human services

DHS
Single Client View Project



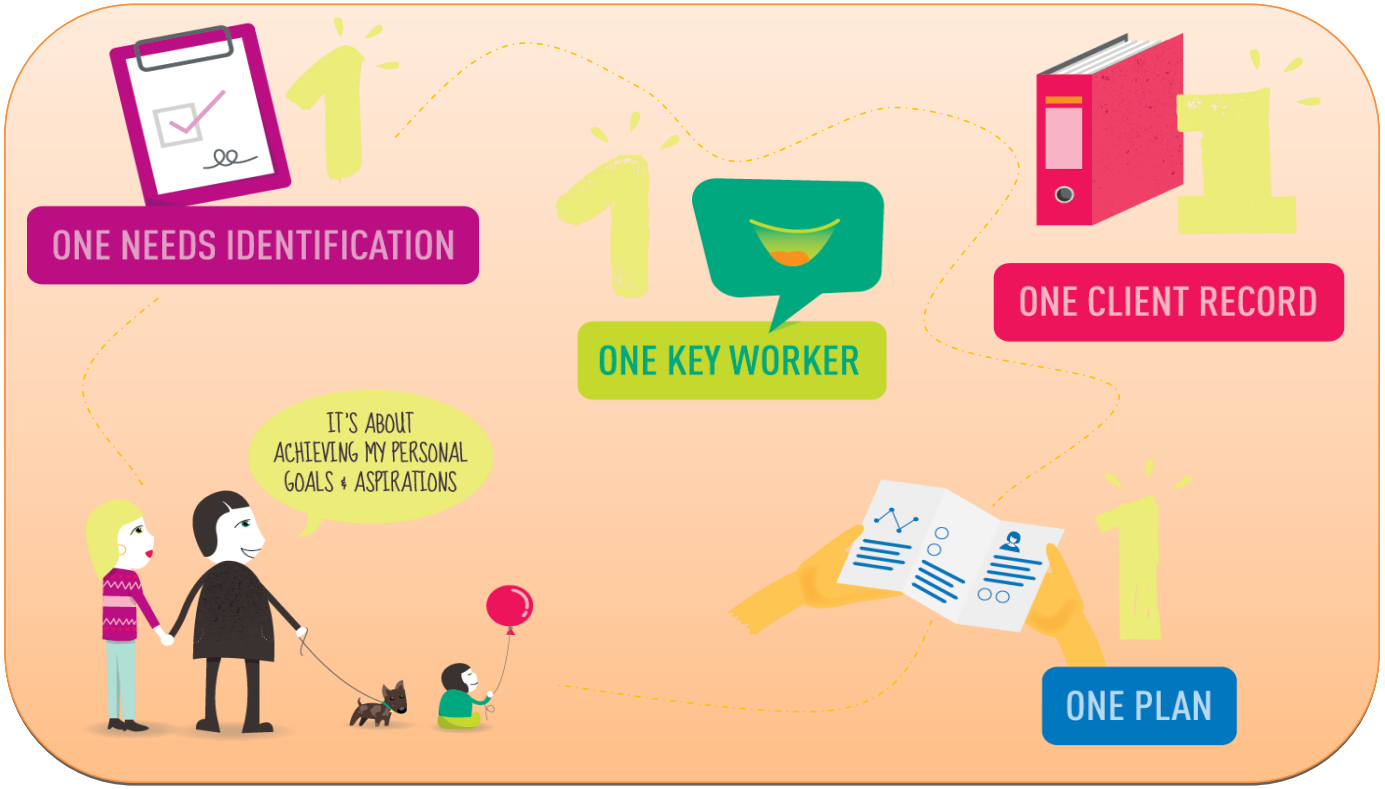
DHS IM&T 30 July 2014

State Government Victoria

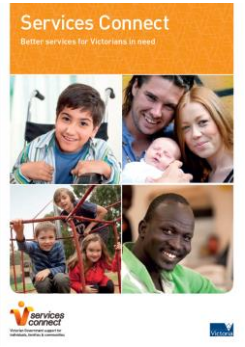
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Introducing Services Connect

