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Department of Immigration and  
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# Global Systems Environment Program Overview

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# Agenda

## Program Overview

## Research & Acquisition Strategy



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# Business Drivers

## Process Anywhere

- Process Anywhere
- Web processing
- Streamlined document processing
- Improved analysis and reporting

## Integrity and Security

- Information integration
- Integrity and security

## Agility

- Increased business systems change

## Devolve and Connect

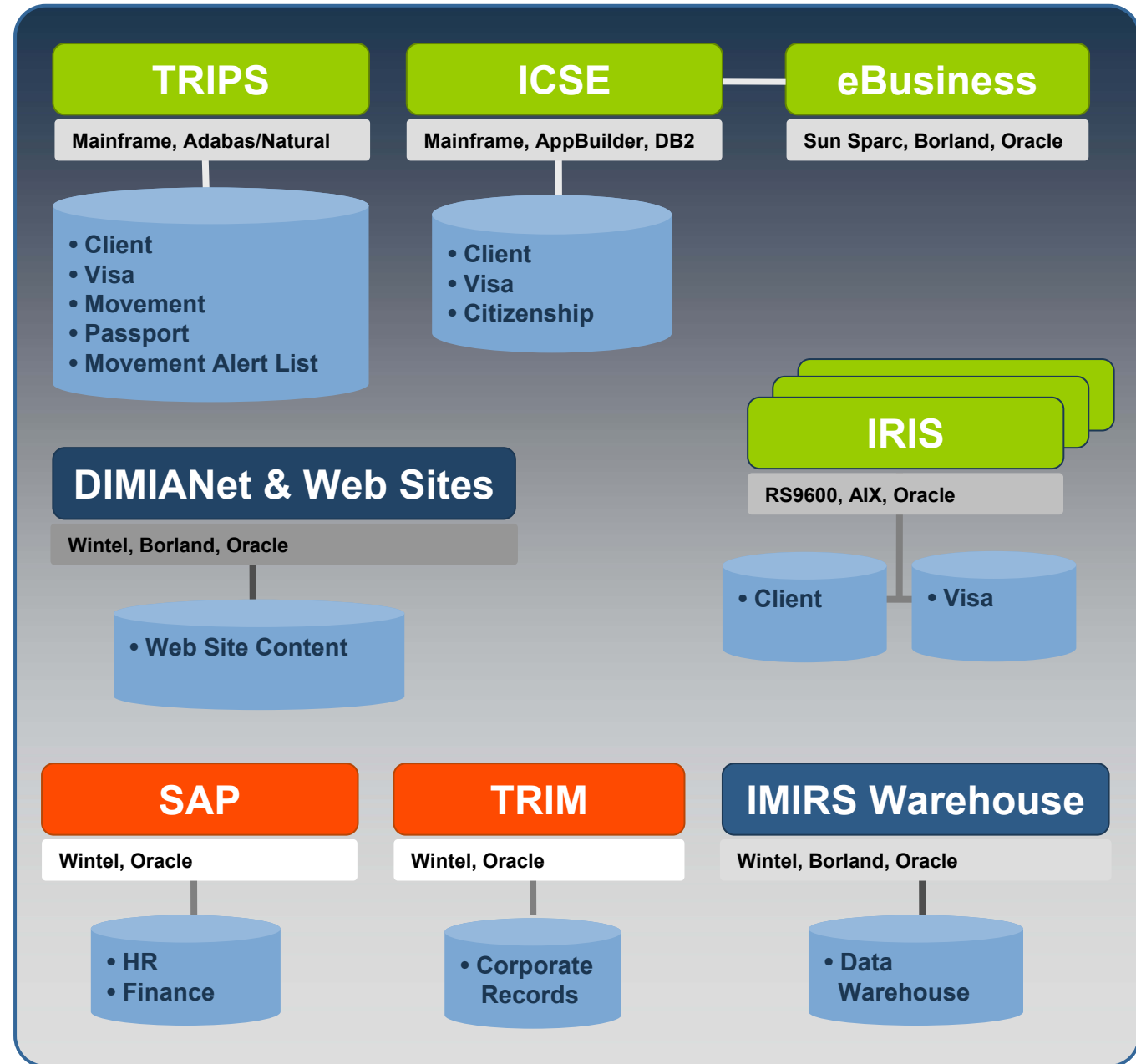
- Sharing data with external agencies
- Third party processing



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# What it looks like now





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# What is the Global Systems Environment (GSE) Program?

Four year program 2004 to 2008

Budget \$84.3m

Two streams -

- Global Visa Processing System
- Modernisation

**people** our business



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# Stream 1 - Global Visa Processing System

- Make the Integrated Client Services Environment (ICSE) available to all staff on and offshore to process visas
- Reduce the complexity of ICSE by taking opportunities to extract common-use functionality



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# Stream 2 - Modernisation

- Make DIMIA systems more responsive and agile
- Deliver services globally
- Allow DIMIA to leverage technological advances
- Data integration



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# Where are we now?

