0.6
Higher than anticipated Accrual-Based Superannuation and 3% Productivity Benefit liability	0.5
Miscellaneous minor variations	0.1
Civilian Personnel (\$4.6m)	
Net transfers primarily associated with Data Voice Communication Systems	3.7
Provision for Defence Reform Program related redundancies	1.3
Higher than anticipated expenditure for Civilian Salaries	0.4
Lower than anticipated Accrual-Based Superannuation and 3% Productivity Benefit liability	-0.2
Defence Reform Program Savings	
Related to Information Management	-0.6
Administrative Expenses (\$1.0m)	
Higher than anticipated expenditure associated with Year 2000 Project	2.5
Higher than anticipated expenditure associated with the Canberra region information system project	2.2
Higher than anticipated requirement for training	0.7
Net transfers primarily associated with telephones funding	-4.4
180-02 OTHER SERVICES (-\$0.1m)	
Net transfers primarily associated with military history research funding	-0.1
181 EQUIPMENT AND STORES (\$5.3m)	
Net transfers primarily associated with data voice communications system	6.4
Increase due to expansion of Canberra region information system project operating environment	0.7
Lower than anticipated requirement for network infrastructure repair and maintenance	-1.7
Miscellaneous minor variations	-0.1