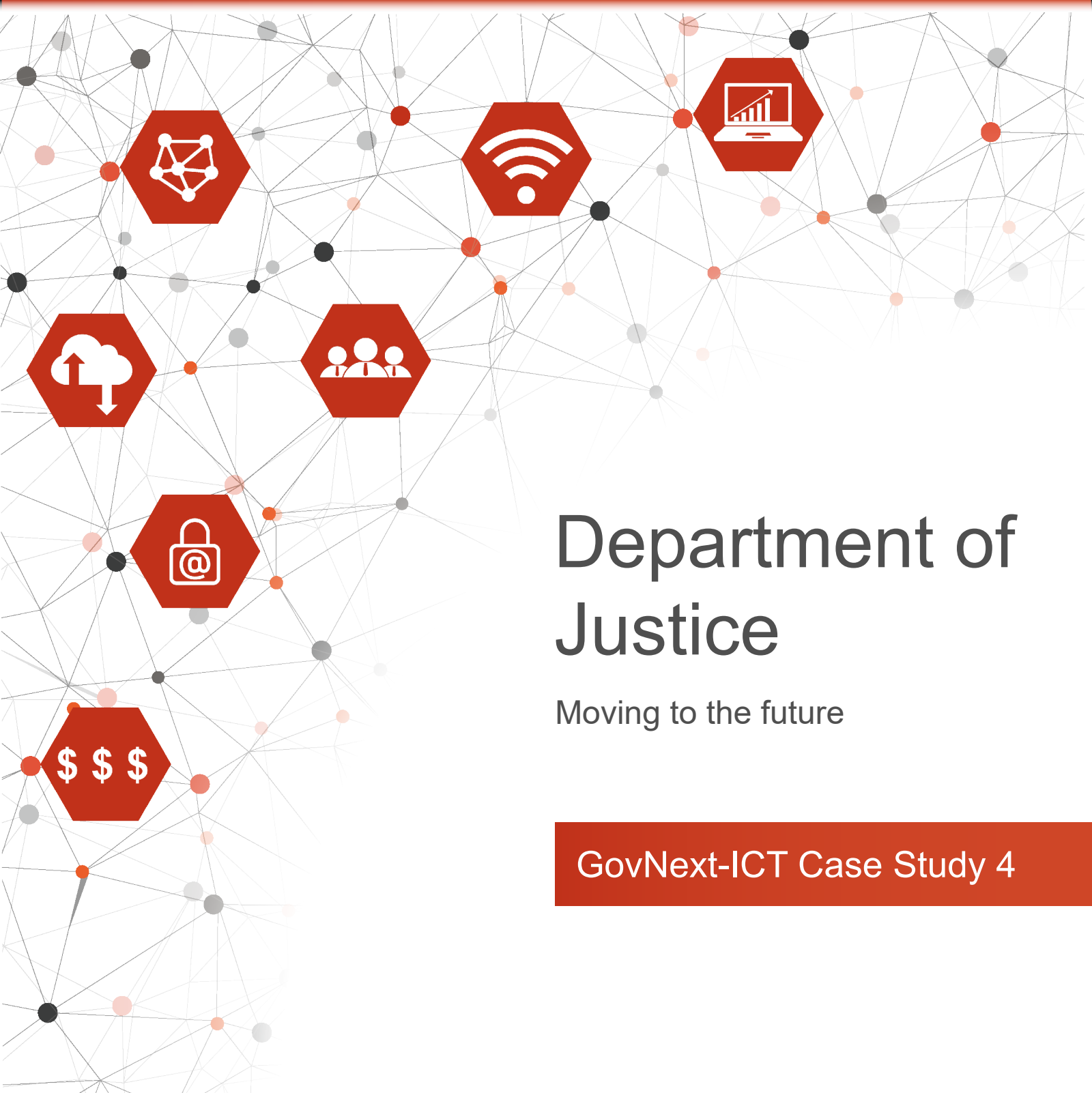




Government of Western Australia
Department of the Premier and Cabinet
Office of Digital Government



Department of Justice

Moving to the future

GovNext-ICT Case Study 4



Department of Justice

Moving to the future

Background:

The Department of Justice (the Department) supports the community, Government of Western Australia, Parliament and the judiciary by providing access to high quality justice, legal and corrective services, information and products.

It has a traditional owner/operator model under which it delivers ICT services to its businesses. Typically, it owns the ICT assets, supported by managed services contracts.

They have carried out an innovative and dynamic procurement process and are successfully demonstrating ICT procurement reform in practice.

Procuring GovNext-ICT services:

The Department has a very aggressive timeline in which to achieve their transition to GovNext-ICT services, intending to exit the current data centre by September 2019. Their transition includes two procurements; Co-location and Private Cloud Services, and Network Connectivity (Site) and IP Telephony Services.

The support that the senior management at the Department gave, and involving the GovNext-ICT Services Broker helped the process move quickly, particularly the planning and internal approvals.

A series of workshops were held with the GovNext Prime Contractors to refine the requirements and outcomes before releasing the Request.

Prime Contractor evaluation was through their written response, interactive workshops and a presentation based on scenarios and questions prepared by the evaluation panel. The presentation in particular gave evaluation panel members a chance to clarify the proposed services and transition approaches and gauge the Prime Contractor's understanding of the Department's immediate risks and requirements.

The evaluation panel scored the written responses first and could rescore each Contractor taking presentations and additional information provided into consideration. Evaluation panel members that attended the presentations were all voting and non-voting technical and financial advisors

Outcomes for the Department:

The Department used the flexibility of the GovNext procurement process and has chosen to adopt a contractor led GovNext transition program with a GovNext Prime Contractor acting as the Transition Manager.

The single Prime Contractor holds the responsibility for the timely transition, ensuring clear lines of accountability and alignment of interests in achieving a quality transition as well as a reliable ongoing operational environment.

Taking this approach reduces the risk of not meeting the timeframe to exit the Department's current data centre by September 2019.

Key lessons:

- Contact early with the GovNext Prime Contractors is essential for a good outcome.
- Involve the GovNext Service Broker to assist with terms and conditions.
- Plan the intended engagement and procurement process to ensure accurate timing, resources and understanding of the work needed to reach a satisfactory outcome.
- Ensure the agency has a full commitment from senior levels.

Next steps:

The preferred Respondent will develop a full scope of the project using Design and Finalisation workshops for each package of work, each of which will be awarded under the GovNext umbrella agreement.

The Department's Chief Technology Officer and ICT Transformation team will confirm the solutions with a representative of the Office of Digital Government also invited to attend.

Benefits Realised



Business Benefits

- Shift away from the traditional owner/operator model



New Opportunities

- Full understanding of transition approach
- Full understanding of proposed services



Risk Mitigation

- Reduction of risk associated with aggressive timeframe
- Prime Contractors depth of understanding

For more information about GovNext-ICT:

Please visit www.wa.gov.au and search "GovNext-ICT".

GovNext-ICT Contact:

GovNext-DPC@dpc.wa.gov.au