

Data definitions (UX definitions are at the bottom of the page)		
<i>New elements are highlighted like this. Please note most of the UX form has been altered.</i>		
Data element	Definition	Format
Classification	<p>Identify and grade the confidentiality requirements of official information using the Australian Government information security classification system.</p> <p><u>Unofficial</u> - Official information which does not need protection.</p> <p><u>Official</u> - Low business impact. This is majority of routine information created or processed by the public sector.</p> <p><u>Official: Sensitive</u> - Low to medium business impact. May be used on sensitive information only, when its compromise may cause limited damage to an individual, organisation or government.</p> <p><u>Protected</u> - High business impact. The PROTECTED security classification should be used when the compromise of the confidentiality of information could be expected to cause damage to the National Interest, organisations or individuals.</p> <p><u>Protected: Cabinet</u> - It is caveated information not captured by a higher security classification</p>	Drop down (unclassified/for official use only/protected)
Agency Name	The Government department or agency responsible for leading the project.	Text
Project/Program Name	The official full name of the project or program, excluding acronyms.	Text
Indicate Project or Program	<p>Indicate whether that information on the form is a project or a program.</p> <p><u>Program</u> - A temporary flexible organisation structure created to coordinate, direct and oversee the implementation of a set of related projects and activities in order to deliver outcomes and benefits related to an organisation's strategic objectives. A program is likely to have a life that spans several years.</p> <p><u>Project</u> - A temporary organisation that is created for the purpose of delivering one or more business outputs according to a specific business case.</p>	Drop down (project/program)
Wider Program Name	The name of the program the project is a part of, if applicable.	Text
Project/Program Objectives	A summary description of the project/program and its objectives.	Text
Start Date	The actual project/program start date including initiation.	dd/mm/yyyy
Completion Date	The project/program planned completion date.	dd/mm/yyyy
Project or Program Currently Active/Closed?	<p>Indicate if the project/program is currently:</p> <p><u>Active</u> - activities are in progress to meet objectives; or</p> <p><u>Closed</u> - the project/program is completed.</p>	Drop down (active/closed)
If Closed, Actual Completion Date	The project or program actual date of completion.	dd/mm/yyyy
Agency Co-ordinator Name	The name of the agency co-ordinator who is responsible for co-ordinating data collection at your agency level.	Text

Agency Co-ordinator Phone	The contact number of the agency co-ordinator.	Number
Agency Co-ordinator Email	The email address of the agency co-ordinator.	Text
SRO Name	The name of the Senior Responsible Owner (SRO) for the delivery of the project.	Text
SRO Position	The position (including group, division & branch) of the SRO.	Text
SRO Email	The e-mail of the SRO	Text
Name of Government Implementation Partner(s)	A list of government entities that are involved with the project. Use semi colon (;) when there is more than one agency name. E.g. Department of Finance; Australian Taxation Office; AuSTRAC	Text
Name of prime contractors and system integrators	A list of prime contractors and system integrators that are involved with the project/program. Please use semi colon (;) when there is more than one supplier name. E.g. ABC Ltd Pty; Newspoll Advertising	Text
Budget funded	Indicate whether or not the project/programme is funded by a Budget Measure.	Drop down (Yes/No)
Total Budget	The total funding of the project/program, this includes the agreed budget by Cabinet and any additional funding from other sources.	\$xxx.xx million
Total Spend To Date	Actual project/program spend at the time data is collected for the project data form. The financial fields require numbers - even if the amount is zero.	\$xxx.xx million
ICT Budget	The project/program total ICT budget.	\$xxx.xx million
Time period (in the financial fields)	The historical, current year, next year, subsequent years and whole-of-life funding periods.	\$xxx.xx million
Budget	The total budget including ICT, from external and internal sources, for each time period. The financial fields require numbers - even if the amount is zero.	\$xxx.xx million
Actual Spend to Date	Actual project/program spend for the time period. The financial fields require numbers - even if the amount is zero.	\$xxx.xx million
Current Financial Year Total Budget (\$millions)	The planned budget for current financial year.	\$xxx.xx million
Forecast	The current estimated total forecast for each time period. Forecast is exclusively the forecasted spend for the remaining time period yet to occur; it does not include any money already spent. The financial fields require numbers - even if the amount is zero.	\$xxx.xx million
Benefit	List top twenty benefits (quantitative and qualitative) this project/program will deliver or contribute to.	N/A
Date of Last Update for Benefits data	The date the benefits data was last updated.	dd/mm/yyyy
Benefits Description	Brief description of benefits listed. A benefit is a measurable gain from an investment which is perceived to be advantageous by a stakeholder.	Text
Benefits Realisation Start Date	For each benefit listed (not sub-components of the benefit), the date when the benefit is planned to commence being measured.	dd/mm/yyyy

