



BETTER CLIENT SERVICE THROUGH IT REFORM

DIMA is developing new information technology systems and infrastructure to improve staff access to important information within the department.

The Comrie and Palmer reports made a number of recommendations designed to improve information and IT systems in DIMA.

Three reports – *Health Check of DIMA IT Platform and Health Check of IT Governance, Project Management and 90 Day Release Management* undertaken by Computer Sciences Corporation; and *DIMA Business Information Needs Review* undertaken by Apis Consulting Group have been completed in response to these recommendations.

The reports recognised that the department's IT systems are yet to reflect the new client-focused approach within DIMA.

The key findings of the reports were:

- gaps in information and systems across the department make it difficult to access relevant information easily;
- data is scattered and duplicated across the main processing systems and staff have had to develop local systems to deal with information gaps, further exacerbating the problem;
- DIMA's systems are ageing and unlikely to support future business needs; and
- IT systems changes cannot keep up with the pace of business change.

DIMA is addressing the issues raised in these reports through a strategy – Systems for People – which will improve the client focus of DIMA's IT systems, enhancing decision making and improving services to clients.

www.immi.gov.au/department/dima_improvements/index.htm