Approved Programs Data Collection (WAVE)

Collection Guide for Digital BAU Trial

Collection period: 28 January 2025 to 21 February 2025

Digital Transformation Agency

Contents

Overview

Background

The Digital Transformation Agency in partnership with select government entities are undertaking a trial in Digital BAU Collection.

This internal team-led initiative leverages Microsoft technologies, helps us test digital data collection capabilities and provides insights to inform potential future investment in an Investment Oversight Portal with a more intuitive user interface and pre-populated data.

How to complete the digital form

The formal collection period starts on 28 January 2025 and ends on 21 February 2025.

To complete the BAU form digitally you will be provided with a direct link to the Investment Oversight Portal beta site (datacollection.digital.gov.au) and a unique username and password to access the secure environment.

Information to support answering each field of the form is provided by hovering over the question in the digital form and is also referenced within this document. A glossary of terms has also been provided to assist.

While BAU data collected is usually classified OFFICIAL, this portal can receive material up to PROTECTED.

How data is used

The information collected as part of data collection activities supports analysis of the Australian Government's digital and ICT landscape, informing and enabling all states of the Digital and ICT Investment Oversight Framework (IOF).

It acts as the evidence base for strategic policy, sourcing and investment advice provided to the Australian Government to support making the right digital and ICT investment decisions at the right time and in the right way.

Aggregated reporting is provided to Australian Government's decision-making bodies, such as the Secretaries' Data and Digital Committee and Digital Leadership Committee.
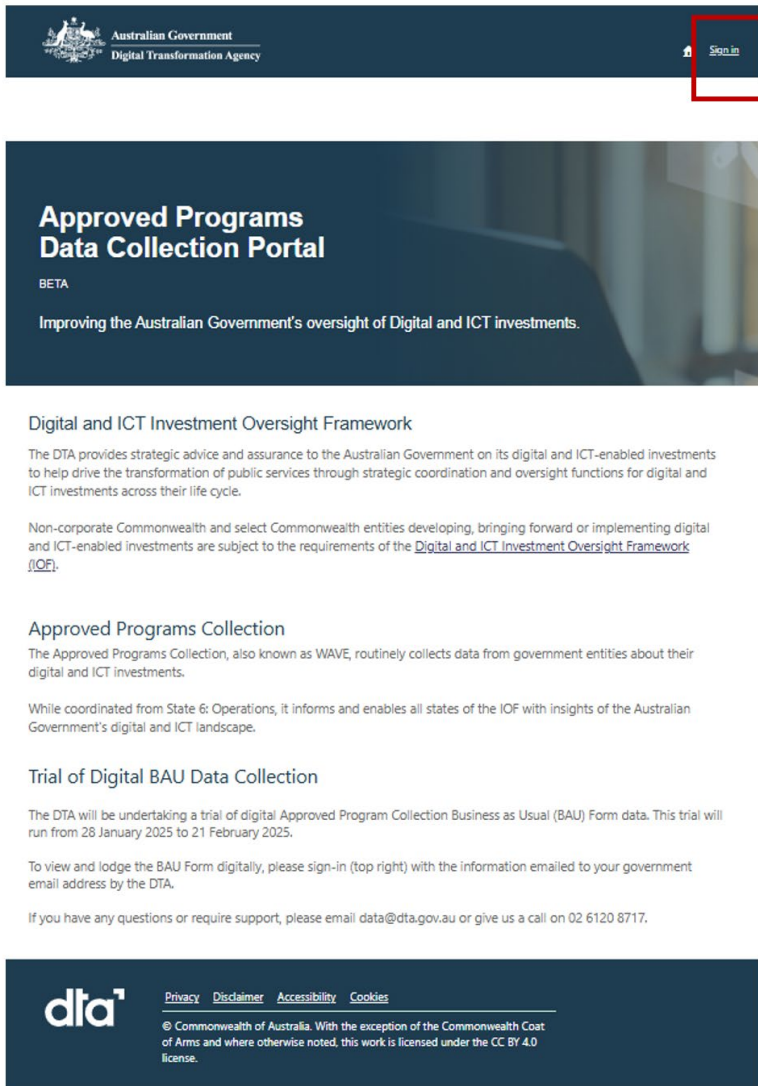
Support

We are here to help. If you require assistance, please email data@dta.gov.au or give us a call on 02 6120 8717.

