



Australian Government
Department of Agriculture
and Water Resources

Client Management Analysis Project

Service Delivery Modernisation



24 May 2017

Programme Overview

The SDM programme has been structured in three Capability Streams, as follows:

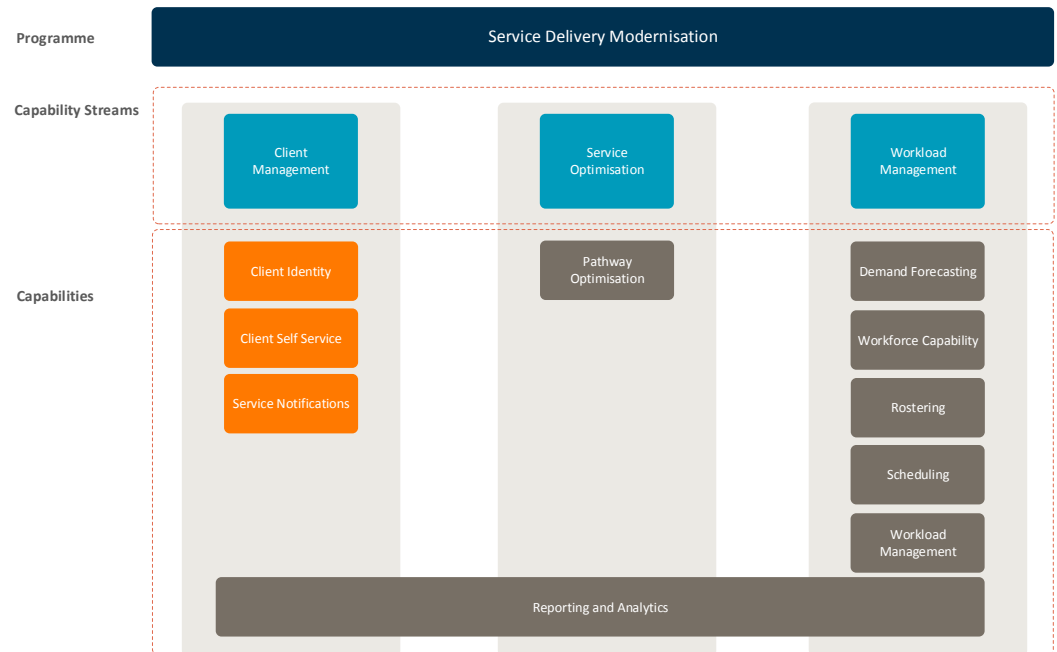
Client Management - Addresses the need to:

- establish a consolidated view of a client's identity and their dealings with the department
- enable clients to access services and consume information through self-service interactions
- Improve the targeting, quality and self management of service communications, so that they are appropriate to the needs of the client.

Service Optimisation – Enables improvements to service delivery outcomes through departmental workflow enhancements and the implementation of a greater range services that support red tape reduction, streamlined interactions with the Department and improve the efficiency of 'Serviceability'

Workload Management: Optimisation of the workload management function through:

- improved access to information that is critical to planning; and
- streamlining processes that support allocation and scheduling of workload across the department's available staff



Client Identity and Self Service



Design a single online interaction point that enables clients to access their services and information online

AIM

Establish a consolidated view of a client's identity and their dealings with the department:

- Create a **client identity management capability** to support and enable client self service and an aggregated view of clients and their service interactions
- Deliver **access, authentication and authorisation controls** to provide the department with levels identity assurance and clients with confidence that we are securely managing their information

To provide a single online interaction point that enables clients to access services and information online:

- Improve efficiencies for our clients interacting with the department online
- Reduce unnecessary service interactions through high effort channels
- Alignment with the Government's Digital First strategy
- Improving transparency and access to client and service information

APPROACH

Deliver a solution design in alignment with departmental and client needs, through:

- Workshops and engagements with government stakeholders, departmental staff, industry clients and individual clients
- Security, legislative and privacy impact assessments
- Assessment of existing departmental online capabilities
- Technical solution design

Service Notifications



Optimise notifications to deliver; the right information, to the right client, at the right time, through the right channel

AIM

Improve the targeting and quality of communications so that they are appropriate to the needs of the client.