- We have undertaken extensive research
- We have developed our architectural principles
- We are testing concepts and developing our requirements



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# How can industry help?

- **We know we don't have all the answers**
- We need to solve complex issues
- We need more than a sales pitch
- Need to partner with industry to design, develop and deliver our solution.



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# Research & Acquisition Strategy



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# Architecture Principles

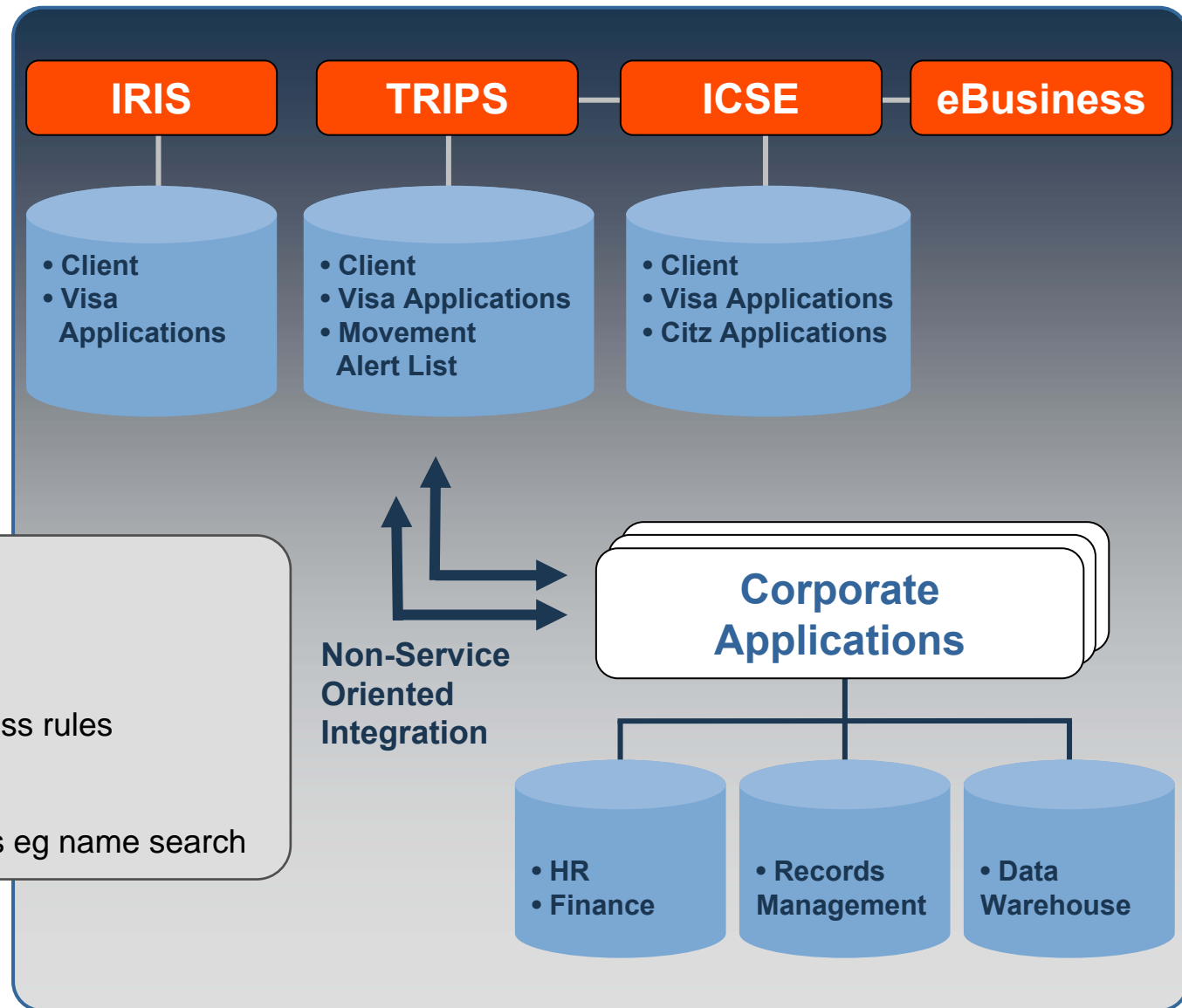
- Service Oriented Architecture based on Web Services
- J2EE is the standard
- Evolution rather than Big-Bang