Guidance

Access for first time users

This information is to support first time users access to the Digital BAU Collection Trial. We understand that this initial process is not ideal and in the future will be automated where possible.

1. Go to the Digital BAU Data Collection portal via the direct link sent to your email address: datacollection.digital.gov.au

2. Click **Sign in** (top right of page)

4. Enter your email address and password that was sent to your government email address and select the **sign in** button.

5. Review the Privacy Notice and once understood and agreed, **click to tick I agree to these terms and conditions** and **click Continue**.

You will then be taken to your Profile page.

6. Review / update your profile information and click **update** (bottom of page).

7. Then click on the button that says **confirm your email address**.

You will then receive an email within a few minutes in your inbox from data@dta.gov.au.

8. Click on the email and click **complete registration** or you can copy and paste the URL into your web browser.

After clicking the link to confirm your email address, please return to the portal webpage profile page. It will reflect that your email address has been confirmed.

9. Click on the left-hand banner tab called **Change Two-Factor authentication**.

10. Click **Enable** in the banner labelled *Two-Factor authentication is currently disabled*.

Once completed, it will reflect that two factor has been enabled.

11. Please log off by selecting your name (top right) and click the **sign out** button (second option on drop down).

Digital BAU Collection Guide

Access for existing users

This information is to support existing users access to the Digital BAU Collection Trial.

1. Go to the Digital BAU Data Collection portal via the direct link sent to your email address: datacollection.digital.gov.au

2. Click **Sign in** (top right of page)

4. Enter your email address and password that was sent to your government email address and select the **sign in** button.

5. You will receive a security code to your email address. **Enter the code** and **click verify**.

6. Click on the home page which will show more information in the authenticated space.

   Digital BAU Collection Guide

7. Click on the **BAU Form Submission** located at the bottom of the page (if you are not logged in, it will not be visible):

BAU Form Submission
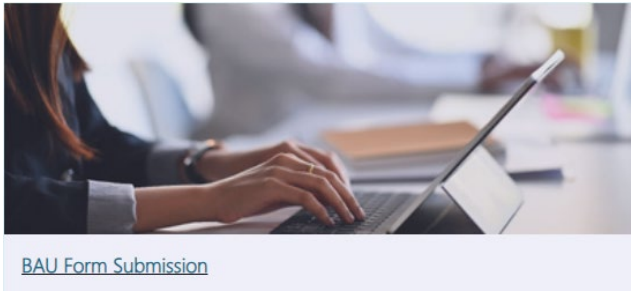
8. Complete all data fields.

9. Click **Save** to save the form data (you can save at any time and return to finalise through following steps 11-13).

10. Click **Submit** to submit your data (skip to step 14).

11. To view a completed BAU Form select the **View BAU Form** tile on the home page or located in the header (top right of the page).
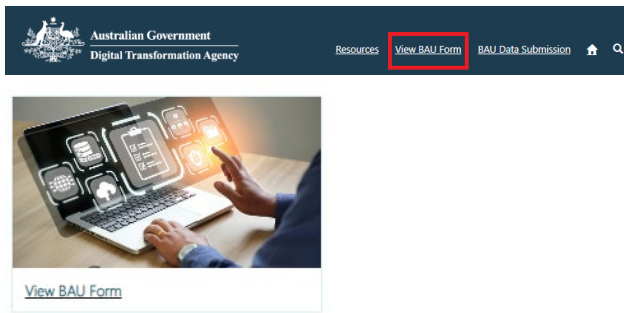
12. To edit the current saved form, select **Edit** from the drop-down option.
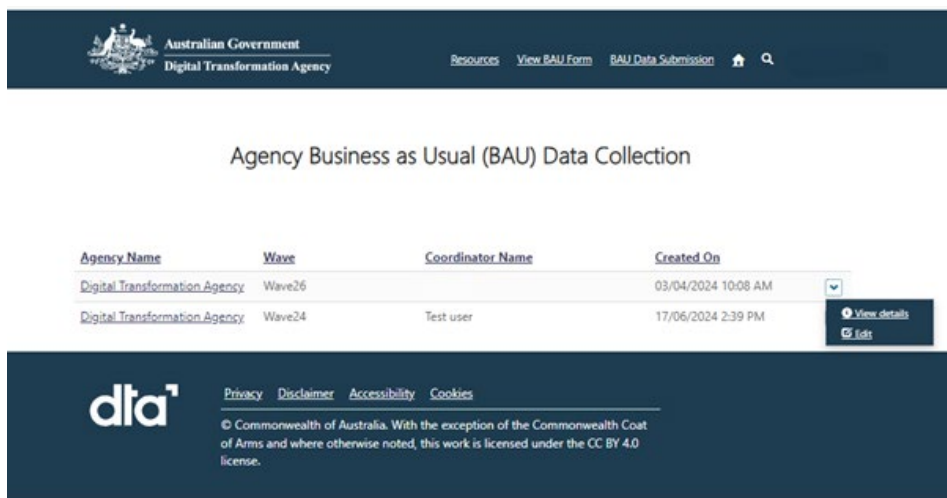
13. The saved form will appear. Once you have reviewed and/or amended fields, click **save**.

