



IT Refresh Enhanced Metadata Management

Summary for AGSF May 2004



Summary

- Introduction to IT Refresh
- Introduction to "metadata"
- The problems Centrelink faces
- The Metadata Management project

Intro to Refresh

- Cabinet approved a Centrelink submission covering a 5 year "refresh" project
 - ▶ Resolution of "stress fractures"
 - ▶ Positioning of technology for the future
- After the approval a re-sectioning of the work into subprograms with related activities
 - ▶ Metadata management fell into the *Business Intelligence* Sub-program

What is "Business Intelligence"

- Business Intelligence is the ***ability of an organisation to extract meaning from its data.***
- In today's marketplace the ability of management to examine their organisations data, and make informed decisions based on that examination, is critical.
- Implication: data can have use outside the narrow context of the "owning" area.

IT Refresh Sub-Programs

Getting It Right

- 3.1.0 ISIS Asset Upgrade Planning
- 3.1.1 Debt Processing (incl. Auto Debt Calc and Reengineer Compliance)
- 3.1.2 CAS Redev elopment
- **3.1.3 ODR Enhancement**
- 3.1.4 Further ISIS Upgrades

Online Initiatives

- 1.0a Foundation Portal Services
- 1.0b Staff and Agents Online Services
- 5.3 Web Platform
- 5.2 Enhanced Middleware Capability
- **1.3.2 Organisational Identities**
- 1.6 Community Online Services
- 2.1 Customer Service Interface

Operations Improvement

- 7.1 Standard Application Development Environments
- 7.2.1 Service Management Processes and Tools
- 7.2.2 IT Infrastructure Operations Capability
- 4.4 Workflow Systems

Business Intelligence

- 1.1.1 Content Management for Customer Service Delivery
- 1.1.2 Enterprise Wide Content Management
- 1.1.3 Initial Take-up of Content Management
- 8.1.1 Enhanced Information Delivery - Market Testing
- 8.1.2 Enhanced Information Delivery - Implementation
- 8.3.1 Enhanced DBMS Capability
- 8.3.2 Cross Platform Data Integrity
- 8.3.3 Shared Enterprise Data
- 8.7.1 Information Services Strategic Plan
- 8.7.2 Architecture for BI Delivery
- 8.7.3 Business Information Model
- 8.8 Business Information Quality
- 8.9 Federated Repository

Infrastructure Services

- **5.1 Multi Platform Environments**
- **6.1 Enhanced Data Network**
- 6.3 Extend Connectivity to Community Groups


- 1.2 Customer Online Services
- 1.3 Business Online Services
- 1.4 Government Online Services

Savings Projects

- Rationalise Servers
- Standardise Desktop
- **1.3.1 Customer Confirmation**
- **1.4.1 Real Estate Values**
- Bank Account Verification
- TAL Allowance Verification
- Sole Traders & Partners
- CSHC Income Verification
- Rent Assistance Verification

Security Services

- 7.3 Security Management for Internal Users
- 7.5 Security Management for External Users

