



Speech by

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MEMBER FOR CURRUMBIN

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IDES PROJECT

Mrs STUCKEY (Currumbin—LNP) (12.19 pm): On 28 November 2007 a presentation was given by senior CITEC staff to announce the IDES vision of a whole-of-government email, identity management and directory service to facilitate secure access to data and applications from anywhere on the government network. IDES is meant to enable the management of user identities consolidated within a single system. The government acknowledged they were facing challenges with high costs to develop and support applications and services and also wastage of intellectual property as solutions were constantly being reinvented.

First announced by Minister Schwarten in October 2006, the project promised to see some 80,000 email accounts and up to 250,000 identities migrated to new systems by June 2010. But like just about every other IT project promised by this long-term Labor government, it is a promise that has not been delivered.

Funding for the program's costs of \$252 million was sourced via CITEC fees to agencies from using the new service and a loan of \$45 million to cover shortfalls in the first three years of the program. During the 2009 estimates hearings, when I asked why the IDES project had been delayed, the minister handed over to his director-general to answer for him, as he so frequently tends to do. I was told that IDES was a very complex system. Excuses given for the delays were the state election and a reduction of 23 agencies to 13. In the minister's tabled response to my statement of reservations last year, he said with regard to the IDES project—

While the tender process is six months behind schedule it will not impact on the completion date of 2010. The significant attention being dedicated to the probity and governance of the project will ensure a successful outcome for Government.

Like almost every other IT project promised by this long-term Labor government, the minister's promise is far from reality. Again in this year's estimates I tried to find out when the IDES project would be implemented. I asked the minister if he could guarantee the new late schedule of June 2011. Once again the minister proved he was out of his depth and deferred to his staff, who told me that contract negotiations were delayed because they were having discussions with IBM and the Health payroll. Shamefully, not only did the minister not answer my question about whether he could guarantee the IDES project would commence in June 2011—yet another pushed-out completion date—but he admitted he could not reach the December deadline. There was no mention of June 2011. You cannot trust a word this man says.

The Auditor-General, in report No. 7 of 2010, found fault with information technology governance frameworks, practices and risk management processes. Delays were common in the three Department of Public Works projects that were audited, and all had changed direction, scope and methods of delivery since inception. No inclusion of stakeholder representatives with authority and responsibility to drive the program forward meant that only CITEC was involved in decisions regarding the program's schedule. So much for the minister's boast of a December 2010 deadline and probity and good governance!

Just like the bungled Queensland Health payroll system, the ID management system that the IDES whole-of-government email project relies upon also requires heavy modification to allow the basic

functionality of verifying a user's identify. CorpTech, under this minister's direction, has an unenviable track record of failing to manage these heavy modifications. What steps has the minister taken to ensure this already late project will not have the same result as the bungled payroll system—a \$900 million bungle that cast a cloud over Queensland's proud and progressive ICT industry?

Why can the minister not give us a guarantee of a start date? Is it too complex? We have heard that word many times before a disaster looms. Is it not integrating properly? Are there too many compatibility issues to interface effectively? When will the identity management system be available so people can exchange emails? Will it be 2011, or not until 2012 or just vanish like Project Vista? These are questions deserving of answers.

A reply to a question asked on 5 August revealed that not all agencies have signed up for IDES. Queensland Treasury has not signed up for this program, amongst others. Perhaps Treasury's refusal has more to do with the fact CorpTech was lumped onto Public Works by Treasury in 2008 when it became a financial cot case, and now Treasury will not be a part of the IDES program fearing it will turn out the same.

We have also learned that John Parker, the IDES program director, who presented the 2007 information session, is leaving before completion of this project and his job has been advertised. Did he jump ship or was he pushed, like the other 293 staff in the Department of Public Works who were told their duties and services were no longer required earlier this year?