14. Click the **submit** button to formalise completion of the form.

You will then be provided with the option to **Download PDF** for internal approval by your Senior Responsible Officer (SRO). Once the data is formally approved by the Senior Responsible Officer, the coordinator will need sign-in to update the approval details within the system.

Alternatively, fill in the **Approval Status**, **Approver Name** and **Approver Email** fields, and click the **Seek Approval** button.

You will receive a notification that it has been sent for SRO approval.

Senior Responsible Officer (SRO) Approval

1. The SRO will receive an email requesting them to approve the completed Digital BAU Form through the portal following a request within the system from the coordinator.
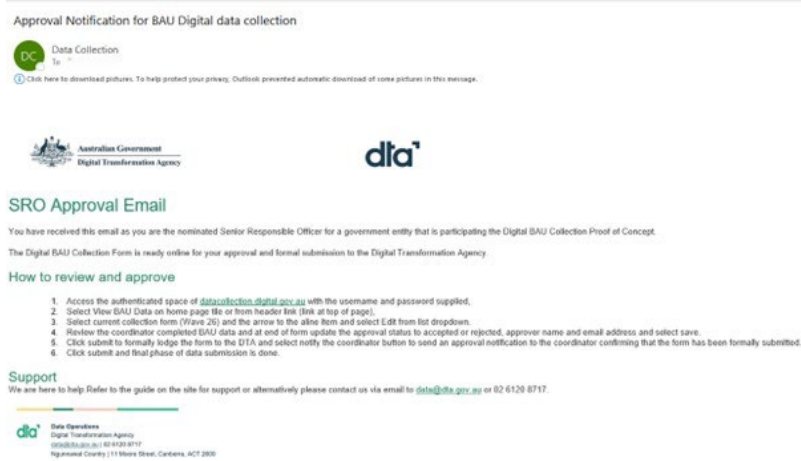
Note: If this is the first time the SRO is using the portal, they will need to follow the 'first time users' steps to confirm their contact information.

