Australian Government
Digital Transformation Agency

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Digital Transformation Agency Briefing Pack

2022-23 Supplementary Budget Estimates Hearing

14 February 2023

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KI 01 - DTA Budget Measures

Key Points

- The DTA received one new measure in the 2022-23 October Budget process with **$1.9 million** funding for Cyber Hubs pilot – extension.

- The DTA, was affected by two other new measures in the 2022-23 October Budget process related to Whole of Australian Government (WoAG) savings. This saw a **reduction of $1.4 million** in DTA's funding for 2022-23 made up of:

  - o savings from external labour, and savings from advertising, travel and legal expenses of **-$1.389 million**, and

  - o APS Reform Plan related to departmental offsets for the Australian Public Service Reform of **-$0.025 million**.

- The DTA's total departmental appropriation for the 2022-23 financial year is **$76.2 million**. This amount is made up of:

  - o myGov enhancements measure funding: **$6.1 million**

  - o Digital Identity Future roll-out measure funding: **$11.5 million**

  - o Digital Identity additional resources measure funding: **$1.9 million**

  - o Cyber Hubs Sustainment measure funding: **$4.0 million**

  - o Base appropriation funding: **$52.2 million**

  - o Cyber Hubs pilot – Extension funding: **$1.9 million**, and

  - o Reduction in funding related to WoAG savings: **-$1.4 million**

Background

The DTA's 2022-23 and future year appropriation measure funding is summarised below:

DTA Budget Measure	FY 2022-23	FY 2023-24	FY 2024-25	Totals
Base Funding (FE3 Baseline creation 2018-19 MYEFO)	$28.8m	$30.4m	$30.5m	**$89.7m**
DTA Resource Funding (2021-22 MYEFO and 2022-23 October Budget adjustment)*	$23.4m	$17.9m	$17.5m	**$58.8m**
myGov enhancements (2021-22 PBS)	$6.1m	-	-	**$6.1m**
Digital Identity Future Rollout (2021-22 MYEFO)	$11.5m	$10.2m	-	**$21.7m**
Digital Identity - Additional (2022-23 March Budget)	$1.9m	-	-	**$1.9m**
Cyber Hubs Sustainment (2022-23 March Budget)	$4.0m	-	-	**$4.0m**
Cyber Hubs Pilot Extension (2022-23 October Budget)	$1.9m	-	-	**$1.9m**
WoAG Savings (2022-23 October Budget)	($1.4m)	($0.06m)	($0.06m)	**($1.5m)**
Total ($; m)	**$76.2m**	**$58.4m**	**$47.9m**	**$182.5m**

* The 2022-23 amount of $23.4m relates o funding approved in 2021-22 MYEFO of $18.8m and the one-off appropriation adjustment in 2022-23 of $4.6m.

Cyber Hubs Sustainment (Continuing and new measure)

- **$2.7 million** was allocated to the DTA in the 2021-22 Budget process to provide WofG coordination of the implementation of the WofG Cyber Hubs pilot.
- The DTA received **$3.98 million** funding in the 2022-23 March Budget process related to the WofG Cyber Hubs Pilot.
- An additional **$1.93 million** was allocated in the 2022-23 October Budget process for an extension of the Cyber Hubs pilot (Tranche 0) for the period 1 January 2023 to 30 June 2023.
- For more information see KI03.

Digital Identity (Continuing measure)

- **$256.6 million** over two years was invested as part of the Digital Business Package in the 2020- 21 Budget process to expand Australia's Digital Identity capability.
- Of this funding, the DTA was allocated **$13.4 million** in the 2022-23 financial year.
- For more information see KI02.

myGov enhancements (Continuing measure)

- **$200.1 million** was invested in the 2021-22 Budget to improve myGov over the next two (2) years.
  - The DTA were allocated **$6.4 million** in 2021-22 and **$6.2 million** in 2022-23 to further enhance myGov.
  - The DTA will drive the strategy and policy, WofG coordination, assurance, strategic communications, and engagement.
- For more information see KI07.

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Consultation	N/A	

KI 02 - Digital ID

Key Points

- Digital ID is a private and secure way for Australians to prove who they are online when accessing government services.

- Digital ID is completely voluntary, Australians can choose to create a digital identity with an accredited identity app to prove who they are online again and again.

- Use of Digital ID to verify identity online enhances security in two ways, it reduces the need for services to collect people s identity information and ensures accredited identity providers implement strong security controls.

- To date, **$624.2 million** has been committed to the Digital ID Program.

- As at 31 December 2022, the YTD spend on Digital ID for the DTA is **$3.0 million**.

- myGov and Digital ID go hand in-hand to enable effective delivery of government services

  o *myGov audit and myGov-related questions should be referred to Services Australia.*

- The Government is continuing collaboration with states and territories via the Data and Digital Ministers' Meeting (DDMM) on digital identity. At the last meeting, ministers agreed to continue developing digital identity systems collaboratively to enable government service delivery.

  o This has included discussion on future Digital Identity legislation and related issues across ministers. These discussions and ongoing work via DDMM will inform the timing for passage of these laws.

How it's being used

- As at 1 January 2023, more than 10 million Australians have chosen to create a reusable Digital ID, to securely access over 125 government services online.

- Having Digital ID connected to online government services removes the need for people to attend government shopfronts in person.

- For example, using Digital ID to apply for a Tax File Number (TFN) takes around 10 minutes and can be done fully online for many individuals. This is a substantial improvement on the typical 28-day timeframe for TFN applications, which often require people to attend in-person.

- Higher risk and higher value transactions, such as applying for a TFN, can be undertaken completely online due to the Digital ID System being robust enough to replace "in-person" identity verification processes.

- As at 1 January 2023, over 3.4 million myGovID (Identity Proofing Level 3, which involve facial verification) identities have been created.
  - *All questions relating to myGovID IP3 and online TFN applications should be referred to the Australian Taxation Office (ATO).*
  - *All questions relating to Centrelink Adoption of Digital Identity (CADI) should be referred to Services Australia.*

- Digital ID also supports business transactions. Over 1.4 million businesses rely on digital identity to allow their authorised representatives to act on their behalf online. For example:
  - A new business owner can save **$128** in avoided costs and 1 hour 45 minutes by not having to post certified documents to the Australian Business Register for review and processing.
  - Businesses also save up to an additional 4 weeks by not having to wait for identity documents to be manually reviewed and processed.

- Services are not currently charged to use Digital ID. The DTA is developing a 'whole of economy' charging framework that aims to balance long-term financial sustainability with commercial incentives for private sector participation.

Accreditation

- The Trusted Digital Identity Framework (TDIF) provides the rules that give Australians confidence that their personal information is being managed in accordance with strict privacy and security rules when using Digital ID.
  - o Participants in the Digital ID System (such as Identity Providers) are required to be accredited under the TDIF.
  - o Private sector entities can also apply for accreditation.
  - o Being accredited under TDIF shows customers that their identity systems meet the strict requirements set by Government.
  - o To date, 6 organisations have been accredited (Australia Post, ATO, Services Australia, eftpos, OCR labs and Mastercard) with 12 services accredited:
    - **Identity Provider (IDP)** - Auspost (digitaliD), ATO (myGovID), OCR Labs, Mastercard (ID)
    - **Credential provider** - Auspost (digitaliD), ATO (myGovID), Mastercard (ID)
    - **Identity Exchange** - Services Australia (the Exchange), eftpos (ConnectID), Mastercard (ID)
    - **Attribute provider** - ATO (RAM), Services Australia (myGov LinkID).
  - o Only Services Australia and ATO components are being used to support transactions within the Digital ID System.

Impacts from the Optus Breach / myGovID

- Users are required to verify identity documents when creating their myGovID to prove their identity. The myGovID Digital ID is then secured by a multifactor credential that can be used to then login to relying party services.

- Verified identity documents are 'locked' to the email address used while creating a given myGovID. The same identity documents cannot be used to create another separate myGovID linked to a different email address.

- myGovID users who have had identity documents re-issued to them **do not** have to update their myGovID. However, users can reset their app and re-prove their identity, <u>using the email address they used previously</u>, by verifying the newly issued identity document. This locks the new identity document to their existing myGovID, preventing others from using it to create a new myGovID with a new email.

- More broadly, wider use of Digital ID can reduce collection of people's identity information by government and private sector services. It can also provide more secure methods to verify identity online versus existing processes. These benefits collectively can reduce both the impact and likelihood of future data breaches involving identity data.

Current targeted consultations underway on charging and TDIF

- The DTA is currently progressing two targeted consultations with select stakeholders on:
  - potential future charging arrangements for the Digital ID System and
  - future updates to TDIF.