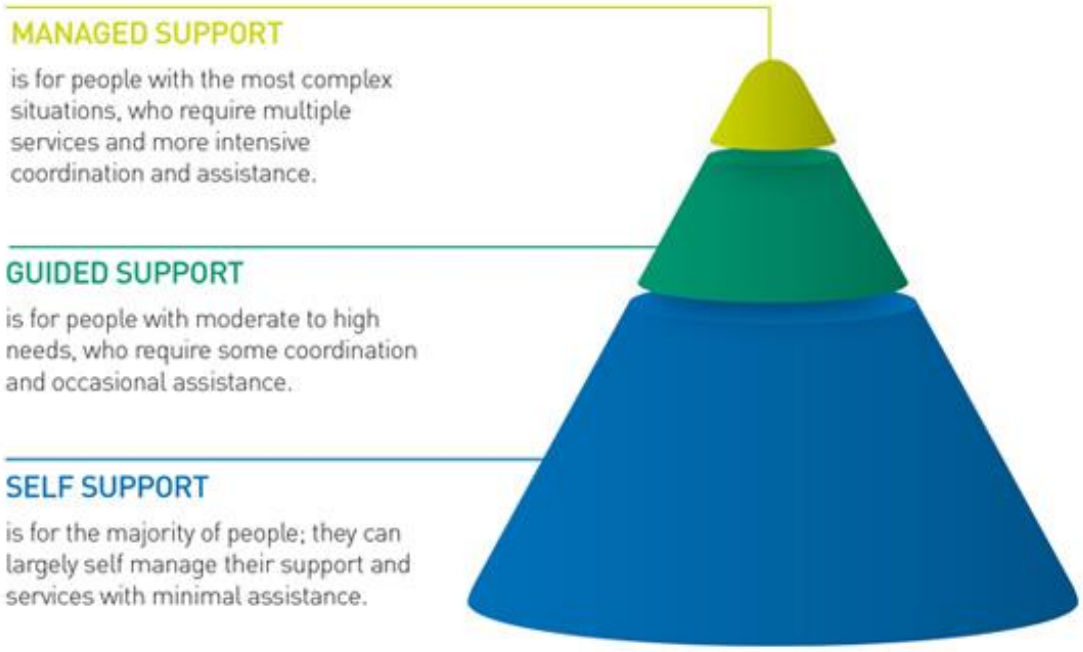




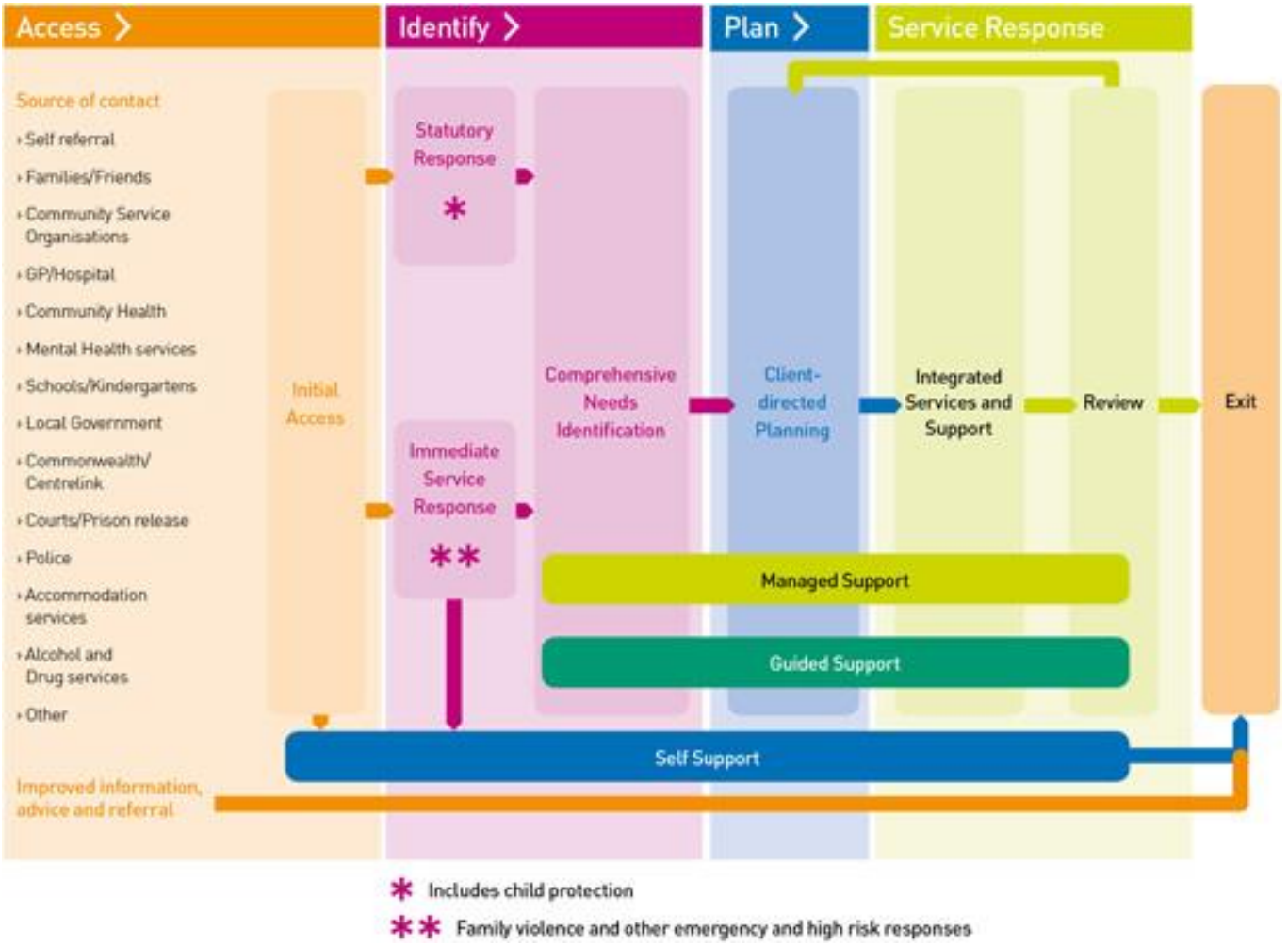


http://www.dhs.vic.gov.au/for-service-providers/for-funded-agencies/services-connect/services-connect-stories