2. Go to the **View BAU Form** tile on the home page or located in the header (top right of the page).
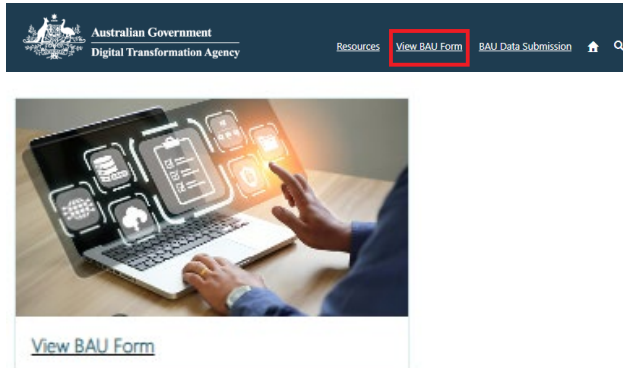
3. Go to the current saved form, select **Edit** from the drop-down option.
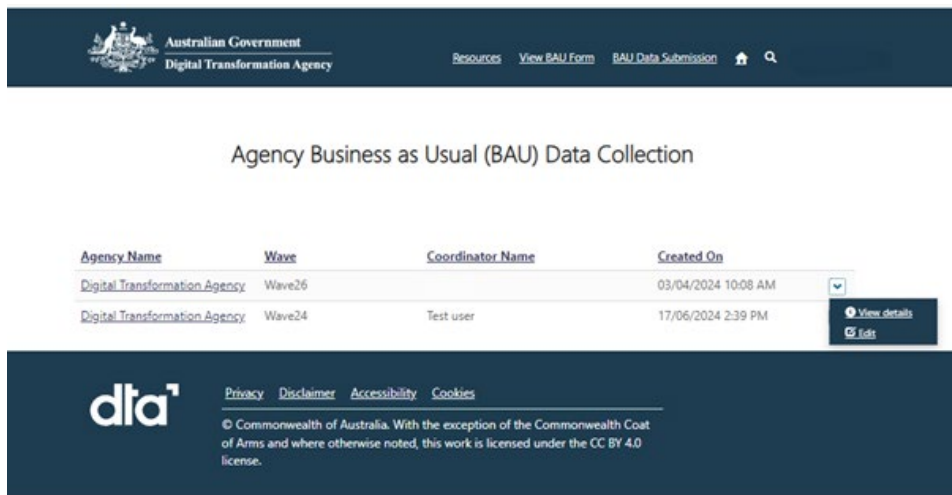
4. The saved form will appear. Once you have reviewed and/or amended fields, click **Save**.

5. Update the **Approval status** and complete the **Approver Name** and **Approver Email.**

6. Click the **Submit** button to formalise completion of the form. You also have the option to download a copy of the PDF form for your records.

    Please also select **Notify Coordinator** to send them an automated message to advise that the form has been successfully submitted.
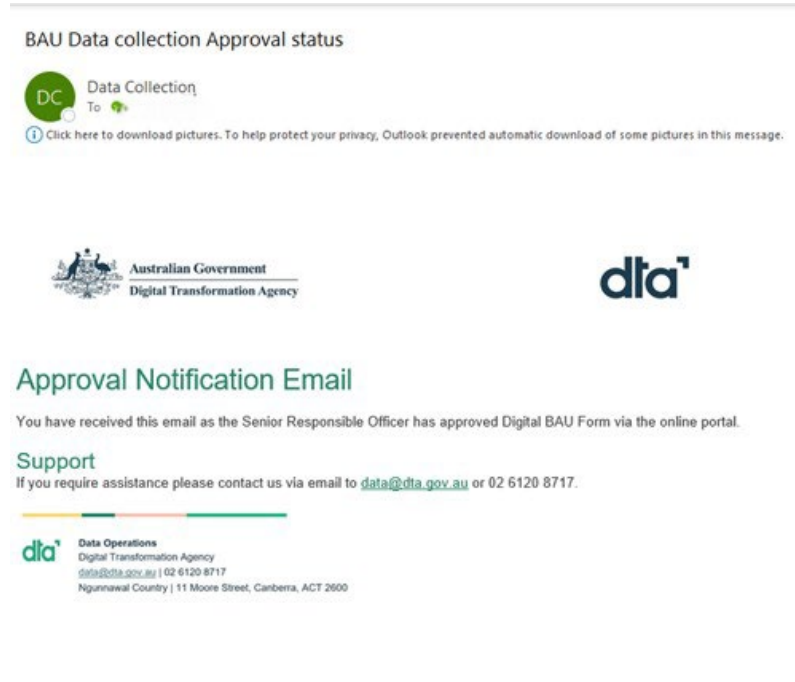
Password Reset Process