- These consultations aim to test initial positions with select stakeholders to inform the DTA's policy positions on charging and TDIF updates. This would then inform subsequent public consultations and advice to Government.

- Stakeholders selected for targeted consultation were chosen based on their involvement in the Digital ID System, including being TDIF accredited or previously expressing interest in either TDIF accreditation or joining the Digital ID System.

  o These stakeholders are seen as well-placed to respond to the targeted consultation topics, which involve specialised and technical issues associated with TDIF and the Digital ID System.

  o Broadly this stakeholder group includes Commonwealth, state and territory government agencies; existing TDIF accredited entities; privacy and consumer protection representatives; and select private sector stakeholders previously engaged on Digital ID.

Background

- In 2014, the Australian Government's Financial System Inquiry Report (Murray Report) found Australia's fragmented approach to identity verification costs individuals and businesses significantly.
  In response, the DTA was tasked to develop an economy-wide framework – the TDIF – to enable identity services to provide simple, safe and secure ways for people to prove their identity online.

  o Concurrently from 2015, the Government developed and implemented its Digital ID System to support identity verification for Government services.

  o This included developing myGovID within the ATO and the identity exchange within Services Australia; and investing in enabling capabilities to support validation of identity documents online (e.g., Home Affairs' Document Verification Service).

- An interim Oversight Authority (OA) administers the System, with functions shared across the DTA and Services Australia. It has regulatory-like functions, including TDIF accreditation, investigating system incidents and coordinating responses, and monitoring fraud and security issues.

  o If legislation for Digital ID is progressed and the interim OA becomes a permanent regulator, a long-term home for the OA will need to be determined.

- The DTA works closely with states and territories on using Digital ID to jointly deliver improved services and outcomes for all Australians.

- o At the 4 February 2022 Data and Digital Ministers Meeting, members agreed to work towards a consistent national approach for Digital ID.
  - o This aims to allow individuals to choose to re-use their Digital ID across all government services regardless of which jurisdiction delivers them.
  - o Significant progress has been made on adoption of Digital ID by states and territories and all are already using, or planning to use, Digital ID.
- The Digital ID Program is the result of extensive collaboration with many agencies and state and territory governments. The DTA leads the program to maximise the System's benefits through an integrated delivery model involving the ATO, Services Australia, the Department of Foreign Affairs and Trade and Home Affairs.
- The Digital ID Program received a 'green/ amber' rating in the most recent mid-stage Gateway Review conducted by the Department of Finance in December 2022. This followed a 'green' rating in the previous Gateway Review from 2021. A subsequent mid-stage Gateway review is expected to be undertaken in late 2023.
- The Gateway Review Process strengthens governance and assurance practices and assists non-corporate Commonwealth entities to successfully deliver major projects and programs.

Timeline

Date	Action
7 December 2014	The Murray Report is released, concluding that a federated digital identity model would best meet cost, innovation, and the needs of the broader Australian digital economy.
June 2015	The DTA commenced digital identity policy development.
20 October 2015	The Government agreed to Recommendation 15 of the Murray Report recommending a national strategy for a federated-style model of trusted digital identities. This tasked the DTA with developing the TDIF.
May 2017	The first Privacy Impact Assessment for the program is published on the DTA's website.
March 2018	TDIF release 1 is released.
August 2018	TDIF release 2 is released.
September 2018	Second PIA for the program published on the DTA's website.
April 2019	TDIF release 3 is released.
Budget 2019-20	Cabinet decision to commence development of Digital Identity legislation.

June 2019	myGovID launched into Public Beta following successful accreditation in May 2019. Universal Student Identifier (USI) goes live with Digital ID allowing students to apply for a USI completely online.
April 2020	TDIF release 4 is released.
June 2020	Legislation scoping paper released to Commonwealth, States and Territories.
Budget 2020-21	*Digital Business Package provided $256m to expand the Digital ID program to whole of economy including the development of legislation and funding until June 2022.*
2 November 2020	Launch of the digitalidentity.gov.au website.
16 November 2020 - 18 December 2020	Digital ID Legislation discussion paper released.
10 June 2021	Legislation position paper released (consultation closing 14 July 2021).
1 October 2021	Legislation exposure draft, draft rules and draft regulatory impact statement released for public comment, which closed 27 October 2021.
31 August 2021	Public Beta release of the IP3 capability in myGovID and the commencement of the TFN online service, allowing people to apply for a TFN fully online.
15 September 2021	Eftpos' ConnectID accredited under the TDIF as an identity exchange. The exchange brokers authentication and identity requests using OpenID Connect 1.0
29 September 2021	Public Beta release of the IP3 capability for Centrelink online services (known as Centrelink Adoption of Digital Identity, CADI), allowing people to apply for Centrelink payments fully online.
6 December 2021	Expression of Interest (EOI) launched on digitalidentity.gov.au, allowing businesses to register their interest to become accredited and/or participate in the system. The EOI closed on 4 March 2022. Forty-eight submissions were received and are being used to do targeted engagement and to create a prioritised backlog of organisations interested in accreditation.
1 June 2022	NSW legislative reforms to online liquor sales came into effect, referencing the TDIF as the standard with which age verification services must comply.
7 March 2022	OCR Labs became accredited under TDIF to provide IP3 level proofing.
26 July 2022	Mastercard became accredited under TDIF for three roles: • Identity provider - help you set up and manage your Digital ID.

	- Credential provider - play a critical role in keeping the System secure and safe. They take care of credentials such as passwords and other forms of authentication used in the System. - Identity exchange - acts like a switchboard, transferring information, with your consent, from the ID network to a relying party, in a way which is secure and respects your privacy.

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Point of Contact: Matt Sedgwick Branch Manager	Team Digital Identity	Contact Section 22
Consultation	N/A, noting ATO provides myGovID numbers	Nil

Released under FOI Act

KI 03 - Cyber Hardening including Hosting Certification Framework

Key Points

- The DTA coordinates the Cyber Hubs program and leads the Hosting Certification Framework (HCF). These initiatives support the Cyber Security Strategy 2020's Hardening Government Information Technology program.

- The Cyber Hubs and HCF initiatives are designed to strengthen security controls and governance arrangements for government data and improve government's cyber security resilience.

- Malicious cyber activity against Australia s interests continues to grow in intensity, scale, complexity, sophistication, and severity.

- A coordinated approach is required to address the threat from nation states (and organised crime syndicates) who seek to disrupt Australia's national security and delivery of essential services delivered by Government.

- *Questions relating to threats from nation states to Australian government agencies should be directed to the Australian Signals Directorate (ASD).*

- *Questions relating to the Public Sector Policy Framework (PSPF) should be directed to the Attorney-General's Department (AGD).*

- *Questions relating to the Cyber Security Strategy should be directed to the Department of Home Affairs (Home Affairs).*

Cyber Hubs program

- To uplift its cyber security, the Government is piloting implementation of 4 Cyber Hubs (**Australian Taxation Office, Department of Defence, Department of Home Affairs, and Services Australia**).

- o A Cyber Hub is a centralised provider of selected cyber security services to other government entities.
  - o Centralised cyber security will improve the Australian Government's resilience through better methods of detection as well as better incident response capabilities. Centralisation will also increase opportunities to focus the Government's cyber security investment and streamline information sharing with the ASD.
- The Cyber Hubs pilot commenced on 1 July 2021 and continues to 30 June 2023.
- As at 31 December 2022, the Cyber Hubs pilot involved:
  - o establishment of Cyber Hubs in Home Affairs, Defence, Services Australia and the Australian Taxation Office
  - o on-boarding commencement for 6 client entities:
    - for the Home Affairs Cyber Hub:
      - Australian Criminal Intelligence Commission (ACIC)
      - Australian Transaction Reports and Analysis Centre (AUSTRAC)
    - for the Defence Cyber Hub:
      - Australian Civil Military Centre
      - Australian Hydrographic Office
    - for the Services Australia Cyber Hub:
      - Sport Integrity Australia
      - Australian Digital Health Agency.
  - o testing of Cyber Hubs' delivery of cyber services to these client entities to inform the Cyber Hubs model.
  - o development of on-boarding readiness assessments and transition plans to support cyber security services for non-corporate Commonwealth entities (NCEs).
  - o commencing an independent evaluation of the pilot.
- Through to 30 June 2023, the Cyber Hubs pilot will:

- o stand up an incident response coordination capability to respond to major cyber security incidents in government.
- o support Commonwealth entities' adoption of ASD services to uplift cyber security posture, e.g. the Domain-based Message Authentication Reporting and Conformance (DMARC), Transport Layer Security (TLS) and the Australian Protective Domain Name Services (auPDNS) that blocks connections to malicious websites that may contain ransomware, malware and other cyber threats.
- o undertake additional activities to support entities' future onboarding identified by the pilot to date to Cyber Hubs.
- o finalise a business case for Cyber Hubs beyond the pilot phase for the consideration of Government.

