

GovNext-ICT Information Paper

Vision

GovNext-ICT is a program being run by the Office of the Government Chief Information Officer (GCIO), that aims to provide Government with the enabling infrastructure upon which the *Digital WA* strategic outcomes will be delivered.

We will achieve this by:

- Co-locating government's data centres and server rooms;
- Migrating to cloud services; and
- Creating a data and communications network that connects government workers across Western Australia.

Primarily, GovNext-ICT will enable government to move from its capital intensive, infrastructure-centric ICT operating model to an as-a-service, consumption-based operating model.

Why GovNext-ICT?

Government's current ICT environment is borne of an outdated approach in which agencies own and operate their own on-premise data centres and server rooms, and run their own isolated networks. This has resulted in an ICT environment that is complex, duplicated, siloed and expensive. Furthermore, agencies are limited to the infrastructure they can afford to purchase and maintain.

The complexity of this environment has made it difficult for government to take advantage of the as-a-service paradigm shift taking place with the ICT industry. Government's scarce resources are tied up maintaining increasingly obsolete infrastructure and it is struggling to deliver modern ICT capabilities to its employees and to the community.

GovNext-ICT aims to free government from these limitations by creating more agile, scalable and flexible government ICT capabilities and supporting agencies to transitioning into it.

By doing this:

- Government will have a suitable infrastructure foundation upon which it can build future *Digital WA* programs;
- Government's ICT practitioners can spend less time on low-level maintenance activities and more time focusing on strategic business outcomes;
- Communication and data exchange will become more efficient, improving collaboration and decision making;
- Local industry will be stimulated and supported in building the capability and capacity to deliver cutting-edge solutions..

Delivering on the *Digital WA Strategy*

Digital WA is the whole-of-government ICT Strategy. *Digital WA* identifies three strategic goals: Simplify, Connect and Inform. The scope of the GovNext-ICT program specifically targets Simplify and Connect, and is a milestone on the path to Inform.

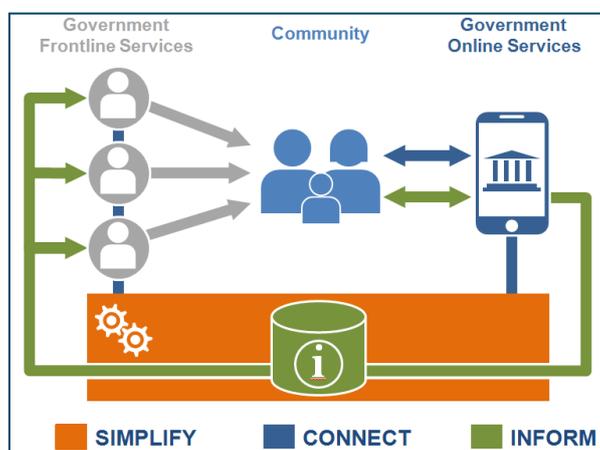


Figure 1 GCIO Strategy Overview

Simplify

The reduction of data centres and server rooms, adoption of cloud services and the associated use of cloud-enabled automation will simplify the work of agency ICT teams and remove complexity from government's technology environments.

Connect

The delivery of communications through one connected and interoperable network enables the exchange of information between agencies.

Inform

The transition into GovNext will provide the efficiency, transparency, stability and capabilities required of government to progress a future digital government transformation.

The Office of the GCIO established GovNext-ICT to enable the achievement of the above goals, by providing a supporting framework within which agencies can procure and implement cloud services. GovNext-ICT will assist agencies to understand and plan what is required in transforming their business practices.

This transformation will enable government to respond to the changes brought by an increasingly digitalised economy.

GovNext-ICT aims to decouple government from the limitations inherent in the ownership and management of ICT infrastructure. As per *Figure 2: GovNext-ICT Approach to Enterprise Architecture*, government's existing environment forces agencies to begin thinking about solutions from a hardware perspective, within the constraints of existing infrastructure.