Services Connect support model



Services Connect stage model

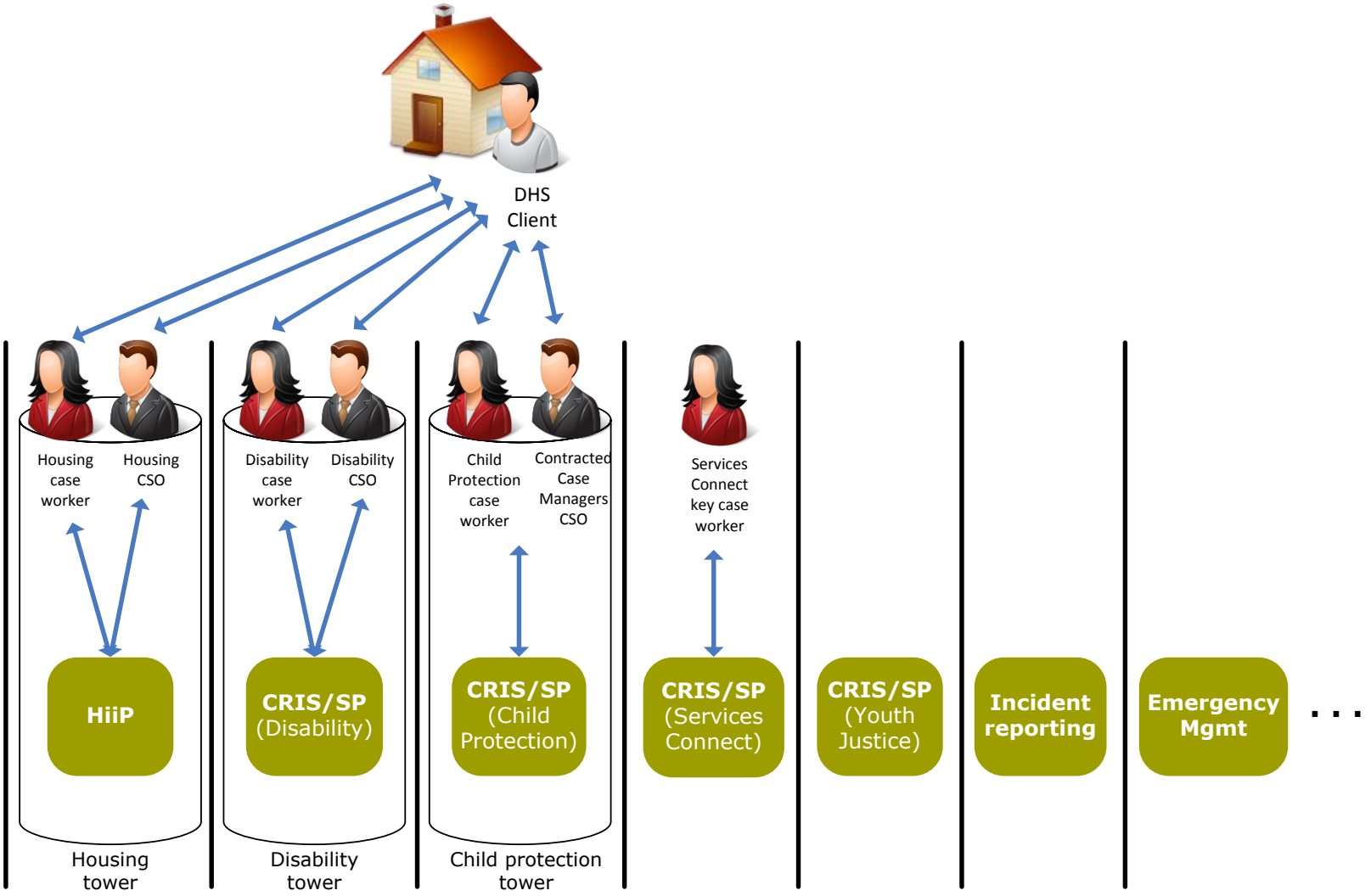


Services Connect Partnerships (a.k.a. Sector Trial)

- Services Connect's priority is to deploy the model to the funded sector via a 'Sector Trial'
- Agencies are currently forming partnerships and responding to an RFP (due mid August)
- Services Connect Partnerships are groups of non-government service providers that will come together to coordinate and integrate service delivery in a region
- Services Connect Sector Trial will run in parallel with project work to establish requirements for SCV.

