

Question on Notice
No. 1326
Asked on 31 October 2006

MS JANN STUCKEY MP asked the Minister for Child Safety (MS BOYLE)-

QUESTION:

With reference to a statement made during Estimates in July 2006 by the former Minister for Child Safety that "the ICMS (Integrated Client Management System) project will be implemented in August 2006 at nine pilot sites across Queensland. Full statewide rollout is scheduled in November 2006 –

1. What progress has been made in respect of the implementation of these pilot sites?
2. Is the statewide rollout still expected to be completed by November 2006; if not, what is the reason/s?
3. Have there been any issues to cause delay to the project which were not known at Estimates?
4. Are there any further budget blowouts with the ICMS, Information Renewal Initiative or Information and Communication Technology Program?

ANSWER:

1. The successful implementation of the ICMS project to nine Child Safety pilot sites across Queensland took place on 14 August 2006. This was a significant step in the process of replacing the old child protection information systems and in moving towards the ultimate goal of all information about children at risk, their families and carers, being in one easily accessible information system.
2. The next release of ICMS, Child Protection has been developed and Child Safety staff are at present testing the functions. Staff training is well under way and feedback on ICMS has been positive. As at 24 November 2007, approximately 2,200 staff have completed two hours of preliminary modules and a day of system based training. One hundred and forty CSSC staff have also had additional training as Advanced Users of ICMS to provide support to their colleagues. The system training occurred at nine training sites across the state from Cairns to Ashmore.

The ICMS is a very complex system using multiple software packages. This combined with the requirement to migrate a large volume of documents and information from multiple legacy systems (CPS, FAMYJ, Lead Site release) have raised a number of critical issues. These are able to be resolved but the testing will extend past of the previous November 'go-live' date to give us a more effective and robust system.

The work of Child Safety staff relies on access to accurate and timely information relating to children, their families and carers. In order to fully test this information to a satisfactory level of confidence for Child Safety, the 'go-live' date has been extended to ensure all data from legacy systems has fully migrated into the ICMS environment. When deciding on a new 'go-live' date, consideration was given to the operational pressures of Christmas/New Year for Child Safety staff, with the impact of public holidays, staff leave and the increased child protection workload over this period.

For these reasons we have made the decision to postpone the 'go-live' date from 27 November to 19 March 2007.

The ICMS will be delivered within the three-year implementation period set aside by the *Blueprint for implementing the recommendations of the January 2004 Crime and Misconduct Commission Report*, in accordance with the government's commitment on 22 March 2004.

3. There is a large volume of sensitive data stored in the legacy Child Protection System and this data must be thoroughly tested as it migrates into ICMS. There are approximately 69 document types totalling 1.5 million records in the current Child Protection System that need to be mapped across to new documents and event structures in ICMS. A number of these documents will be in progress at the time of the migration, as staff will be working with children and families.

It should be noted that when fully implemented, ICMS will deliver substantial improvements to the Department of Child Safety's information systems, facilitate improved decision-making and responses, improve access to the information and assist Child Safety Officers to efficiently perform their duties. Any errors in data migration could jeopardise this if not tested thoroughly.

4. The Information renewal initiative consists of a number of interrelated projects, including Record Keeping Improvement, Enterprise Architecture and Infrastructure renewal, Integrated Client Management System and Business Intelligence and Enterprise Reporting.

The Record Keeping Improvement Project has been completed within budget. This project has significantly improved record keeping culture and processes, through providing decentralised records system access, clearing client record backlogs, developing key record keeping policies and procedures and providing staff training.

The Enterprise Architecture and Infrastructure project has been completed within budget. This project has upgraded the file servers, communications networks, data storage facilities and e-mail and desktop software for sites across Queensland and for all staff within the departments of Child Safety, Communities and Disability Services Queensland.

The Business Intelligence and Enterprise Reporting Project has delivered a Critical Incident reporting system and an Enterprise Reporting System to date. When completed, this project will provide easy access to reports on key Child Safety measures to inform decision making. This project is still underway and is operating within budget.

As a result of the additional effort and time required to set up the ICMS system with reliable and complete data, there will be a budget impact on the ICMS system. This impact is currently being assessed.

Delivering the ICMS will provide the department with much needed capability to better manage information on children at risk.