Hosting Certification Framework

- The HCF supports the secure management of government-held data and assists agencies to identify and source providers that meet enhanced privacy, sovereignty, and security requirements.
- On 5 March 2021, the HCF was established as part of the whole of government Hosting Strategy.
- The HCF aims to strengthen the controls and governance arrangements over sensitive and classified government data and whole of government systems. This is achieved by ensuring hosting arrangements comply with data protection, ownership structure, liability, supply chain and transparency requirements set by the Government.
- A second iteration of the HCF is anticipated to be released in 2023 and will maintain a heavy focus on protecting the sovereignty of Government data and provide greater industry clarity on the Government's expectations.
- The HCF has been successfully applied to data centre and cloud service providers, with a total of 22 providers certified to the Strategic level as of 12 January 2023 (list in the Background section below).

- Government and industry stakeholders are in consultation on the policy reform of the HCF. One topic being explored is the feasibility of expanding the scope to include assessment of Software as a Service providers.

Background

Cyber threats

- In 2021–22, Commonwealth entities reported 255 cyber security incidents to ASD's Australian Cyber Security Centre (ACSC) (source: *Commonwealth Cyber Security Posture in 2022*).
- ASD rates cyber security incidents as Category 1 (most severe), to Category 6 (least severe). The number of severe incidents of compromised Government digital systems has increased, with 66% of Australian Government, critical infrastructure and national security system-related incidents reported to the ASD in 2020-21 being categorised as "substantial in impact" (Category 4), up from 49% in 2019-20 (source: ASD's *ACSC Annual Cyber Threat Report 1 July 2020 to 30 June 2021*).
- There is room for improvement in the Commonwealth's security posture and ability to respond to cyber security incidents (source ASD's *Commonwealth Cyber Security Posture in 2022*).

Cyber Hubs – roles

- The DTA is responsible for coordinating the Cyber Hubs Program which brings together the:
    o Australian Taxation Office, as a Cyber Hub
    o Department of Defence, as a Cyber Hub
    o Department of Home Affairs, as a Cyber Hub and the cyber security policy lead
    o Services Australia, as a Cyber Hub
    o ASD, as the cyber security technical lead
    o Attorney-General's Department, as the policy owner of the Protective Security Policy Framework and privacy policy

Cyber Hubs – funding

- Pilot funding amounts to $**80.3 million** with
    o **$18.8 million** provided in the 2021-22 Budget
    o **$30.2 million** in the March 2022-23 Budget

- o **$31.3 million** in the October 2022-23 Budget.
- The DTA's share of this funding amounts to **$8.5 million ($2.7 million** in the 2021-22 Budget, **$3.9 million** in the March 2022-23 Budget and a further **$1.9 million** in the October 2022-23 Budget).

Date	Cyber Hub pilot deliverable	Financial impact	
1 July 2020 – 30 June 2021	Initial development, planning, engagement and strategy for the Cyber Hubs Program Including assessment of agencies as suitable potential Cyber Hubs, initial suggested service offerings and preliminary roles and responsibilities.	Total program funding for period DTA share DTA actual incurred expenses*	$0.0m $0.0m $4.9m

2021-22 Budget
Australia's Cyber Security Strategy 2020
 	
1 July 2021 – 30 June 2022
	• Establishing Cyber Hubs in Defence, Services Australia and Home Affairs
	• Testing Hubs' centralised provision of select cyber services to client entities:
	  o Australian Civil-Military Centre
	  o Australian Hydrographic Office
	  o Sport Integrity Australia
	  o Australian Digital Health Agency
	  o Australian Criminal Intelligence Commission
	  o Australian Transaction Reports and Analysis Centre
		Total program funding for period
		DTA share
		
		DTA actual incurred expenses*
			$18.8m
			$2.7m
			
			$6.2m

March 2022-23 Budget *Digital Economy Strategy* 1 July 2022 – 31 December 2022	• Commencing the Australian Taxation Office as a Cyber Hub. • Ongoing refinement of Defence, Services Australia and Home Affairs hubs; continued testing of service provision to clients • Conducting cyber maturity assessments and preparing high-level transition plans for all 100 NCEs to assist future onboarding.	Total program funding for period DTA share DTA actual incurred expenses** 31/12/2022	$30.2m $3.9m $0.9m to
October 2022-23 Budget 1 January 2023 – 30 June 2023	Extension of the pilot to 30 June 2023, with: • ongoing refinement of hubs • continued testing of service provision to client • implementation of a Commonwealth incident response coordination capability • assisting client entities to make better use of ASD-identified cyber security services • preparing for Cyber Hubs to onboard client entities • completion of a fully-costed Second Pass Business Case.	Total program funding for period DTA share	$31.3m $1.9m

* DTA expenses beyond the new policy proposal funding have been managed through internal reprioritisations.

** Lower than expected DTA expenses for the period 1 July 2022 to 31 December 2022 reflect delays relating to uncertainty about the availability of funds from the March 2022-23 Budget coupled with recruitment delays.

Hosting Certification Framework (HCF)

- The HCF was incorporated within the Protective Security Policy Framework on 29 July 2022, providing greater assurance over sensitive data holdings through a holistic policy approach to security across government.

- Certification of providers is prioritised in accordance with agencies' procurement priorities, and to ensure the maximum amount of Government data is held by certified providers at the earliest opportunity.

HCF Certified suppliers

Hosting Certification summary as at 12 January 2023	
Providers registered for certification	57
Total providers certified	22
Certified Data Centre Providers	10
	• AirTrunk Australia • Australian Data Centres • Canberra Data Centres • DCI Data Centers • Digital Realty • Equinix Australia • Fujitsu Australia • iSeek Pty Ltd • Macquarie Telecom • NEXTDC
Certified Cloud Service Providers	12
	• Amazon Web Services • AUCloud • IBM Australia • Google Australia • Kyndryl • Macquarie Telecom • Medihost Solutions • Microsoft Azure • Oracle Australia • Secure Collaboration • Sliced Tech • Vault Cloud

Timeline Cyber Hubs

Date	Action
Cyber Hubs	
6 August 2020	Australia's Cyber Security Strategy 2020 released.
1 July 2021	Cyber Hubs pilot commenced.
30 June 2022	Initial phase of Cyber Hubs pilot implemented.
1 July 2022	Commencement of ATO Cyber Hubs as part of the March 2022-23 Budget Cyber Hubs pilot extension to 31 December 2022.
October 2022-23 Budget	Government commitment to Cyber Hubs Tranche 0 (Pilot extension) 1 January 2023 to 30 June 2023.
1 January 2023	Cyber Hubs Tranche 0 (Pilot extension) to 30 June 2023 commenced.
30 June 2023	Cyber Hubs pilot concludes.

Timeline HCF

Date	Action	
Hosting Certification Framework		
29 March 2019	Release of WofG Hosting Strategy.	
5 March 2021	Release of Hosting Certification Framework (HCF).	
10 March 2021	Registrations opened for providers interested in applying for certification.	
April 2021	Assessments commenced for registered Data Centre and Cloud Service providers.	
September 2021	The Commonwealth-led HCF Working Group was established with representatives from each state and territory.	
December 2021	The Commonwealth-led HCF Working Group agreed to national adoption of HCF for data centre providers.	
29 July 2022	The HCF was incorporated within the Protective Security Policy Framework.	
October 2022	The DTA commenced consultation activities with government and industry stakeholders on the policy reform of the HCF.	
Approver: Lucy Poole General Manager	Digital Strategy Architecture & Discovery Division	Contact: Section 22
Point of Contact: Doug Rutherford Branch Manager	Digital Prioritisation & Cyber Capability	Contact: Section 22
Consultation	Australian Cyber Security Centre	

KI 04 – Data & Digital Government Strategy

Key Points

- The Digital Government Strategy (DGS) is currently under review.
- The DTA and the Department of Finance are exploring options for a Data and Digital Government Strategy (the Strategy).
- A joint strategy will better connect these key areas and ensure a more transparent and cohesive approach to how the APS leverages the enormous potential value of data and digital technologies.
- The review of the Strategy will have two phases:
  - Phase 1 (Jan – Feb 23) involves high-level targeted consultation with government, industry and academia to develop the initial Strategy
  - Phase 2 (May – Aug 23) involves detailed mission-based consultation to finalise the Strategy and supporting annual implementation Playbook, which will include agreed key accountabilities, metrics and signature initiatives
- The revised Strategy will:
  - build on Government's data and digital transformation journey and focus on meaningful and impactful outcomes for the community (people and businesses) through building and maturing capabilities in Government digital and ICT.
  - guide a data driven and digitally enabled public service with a cohesive and joined-up approach for data and digital transformation, and to ensure alignment with the APS Reform agenda.
  - be developed using a consultative approach and draw on inputs from APS agencies and industry.