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Percentage realised	The percentage element requested for Partially Realised benefits. This field does not need to be completed if the benefit has any status other than "partially realised" or "fully realised"; it must be completed for those two statuses	Percentage
Benefits Status	For each benefit listed, indicate the status of benefit realisation.	Drop down list
Partially Realised -	The benefit has commenced positive measurement. Enter percentage. Provide commentary if final.	
Fully Realised -	The benefit's target or outcome has been fully (100%) realised.	
Removed - Scope	The benefit has been removed from the initiative's planning due to a change in project scope. Please enter who approved the scope change in the Commentary field.	
Removed - Not Realisable	The initiative will not deliver to realise the benefit. Please enter why the benefit cannot be delivered in the Commentary field.	
Modified -	The benefit has been re-written to better support the original objectives (including minor grammatical changes). Please enter the re-worded benefit ID in the Commentary field.	
Transferred -	The benefit has been transferred to another project (not BAU). Please enter project name in the Commentary field.	
On Track -	The project is on track to realise the benefit as and when originally planned.	
At Risk -	The benefit is not likely to be realised as originally expected.	
Risk Description	Description of each risk listed. This should ideally make reference to cause and effect. Only include risks that the project has rated Medium or above before mitigation.	Text
Risk Rating Before Mitigation	For each risk listed, indicate the risk level before mitigation	Drop down list
Mitigation Strategy	Brief description on the action taken to reduce the risk level for each risk listed.	Text
Risk Rating After Mitigation	For each risk listed, indicate the risk level after mitigation	Drop down list
Delivery Confidence	Delivery confidence is an initiative health indicator reflecting the Senior Responsible Officer's judgement on the likelihood of successfully delivering the initiative.	Drop down (H, M-H, M, M-L, L)
High	Successful delivery of the project/program to time, cost, quality standards and benefits realisation appears highly likely and there are no major outstanding issues that at this stage appear to threaten delivery significantly.	
Medium-High	Successful delivery of the project/program to time, cost, quality standards and benefits realisation appears probable however constant attention will be needed to ensure risks do not become major issues threatening delivery	
Medium	Successful delivery of the project/program against budget, schedule, scope and benefits, appears feasible but significant issues already exist, requiring management attention. These appear resolvable at this stage and, if addressed promptly, should not present a cost/schedule overrun or loss/delay of benefits.	
Medium-Low	Successful delivery of the project/program requires urgent action to address major risks or issues in a number of key areas. Changes to budget, schedule, scope or benefits may be necessary if the project is to be delivered successfully.	
Low	Successful delivery of the project/program requires changes to budget, schedule, scope or benefits. These are major issues with project definition, schedule, budget, quality and/or benefits delivery, which don't appear to be manageable or resolvable without such changes being made.	

