



Australian Government

Department of Finance and Deregulation

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Continuity of Government e-Services

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Business Continuity of eServices

- Continuity Planning and Disaster Recovery are not new
- Variety of approaches and standards (locally and overseas)
- Diversity of implementation and methodology by agencies
- Coordinated picture / response
- Focus on whole-of-government critical eServices



What is a critical eService?

- A **critical** eService is one whose compromise in terms of availability or integrity would result in a high degree of injury to the health, safety, security or economic wellbeing of Australians
- A **supporting** eService is not critical in itself, however it does make a critical eService more efficient and/or effective. Unavailability of a supporting eService would not prevent a critical eService from occurring.
- *Whole-of-Government vs Agency* critical and supporting eServices



Challenges - Fire



National library of Australia <http://nla.gov.au/nla.pic-vn3511806>



Challenges - Flood and Extreme Weather events





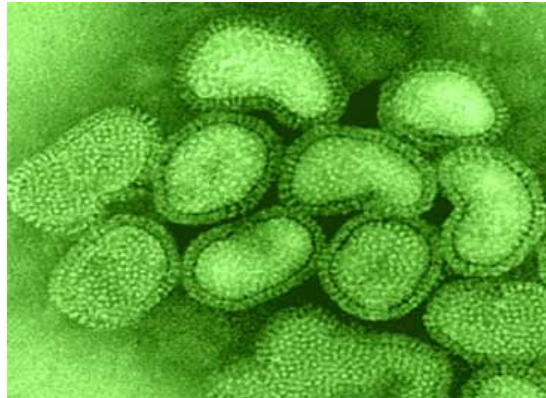
Challenges - Human



www.greensboro-nc.gov/.../onebackhoeworking.jpg



Challenges – Lots More...





Background

eSecurity National Agenda (ESNA)

- 2006 ESNA review to update policy and operational framework
- Three New Priorities
 - Reducing the e-Security risk to Australian Government ICT systems
 - Reducing the e-Security risk to Australia's national critical infrastructure
 - Enhancing the protection of home users and SMEs from electronic attack and fraud



Objective

- Model critical (and supporting) eServices
- Maintain a single business continuity framework
- Guidance materials
- Strategic Recovery Objectives
- Testing



A Single Framework

- Current state analysis of whole-of-government critical eServices
- Gap analysis of the continuity arrangements for these eServices
- Analysis of potential single points of failure and mitigation strategies
- Minimum continuity requirements
- Strategy for strategic recovery
- Maintenance