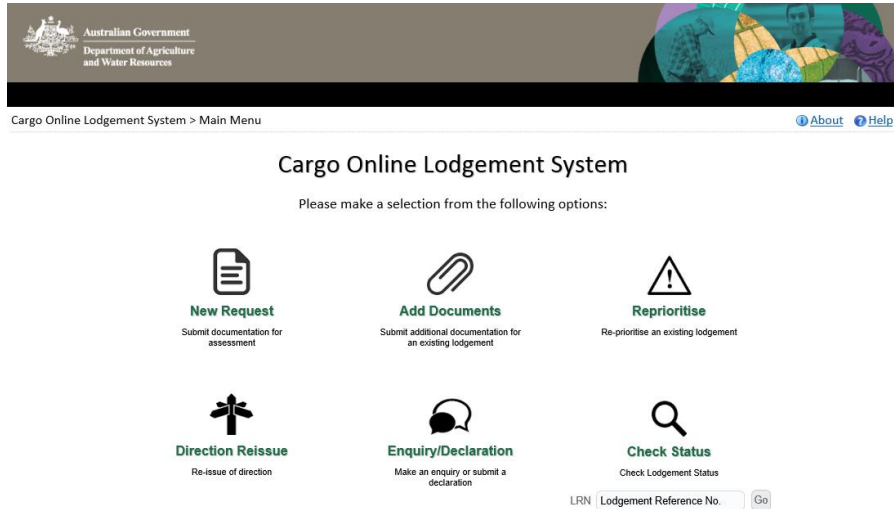
Enables preferred channel and communication levels through improved service notifications

APPROACH

Series of engagements and workshops to:

- *Workshops and engagements with departmental staff, industry clients and individual clients*
- *Analyse **types of notifications** currently produced, by channel*
- *Develop **future notification scenarios and approach** with stakeholders*

Other Service Delivery Modernisation Initiatives



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Cargo Online Lodgement System > Main Menu

About Help

Cargo Online Lodgement System

Please make a selection from the following options:

- New Request**
Submit documentation for assessment
- Add Documents**
Submit additional documentation for an existing lodgement
- Reprioritise**
Re-prioritise an existing lodgement
- Direction Reissue**
Re-issue of direction
- Enquiry/Declaration**
Make an enquiry or submit a declaration
- Check Status**
Check Lodgement Status

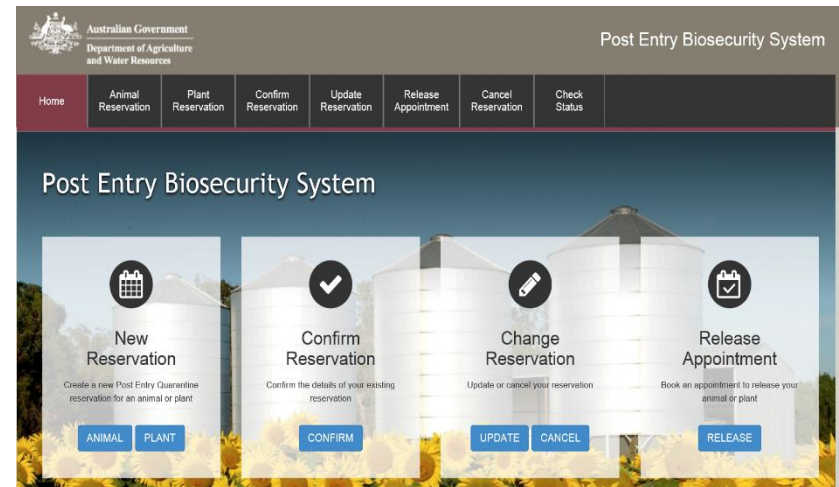
LRN Lodgement Reference No.

Cargo Online Lodgement System

- **New Request Lodgement:** Quicker and efficient as a result of AIMS integration to retrieve information about an Entry
- **Reassessment:** new functionality for reassessment is being introduced, which will reduce time and effort on our clients
- **Information submitted during lodgement:** clients will now receive a confirmation email containing information they submitted
- **Documents Submitted:** will be able to be requested and retrieved by clients
- **Prioritisation and Workflow enhancements:** automatically calculated by the system in the future. Workflow enhancements is expected to result in improved assessment efficiency.

Post Entry Biosecurity System

- **Develop a business case** for the inclusion of commodities not currently covered by PEBS (Horses, Ruminants, Avians, Fertile eggs). Currently bookings for these commodities are established through manual communication between PEQ operations staff and clients.
- **Complete analysis for enhancements opportunities** for existing acts, dogs and plants functionality.
- **Complete analysis required to enable interface between BICON and PEBS** to reduce duplicated effort for clients when entering information into each system.



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Post Entry Biosecurity System

Home Animal Reservation Plant Reservation Confirm Reservation Update Reservation Release Appointment Cancel Reservation Check Status

Post Entry Biosecurity System

- New Reservation**
Create a new Post Entry Quarantine reservation for an animal or plant
ANIMAL PLANT
- Confirm Reservation**
Confirm the details of your existing reservation
CONFIRM
- Change Reservation**
Update or cancel your reservation
UPDATE CANCEL
- Release Appointment**
Book an appointment to release your animal or plant
RELEASE