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

Digital Services Policy Framework

Website Project Governance Process:
For agency website projects seeking exemption from alignment or compliance with approved strategies, policies or standards

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Document Control

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Contents

Introduction

The WA Government ICT Strategy *Digital WA*, establishes the strategic direction for agencies to deliver a more consistent online presence, and more and better digital services WA.gov.au, the whole-of-government Digital Services Portal.

The whole-of-government ServiceWA (Digital) Program, previously referred to "myWA", has completed Stage 1, which delivered the high-level architecture and Alpha prototype at alpha.wa.gov.au. The Program has now commenced Stage 2, to deliver a one government website user experience (UX) design, the foundations of a common platform environment for websites, digital identity and digital service integration.

ServiceWA (Digital) will begin consolidation and standardisation of websites across the public sector, and will become the primary channel through which the public can securely search and access government digital services, regardless of which agency provides those services.

The ServiceWA (Digital) business case was approved by Cabinet in October 2016 under the name myWA. Cabinet approved the recommendations that '*any government agency project to create or upgrade a website (excluding government trading enterprise websites, government campaign websites and international marketing websites) with a total budget of $100,000 or more must be approved by the Directors General ICT Council.*' The intention of this requirement is to avoid unnecessary website investments outside of a whole-of-government approach, reduce expenditure on individual agency branding and marketing, and to minimise the cost and impact of transitioning to common ServiceWA (Digital) platforms. At its June 2017 meeting, the DG ICT Council endorsed this approval on an exemption basis.

Scope

Directors General (DG) ICT Council approval is required for any agency website project that seeks to exempt itself from aligning with the ServiceWA (Digital) whole-of-government strategic direction or compliance with relevant policies and standards provided to support the outcomes of the state digital strategy. This exemption is required either:

    a. **before** the commencement of any in

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Projects that meet one of the following criteria are likely to be considered **not aligned** with the whole-of-government ServiceWA (Digital) Program approach, or compliant with policies and standards supporting the state digital strategy, and therefore **would** need to seek exemption:

- x Any project involving the development or application of *individual agency branding* or user experience standards;
- x Any project involving introducing *new* or *additional* website platforms or technologies that do not conform with architectural designs approved within ServiceWA (Digital); or
- x Any project that *could* utilise common platforms, contracts or arrangements once they are in place, but is *not* using them.

Out of scope categories

Exemption is **not** required for projects that align with the whole-of-government ServiceWA (Digital) Program approach and comply with policies and standards supporting the state digital strategy, <u>or</u> fall within one of the following categories:

- x Any work involved in the day-to-day regular and ongoing operational support and maintenance of a website, including the addition and modification of content;
- x Any project being undertaken by any organisation listed as a "Public Non-Financial Corporation" or "Public Financial Corporation" (a.k.a. Government Trading Enterprise), or as "Agencies outside the State's Public Sector", in Budget Paper 3[2];
- x Any project being undertaken as part of a Government advertising campaign[3];
- x Any project primarily related to international marketing of Western Australia, or the specific services of an agency directed primarily towards an international audience; or
- x Any project relating primarily to the use of Social Media, for example Facebook, YouTube, or Instagram.

Alignment criteria

Projects that meet the following criteria are likely to be considered **aligned** with the whole-of-government ServiceWA (Digital) Program approach, and **compliant** with policies and standards supporting the state digital strategy:

- x Moving to a common platform or arrangement, within or across agencies, that conforms with the architectural (business, technical, etc.) design approved within ServiceWA (Digital);
- x Modifying internal processes, technologies or systems to prepare for or enable moving to a common platform or arrangement that conforms with the architectural designs approved within ServiceWA (Digital);
- x Applying the one government website UX design to existing websites;
- x Connecting, or preparing to connect, new or existing digital services to a whole-of-government website or platform delivered through ServiceWA (Digital); or
- x The application of policies and standards related to the state digital strategy.

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[2] As defined annually in Note 8: Composition of Sectors, Notes to the Financial Projections, Appendix 1: Detailed Financial Projections, Economic and Fiscal Outlook, Budget Paper No. 3, Western Australian Government Annual State Budget. For more information, visit www.ourstatebudget.wa.gov.au.

[3] Refers to marketing campaigns aligned to Government of the day programs. Examples include: Get the Bigger Picture, Are you Bushfire Ready, Enjoy the Ride.

er, it should be noted that
/ernance groups at their
Strategic ICT Governance
dule is subject to change;

nance Process, email the
proposal to ugov-strategy@upc.wa.gov.au.

Once submitted, the website project proposals will undergo a multi-stage assessment process:

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Appendix A

Website Project

x   Can the cost of the proposed project be minimised?
  o   Could a different solution architecture achieve the same outcomes and be more cost effective?
  o   Will delaying the project cost more in the future? Demonstrate with evidence from project cost calculations.
x   What is the risk management approach20 1 Tf1.63 65h6925.4[S)11 89 (oac)-.022 -1vn tculo Whattia

To the Directors General ICT Council:

Exemption approval is sought to proceed independently of <the strategic whole- of-government ServiceWA (Digital) program approach / compliance with policies and standards which support the state digital strategy> **, on the basis of the justification presented in this submission.**

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Signature

Agency Director General / CEO[4]

_____

Name

_____

Date

_____

Title

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[4] Or delegated officer