Status Commentary	A brief explanation (200 words max) of delivery confidence status. If there has been a change to the delivery confidence since the last update please describe what has caused the change.	Text
DSS Application	Indicate whether the Digital Service Standard is or could be applied within this project or program. This is based on whether the project includes public-facing services which were designed or redesigned after 6 May 2016. See https://www.dta.gov.au/standard/ <u>Applied</u> : The DSS is currently being applied to services being developed within this project. <u>Potential</u> : The DSS could potentially be applied to services being developed within this project. <u>Not Applicable</u> : The project does not include any public-facing, or the services were designed or redesigned before 6 May 2016.	Drop down (Applied/Potential/Not Applicable)
DSS Services	List the service(s) being developed in this project that are, OR could potentially, apply the DSS. Please use semicolon (;) when there is more than one service.	Text
Benefit Commentary	Required on all benefits. Please provide who is the change authority and a brief assessment of what impacts there are on the baseline benefits approved in the business case.	Text
Investment Type	Indicate the type of investment of this initiative: <ul style="list-style-type: none"> • Run (primary aim of initiative is to adjust or remediate business as usual activities) • Grow (primary aim of initiative is to increase functionality, volumes, or user base of existing systems) • Transform (primary aim of the initiative is to change the business model, i.e. how services are designed and delivered, and/or fundamental change to technology capability) 	Drop down (run/grow/transform)
Contract Notice No.	Provide Austender Contract Notice numbers for all procurements under each initiative (project or program) submitted to the ICT Investment Portfolio Report, e.g. CN2055951; CN123456789	Text
Percentage realised	The percentage element requested for Partially Realised benefits. This field does not need to be completed if the benefit has any status other than "partially realised" or "fully realised"; it must be completed for those two statuses	Percentage
Benefit Number	The number of the benefit this user experience shift relates to; they are labelled in column A of the Project-Program Form.	Drop-down menu
SRO Trend Rating: Improving	The Senior Responsible Officer considers it more likely than not that delivery confidence will improve by one or more increments by the next wave reporting period. Where delivery confidence is already at the highest possible increment, an 'improving' rating is taken to mean the SRO's confidence in the initiative continuing to report High confidence is increasing.	Drop-down menu
SRO Trend Rating: Stable	The Senior Responsible Officer considers it more likely than not that delivery confidence will remain unchanged in the next wave reporting period.	
SRO Trend Rating: Worsening	The Senior Responsible Officer considers it more likely than not that delivery confidence will worsen by one or more increments in the next wave reporting period. Where delivery confidence is already at the lowest possible increment ('Low'), a 'worsening' rating is taken to mean the SRO's confidence in the initiative continuing to report Low confidence is increasing (i.e. there is diminishing possibility of an improvement being witnessed in the next reporting period).	
UX FORM DEFINITIONS ARE BELOW THIS ROW		
Current User Experience	Short description of a user's experience interacting with the system before the transformation activity being reported on has begun. It should be written from the user's point of view and could draw on the research underlying the design of the transformed service.	Text
Future User Experience	Short description of what the user's experience interacting with the system will be once the transformation activity is completed. This should be written from the user's point of view and could draw on the design documentation for the transformed service.	
Delivery Description	A short paragraph describing how the service will be changed to deliver the user experience shift.	
Service or Product Name	The publicly used common name of the service (or product) being improved - typically a noun.	

Service Interaction	The name of the interaction used to deliver the service or product - typically contains a verb like enrol, lodge or claim.	
Delivery Date	The calendar year and month when the change becomes available, i.e. when the change becomes available to the majority of users. Must be in DD/MM/YYYY format	dd-mm-yyyy
User Types	The types of user who use the improved service/product. List user types separated by commas, preferably selected from the following list, but allowing other types if needed: Types of Individuals: Carer, Child, Citizen, Customer, Employee, Employer, Household member, Nominee, Partner, Patient, Indigenous Australian, Job seeker, Migrant, Refugee, Visitor, Older Australian, Person with disability, Rural and remote Australian, Student, Trainee, Veteran, Person in crisis, Parent, Guardian, Family member, Culturally and linguistically diverse person Types of organisations: Small business, Public business, Privately owned and wealthy groups, Not for profit, Educational institution, <u>Government Department</u> , <u>Service Provider</u>	Text
Number of users	The number of users likely to experience the change; if precise numbers are not available, an estimate rounded to the nearest thousand is accepted. Do not enter words into this field.	Number
Experience Shift Type	The Digital Transformation Agenda experience shifts being achieved, enabling progress to be tracked. Personalised services: includes Life event personalisation; Push communications; Multi-channel support; and Preferred channel enabled Joined up user journeys: includes Discoverable, joined up services; Open and extensible services; and 3rd party service/data integration Treating users' information as a valuable asset: includes Pre-population and Tell us once Trustworthy, reliable services: includes Robust, safe and secure; Streamlines authentication	Drop-down menu
User Group	Which group the user type falls into - either individuals or business	Drop-down menu
Affects life event journey	The contribution to user needs being made by government. Select from the drop-down list of life event journeys. LEJ refers to the user of the service, User Type refers to the user of the system.	Drop-down menu
Comments	Any comments on the user experience shift that are relevant to the data, e.g., specifying that the number of users is an estimate.	Text

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Official

All fields are required

Project/Program Data Collection Form

Project/Program Details	
Agency Name	Department of Home Affairs
Project/Program Name	Seamless Traveller
Indicate Project or Program	Project
Wider Program Name	Border Clearance
Project/Program Objectives	The aim of the Seamless Traveller project is to implement processes and technologies in airports and seaports that improves our ability to protect Australia's border. It will provide a contactless traveller experience for travellers through the reduction of paper-based processes and reduction of referrals at the primary line. It will automate the Secondary Examination Area Marshalling and capture biometric information of travellers.
Investment Type	Transform (primary aim of the initiative is to change the business model, i.e. how services are designed and delivered, and/or fundamental change to technology capability)
Start Date	1 July 2015
Completion Date	30 June 2020
Project or Program Currently Active/Closed?	Active
If Closed, Actual Completion Date	