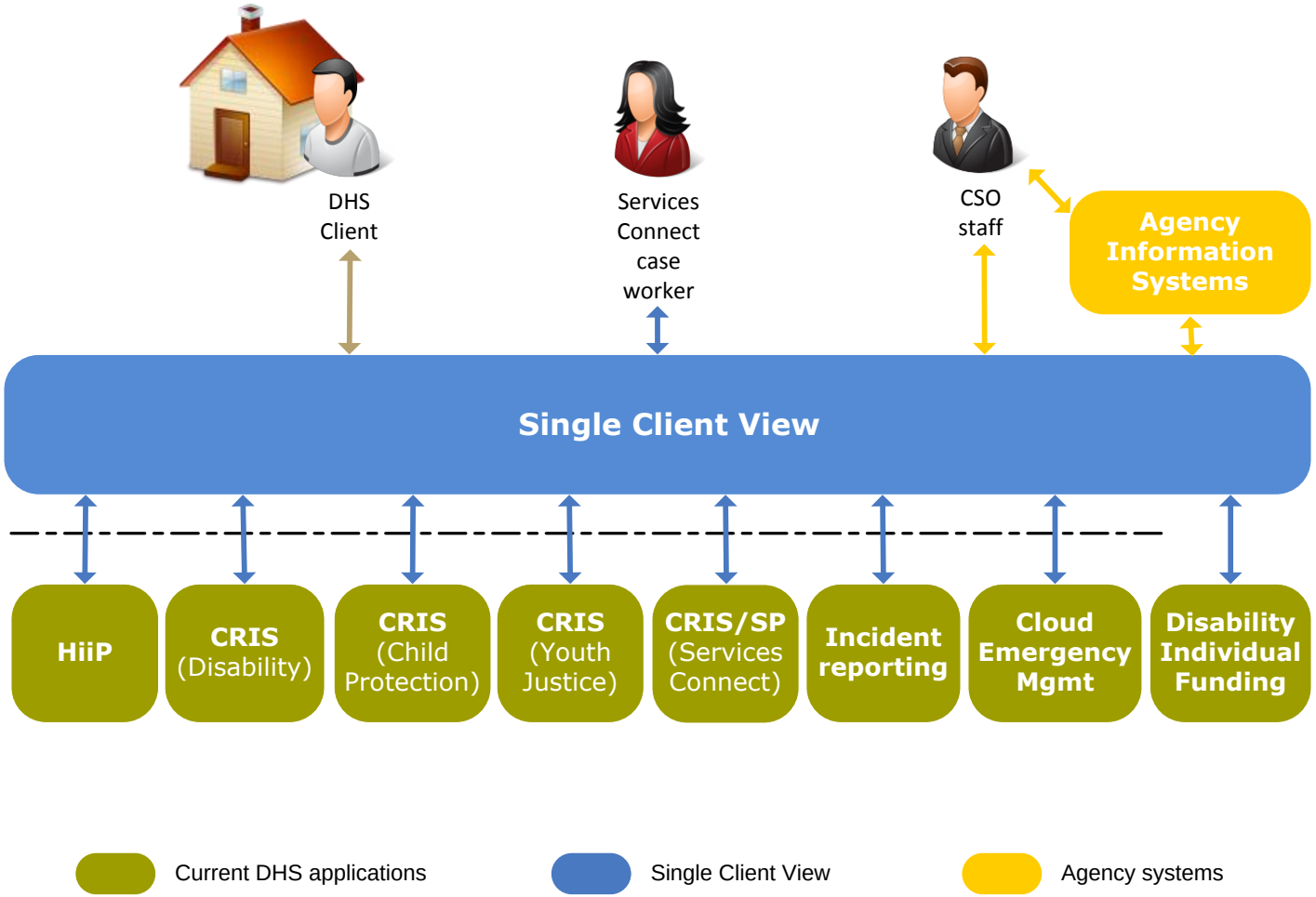
http://www.dhs.vic.gov.au/for-service-providers/for-funded-agencies/services-connect/services-connect-partnerships