By removing these constraints, government can begin planning its solutions around a strategic approach. This will enable government to deliver an agile, flexible, business-centric ICT capability.

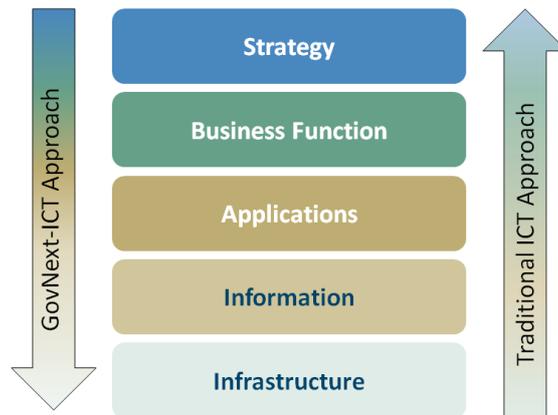


Figure 2: GovNext-ICT Approach to Enterprise Architecture

What are the Benefits of GovNext-ICT?

GovNext-ICT will provide a wide range of important benefits to government, including:

- **Reduced Cost** through the consolidation and simplification of infrastructure, better leveraging government's significant spend and by taking advantage of new technologies.
- **Improved Security** through the implementation of modern security technologies and the adoption of a standardised security architecture.
- **Improved Agility.** Government can react more quickly to business and community needs for ICT services by removing infrastructure constraints.
- **Improved Cost Transparency** by implementing a clear, consolidated billing structure that gives agencies and Government a better understanding of where money is spent.
- **Higher Quality, More Reliable Service Delivery,** through the faster adoption of new technologies and the adoption of disaster recovery and business continuity capabilities.
- **Reduced Risk** by avoiding complex and capital intensive technology refresh programs, and by adopting incremental change and improvement via vendor provisioned services.
- **Greater Collaboration and Information Sharing** via a unified government network that reduces barriers to agency collaboration and allows information that to be shared securely.

What is GovNext-ICT?

The three main components of the GovNext-ICT program are:

GovCloud

Consolidation of government data centres and server rooms into a small number of high-quality third party data centres. These purpose built facilities will support infrastructure co-location, provision of a dedicated government Cloud, and connectivity to public cloud services. These services will be made available via click-to-buy, self-service portals.

GovNet

A unified state-wide communications network enabling whole-of-government communications (voice, video & data), delivering fit for purpose, consumption based, high quality communications to metro, regional and remote WA.

GovNext-ICT Service Broker

The role of the GovNext-ICT Service Broker (GSB) team is to provide:

- Assistance to agencies in transitioning to GovNext-ICT services;
- Active performance monitoring of GovNext-ICT service providers;
- Governance and contract management of the Umbrella Agreement; and
- Management and monitoring of GovNext-ICT benefits realisation.

How will GovNext-ICT be delivered?

Government agencies and the Office of the GCIO will work together to deliver the GovNext-ICT benefits.

What will the Office of the GCIO do?

The Office of the GCIO is primarily responsible for enabling agencies to deliver the GovNext-ICT benefits, and monitoring and reporting their progress.

As such, the Office of the GCIO will develop the following on behalf of government:

- The GovNext-ICT procurement framework and Umbrella Agreements with suppliers, and making these available to agencies;
- Policies to support agency decision making, including a:
 - Cloud Policy;
 - IT Security Policy; and
 - Data Classification Policy;
- A maturity model improvement program to assist agencies in developing the internal governance, capability and processes required to realise the full benefits of GovNext-ICT as soon as possible.

The Office of the GCIO will manage the GovNext-ICT Umbrella Arrangement and provide practical support and advice to agencies.

What will agencies have to do?

While the GovNext-ICT program aims to deliver whole-of-government benefits, these benefits can only be realised through individual agency activity. As such, the GovNext-ICT transition focus is at an agency level.

