



Memorandum of understanding

The Digital Transformation Agency and The Australian Information Industry Association

Purpose

This Memorandum of Understanding (MOU) between the Digital Transformation Agency (DTA) and the Australian Information Industry Association (AIIA) exists to facilitate practical ways for the DTA and the AIIA to engage to achieve mutually beneficial outcomes.

The DTA has been created to lead the Australian Government in moving more government services to digital channels, improve the digital experience of the public and ensure a better return on the government's ICT spend.

The AIIA is Australia's peak representative body and advocacy group for those in the digital ecosystem, pursuing activities to stimulate and grow the digital ecosystem and to create a favourable business environment for members, and to contribute to Australia's economic prosperity.

Both participants are interested in supporting each other's goals to:

- provide better digital public services
- enable a network for collaboration and inspiration, and
- promote economic growth through open markets and by stimulating startups and small to medium enterprises to engage in government procurement activities.

The two parties will work cooperatively to exchange information, experiences and expertise to achieve better outcomes for individuals and businesses using government online services.

Principles of engagement

The following principles underpin this MOU and the behaviours of the two parties.

Principle 1: Collaboration and partnership

Collaboration and partnership between the two parties is based on mutual respect and a commitment to engaging early to help shape thinking on potential solutions and initiatives.

Principle 2: Mutual advantage

The two parties recognise each other's interests, including the protocols and objectives of government and the commercial interests of industry.

Principle 3: Measures of success

The two parties will work together to review the measures of success outlined in this document.

Principle 4: Inclusive

This MOU is inclusive to all AIIA members.

Principle 5: Communication

Communication between parties is timely, respectful, frank and constructive and undertaken in the spirit of achieving positive outcomes in the design and delivery of exemplary digital government services.

Key priority projects

- ICT Procurement Reforms
- Digital Identity, including the Trusted Digital Identity Framework (TDIF)
- Building digital capability

List of suggested activities/initiatives

Activities / Initiatives	Lead	Measuring impact	
Short Term (up to 6 months) and recurring activities	Contact – Regular cadence meetings between the DTA & AIIA staff/members	AIIA	Minimum of 4 per year
	Contact – AIIA CEO and DTA CEO to meet at least twice a year to discuss priorities and progress, and review MOU.	DTA	Minimum of 2 per year
	Contact – AIIA General Manager and DTA Chief Communications Officer to meet at least quarterly re upcoming activities and opportunities	AIIA	Minimum of 4 per year
	ICT Procurement – DTA to hold regular round tables with industry and involve AIIA members to test ideas and concepts relating to the procurement reforms outlined in the Report of the ICT Procurement Review	DTA	Minimum of 3 per year
	Digital Investment – AIIA members to help the DTA to identify industry best practice and experiences in performance metrics (including how to measure value of ICT business investment, performance around data and its use, digital and ICT delivery)	DTA	As required but at least once per year
	Policy and process – Resolve contract issues associated with current Services Agreement	DTA	Consultation with AIIA members
	Policy and process – AIIA to work with DTA to identify options to improve IRAP and CSSL processes	DTA	Consultation and consideration of suggested options
	Communications/promotion – DTA to help promote via social channels AIIA events and activities that relate to its remit and acknowledge AIIA input and involvement in DTA activities, such as roundtables.	AIIA to provide collateral. DTA to post/distribute	As required

Activities / Initiatives		Lead	Measuring impact
Short Term (up to 6 months) and recurring activities	Communication/promotion – DTA to support and help promote key AIIA activities/events, specifically the annual Navigating Summit and iAwards.	AIIA to provide collateral.	Development and distribution of relevant promotional and supporting material/information
	In the case of the iAwards DTA and AIIA work together to showcase and promote government	DTA to post/distribute	
	Speaking opportunities – DTA to identify opportunities to provide speakers to AIIA events (where available) and AIIA to identify opportunities to provide speakers to DTA events (where available), such as the digital leaders forums.	AIIA	Based on availability
	Digital identity – DTA to involve AIIA early in industry consultations on the Trusted Digital Identity Framework.	DTA	Face-to-face consultation with members
	DTA to demonstrate how feedback considered and adopted.		DTA to publish consultation summary
Medium term 6 to 12 months	Digital Transformation Roadmap – DTA to share with industry digital transformation roadmap developments.	DTA	In context of regular cadence meetings
	Development/skills – DTA and AIIA to work together to consider options for skills uplift such as industry placements, exchanges etc	DTA	Approach/ model agreed and trialed
	Development/skills – DTA and AIIA to work together to consider options for an AIIA member to participate in an ‘expert in residence ‘ program at the DTA for skills uplift and knowledge sharing	DTA	List of options developed and considered
	ICT procurement – meet the supplier roundtables	AIIA	One per year
Long term (12 months plus)	ICT procurement	DTA	AIIA involved in workshop/roundtable activities to inform model, develop and implement trial.
	Develop and implement effective Proof of Concept demonstration and procurement model		

Review and measure success

- AIIA and DTA CEOs to review the MOU and its success at twice-yearly meetings.
- AIIA General Manager and DTA Chief Communications Officer to meet quarterly and explore opportunities to engage, and review activities.
- Participation rate of AIIA members.
- Number of DTA-led opportunities for AIIA members to be involved in roundtables, workshops, meetings and input into policies/ frameworks.

Signatures

The effective date of this MOU is the date of the signature last affixed to this page.

Gavin Slater

Chief Executive Officer
Digital Transformation Agency



13 / 03 / 2018

Rob Fitzpatrick

Chief Executive Officer
Australian Information Industry Association



13 / 03 / 2018