


ICT Investment Approval Process Survey: Submission #1

View	
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Data (YAML)	

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[Next submission >](#)

Submission information

Introduction

ICT Investment Approval Process Survey

This survey is intended to be completed by individuals who are currently or who have recently worked on business cases for digital projects in the Australian Government.

The survey provides an opportunity to provide your perspectives and experiences with the ICT Investment Approval Process (IIAP), including:

- its effectiveness in mitigating risks for major ICT projects, and
- how these arrangements could be improved.

Your feedback is important. It will allow for a comprehensive overview of everyone's experiences and help shape future enhancements.

There are two main sections of the survey.

In the first section, questions are asked about your role and interactions with the IIAP. This will help inform the various levels of interaction and involvement survey respondents have with the IIAP.

In the second section, questions focus on experiences assessing business cases and opportunities for improvement, including processes, documentation and artefacts.

Contact and focus groups

Communication Link is conducting this survey on behalf of the DTA. If you have questions regarding the survey, reach out to feedback@communicationlink.com.au.

Focus groups on the IIAP will also take place Thurs 15 – Fri 16 Feb and will be facilitated by Communication Link. The focus groups will have three main questions focussed on guidance material, templates and processes. If you are interested in taking part in a focus group, please RSVP to feedback@communicationlink.com.au by COB Wed 14 November.

Privacy Collection Notice

The DTA is undertaking this consultation exercise seeking feedback from existing stakeholders on the current state of the ICT investment approval process. It is envisaged that feedback will inform improvements to how this process operates and support all users in their roles.

The survey is deliberately designed for the anonymous collection of data; with no identifying information collected, unless volunteered by yourself.

Should the DTA be provided with any identifiable information it will not be shared with anyone else outside the DTA; unless you have given consent for us to do this, or we are authorised or required to do so by law.

The [DTA's Privacy Policy](#) explains how the DTA handles and protect the information provided by you. Our Privacy Policy also explains how you can request access to or correct the personal information we hold about you, and who to contact if you have a privacy enquiry or complaint.

Note: The DTA reserves the right to refuse acceptance of any submissions, or parts of submissions, that contain offensive language, potentially defamatory material or copyright infringing material.

Demographic insights

Demographic insights

Question 1

What's your role in the business case process?

Reviewing business case documentation, Approval of business case documentation,
Assessing business cases

Question 2

How many business cases have you been involved in the assessment of under the IIAP?

More than 25

Question 3

Does your agency have the in-house capability to develop and deliver business cases?

No

Question 4

Thinking back to the most recent business case you were involved in, on average, how much did it cost to develop the business case?

Under \$5 million

Engagement

Question 5

How do you feel about your ability to develop or assess a business case?

I can complete one without support

Question 6

How long does it take you to develop a first pass business case for IIAP assessment?

8 - 15 days

Question 7

How long does it take you to develop a second pass business case for IIAP assessment?

8 - 24 days

Question 8

How would you rate the IIAP overall?

Neutral

Question 9

How helpful are the following resources in developing business cases:

- **Engagement with the DTA:** Super helpful
- **The templates used in the first pass:** Helpful

- **The templates used in the second pass:** Helpful
- **The guidance documentation in the current process:** Neutral
- **The IIAP webpage on the DTA website:** Not quite helpful

Question 10

Tell us more about why you gave the ratings you did in the last question. What parts are good, and where could things be better?

The DTA is super helpful, but the guidance material is sort of "pick a path" like an adventure book. More concrete guideposts would be good.

Question 11

Which areas in the current business case format take you the longest to assess / develop? Why?

Technical solutions as our techs are usually very busy.

Question 12

What parts of developing a business case is challenging for you and your team?

Knowing if what I am writing is up to scratch.

Question 13

What, if any, changes would you suggest to the IIAP?

Make it more streamlined and clear.

Engagement continued

Question 14

What skills or resources would help you develop or assess business cases?

Better understanding of key project management artifacts.

Question 15

Once approved, does your business case act as your primary guidance document in delivery?

No

Question 16

Are approved business cases updated to reflect any changes in the project delivery or scope?

No

Question 17

Should significant cost projects be subject to additional business case requirements?

Yes

Where do you believe this would be applicable?

Business case , Funding controls

Question 18

If you have additional feedback regarding higher-cost project business case requirements or controls, please provide it here.

{Empty}

Question 19

Are the current first and second pass business case processes a sufficient way to validate the funding asks of digital investment proposals?

Mostly

Question 20

In your experience, how do the project costings in the business case relate to the actual costs incurred?

Actual costs always materially exceed estimated costs

Question 21

Would you prefer to only have one assessment methodology for all digital proposals?

Yes – develop a different process to both the IIAP and the DCAP

Question 22

What do you think should be included in the methodology used to assess digital proposals?

Outcomes and performance criteria that shows what benchmark you should hit.

Follow up

If the DTA wanted to ask further information about your experience would you agree to being contacted directly?

No