- A Data and Digital Government Strategy Oversight Committee (DDGS Oversight Committee) was established to build APS leadership engagement and provide governance oversight. The DDGS is a sub-committee of the Secretaries Digital and Data Committee,

- The DDGS Oversight Committee comprises members of the Deputy Secretaries Data Group, Digital Leadership Committee and other SES Band 3 members with relevant expertise, who will guide and support the Strategy development and delivery.

Background

- The current DGS, released in December 2021, sets the plan to deliver a digital government that exceeds the expectations of Australians

- The DGS sets the vision to be a top 3 digital government in the world by 2025 and focuses on 6 strategic outcomes:

   o All government services available digitally – Australians will be able to deal with Government anywhere, anytime, on any device, for every service.

   o Easy to access – services will be easy to use, accessible and connected so Australians can do their government business from a single-entry point.

   o People and Business centric – digital services will be designed for the user with a consistent look and feel, and based on life events.

   o Architecture alignment – connected platforms and services within the architecture.

   o Reuse and Invest – culture of reuse as a fundamental principle backed by digital skills, capabilities and tools.

   o Digital Workforce – build a government fit for the digital age, empowered by digital skills, capabilities and tools.

- Australia adopted the Organisation for Economic Cooperation and Development (OECD) Digital Government Index as the methodology to baseline Australia's international ranking.

- Australia did not participate in the 2019 OECD Digital Government Index and the OECD did not release a 2021 survey. Consequently, Australia does not have an international ranking against the OECD Digital Government Index.

- The lack of an international baseline and to track the DGS made monitoring the DGS progress challenging.

- The DTA continues to work proactively with the OECD, and recently coordinated inputs for the Australian Governments participation in the OECD Digital Government Index survey in December 2022 to January 2023. Outcomes for this survey are expected in late 2023.

Timeline

Date	Action
30 July 2022	Minister Gallagher approved the refresh of the DGS
May – August 2023	Stakeholder engagement and consultation (APS, Industry, academia, states and territories)
November 2023	MYEFO consideration of final Data and Digital Government Strategy and supporting playbook

Approver: Lucy Poole General Manager, Digital Strategy, Architecture & Discovery Division	Division: Digital Strategy, Architecture & Discovery Division	Contact: Section 22
Point of Contact: Lauren Mills Branch Manager, Digital Strategy	Team: Digital Strategy	Contact: Section 22
Consultation	N/A	

Released under FOI Act

KI 05 – DTA procurement & ANAO

Key Points

- On 21 September 2022, the Australian National Audit Office (ANAO) tabled a performance audit report which focussed on the effectiveness of the DTA's internal procurement activities of ICT- related services conducted between 2019-20 to 2020-21.

- The audit found that the DTA's procurement of ICT-related services was ineffective for the 9 procurements examined.

- The ANAO made 8 recommendations to the DTA to improve compliance with Commonwealth Procurement Rules (CPRs) and ensuring officials have a sufficient understanding of procurement requirements. The DTA has agreed to all 8 recommendations.

- The DTA has undertaken remediation work to address these recommendations and timeframes have been established for completion of the remediation actions

- The DTA will review the effectiveness of remediation actions to ensure the recommendations are addressed.

- Remediation actions will be completed by the end of the 2022-23 financial year.

- A further recommendation was made to the Australian Government aimed at improving transparency of the reporting of panel procurements by government entities. This recommendation was noted by the Department of Finance.

- Additionally, the DTA is in the process of designing, implementing and embedding a new Management Framework covering all aspects of corporate and enabling activities (People, Security, Finance [including procurement], Risk and Technology).

- This framework will provide guardrails to ensure the DTA is an exemplar agency when it comes to compliance with, and adherence to, the Commonwealth Resources Management Framework, government policies, regulations, guidelines and instructions.

- The remediation activities include:

Rec. No.	Recommendation	Remediation Activity	Status
1	The DTA implement a system of risk management that ensures procurement risks are being monitored, managed and escalated appropriately.	• The Chief Operating Officer (COO) authorised as a central point of control for all procurements before approaches to market by delegates • Implementation of a procurement checklist for each procurement activity	Implemented Implemented
2	The DTA: (a) implement a strategy to ensure all officials complete its fraud awareness and mandatory procurement and finance training; and (b) strengthen its processes to ensure that potential fraud and probity breaches are investigated in accordance with its policies and that appropriate follow-up action is taken.	• Mandated annual fraud awareness training for all staff, training for SES delegates on internal controls and conflicts of interest, and training and education campaigns on finance and procurement processes • Update DTA guidelines strengthening processes around potential fraud and probity breaches	Implemented In progress – expected to be implemented March 2023
3	The DTA: (a) establish an internal control to ensure that officials directly involved in procurements make activity-specific declarations of interest; and (b) maintain a register of declared interests.	• Implementation of central register of declared interests for officers involved in procurements	Implemented

Rec. No.	Recommendation	Remediation Activity	Status
4	The DTA align its approach to market processes with the CPRs, with a focus on: (a) estimating the expected value of a procurement before a decision on the procurement method is made; (b) establishing processes to identify, analyse, allocate and treat risk; and (c) maintaining a level of documentation commensurate with the scale, scope and risk of the procurement.	• The Corporate Procurement team currently monitors approaches to market for alignment with CPRs and the implementation of the procurement checklist will further strengthen this component and documentation of procurement activities	Implemented
6	The DTA improve its tender evaluation processes to: (a) align them with the CPRs; and (b) incorporate evaluation criteria to better enable the proper identification, assessment and comparison of submissions on a fair and transparent basis.	• In addition to current practices, a review of tender-evaluation processes is planned	In planning – expected to be implemented March 2023
7	The DTA improve its procurement processes to ensure decision-makers are provided complete advice, including information on risk and how value for money would be achieved.	• The COO and Corporate Procurement team are monitoring risk and value for money justifications for all internal procurement activities. The training program will further ensure officers involved in procurement adhere to these processes	In progress – expected to be implemented June 2023
8	The DTA: (a) improve its training and management of internal payment controls; and (b) conduct an internal compliance review or audit within the next 12 months to verify the effectiveness of its payment controls.	• Improved management of internal payment controls, with an internal audit to verify the effectiveness of these controls by Quarter 4 of 2022-23	In progress – expected to be implemented March 2023
9	The DTA strengthen its internal guidance and controls to ensure officials do not vary contracts to avoid competition or obligations and ethical requirements under the CPRs.	• In conjunction with other actions, the DTA will monitor and report on behaviours to ensure consistency with ethical requirements under the CPRs	In progress – expected to be implemented June 2023

- The Joint Committee of Public Accounts and Audit (JCPAA Committee) launched an inquiry into Commonwealth procurement in October 2022. The ANAO audit on DTA procurement was included.

- The DTA provided a submission in response to the inquiry on 10 November 2022 and appeared before the JCPAA Committee at a public hearing on 16 December 2022.

- The Chair of the DTA's Audit Committee is appearing before the JCPAA on 2 February 2023.

Background

- The objective of the ANAO Performance Audit was to assess the effectiveness of the DTA's internal procurement activities of ICT-related services. The ANAO adopted the following criteria to investigate whether the DTA had:
  - o established a sound procurement framework
  - o conducted procurements effectively
  - o managed contracts effectively.

- The audit report examined 9 DTA procurements with published start dates in 2019 – 2020 and 2020–21, with a combined reported value of **$54.5 million**. Of these, one was a limited tender, one was an open tender and 7 were panel procurements.

- The audit report found:
  - o The DTA's procurement of ICT-related services was ineffective for all 9 procurements examined.
  - o The DTA has established a procurement framework, but its implementation and oversight was weak.
  - o The DTA did not conduct the nine procurements effectively, and in some instances, its approach fell short of ethical requirements.
  - o The DTA's management of contracts has been ineffective for all nine procurements examined.

Chris Fechner, CEO	Division:N/A	Contact: Section 22
George-Philip de Wet	Team:Head of Corporate	Contact Section 22
Consultation	N/A	

Released under FOI Act

KI 06 - Investment Oversight Framework

Key Points

- The Investment Oversight Framework (IOF) is a six state, end-to-end framework that enables the DTA to support the Australian Government in managing its digital investments across the entire project lifecycle.

- Since December 2022, the DTA has changed the terminology from 'stage' to 'state'. This is to better align with the non-linear nature of the IOF as initiatives begin at one state and exit at another.