1. To request a password reset, click on the "Forgot your password" button when you are signing in.
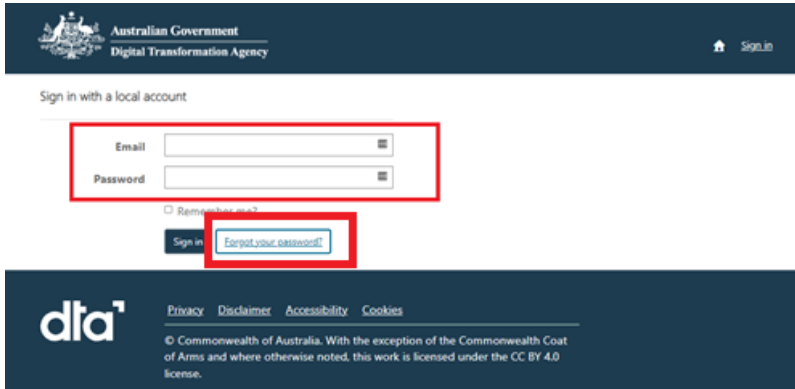
2. You will be asked to enter your email address. It must match the email address registered with the Digital Transformation Agency. Enter your email and click **Send**.
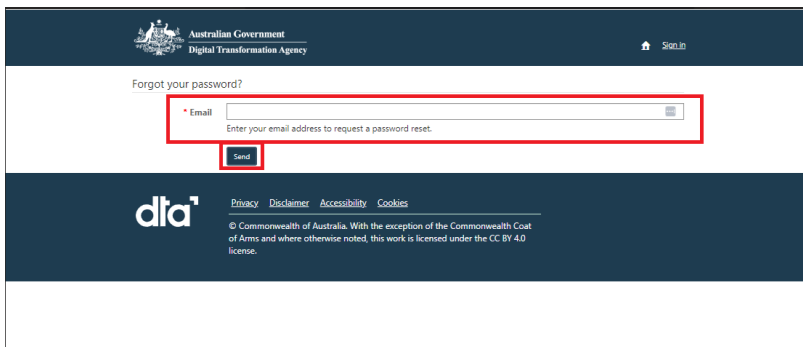
4. If the email address matches the records, an email will be sent with a password reset link, shown below.

5. Click on the **Reset Password** link or copy and paste the below link into your browser. This will take you to a page with two fields: **New Password** and **Confirm New Password**. Fill in these fields with your desired new password and click **Reset**.

6. If the passwords match, and satisfy security requirements, the following message will appear on successful completion of a password reset. You can then select **Sign in** and log in with your email address and updated password.

       Digital BAU Collection Guide

Digital BAU Form

Components

The **Digital BAU Form** includes 7 key components:

- ✓ Entity details
- ✓ Resourcing
- ✓ Financials
- ✓ Digital and ICT Oversight Framework
- ✓ Digital Services
- ✓ Risks
- ✓ Feedback

The BAU Digital Form must be approved by the Senior Responsible Officer to acknowledge that the information is true and correct as of the date submitted for the period ending 31 December 2024.

Entity details

Question	Field	Guidance
Entity Name	Pre-filled	The entity name is pre-populated based on user profile information.
Coordinator Name	Free text	The individual(s) responsible for the coordination of Approved Program Reporting within your agency. Please separate each coordinator's name with a semicolon (;) if applicable.
Coordinator Email	Free text	The government email address for the nominated data collection coordinator(s). Please separate each coordinator's email with a semicolon (;) and a SPACE if applicable.
Coordinator Phone	Numbers	The contact number(s) for the nominated data collection coordinator(s). Please separate each coordinator's phone number with a semicolon (;) if applicable. For area codes (I.e. 02 or 03) do not use special characters (I.e. (), #, *), instead simply enter the numbers in a continuous string.
Senior Responsible Officer Name	Free text	Name of the person responsible for approving of Approved Programs BAU Collection Form.
Senior Responsible Officer Position	Free text	The position title of the person responsible for approving of Approved Programs BAU Collection Form.
Senior Responsible Officer Email	Free text	The government email address for the Senior Responsible Officer, including any protected email addresses. Please separate each coordinator's email with a semicolon (;) and a SPACE if applicable.