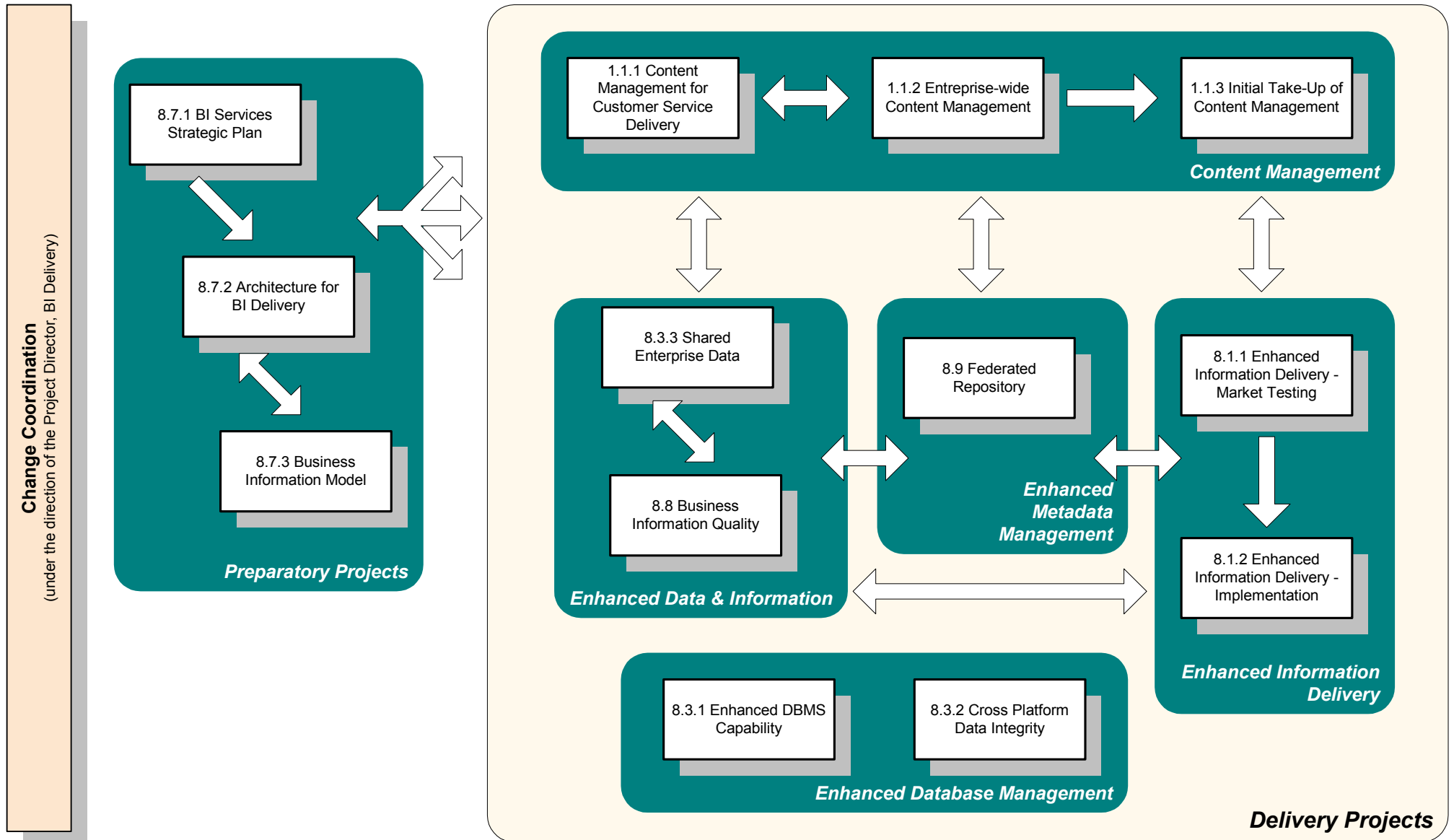
 03/04 Year Projects

 Out-year Projects

Note: Sub-Program Planning is in progress for all sub-programs, and approval has been given to commence those initiatives in bold/red text

BI Delivery Sub-Program (2 September 2003)

Governance for BI Delivery
(under the guidance of the new Information/Data Governance Group)



What is "Metadata"?

- Standardised information that describes something, or provides context to something
- For example:
 - ▶ The type and length of a database field
 - ▶ Title of a registry file
 - ▶ An employee's AGS number
 - ▶ A client's name and address
- Standards: AGLS, ISO 11179 etc.

What is "Metadata"?

- Some metadata already exists, but is managed in isolation from other metadata:
 - ▶ Registry file details
 - ▶ Personnel information
- Some metadata exists but is not fully described, eg. database definitions
- Some metadata exists, but cannot be easily managed, eg. web page metadata
- Some metadata is not collected or managed, eg. word processing documents

What is "Metadata"?