- The IOF applies where the digital and ICT-enabled investment:
  - is brought forward by a Non-corporate Commonwealth Entity, or if requested by the Minister responsible for the Digital Transformation Agency;
  - involves ICT costs; and
  - is being brought forward for government consideration as a new policy proposal.

- The oversight, support, and guidance the DTA provides through the IOF supports the Government to make the right digital and ICT investments at the right time and in the right way.

- The IOF was built through an extensive whole-of-government collaboration and was released in December 2021.

- At the time the IOF was announced, it outlined 4 key states—strategic planning, prioritisation, contestability, and assurance.

- These 4 states complemented the DTA's ongoing responsibilities for whole-of-government digital and ICT procurement, and for providing feedback on best practice in real world operation to further guide digital investments.

- By including the 2 states of sourcing and operations, the IOF crystallised into a 6-state whole-of-lifecycle framework.
- The 6 states of the IOF encompass
  - State 1 – Strategic planning
  - State 2—Prioritsation
  - State 3—Contestability
  - State 4—Assurance
  - State 5—Sourcing
  - State 6—Operations

Background

- The DTA's mandate, effective from 1 July 2021, is supported by a Whole-of-Government Digital and ICT IOF, which enables oversight of digital and ICT investments across the entire investment lifecycle.
- The IOF was announced on 3 December 2021
- The Department of Finance remains responsible for providing guidance on budget processes, and for agreeing to policy costings.
- Agencies retain responsibility and accountability for the delivery of their digital and ICT-enabled projects.

Outline of the States:

State 1: Strategic Planning

  - Under the Strategic Planning state of the Oversight Framework, the DTA provides direction of the Australian Government's digital and ICT investment portfolio.
  - This direction informs how investment will most effectively deliver services and outcomes for the benefit of Australians, as defined in whole-of-government strategies including the Digital Government Strategy, Digital Economy Strategy, Cyber Security Strategy and the APS Reform.

State 2: Investment Prioritisation

  - Under the Prioritisation state, the DTA assesses a pipeline of digital and ICT investment proposals, based on a set of criteria, on how the investments enhance the APS's digital and ICT capabilities.

o The DTA works with senior officials from across Commonwealth agencies to assess these investment proposals to provide balanced and whole-of-government advice for the Government's consideration within the Budget context.

State 3: Contestability

o Under the Contestability State, the DTA supports agencies to prepare well-designed, robust investment proposals that meet whole-of-government digital and ICT policies, priorities standards, before they are considered by ERC.

o As part of Contestability, the DTA provides advice to Government on digital and ICT investment proposals to support decision making in the Cabinet process.

State 4: Assurance

o Under the Assurance state, the DTA supports agencies to plan and implement fit-for-purpose assurance that support the successful delivery of approved investments.

o In this state, the DTA works with agencies to ensure appropriate assurance, governance and reporting arrangements are in place for investments during implementation to ensure projects achieve their objectives and planned benefits are realised. The DTA also provides reporting and advice to the Australian Government on the health of the n-flight investment portfolio.

State 5: Sourcing

o Under the Sourcing State, the DTA supports agencies to procure digital and ICT services, by making sourcing simple through its marketplaces/panels, whole-of-government arrangements, and guidance.

o The DTA makes it easier for government buyers to do business with digital sellers, with improved pricing, terms, and conditions.

State 6: Operations:

o Under the Operations state, the DTA measures the effectiveness and impact of our policies and advice against changes in real-world usage and operations, to ensure the processes supporting strategic planning, prioritisation, contestability, assurance and sourcing remain contemporary and relevant to a rapidly changing digital and ICT environment.

o Ongoing feedback to reflect real-world operations enables the DTA to provide accurate advice on new investments that will yield the greatest value towards delivering on government's strategic outcomes.

Timeline

Date	Action
15 April 2021	Executive Order released specifying the functions of the DTA
1 July 2021	The Executive Order, also referred to as the DTA's new mandate, came into effect.
MYEFO 2021-22	Piloted the Prioritisation process. Piloted the Contestability process on a subset of digital and ICT proposals.
3 December 2021	IOF announced
2022-23 March Budget	Contestability applied to budget proposals Proof of concept Prioritisation process
August 2022	Prioritisation process completed and report provided to Cabinet
2022-23 October Budget	Contestability applied to budget proposals
December 2022	Prioritisation process in progress for the 2023-24 Budget

Approver: Wayne Poels General Manager, Digital Investment Advice and Sourcing	Division: Digital Investment Advice and Sourcing	Contact: Section 22
Point of Contact: Wayne Poels General Manager, Digital Investment Advice and Sourcing	Division: Digital Investment Advice and Sourcing	Contact: Section 22
Consultation	N/A	

KI 07 – myGov and myGov User Audit

Key Points

myGov User Audit

- The myGov User Audit commenced in September 2022. A 5-member expert panel (the Panel) delivered a final report to Minister Shorten and Minister Gallagher in January 2023 and it was released publically on 31 January 2023.

- The Government is now considering the findings of the myGov User Audit and will respond in due course.

- These findings will inform the future improvements of myGov beyond the current two-year Enhanced myGov program. It will ensure myGov better meets customers' needs and expectations of a contemporary and world-class service that is seamless and citizen-centric.

- The DTA supported the secretariat function for the audit with a full time SES Band 1 and an Executive Level 2.

- Costs of the User Audit were met from existing resources.

- *Further Questions relating to the myGov User Audit should be directed to Services Australia.*

Enhanced myGov Program

- A total of **$200.1 million** was invested over 2 years as a part of the 2021- 22 Budget to deliver an enhanced myGov platform.

- The DTA received **$12.6 million** (**$6.4 million** in 2021-22 and **$6.2 million** in 2022-23) to fulfil its responsibilities of enhancing myGov's overarching

policy and strategy, including the engagement of new member services with a focus on delivering an improved digital experience. This aligns with DTA's mandate to provide strategic and policy leadership on whole of government digital service delivery.

- The Enhanced myGov platform, launched on 5 September 2022, has delivered significant improvements, and will continue to be updated quarterly until June 2023. Improvements include:
    - o creating a new, sustainable online platform that can adapt to the changing needs of people and Government, delivering a flexible, scalable, digital platform for use across government
    - o user experience improvements, increased platform reliability and performance, including: the ability for users to discover information across Government services relevant to who they are, based on their life events
    - o a dashboard for users to view their interactions with Government, and ability to manage their applications and payments (currently limited to Centrelink)
    - o targeted notifications based on users' circumstances and preferences, which can be managed within myGov and the ability for Government to proactively connect with people through new direct messaging.
- A new myGov app that offers users additional channel options to interact and find services relevant to them. As of 9 January 2023, there have been over 374,000 downloads and registrations of the new myGov mobile app.
- In addition to the improved user experience, the enhanced myGov platform provides better reliability and performance compared to the former legacy system.
- Feedback is collected regularly by Services Australia and used to inform future iterations and enhancements of the myGov platform. These enhancements continue to be rolled out iteratively by Services Australia, the myGov delivery owner.

- myGov is Australia's largest authenticated digital platform. As of 1 January 2023, there are over 25.6 million active myGov accounts allowing Australians access to 15 different member service provided by state and federal governments.

Background

- On 30 April 2022, the Government made an election commitment that, if elected, the Government would conduct a user audit to improve myGov.
- The audit was overseen by a 5-member expert panel from the fields of technology, ethics, public health and government:
  - David Thodey AO, chair of the panel that delivered the Independent Review of the Australia Public Service in 2019, current Chairman of Tyro and former Telstra CEO.
  - Ms Julie Inman Grant, eSafety Commissioner.
  - Professor Edward Santow, former human rights commissioner.
  - Professor Emily Bank AM, social epidemiologist.
  - Mr Amit Singh, former head of global economic policy for Uber.
- The audit considered:
  1. current and potential future customer needs and expectations of government services, including across jurisdictions
  2. barriers to providing a consistent whole-of-government(s) user experience which enables citizens to access services quickly and easily without needing to understand how government is structured or having to provide the same information multiple times
  3. how myGov has performed to date, including usability and availability, and the improvements delivered and planned through the Enhanced myGov program
  4. existing analysis and research completed on myGov and wider digital delivery of government services, including the findings of the Independent Review of the Australian Public Service and Australia's digital government strategies
  5. how myGov operates within the whole-of-government digital and service delivery ecosystem, including Digital Identity and other government apps and online services, and what services, capabilities or customer experiences that could integrate with myGov in future
  6. global best practice in digital service delivery in the private and public sectors.

- The panel provided several recommendations across the digital service delivery and experience system, which are under consideration by the Government.