Resourcing

Question	Field	Guidance
What was the total entity ASL/FTE as of 31 December 2024?		
Total Staff (ASL)	Numbers (numerical to two decimal places)	Please provide total number of ongoing and non-ongoing **agency staff** including temporary workforce, secondees and non-ongoing movements between agencies.
Total Contractor Personnel (FTE)	Numbers (numerical to two decimal places)	Please provide total number of **contractor personnel** excluding service providers and consultants which should be included in '**Other**'.
Total Other(s)	Numbers (numerical to two decimal places)	Please provide total number of other roles including service providers and consultants relevant to digital and ICT delivery.
What was the Digital and ICT ASL/FTE as of 31 December 2024?		
Digital & ICT Staff (ASL)	Numbers (numerical to two decimal places)	Please provide total number of ongoing and non-ongoing **agency staff** including temporary workforce, secondees and non-ongoing movements between agencies.
Digital & ICT Contractor Personnel (FTE)	Numbers (numerical to two decimal places)	Please provide total number of **contractor personnel** excluding service providers and consultants which should be included in '**Other**'.
Digital & ICT Other(s)	Numbers (numerical to two decimal places)	Please provide total number of other roles including service providers and consultants relevant to digital and ICT delivery.
Please select the key capability gaps your entity is currently experiencing (leave blank if there are no gaps)		
Job Families	Check box	Please check the box to specify an agency gap.

Agency financials

Question	Field	Guidance
Please review and update your agency's financial and spend information. (CAPEX & OPEX)		
Total Entity Appropriations CAPEX ($M)	Numbers (numerical) $ million (AUD) Two decimal places	Please provide the CAPEX breakdown for the total **departmental appropriations** for the specific financial year. Do not use special characters ($,% etc.)
Total BAU Digital & ICT CAPEX ($M)	Numbers (numerical) $ million (AUD) Two decimal places	Please provide the CAPEX breakdown for the total **BAU digital and ICT** budget for the specific financial year. Do not use special characters ($,% etc.)
Total Cyber Security Budget CAPEX ($M)	Numbers (numerical) $ million (AUD) Two decimal places	Please provide the CAPEX breakdown for the total **cyber security** budget for the specific financial year. Do not use special characters ($,% etc.)
Total Entity Appropriations OPEX ($M)	Numbers (numerical) $ million (AUD) Two decimal places	Please provide the OPEX breakdown for the total **departmental appropriations** for the specific financial year. Do not use special characters ($,% etc.)
Total BAU Digital & ICT OPEX ($M)	Numbers (numerical)	Please provide the OPEX breakdown for the total **BAU digital and ICT** budget for the specific

	$ million (AUD) Two decimal places	financial year. Do not use special characters ($,% etc.)
Total Cyber Security Budget OPEX ($M)	Numbers (numerical) $ million (AUD) Two decimal places	Please provide the OPEX breakdown for the total **cyber security** budget for the specific financial year. Do not use special characters ($,% etc.)

Digital and ICT Oversight Framework

Question	Field	Guidance
The Digital and ICT Oversight Framework provides a way for the DTA to support the Government to manage its digital and ICT-enabled investments – from early planning through to project delivery and realisation of planned benefits.		
Is your agency preparing Digital and ICT New Policy Proposals for future budget consideration?	Button (select yes or no)	Please select one of the following buttons: Yes No
Does your agency understand the requirements of the Digital and ICT Oversight Framework?	Button (select yes or no)	Please select one of the following buttons: Yes No
Would you like information about the Digital and ICT Oversight Framework?	Button (select yes or no)	Please select one of the following buttons: Yes No
If yes, please provide contact name, email address and phone number	Free text	Please provide the name, email address and phone number for the contact.
Does your agency have an enterprise digital and ICT strategy	Button (select yes or no)	Please select one of the following buttons: Yes No

Digital Services

The section relates to the agency information on **Emerging Technologies** and **User Experience (UX)** research.

Question	Field	Guidance
Are you currently investigating new emerging technologies for your agency?	Button (select yes or no)	Please select one of the following buttons: Yes No
If yes, please specify any technologies being investigated	Free text (limit of 500 characters)	Please list the emerging technologies being explored. For more information on each of these technologies visit the Department of Industry Critical Technologies and Australian Government Architecture.
Please describe the technology/ies being used and what type of Solution	Free text (limit of 500 characters)	Please provide additional information about the **emerging technologies** being used and what for.
What vendor/s are you working with on the technology implementation	Free text (limit of 500 characters)	Please provide all names of the vendors/suppliers you are working with.
Please identify a solution owner within your agency for additional contact about the solution and technology/ies identified	Free text (limit of 500 characters)	Please include the name(s) and email address(es) and phone number(s) of the emerging technology solution owner(s).
Are there any other emerging technologies not already identified that you are considering over the next 2 years?	Button (select yes or no)	Please select one of the following buttons: Yes No