In support of this, agencies are required to:

- Implement a maturity model improvement program if required;
- Commit resources to the GovNext-ICT transition;
- Benchmark current costs;
- Develop business case(s) for major transition activities or a holistic GovNext-ICT transition, as appropriate;

- Provide cost reporting; and
- Develop reinvestment plans.

This process will enable agencies to ensure their transition to GovNext-ICT is well planned and supported by the business expertise and domain knowledge of agencies. Agencies will retain control and responsibility for determining their objectives, budgets and timelines.

GovNext-ICT Contracts and Services

Contract Principles

The GovNext-ICT arrangements will be principle driven and GovNext-ICT suppliers will be required to align with the following:

Allows Innovation. Technology is changing rapidly. New service offerings are emerging and IT infrastructure services are becoming cheaper and increasingly commoditised. GovNext-ICT must enable government to take advantage of these developments.

Consumption-Based Pricing. Government does not expect to pay capital for infrastructure. GovNext-ICT should enable government ICT to move from asset ownership to consumption based 'pay-as-you-go' subscription services for compute, storage and communication services.

Continuously Provides Best Price. GovNext-ICT should ensure that government has access to highly competitive pricing for the services it consumes.

Enables User Self-Provisioning. GovNext-ICT should enable the procurement of compute, storage and communication services simple and fast. An agency should be able to "buy with one click" and get the required services provisioned within minutes.

Provides Multi-Level Reporting and Forecasting. GovNext-ICT must provide comprehensive cost, consumption and service level reporting and forecasting at an agency, portfolio and whole-of-government level.

Realistic and Balanced. GovNext-ICT will define comprehensive service levels to ensure risks are shared and government receives ICT services that meet its needs.

Tiered Pricing Model. GovNext-ICT allows lower costs as more agencies join.

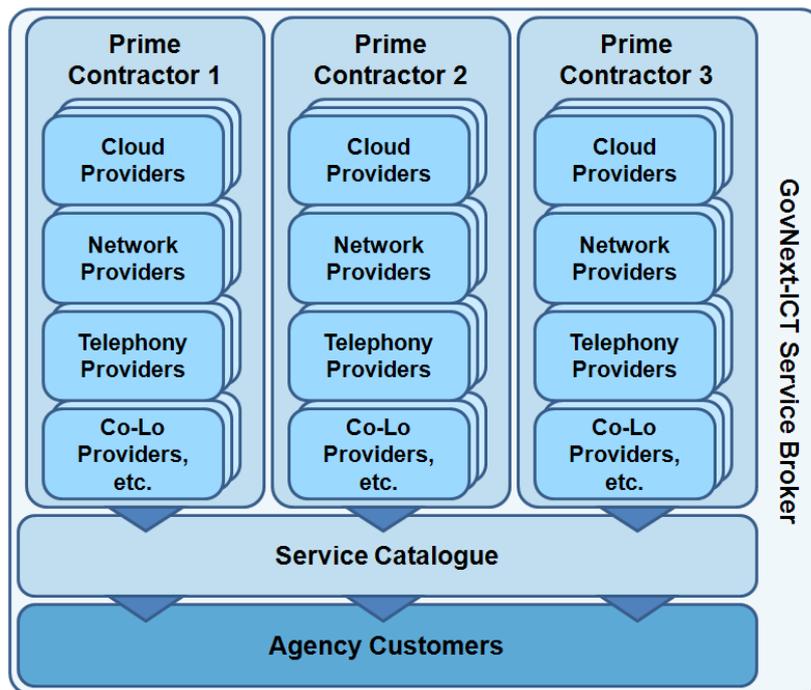
Data Protection and Data Sovereignty. All sensitive data must be stored in Australia. Data protection to the standards of the Australian Signals Directorate is preferred.

Treatment of State Owned ICT Infrastructure. Existing infrastructure to be incorporated into the solution where possible.