Timeline

Date	Action
30 April 2022	The Government made an election commitment to conduct a user audit to improve myGov
July 2022	DTA transferred responsibilities for myGov to Services Australia
5 September 2022	Transition to enhanced myGov platform
September 2022	myGov User Audit commenced
December 2022	myGov User Audit findings delivered to Ministers
Early 2023	Public release of the User Audit and Government response

Approver: Lucy Poole General Manager	Division: Digital Strategy, Architecture & Discovery	Contact: Section 22
Point of Contact Lisa Jansen Branch Manager	Team: Digital Initiatives Discovery	Contact: Section 22
Consultation	Services Australia	

Released under FOI Act

KI 08 - IBM

Key Points

- A new whole-of-government arrangement was signed on 15 December 2022 with IBM Australia for $725 million (ex. GST).

- The arrangement took effect on 31 December 2022 and will be in place for 5 years.

- The arrangement was negotiated and signed jointly with the DTA (on behalf of several Commonwealth agencies), Services Australia, the Department of Defence, the Australian Taxation Office, and the Department of Home Affairs. These agencies hold the 5 enterprise-level licensing agreements that underpin the arrangement, but additional contracts can still be signed over the arrangement's term.

- Since 2018, the arrangement has offered IBM products and services to all government entities on the most favourable terms and conditions available to Australian Government (the Government) buyers.

- This new arrangement will support the Government's continued investment in the Australian Public Service, offering training and certifications that can be utilised to develop the skills and expertise required to uplift digital capability across government.

- The arrangement will also deliver:

  - support to explore onshore investment in emerging technologies like quantum computing and artificial intelligence, which aligns to objectives of the National Reconstruction Fund.

  - strengthened protections in response to the current cyber landscape, which includes addressing the requirements of the DTA's Hosting Certification Framework.

- o reuse opportunities across government by enabling agencies to transfer assets.

- o streamlined contracting, which will reduce the time, effort and resources required throughout procurement processes.

If asked: The IBM arrangement wasn't due to expire until June 2023. Why have you signed this new deal early?

- The original IBM arrangement was due to expire in June 2023.

- The new arrangement was signed in December 2022 to prevent a global price increase that was due to come into effect on 1 January 2023 due to rising inflation and supply chain issues.

- It also refreshed the additional funds available to agencies to draw on to support agencies in investing in skills and training, exploring emerging technologies, and flexibly managing their changing requirements over time.

If asked: Why does the Government continue to spend so much money with multinationals?

- IBM's products and services support key systems across government that are critical to the government services on which Australians rely.

- The financial commitment with IBM is significant. We have a whole-of-government arrangement with them to ensure that all Government entities are contracting on the most favourable terms possible – regardless of the entity's size or spend. This ensures that we are getting the best possible value for taxpayer money.

If asked: Why is DTA signing this with a vendor that does not pay tax in Australia?

- The arrangement is signed with IBM's Australian entity to maximise the potential for the vendor to pay tax in Australia. IBM Australia also employs people in Australia and invests in local economies.

- The two most recent releases of the ATO transparency reports indicated IBM paid income tax in Australia on their Australian operations to the tune of $25.7m in 2020-21 (most recent year of information available) and $15.2m in 2019-20.

- IBM is a key strategic partner for the Government. Its products and services underpin several key government services on which Australians rely. IBM also enabled the Government to support Australians during the recent pandemic and disaster events.

- In the October Budget, the Government announced measures to increase the tax paid by multinationals operating in Australia and it is expected that legislation will be introduced early next year to implement that decision.

If asked: This new agreement is smaller than the original. Is this an example of cutting spending on ICT contractors and consultants or a sign that the Government is underinvesting in the technology required to support government services?

- The new arrangement is worth $725m (ex. GST) over 5 years, as the new agreement has been streamlined due to changes in agency requirements since 2018, as well as services that were divested from IBM.

  o It is important to note this is a minimum commitment with IBM over the 5 year arrangement. It does not preclude agencies conducting additional procurements with IBM should they need to.

- While the Government remains committed to reviewing spending on contractors, the new agreement focusses on only essential government requirements for the current context to ensure it is efficient and fit for the times.

If asked: Since 2018, the Government's spend with IBM has ballooned to over $2 billion. Is this an example of DTA mismanaging the contract?

- This arrangement is a contracting framework managed by the DTA, which offers consistent terms across all agencies (including discounts). Decisions to

contract with IBM and manage the procurement are up to the individual agencies within their procurement rules.

- Over the 5-year term, the value of the original IBM arrangement grew from an initial value of almost $1 billion in 2018 to an overall value of $2 billion by 2022. This was due to new contracts being signed by Commonwealth agencies with IBM due to changing requirements and organic growth over time.

If asked: Given the recent ANAO audit, how can we trust that the DTA has established this agreement in accordance with the Commonwealth Procurement Rules (CPRs)?

- The ANAO audit was not a review of the DTA's whole-of-government digital sourcing responsibilities. As such, the ANAO's findings have no bearing on the DTA's conduct of whole-of-government agreements panels, marketplaces and BuyICT platform.
- The DTA's whole-of-government procurement arrangements are established in accordance with the CPRs and the DTA's Accountable Authority Instructions.
- The new IBM arrangement was considered and agreed to by the delegates of all signing agencies as having satisfied necessary requirements.

Background

- The original IBM arrangement was signed on 28th June 2018 for an initial term of 5 years.
- It is mandatory to be used by Non-Corporate Commonwealth Entities (NCEs) when contracting with IBM for their products and services, including hardware, software, cloud services, and professional services. It is also available to be used by Commonwealth Corporate Entities, State and Territory Government Entities, and Public Higher Education Institutions.
- By consolidating our buying power across the Commonwealth, we have been able to negotiate an arrangement on the most favourable terms available to Australian government entities.
- The DTA negotiates and manages these whole-of-government arrangements as part of its responsibility for whole-of-government ICT procurement. The DTA, on behalf of all

government agencies, leverages these arrangements to reduce costs, improve terms and conditions, and generate reuse opportunities.

Clearance Officer: Wayne Poels	General Manager, Digital Investment Advice and Sourcing	Contact: Section 22
SES Point of Contact: Michelle Tuck	Branch Head, Digital Sourcing	Contact: Section 22
Consultation	N/A	

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Key Statistics Factsheet

Human Resources

The data below is provided in headcount (unless otherwise specified) excludes the CEO and inactive employees and is based on substantive levels.

Staffing Levels

Detail	31 January 2023	30 June 2022	Change +/-	Change %
Average Staffing Level (ASL)	218.67	217.55	1.12	1%
Headcount	222	214	8	4%
Full time equivalent (FTE)	218.74	211.24	7.5	4%
Senior Executive Service (SES)	12	12	0	0%
Executive level employees (EL1 and EL2)	125	122	3	2%
Australian Public Service level employees (APS1-6)	85	80	5	6%
Ongoing employees	209	207	2	1%
Non-ongoing employees	13	7	6	86%
Full-time employees	209	203	6	3%
Part-time employees	13	11	2	18%
Secondees	1	0	1	100%
Contractors	37	45	-8	-18%
Total workforce (headcount + secondees + contractors)	**260**	**259**	**1**	**0%**

Commencement by level FYTD to 31 January 2023

	APS	EL	SES
Ongoing	23	22	2
Non-ongoing	10	2	0
Total	59		

Ongoing exits by type 2022-23 FYTD to 31 January 2023

	Ongoing	Percentage
Perm transfer out – at level	28	60%
Perm transfer out - Promotion	3	6%
Retirement	3	6%
Resignation	13	28%
Termination	0	0%
Total	47	

Ongoing exits by level 2022-23 FYTD to 31 January 2023

	APS	EL	SES
Perm transfer out – at level	11	16	1
Perm transfer out - Promotion	3	0	0
Retirement	1	1	1
Resignation	2	11	0
Termination	0	0	0
Total	47		

Employee movement

Financial year to 31 January 2023

	31 January 2023	30 June 2022
Commencements (non-ongoing and ongoing)	59	80
Exits (non-ongoing and ongoing)*	56	116
Ongoing turnover rate*	26%	47%

* excludes MoGs

Location

As at 31 January 2023

	Headcount	Percentage
Canberra	184	83%
Sydney	20	9%
Remote	18	8%

Diversity information

As at 31 January 2023

	Headcount	Percentage
Disability	14	6%
Aboriginal and Torres Strait Islander	1	0.5%
Carer responsibility	33	15%
Born overseas	53	24%
Speaks another language	64	29%
LGBTI+	16	7%

Gender* balance by level

As at 31 January 2023

		Headcount	Percentage
APS	Male	34	40%
	Female	51	60%
EL	Male	63	51%
	Female	61	29%
SES	Male	8	67%
	Female	4	33%

Gender* balance overall

As at 31 January 2023

	Headcount	Percentage
Male	105	48%
Female	116	52%

Senior Executive Service gender* balance

As at 31 January 2023

		Headcount	Percentage
SES	Male	8	67%
	Female	4	33%

* Where People and Culture has data on genders other than male and female, this information is not included in order to keep data non-identifiable.