Digital and ICT Risk Management

Question	Field	Guidance
Across your agencies BAU work, what are the top 3 key risks and issues getting in the way of completing this work?		
Risk type	Drop-down (select one)	Please select one of the following options from the drop-down list: **Funding** **Resourcing** **Schedule** **Dependencies** **Technology/Technical** **Other** If you select 'Other', please also provide details in the 'Risk Description' field.
Risk rating	Drop-down (select one)	Please select one of the residual risk rating following options from the drop-down list: **Low** **Medium** **High** **Extreme**
Risk description	Free text (limit of 1000 characters)	Please provide a description of the risk. *For example:* Project scope is not well-defined, procurement delays, competing priorities, poor communication, budget constraints.
What **strategy** is your agency employing to address this? What has worked and what hasn't?	Free text (limit of 500 characters)	Please provide a description of mitigation strategies including risk acceptance, avoidance, treatment or transfer faced by the agency.
Does your agency have a risk management framework?	Free text (limit of 500 characters)	Please respond with yes or no and any additional information.

Feedback

Question	Field	Guidance
We are committed to streamlining data collection through digital channels. Please let us know what is working well, not working so well and opportunities for the future.	Free text (limit of 2000 characters)	Provide some commentary around what is working well, not working so well and opportunities for the future.

Glossary

Term	Definition
Entity	An entity that employs staff under the *Public Service Act 1999.* Source: Definitions	Australian Public Service Commission
Entity staff	Internal and seconded APS staff engaged by the agency. It excludes contractors, service provider staff, agency staff on secondment to another agency, and consultants. Staff numbers are to be calculated using the formula provided in the definition of Average Staffing Level (ASL) below. Unless the contrary intention appears, the terms agency staff and staff refer only to staff holding digital and ICT roles.
Average Staffing Level (ASL)	The number of full-time equivalent employees receiving salary or wages (Paid FTE) by the organisation averaged over the financial year. ASL is calculated using the following formula: *Sum of Paid FTE (for each pay period from the beginning of the financial year up to and including the current pay period) / Number of pay periods (from the beginning of the financial year up to and including the current pay period)* For more information, refer to section 5.3 of the Department of Finance's Guide to Preparing the 2024-25 Portfolio Additional Estimates Statements.
Business as Usual (BAU)	The routine, day-to-day operational activities that agency undertakes to pursues its mission.
Capital Expenditure (CAPEX)	The cost of the purchase of non-current assets necessary for Commonwealth entities and Commonwealth companies to achieve their objectives. For the purposes of calculations in responding to these instruments, include taxation costs. Source: Glossary	Department of Finance
Contractor(s)	Contractor services refers to resources engaged through a procurement (excluding 'consultants' as defined in RMG423, and outsourced service provider arrangements), and is not inclusive of ongoing or non-ongoing staff employed under the Public Service Act. A contractor is defined as the engagement of temporary services for which: • The output is being produced on behalf of the Commonwealth entity. • The output is generally regarded as a Commonwealth entity product. • The services are performed under the direction or supervision of the Commonwealth entity. • Remuneration is based on time worked, usually calculated on an hourly rate.
Coordinator	The name/s of the agency co-ordinator/s or business area/s who are responsible for coordinating the agency's data collection.
Cyber Security	Measures used to protect the confidentiality, integrity and availability of systems, devices and the information residing on them (Glossary | Cyber.gov.au)
Cyber Security Budget	Total amount of financial resources an agency allocates, to deliver cyber security services.
Cyber Security Total Spend	Total amount of financial resources an agency spends, to deliver cyber security services, e.g., costs, if any, to produce CTI and share with other entities.
Departmental Appropriations	Annual funding, provided under annual Appropriation Acts, to Commonwealth entities to carry out Commonwealth outcomes and programs and for investment in assets or reduction in liabilities. Source: Guide to Appropriations (RMG 100)	Department of Finance
Digital and ICT Budget	The portion of the initiative's budget devoted to the design, development, implementation, deployment, sustainment, and testing of digital and ICT capability. This is estimated over the life of the initiative, including both OPEX and CAPEX.
Digital and ICT CAPEX	Expenditure on non-financial assets as related to digital and ICT capability. The Department of Finance provides guidance on what costs can be capitalised for internally developed software intended for internal use. See also CAPEX. Source: Accounting for internally developed software	Department of Finance
Digital and ICT OPEX	An agency's expenditure on the ongoing sustainment of digital and ICT capability, excluding capital investment. OPEX includes all non-capital spend as defined in Australian Accounting Standards and excludes depreciation, as related to digital and ICT products, services, capabilities, systems, and/or outcomes. For the purposes of calculating OPEX in responding to these instruments, include tax.
Digital and ICT Resource(s)	The portion of the initiative's budget devoted to the design, development, implementation, deployment, sustainment, and testing of digital and ICT capability. This is estimated over the life of the initiative, including both OPEX and CAPEX.
Emerging Technology	A range of emerging technologies are forecast to change and improve many fundamental tasks and interactions in the coming years, including how we work, travel, and communicate with each other. Technologies such as artificial intelligence,