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# Current State



## Issues

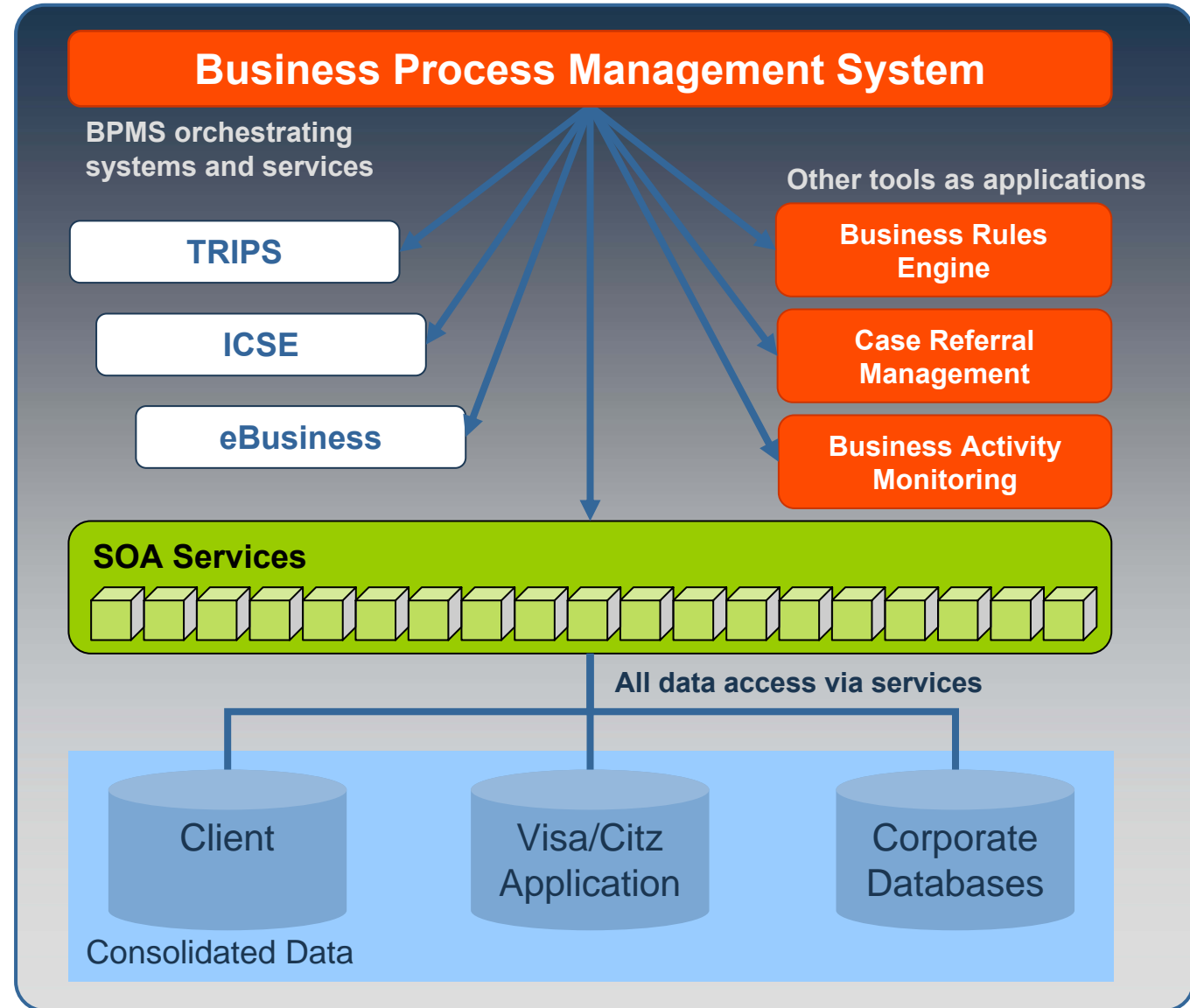
- Systems hard to change
- Aging ADEs
- Duplicate data and business rules
- Point to Point integration
- Data is 'siloed'
- Lack of corporate services eg name search



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# Future State





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# Research Strategy

- Independent Research
- Input from Industry Analysts
- Direct input from Industry
- Product Demonstrations
- Proofs of Concept (PoC)



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# Why Demonstrate / PoC?

- To refine requirements
- To understand and validate technology capabilities
- To validate architecture
- To test and evolve processes
- To inform workforce planning

**Reduce Risk**

**Be an informed customer**

**Learn**



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# What have we done?

- Three Product Demonstrations
  - SOA with Tibco
  - SOA with Software AG
  - BRE/BPM with PegaSystems
- Commenced planning and vendor selection for Proofs of Concept

**PoCs will involve a number of  
vendors not used in  
Demonstrations**



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# Approaching the Market

- DIMIA expects to release an RFT for SOA tools by the end of 2005
- DIMIA is currently researching how other technologies will be bundled and acquired
- DIMIA will initially be the integrator
- Industry briefings for each RFT will cover market approach

**“Conditions for participation”  
will apply**



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# Ensuring Fairness

- Product Demonstrations and Proofs of Concept are separate from Tender evaluation processes
- Confidentiality and IP are protected by contracts
- Everyone working on the program is subject to strict probity protocols
- The GSE probity plan is consistent with the Commonwealth Procurement Guidelines and conformance will be monitored



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# Key points

**It's not just a tools issue**

**DIMIA are  
working hard to  
be an educated  
customer**

**DIMIA are seeking  
active input from  
industry, far more than  
product pitches**

**Early engagement ≠ Advantage**

**Transparency**

**Fairness**

**Evolution**