Agency Personnel Details	
Agency Coordinator Name	Jennifer Bardsley
Agency Coordinator Phone	s. 22(1)(a)(ii)
Agency Coordinator Email	s. 22(1)(a)(ii) @homeaffairs.gov.au
SRO Name	Phil Brezzo
SRO Position	Assistant Commissioner, Strategic Border Command
SRO Email	s. 22(1)(a)(ii) @abf.gov.au

Implementation Partner/s	
Name of Government Implementation Partner(s)	Department of Agriculture
Name of Prime Contractors and Systems Integrators	Vision-Box.

<p>All Contract Notice Numbers (e.g., CN1234567; CN23456789) (separate each number with a semi-colon; they can be on the same line)</p>	<p>CN2264221; CN3318915; CN3344834; CN3344846; CN3349519; CN3354110; CN3359483; CN3359482; CN3367179; CN3375129; CN3384299; CN3384298; CN3385631; CN3389624; CN3395874; CN3395883; CN3397684; CN3401849; CN3414566; CN3415959; CN3429397; CN3445062; CN3438695; CN3463269; CN3474614; CN3480150; CN3482018; CN3486703; CN3494172; CN3494174; CN3326620</p>
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Project/Program Financial Details		
Budget Funded [Yes/No]	Yes	
Total Budget (\$millions)	\$92.43m	
Total Spend To Date (\$millions)	\$45.69m	(calculated cell)
ICT Budget (\$millions)	\$92.43m	
Time Period Breakdown		
FY2017-18: Actual spend (\$millions)	\$12.44m	
FY2018-19: Actual spend (\$millions)	\$12.39m	
FY 2018-19: Total Budget (\$millions)	\$17.91m	
FY2019-20: Total Budget (\$millions)	\$14.07m	This amount is incorrectly included in the Whole of Life (total) sum. It should be excluded as the 2019-20 forecast is included. Due to the cell being locked it is unable to be updated.
FY2019-20: forecast (\$millions)	\$46.74m	
FY2020-21: forecast (\$millions)	\$0.00m	
Post FY2020-21: forecast (\$millions)	\$0.00m	
Whole of Life (total)	\$106.49m	(calculated cell)

Project/Program Benefits	
Date of Last Update for Benefits Data	7 May 2019

Benefit 1

Benefits Description	Benefit Realisation Start Date	Benefit Status	Benefits Commentary	Percentage Realised	Benefit Type
<p>Avoided cost into the future – ABF Operations- Increased automation and reduction in manual processes leading to improved customer and staff satisfaction.</p>	s. 47(1)(b)				Financial - Government

Benefit 2	Avoided cost into the future – cost of ownership - Aging systems are retired and the ongoing need to continue to provide costly maintenance and fixes is removed.	s. 47(1)(b)				Financial - Government
Benefit 3	Systems are more stable reducing the number of outages thus increasing productivity/efficiency					Non-financial - Government
Benefit 4			Select Benefit Status			
Benefit 5			Select Benefit Status			
Benefit 6	The ability to cope with increasing traveller volumes within the existing resource constraints.	s. 47(1)(b)				Non-financial - Government
Benefit 7	Enhanced traveller identification.					
Benefit 8	Maintaining high levels of traveller satisfaction by reducing airport congestion					
Benefit 9	Reduction in the number of staff allocated to arrivals processing.	1 June 2019	Removed - Not Realisable	This benefit should be removed. This was never an objective of the Seamless Traveller project	0%	
Benefit 10	Improvements in border security management	s. 47E(d)				
Benefit 11						
Benefit 12						
Benefit 13						

Benefit 14				
Benefit 15				
Benefit 16				
Benefit 17				
Benefit 18				
Benefit 19				
Benefit 20				