Term	Definition
	blockchain, Internet of Things (IoT), data analytics, and quantum computing present significant opportunities for people, businesses, and the broader economy. Source: Department of Industry, Science, Energy and Resources Website
Full Time Equivalent (FTE)	The number of full-time equivalent resources engaged in the relevant context, at a point in time. To calculate total FTE across the context, use the following formula: *Number of full-time equivalent employees + Total part-time hours / Standard full-time hours* *Source: Common Workforce Metrics in APS Workforce Reporting*
ICT (Information and Communication Technology)	Any technology that stores, retrieves, manipulates, transmits, or receives information electronically or in a digital form. It includes communication devices or applications, computer hardware, software, network infrastructure, video conferencing technology, telephones, and mobile phones.
Operating Expenditure (OPEX)	OPEX or Operating Expenditure includes non-capitalised expenditure as defined in Australian Accounting Standards. It excludes depreciation. The Australian Accounting Standards Board defines Capitalised Expenditure (CAPEX) as the cost of an item of property, plant, and equipment if, and only if: a) it is probable that the future economic benefits associated with the item will flow to the entity; and b) the cost of the item can be measured reliably. All other non-depreciation expenditure is Operating Expenditure (OPEX). Example of operating expenditure items are legal fees, rent, depreciation, and the replenishment of consumables (such as office supplies). For the purposes of calculating OPEX to respond to this survey, include tax costs.
Residual Risk Rating	The reduced risk rating after considering the controls in place to mitigate the likelihood of the risk occurring.
Risk	The possibility of an event or activity adversely impacting the agency, preventing it from achieving organisational outcomes. *Source: Implementing the Commonwealth Risk Management Policy	Department of Finance*
Risk Rating	A rating of the overall negative potential of a *risk*, calculated by evaluating the confluence of the impact of the *risk's* consequences if it was to materialise, and its likelihood of materialising. Options include: • **Low:** the risk is unlikely to emerge and/or will have minor consequences if it eventuates. • **Medium:** the risk is moderately likely to emerge and/or will have some significant substantial consequences if it eventuates. • **High:** the risk is substantially likely to emerge and/or will cause significant disruption within its sphere of operation. • **Extreme:** the risk is almost certain to merge and/or will cause catastrophic disruption within its sphere of operation. *Source: Risk Potential Assessment Tool General Guidance (RMG 107)	Department of Finance.*
Risk Type	• **Funding:** the potential that the funding to deliver the initiative will prove insufficient to deliver the proposed objectives. For example, where an initiative is relying on funding for future tranches but there is uncertainty around whether this funding will be granted. • **Resourcing:** encompassing uncertainty around access to required skills and capability to deliver the initiative. An example would be where there is uncertainty around access to specialist skills to deliver components of the program. • **Schedule:** the potential for a project or task to take longer than planned. • **Dependencies:** the potential for a project to be heavily reliant and dependent on internal or external factors. • **Technology/Technical:** is any potential for technology failures to disrupt business. Cyber risk is a subset of technology risk. • **Other**: Please specify in the risk description.
Senior Responsible Officer (SRO)	The agency appointed executive accountable for the successful delivery of the initiative. Note that there can only be one (1) SRO per project.