



# Intelligent Reporting

## Problem statement

The Department of Local Government, Infrastructure and Planning (DILGP) is seeking a solution to provide reliable, timely and effective analysis and monitoring of local government performance. The intelligence collected by the department comprises of financial and general sustainability risk factors of local government in Queensland.

## Overview of the problem

DILGP has a diverse workforce that collects a wide variety of information on the compliance and the performance of local governments throughout Queensland. This information is collected across a range of sources including through the department's interactions with local governments, state agencies, from the public and from publically available sources.

This information forms the intelligence that the department relies upon to create risk profiles and also to monitor, plan and deliver its core business activities which is to build the capacity, governance and financial sustainability of local governments. The information used for this purpose currently resides across several systems, predominately in records storage systems or as raw data in stand-alone systems.

Currently, DILGP does not have one system to collect, import to or analyse this business intelligence and ensure it is accessible throughout the department on a timely basis. The department's mix of different software platforms means that it is difficult to get an accurate and complete picture of individual local governments and the local government sector as a whole. This has led to gaps occurring in the department's understanding of the problems and issues facing local governments on a day to day level as well as over time.

To effectively utilise this information, a high degree of manual analysis is needed. The resulting reports or analyses are largely point in time results. The whole manual process needs to be repeated when new information is received which is resource intensive.

## Opportunity for applicants

The Testing Within Government (TWiG) Program aims to help Small to Medium Enterprises (SMEs) to improve the positioning of their products for government and large enterprise markets by working collaboratively with Queensland Government on a range of problems.

Applicants are invited to propose ICT solutions to these problems, and if selected, receive funding to test their product in collaboration with Queensland Government.

Being selected as part of the program will offer the opportunity to develop knowledge, skills and experience improving the potential to access broader commercial opportunities in Queensland, Australia and abroad.

At the end of the program, the applicants will have an opportunity to showcase their products and their TWiG program experience to a wide group of government representatives, which could lead to a procurement activity in Queensland Government.

## Why is it important

It is important that the intelligence received and/or utilised by departmental employees in their advisory, governance and capacity building roles is easily accessible across the department.



Easily and readily accessible information across the department is integral to providing consistent messaging to local governments and other stakeholders and ensuring that all employees can be confident to undertake their roles and provide timely and accurate advice.

The repository of information created by the proposed solution opens up the opportunities for the department itself to collaborate and innovate across business units and to effectively monitor the performance of local governments and more appropriately allocate valuable public resources.

Where required, the department needs to combine the information it holds or collects, and through risk assessment and monitoring, formulate an action plan based on that assessment.

The department has identified seven key risk categories for local government sustainability which forms the basis of a risk assessment matrix which in turn produces a performance rating. The department cannot effectively create valuable and timely action plans in response to trigger events without a robust easily accessible data set that is reliable and evidence based.

Some examples of the risk categories include financial performance, grants project performance, governance practices, adverse media and staff turnover.

## Problem context

### The customer

Department of Infrastructure, Local Government and Planning  
The Queensland Government  
Local Governments in Queensland  
Other state agencies

### How the problem is currently being solved

Many manual processes are used to analyse and report on the information. This is not a proactive approach to emergent and/or unforeseen issues affecting local government

### Technical constraints

- Offered as a service

In respect of information security and classification from the collection and use of data, the framework of an adopted solution will need to be carefully considered. It is anticipated that when a phased and more complete solution is implemented that an information security classification will be required.

### Benefits sought

Reduced State risk, increased relevance and targeting of the department's programs – including policy formulation, capacity building and funding programs, increased opportunities to innovate and collaborate across local governments and within the department through a timelier and more user-friendly system for keeping executives and key decision makers informed.

- Improving the department's risk profiling for all local governments
- Improved evidenced base for compliance monitoring and capacity building programs
- A more holistic view of available data from the various systems
- Responsive system to highlight emergent and systemic issues.