The DHS 'pre-restructure' State

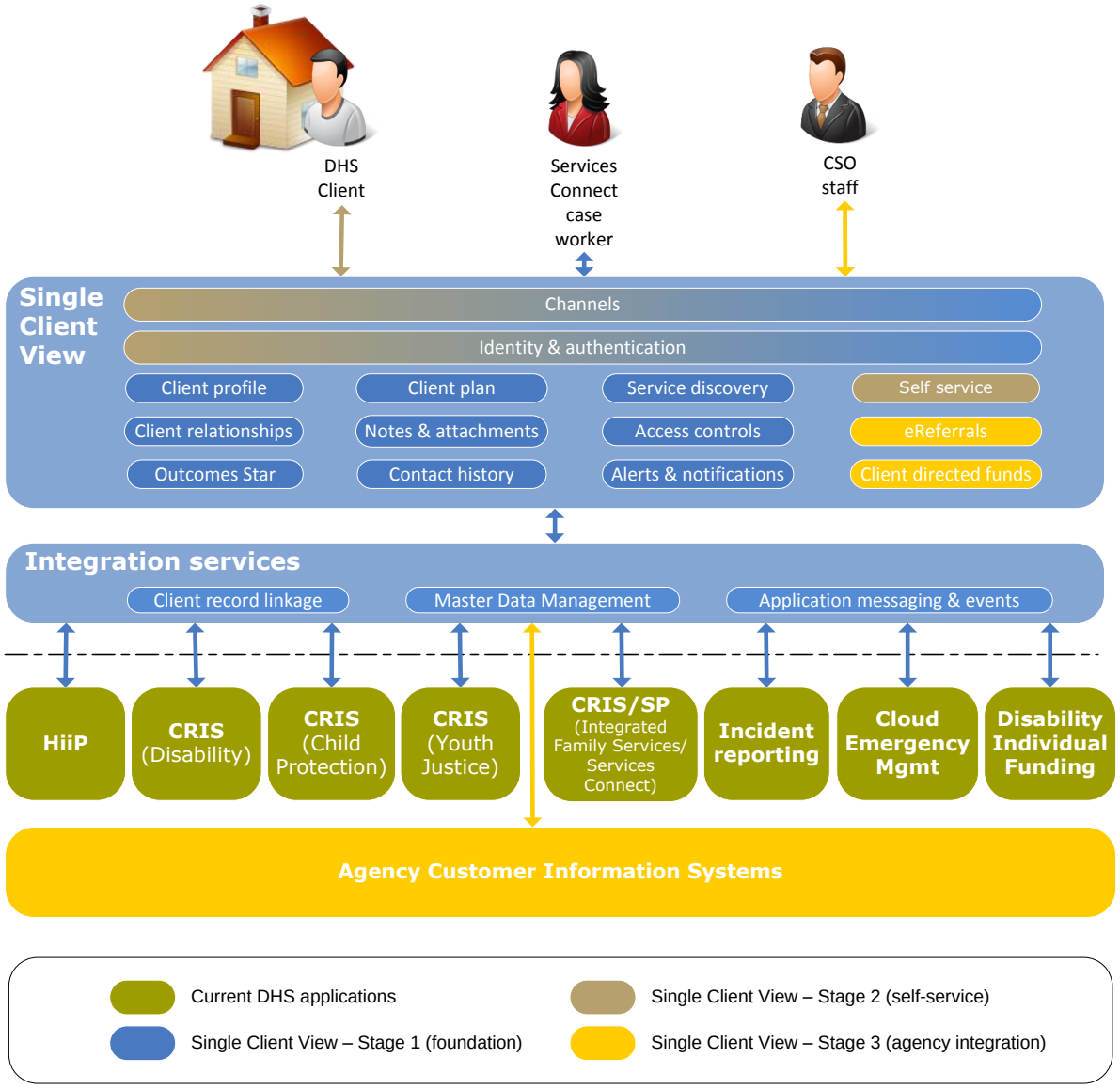


Department of Human Services – prior to restructure for 'Services Connect'