Project/Program Risks	
Date of last update for Risks data	7 May 2019

	Risk Description	Risk Rating Before Mitigation	Mitigation Strategy	Risk Rating After Mitigation
Risk 1	Sea Trials delayed - There is potential for the S2 milestone to slip. Initially targeting cruise ship trial in September 2017.	High	Sea trials will not be progressing	Closed
Risk 2	s. 47(1)(b)			
Risk 3	Emerging airports (e.g., Perth T3) disrupt delivery planning and schedule - The emergence of new airports demanding new kit during the delivery to pre-agreed airports has the potential to disrupt the entire delivery.	Medium	No work to be carried out on emerging airports without having gone through Change Control process and WBS Codes supplied for funding. Meeting to be arranged with the ABF to see what plans they have on the horizon in relation to emerging airports. All infrastructure has been deployed to Perth T3 although not yet live	Closed
Risk 4	s. 47(1)(b)			
Risk 5				
Risk 6				

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Risk 7	Submission for Movement of Funds (MoF) not approved	High	MOF process to move remaining CAPEX funds from FY19 to FY20 commenced in April 2018	Medium
Risk 8	Arrival Airport Sequencing for delivery of new SmartGates effected by operation demands (peak travel periods) effects the delivery timing.	Medium	No further deployments until Brisbane in 2020	Closed
Risk 9	s. 47(1)(b)			
Risk 10	s. 47E(d)			
Risk 11	Solution does not meet the evolving needs of the organisation	Medium	<ol style="list-style-type: none"> 1. Executive endorsement of requirements 2. Connection to work areas responsible for driving national consistency - National Border Program BMD and ABF Business Engagement Branch 3. ABF supplied Requirements Manager to regularly revisit Business Requirements documentation 	Medium
Risk 12	s. 47(1)(b)			

Risk 13 s. 47(1)(b)

Risk 14

Risk 15

Risk 16

s. 47E(d)

Risk 17

A fit for purpose Exit Marshal Point solution can't be found

Extreme

Risk realised

Closed

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Risk 18	Select Risk Rating		Select Risk Rating
Risk 19	Select Risk Rating		Select Risk Rating
Risk 20	Select Risk Rating		Select Risk Rating

Current Significant Issues

	Significant Issue Type	Significant Issue	Corrective Action	Issue Status
Issue 1	s. 47(1)(b)			
Issue 2	Technology	Significant delay in the commencement of Exit Marshal Point (EMP) solution trials	Paused	Open
Issue 3	s. 47(1)(b)			

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Issue 4	s. 22(1)(a)(ii)		
Issue 5	Select an option		Select a Status
Issue 6	Select an option		Select a Status
Issue 7	Select an option		Select a Status
Issue 8	Select an option		Select a Status
Issue 9	Select an option		Select a Status
Issue 10	Select an option		Select a Status

	Delivery Confidence
<i>Delivery Confidence Reported in Previous Wave</i>	Medium-Low - Successful delivery of the project/program requires urgent action to address major risks or issues in a number of key areas. Changes to budget, schedule, scope or benefits may be necessary if the project/program is to be delivery successfully.
<i>Current Delivery Confidence</i>	Medium-Low - Successful delivery of the project/program requires urgent action to address major risks or issues in a number of key areas. Changes to budget, schedule, scope or benefits may be necessary if the project/program is to be delivery successfully.
	Senior Reponsible Officer (SRO) Trend Rating
	Worsening

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Status Commentary	
<p>Internally, the project has been paused. The Traveller Sub-program has developed a Re-baseline and Resolution Plan (the Plan) that will address how the Sub-program has performed to date, a reconciliation of financials including expenditure to date, on what, percent complete and what can be leveraged for the current financial year.</p> <p>The plan and associated activities will be conducted over four phases, Review, Re-baseline, Re-plan and Delivery. Execution of the plan commenced on 1 July 2019 and is expected to be completed by 31 October 2019.</p> <p>Listed below is approximate timeframes and key activities:</p> <ul style="list-style-type: none"> • Review: 1 July–5 Aug 2019 – Pause and review the following areas, program and project management governance, architecture, NPP scope and outcomes achieved, financial, commercial. • Re-baseline: 5–30 Aug 2019 – Re-baseline the Sub-program and projects based on policy directives, validate business requirements, create roadmap. • Re-plan: 30 Aug–4 Oct 2019 – Re-plan the Sub-program and projects based from the new baseline. Develop or update project artefacts (administration and technical), identify resources requirements. • Delivery: 4–31 Oct 2019 – Commence internal and external communication, change management, review and approval of the plan and execute delivery. <p>The Department is writing to the Minister's Office with a number of options to address what initiatives can be delivered under the project within the remaining funding envelope.</p>	

Digital Service Standard	
DSS Application	Applied
DSS Services	This project removes direct interaction with the external client, but the new processes will consider any possible impacts