Distribution of employees by Executive Group

As at 31 January 2023

	Headcount	Percentage
Office of the CEO	8	3%
Corporate	39	18%
Chief Technology Office	11	5%
Digital Investment Advice and Sourcing	89	40%
Digital Strategy Architecture and Discovery	75	34%

Classifications by Executive Group

As at 31 January 2023

	APS		EL		SES	
	HC	%	HC	%	HC	%
Office of the CEO	4	50%	4	50%	0	0%
Corporate	20	51%	18	46%	1	3%
Chief Technology Office	6	55%	4	36%	1	9%
Digital Investment Advice and Sourcing	35	39%	50	56%	4	5%
Digital Strategy Architecture and Discovery	20	27%	49	65%	6	8%

Employment type by Executive Group

As at 31 January 2023

	Ongoing	Non-ongoing
Office of the CEO	8	0
Corporate	37	2
Chief Technology Office	10	1
Digital Investment Advice and Sourcing	87	2
Digital Strategy Architecture and Discovery	67	8

APS Census 2021-22

Year	Participation rate
2022	96.9% (increase of 16%)
2021	80.9%

Procurement

Contractor Movement

- The DTA employs contractors to meet capability needs where the DTA does not have the capacity or required skill within its APS workforce.

- The nature of contracting allows many of the people with specialised tech capabilities to remain current by working across a variety of products and organisations.

- There are a number of potential outcomes following the end of a labour for hire or consultancy contract (referred to as contractors).

- The below outlines the number of contract movements based on the number of contractors that were active during the relevant Financial Year.

Active Contractors 160 2018-19		Active Contractors 88 2019-20		Active Contractors 219 2020-21		Active Contractors 152 2021-22		Active Contractors 37 2022-23*		Outcome at end date of the contract (1 July 2017 to 31 January 2023)
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
70	26%	76	47%	85	27%	95	39%	52	41%	Accepted the offer to take up an extension option under their contract.
12	4%	7	4%	8	3%	3	1%	0	0%	Engaged under the APS Act following a recruitment round within the DTA (From contractor to permanent APS employee).
44	16%	19	12%	44	14%	33	12%	47	37%	Re-engaged through the procurement process following the end of their current contract.
12	4%	5	3%	0	0%	0	0%	0	0%	Were engaged to deliver a specific outcome over a short-term period engagement with no options to extend.
33	12%	19	12%	77	25%	13	7%	5	4%	Continue to be engaged by the DTA post 30 June for the relevant financial year. This is due to the initial contract term not yet ending and options to extend not yet being exercised.
103	38%	36	22%	98	31%	109	40%	23	18%	No longer engaged at the DTA
274	100%	162	100%	312	100%	253	100%	127	100%	**Total**

The following is a summary based on the above contractor figures:

114	42%	95	59%	129	41%	128	52%	99	78%	Contractor retention (Options to Extend or Awarded a new contract).
33	12%	19	12%	77	25%	13	7%	5	4%	New contractor engagements
115	42%	41	25%	98	31%	109	40%	23	18%	No longer engaged at the DTA (short-term or no longer engaged).
12	4%	7	4%	8	3%	3	1%	0	0%	Contractor to permanent APS employee.
274	**100%**	**162**	**100%**	**312**	**100%**	**253**	**100%**	**127**	**100%**	**Total**

* As at 31 January 2023

Contractor Retention

The below outlines the contractor retention period based on the start date of the original contract to the FY end date (e.g. 2018-19 end date is 30 June 2019).

	Active Contractors 160 2018-19		Active Contractors 126 2019-20		Active Contractors 219 2020-21		Active Contractors 152 2021-22		Active Contractors 34 2022-23*	
Retention Period	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**	**Number**	**Percentage**
Less than 3 Months	16	10%	53	42%	51	23%	9	6%	0	0%
3 - 6 Months	42	26%	28	22%	54	25%	21	14%	2	5%
6 - 12 Months	59	37%	12	10%	68	31%	45	30%	5	14%
12 - 18 Months	29	18%	20	16%	35	16%	46	30%	8	22%
18 - 24 Months	10	6%	7	6%	8	4%	22	14%	3	8%
24+ Months	4	3%	6	5%	3	1%	9	6%	19	51%
Total	**160**	**100%**	**126**	**100%**	**219**	**100%**	**152**	**100%**	**37**	**100%**

* As at 31 January 2023

Contractor Month End Trending as at 31 January 2023

DTA Labour For Hire Contractors Month on Month Trending
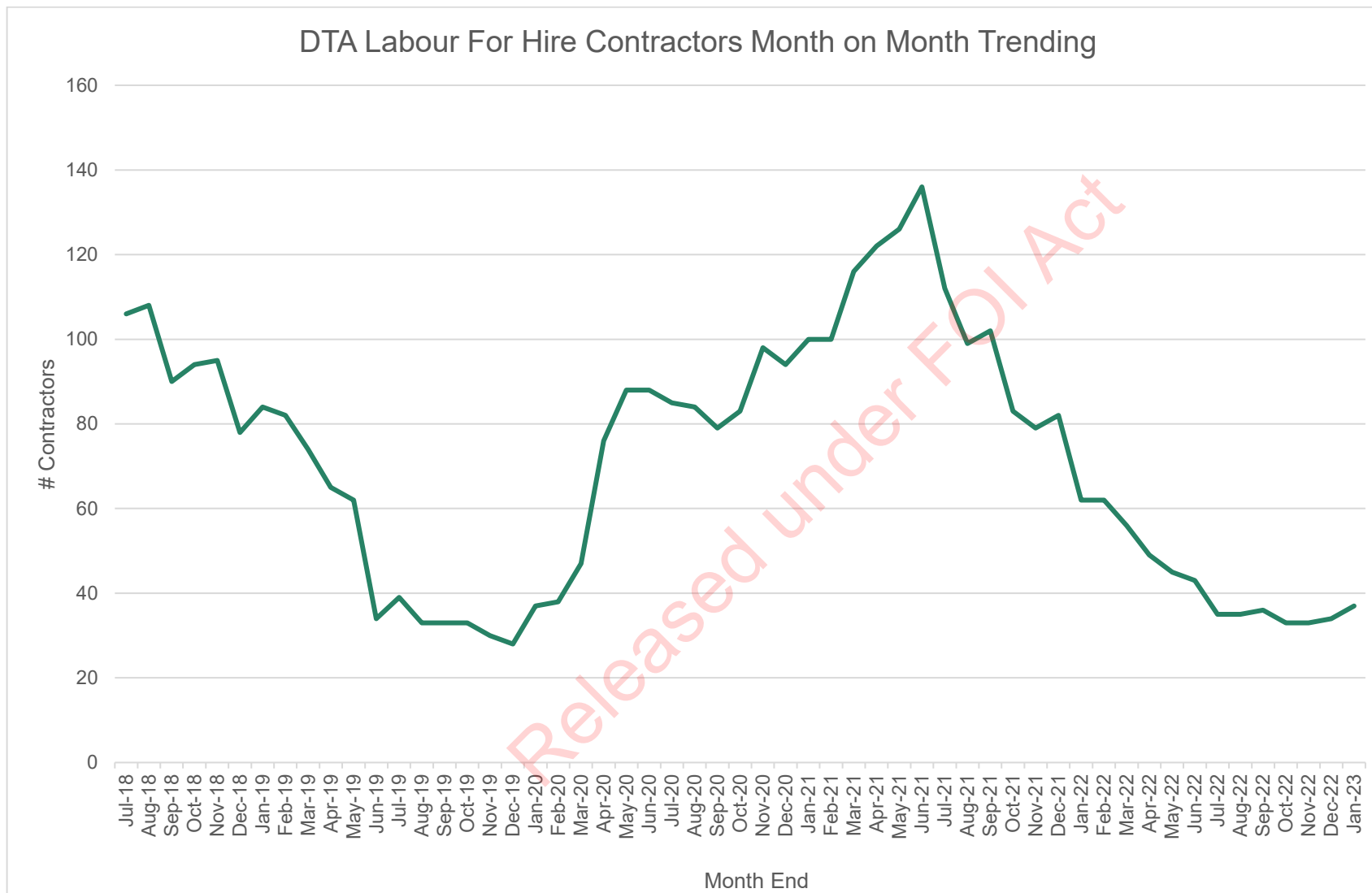
Finance