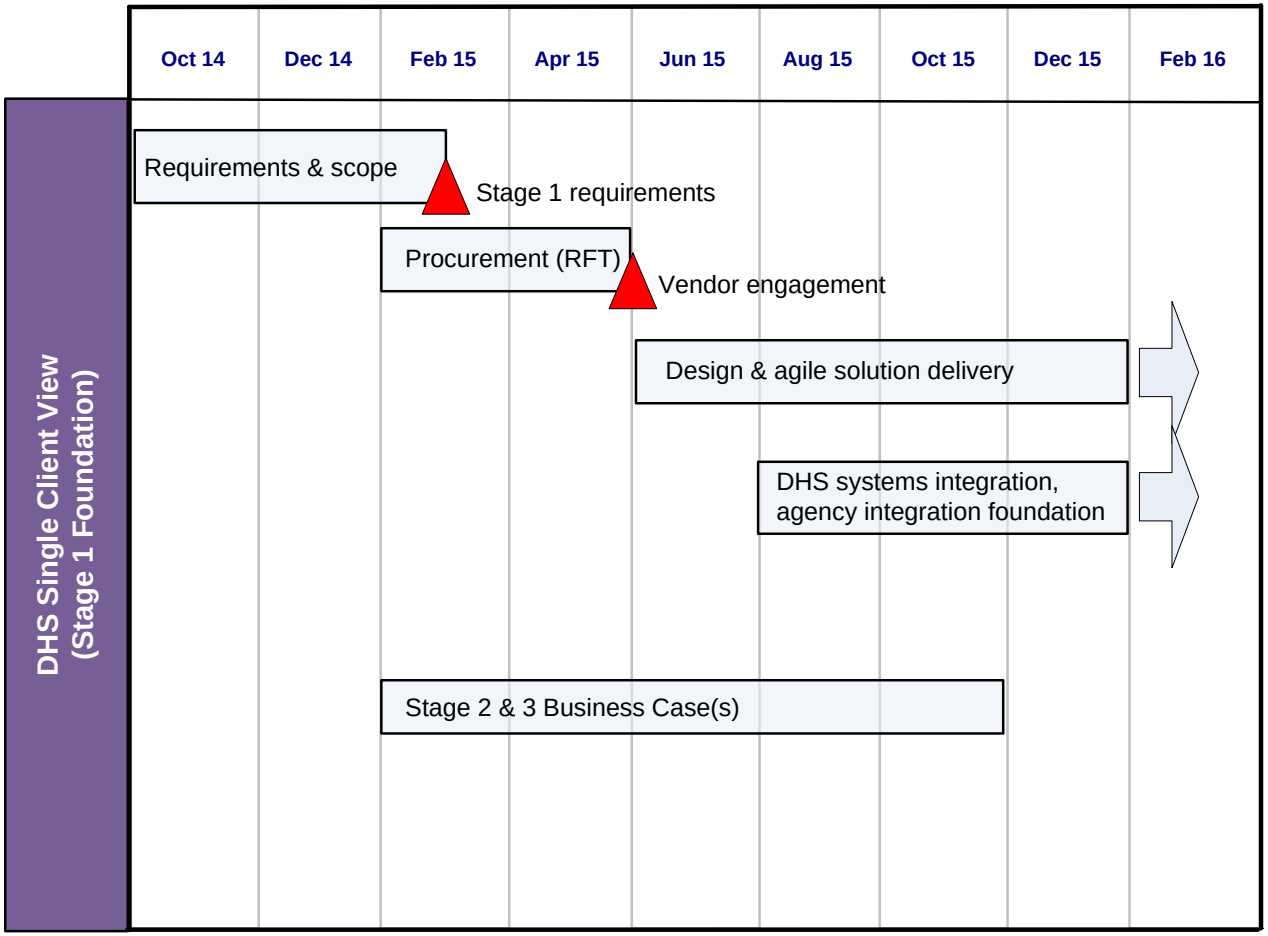
Target State



SCV Conceptual Architecture



Program plan



Reqts & Scope, Part 1: SCV Foundation scope and req'ts

- Stakeholder Engagement Plan
- Business Process Review:
  - High-level assessment of existing business process documentation as it applies to SCV Stage 1.
- Single Client View – Client Information Architecture requirements:
  - Client information model with supporting documentation
  - Client profile definition
  - Client data mapping document
  - Client data integration requirements.
- Services Connect functional requirements:
  - Business requirements specification by use-case (level 1) with traceability matrix
  - HP Quality Centre for requirements management.
- Client information privacy and security requirements:
  - User roles, access and privileges.

Part 1 Outcome:
A confirmed scope and business requirements for SCV Stage 1 that can be used as the solution specification in a Tender for the delivery of Stage 1 of the SCV system on a nominated technology platform/product.

Reqts & Scope, Part 2: Client 'Self-Service'

- Client Self Service prioritised services:
  - Review of previous work on self-service
  - Prioritised self service candidates
  - High level requirements for recommended services, with cost estimates.
- Self Service appointments:
  - Requirements for managing client appointments.
- Adoption:
  - Client adoption recommendations and roadmap.