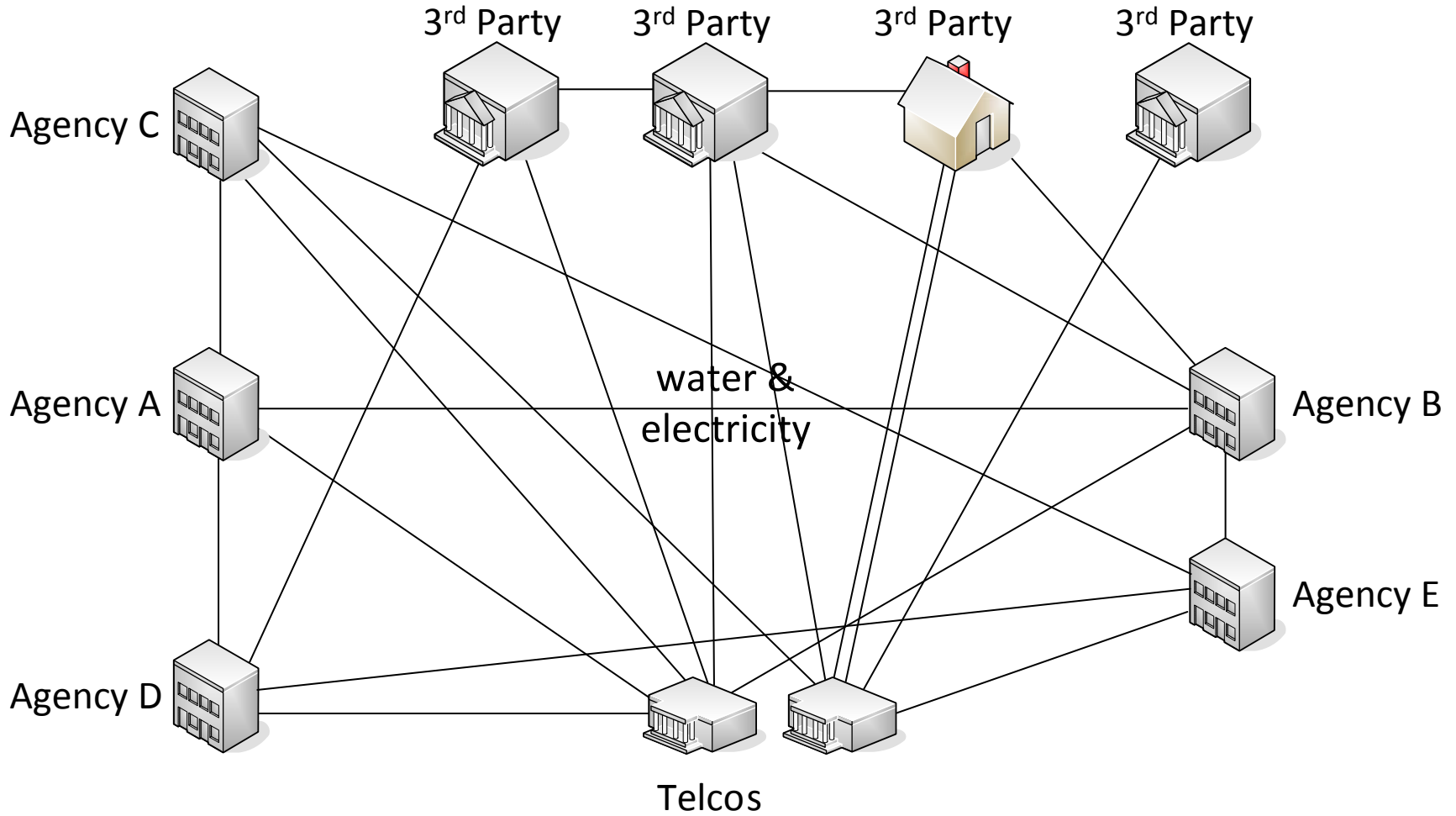
What the Single Framework Is Not

- Investigating national security, intelligence and voice services
- Acting as a certification body
- Reporting / rating agency continuity plans and arrangements
- Imposing a methodology on agencies
- Developing plans on behalf of agencies
- Focusing on all eServices in the Australian Government



The Single Framework So Far...

- Identified a large number of critical eServices
- Implementation and management is taken seriously by agencies
- Approaches are varied
- Finance will be meeting with individual agencies assessed through this process to discuss the results of their assessment





Next Steps

- Feedback to agencies on current state assessment
- Minimum business continuity requirements
- Working with agencies
- Education and Testing
- Revision of Critical eServices

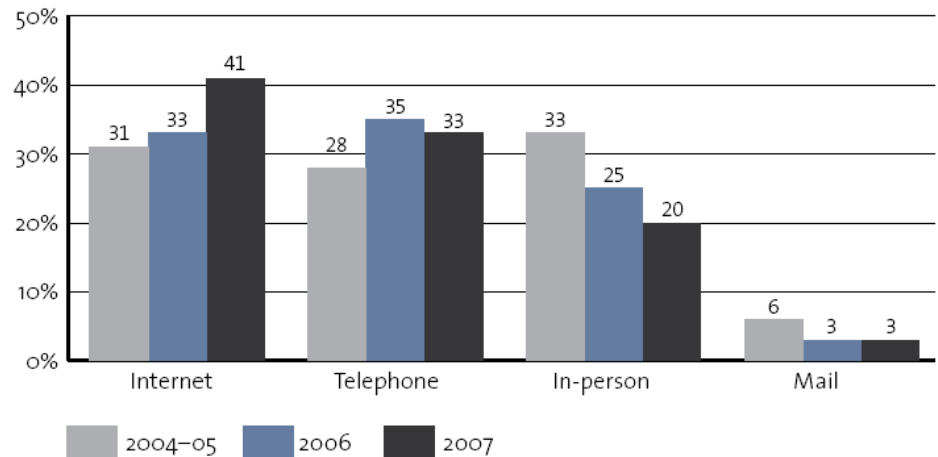


Broader Approach

Social Inclusion

- Greater Reliance on Online Services
- Accessibility of Services
- Improved integration and range of services available

Figure 40 Preferred service delivery channel



Q11. If you could access government services by telephone, over the internet, by mail, in-person, or by some other method, what would be your preferred way of doing it?

Australians' Use of and Satisfaction with e-Government Services – 2007, AGIMO



Broader Approach

Green ICT

- Water Availability
- Renewable Energy Targets
- Carbon Footprint
- Lower Energy Technologies
- Virtualisation
- Shared Data Centres
- Energy Consumption of ICT Systems and Facilities





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Questions

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