DTA Procurement at a Glance

Reported Procurement	2021-22 (1 July 2021 to 30 June 2022) [1]	2022-23 to date (1 July – 31 January 2023) [1]
Total value of all contracts (in contract during reporting period)[2]	$195.31m	$118.68m
Total value of contracts entered into during reporting period	$80.12m	$13.88m
Limited Tender Total[3]	$40.67m	$0.52m
Limited below $80K	$0.59m	$0.16m
Limited above $80K (See following rows for further breakup)[5]	$40.08m	$0.36m
Exempt from Division 2 of CPRs (above $80k)[5]	$39.43m	$0.28m
Contracts engaged via Limited Tender condition (above $80k)	$0.65m	$0.08m
Construction	$0.00m	$0.00m
Open Tender Total	$39.45m	$13.36m
Prequalified Tender	$0.00m	$0.00m

Labour for Hire (included in both limited and open tender)[3]	$11.03m	$5.30m
Consultancies	$0.00m	$0.18m

Reported Procurement	2021-22 (1 July 2021 to 30 June 2022)	2022-23 to date (1 July 2022 – 31 January 2023) [1]
Total value of all contracts (in contract during reporting period)	$1,931.00m	$1,761.11m

a. All figures are GST exclusive and reflect the current committed funds (contract value) and not actual spend. Does not include WoAG contracts
b. Total value of all contracts active during reporting period. Does not include WoAG contracts.
c. New contracts reported in the reporting period. Does not include existing contracts.
d. Figure represents the total value of contracts entered into by DTA on behalf of other agencies only.
e. Includes 11 Moore Street lease of $38.9m over 10 years.

Whole of Australian Government Single-Seller Arrangements – Total government spend ($m)

Contract	Total Contract Value (ex GST) to 31 January 2023)
AWS 1.0	$373M
AWS 2.0	$166M
Concur	$16.6M
IBM 1.0	$2.03B
IBM 2.0	$725M
Microsoft*(VSA4-5)	$894.8M
Oracle	$177.4M
Rimini Street	$21.9M
SAP	$827.1M
Total	**5,231.8B**

Whole of Australian Government Panel Arrangements Delivering Business to SMEs

Arrangement	No of Panellists	No. of *SMEs	% of SMEs	Total Spend ($m) *	Total SME spend ($m)	% of SME spend
Digital Marketplace	3441	2764	79	10823	6329	58
Hardware Marketplace	201	146	73	2333	418	18
Software Marketplace**	343	248	72	2358	245	10
Telecommunications Marketplace	364	259	44	79	1.6	2
Cloud Marketplace	36	15	72	118	52	45
Data Centre Facilities Supplies Panel	15	3	20	795	751	94

* Values are based on contracts reported to AusTender. However, a portion of opportunities published by agencies do not report to AusTender (e.g. CCEs, and state/territory/local governments).

** Please note that the Software Marketplace reflects both Category One – the government's selected Microsoft Licencing Solution Provider (Data#3) and Category Two - Commercial off the Shelf (COTS) software and services.

Finance Quick Reference Guide 2019-20

	2019-20 Budget Estimates	2019-20 full year actual spend
Departmental appropriation	$66.63m	$66.63m
S74 receipts*	$2.17m	$2.42m
ICT Coordinated Procurement Special Account – Expense	$10.90m	$10.90m
ASL	217.00	217.10

Finance Quick Reference Guide 2020-21

	2020-21 Budget Estimates	2020-21 Full Year Actual spend
Departmental appropriation	$86.72m	$86.72m
S74 receipts*, 1	$2.10m	$48.50m
ICT Coordinated Procurement Special Account – Expense	$24.19m	$12.32m
ASL[2]	182.00	266.10

[1] Includes Services Australia & Permissions.

[2] An additional 60 ASL was offset by the Department of Social Services (DSS) and an additional 14 provided by DSS for Identity (74+182 = 256 ASL) as non-ongoing.

Finance Quick Reference Guide 2021-22

The data below is as at 30 September 2022

	2021-22 Budget Estimates & MYEFO	2021-22 Full Year Actual spend
Departmental appropriation	$79.79m	$72.22m
S74 receipts*	$2.17m	$7.33m
ICT Coordinated Procurement Special Account – Expense	$11.00m	$10.51m
ASL	240.00	217.55

* Section 74 of the *Public Governance, Performance and Accountability Act 2013* provides a mechanism where certain amounts received by entities may be retained by that entity. The categories of revenues mostly relate to amounts likely to be received by the entity to defray the cost of providing a good or service.

Fiscal Breakdown of Funding for all DTA Programs

Funded Programs	Funding per Financial Year in $'000										Total
	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	
Identity Appropriation	2,389	9,636	15,154	60,900[1]	10,213	23,138	27,135	-	-	-	148,565
Identity Revenue	-	10,000	-	-	-	-	-	-	-	-	10,000
National Innovation & Science Agenda (Digital Marketplace)	2,850	4,860	3,675	3,696	-	-	-	-	-	-	15,081
AAO Transfer from Finance – Public Data Policy	514	795	834	841	-	-	-	-	-	-	2,984
myGov Operations	1,361	1,412	-	-	-	-	-	-	-	-	2,773
myGov Strategy, Policy and User Experience	-	700	700	700	700	700	-	-	-	-	3,500
myGov Enhancements	-	-	-	-	-	-	6,444	6,146	-	-	12,590
Modernising Health and Aged Care Solutions (Revenue)	7,348	-	-	-	-	-	-	-	-	-	7,348
ICT Skills Appropriation	-	167	322	327	327	389	-	-	-	-	1,532
ICT Skills Revenue	-	1,160	2,123	2,105	2,104	2,057	849	846	-	-	11,244
ICT Policy Appropriation	-	2,208	3,788	3,768	3,767	3,791	-	-	-	-	17,322
ICT Policy Revenue	-	8 6	66	66	66	64	64	-	-	-	1,172
Modernisation Fund – Assurance	-	-	486	483	485	-	-	-	-	-	1,454
Modernisation Fund – Whole of Government Platforms	-	-	12,166	17,374 (-8,930[2])	7,682	-	-	-	-	-	28,292
Modernisation Fund – Building Digital Capability	-	-	5,651	1,928	,715	-	-	-	-	-	9,294
Bureau of Meteorology – Improved Security and Resilience	-	-	200	191	192	193	-	-	-	-	776

Funded Programs	Funding per Financial Year in $'000										Total
	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	
s75 from PM&C (Data.gov.au, NationalMap and Data Fellowship)	-	-	714	812	812	813	-	-	-	-	3,151
Establishment of the Cyber Security Advisory Office	-	-	2,838	2,692 (MoG to ASD)	2,570 (MoG to ASD)	2,585 (MoG to ASD)	-	-	-	-	10,685 (7,847 MoG to ASD)
Cyber Uplift	-	-	-	-	6,000	-	-	-	-	-	6,000
Whole-of-Government (WofG) Hosting Strategy	-	-	-	-	2,150	3,721	-	-	-	-	5,871
Protected Utility	-	-	-	-	3,738	9,477	-	-	-	-	3,215
DTA Sustainability	-	-	-	-	-	15,800	-	-	-	-	15,800
Refocused and Sustainable Digital Transformation Agency	-	-	-	-	-	-	10,000	-	-	-	10,000
Implementation of the Whole of Government Cyber Hubs Pilot	-	-	-	-	-	-	2,667	-	-	-	2,667
MoG Changes Out (1st July 2021) – Digital Professions, Domain Names, data.gov.au, COVID Digital Response, National Maps, aus.gov.au, Digital Identity	-	-	-	-	-	-	(-7,399)	-	-	-	(-7,399)
MoG Changes In (1st July 2021) – ICT Investment Approval & WofG MoMs Panel	-	-	-	-	-	-	820	-	-	-	820
Digital Transformation Agency Resource Funding	-	-	-	-	-	-	-	23,450	17,909	17,525	58,884
Digital Identity Future Rollout	-	-	-	-	-	-	-	11,498	10,242	-	21,740

Funded Programs	Funding per Financial Year in $'000										
	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25	Total
Digital Identity Additional Resources	-	-	-	-	-	-	-	1,874	-	-	1,874
Cyber Hubs	-	-	-	-	-	-	-	3,984	-	-	3,984
Cyber Hubs Pilot - Extension	-	-	-	-	-	-	-	1,930	-	-	1,930
Whole of Australian Government Savings – Election Commitments and APS Reform								(-1,414)	(-58)	(-57)	(-1,529)

1. The $60.9m provided to the DTA in FY2018-19 was then allocated across agencies as follows: DTA: $18.7m, Australian Taxation Office: $7.0m, Department of Human Services: $10.8m, Home Affairs: $15.4m, Department of Foreign Affairs and Trade: $9.0m.

2. $8.93m quarantined by Department of Finance in FY18-19.

Released under FOI Act