

## **MEDIA RELEASE – Thursday, 09 November 2023**

### **Auditor-General tables report to Parliament on realising benefits from digital initiatives in the Tasmanian State Service**

Mr Whitehead said, ‘The aim of this audit was to assess how clearly government departments planned for, and maintained a line of sight, of the realisation of benefits or intended outcomes from their digital initiatives. I expected agencies to have a vision, from a very early point, of what a successful business transition will look like and, in particular, how that success would be measured’.

In expressing his conclusion Mr Whitehead said, ‘the 8 departments examined were broadly effective in planning and monitoring digital initiatives to deliver intended outcomes. However, there was one exception, the Department of Justice Astria Program, where the elements of governance and ongoing monitoring had not performed to the level we expected.

Mr Whitehead also made some observations regarding the lack of transparency across government in reporting digital initiatives as well as challenges in resourcing skilled ICT project staff. Mr Whitehead recommended all agencies adopt the following principles for realising benefits and outcomes from digital initiatives and incorporate them into their respective digital project management frameworks, guidance, or equivalent:

- Clearly identify and define intended outcomes and benefits in the planning phase.
- Resource initiatives effectively to enable the delivery of intended outcomes.
- Plan effectively for the transition to business as usual.
- Implement governance arrangements that provide effective oversight of intended outcomes and benefits realisation during the planning phase.
- Regularly monitor and measure intended outcomes and benefits throughout the delivery phase.
- Modify intended outcomes, where necessary, to reflect the most current information regarding changing project or business needs.
- Implement governance arrangements to enable effective oversight of intended outcomes and benefits realisation throughout the delivery phase.

<https://www.audit.tas.gov.au/publication/digital-initiatives>

ENDS

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