Service Catalogue

GovNext-ICT aims to appoint consortium level providers who can co-ordinate sub-contractor companies to provide the full range of GovNext-ICT services, including:

- Co-location services;
- Cloud services;
- Network services;
- POTS and IP Telephony Services;
- Mobile Services; and
- Conferencing and Collaboration Services.



The service catalogues can be used to provision services for agencies by engaging with the consortium vendors for the applicable services.

Frequently Asked Questions

Is software included within the scope of GovNext-ICT?

No, software and software-as-a-service is not in scope for GovNext-ICT. However, addressing software licensing across government will be a future area of focus for the Office of the GCIO.

Which agencies are involved in the GovNext-ICT Program?

GovNext-ICT has nine lead agencies involved in assisting with the program including board activities, scoping, requirements tender, evaluation and technical consultation.

The nine lead agencies are:

- Department of Finance;

- Department of Health;
- Department of Education;
- Western Australia Police;
- Department of Transport;
- Main Roads Western Australia;
- Public Transport Authority;
- Department of the Attorney General; and
- Department of Corrective Services.

The Office of the GCIO is also working with a range of other agencies who are currently planning their transition into GovNext-ICT upon the award of the Umbrella Agreement.

What impact will GovNext-ICT have on government's existing suppliers?

GovNext-ICT seeks to transform the way government meets its ICT infrastructure needs. This is not possible without challenging those suppliers who support government's existing environment. Local ICT suppliers will benefit from the international expertise and investment that GovNext-ICT will attract.

Arrangements outside the scope of GovNext-ICT, such as CUAICTS2015 ICT Services, will continue to be managed by the Department of Finance, as per their existing contract terms.

What impact will GovNext-ICT have on my agency?

As per their obligations under the *State Supply Commission Act (1991)*, all WA public authorities on the [Approved CUA Users List](#) are required to meet their ICT infrastructure needs within the GovNext-ICT purchasing arrangements. This includes the obligation to develop transition and reinvestment plans.

All agencies also have access to the support of the GSB.

What is the GovNext-ICT Service Broker?

The role of the GSB is to ensure that GovNext-ICT commercial arrangements are managed and governed effectively, and enable the GovNext-ICT outcomes to be achieved.

This will ensure that:

- Government continues to get value for money;
- Contractors have an appropriate point of engagement at a whole-of-government level; and
- The benefits of GovNext-ICT are achievable.

The GSB will initially be part of the Office of the GCIO.

What is the GovNext-ICT Technical Transition Team?

The GovNext-ICT Technical Transition Team (GT3) is a team of architects working within the GSB to develop the high level cloud, network and security architectures for GovNext-ICT. The GT3 will work collaboratively and in consultation with the lead agencies and consortium vendors.

The GT3 will also develop architectures for GovNext-ICT services that provide high-quality, fit for purpose and cost effective models to deliver the catalogued services to government.

How does my agency start the process to adopt GovNext-ICT?

The Office of the GCIO can assist agencies in the planning and identification of activities that agencies will undertake in developing their individual transition programs.

A key support for agencies will be GovNext-ICT Labs, which the GT3 will facilitate with those agencies who request the service. Agencies will provide baseline numbers prior to the labs, and the GT3 will assist agencies to identify key activities that need to be completed by the agency to increase their cloud maturity capabilities. These will be developed into a roadmap that identifies critical path activities. The GovNext-ICT Labs will also be the source of templates for key documents and plans.

However, the practical work of transitioning is fully within the remit of agencies, who maintain freedom and responsibility to manage their own programs.

Who can utilise GovNext-ICT?

GovNext-ICT availability is as per other Common Use Arrangements. Other Government entities and other approved bodies (as per the [Approved CUA Users List](#)) are able to utilise the provisions of GovNext-ICT and enjoy the benefits it enables.

The Office of the GCIO strongly encourages all organisations that can utilise GovNext-ICT services to do so.