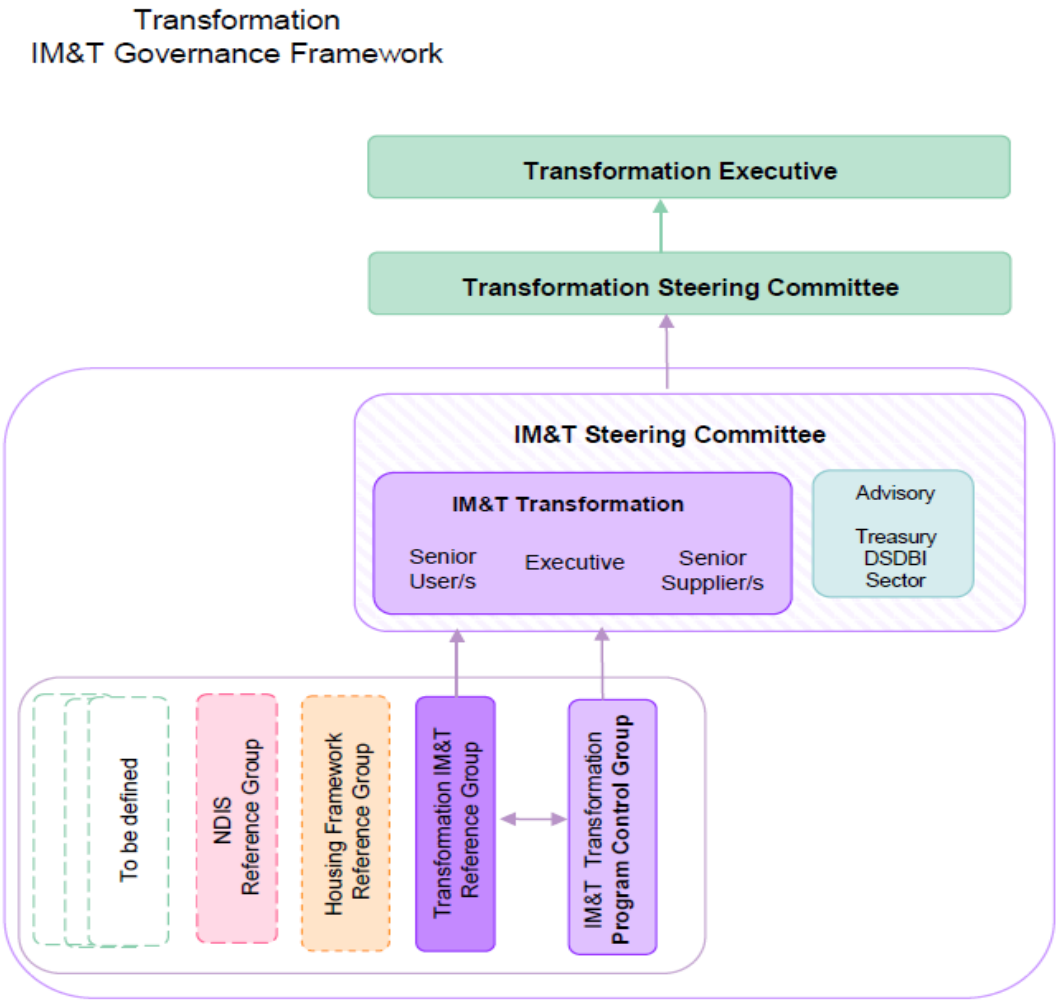
Part 2 Outcome:
Provision of input to the SCV Stage 2 and 3 business cases to secure funding for these subsequent program stages.

Reqts & Scope, Part 3: CSO/Agency SCV integration

- Stakeholder Reference Group engagement
- CSO/Agency current client information systems discovery
- CSO/Agency client data sharing value proposition and requirements
- CSO/Agency information architecture and roadmap
- Options and evaluation
- Informative and relevant leads and indicators drawn from research on large scale public sector client data integration systems.

Part 3 Outcome:
Provision of input to the SCV Stage 2 and 3 business cases to secure funding for these subsequent program stages.

Project Roles



Single Client View Project – Key dates

Reqts & Scope RFQ: Closing date for submission of proposals	Friday 25 July 2014
Final vendor selection by	Monday 01 September 2014
SCV Project commencement*	Monday 15 September 2014
Transformation (SCV) IM&T Steering Committee	August 2014
Sector engagement	August 2014 – March 2015
Reqts & Scope project completion	March 2015

* Prior to project commencement, eServices contracts have to be signed and key personnel working on the project will need to successfully undergo police checks.