- There are also at least two levels of metadata that we will need to consider:
 - ▶ Metadata "Definitions"
 - e.g. that file title can be up to 256 characters long
 - of interest to applications developers and database administrators
 - ▶ Metadata "Values"
 - e.g. the title of a file
 - of interest to content managers

Levels of Metadata/Content

Definitions

E.g. "Title" is 256 characters long

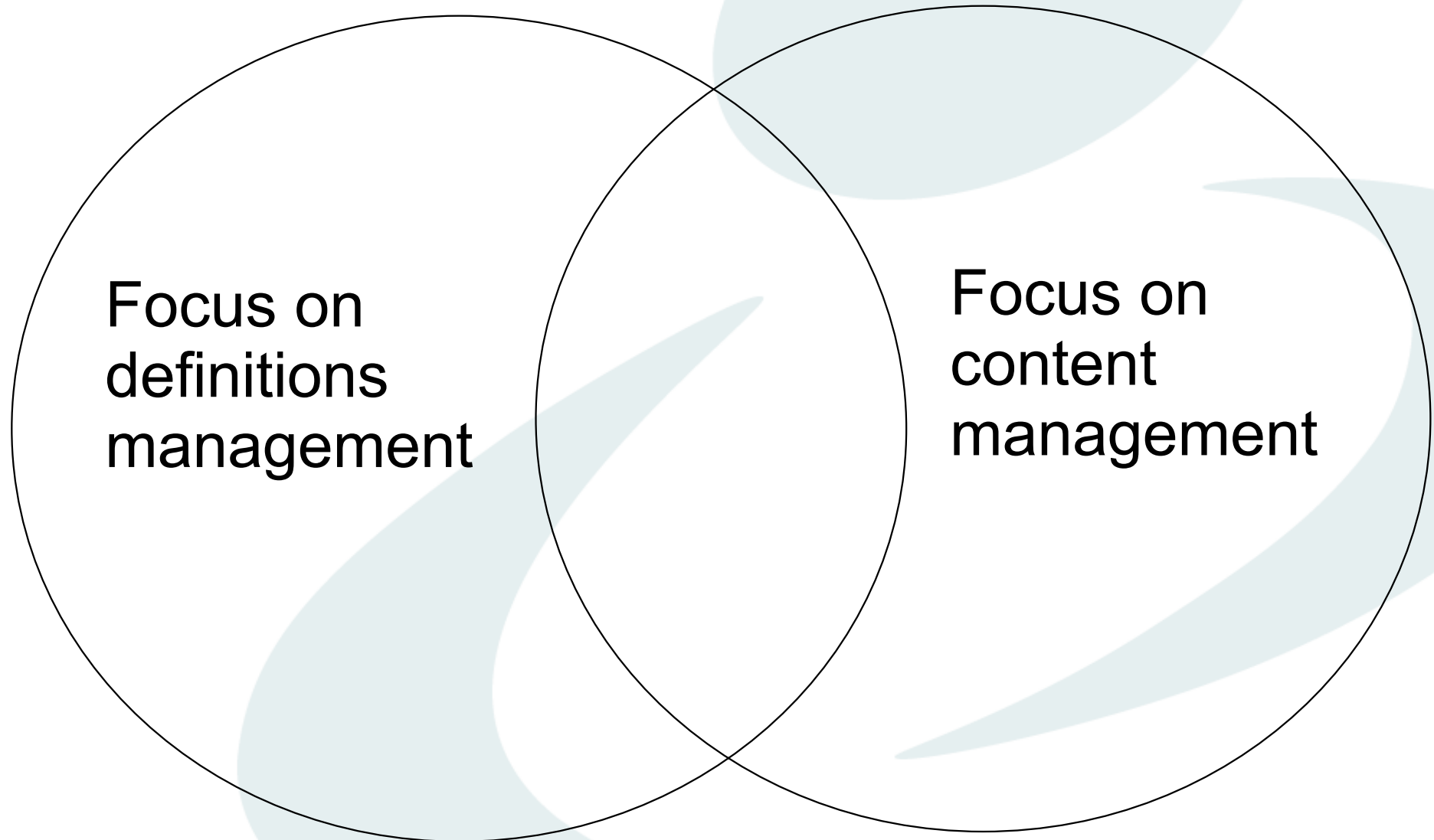
Values

E.g. Title is "Unemployment Benefit"

Data/Content

E.g. Web page describing who can receive the benefit

Metadata Management Spectrum



The Problem

- With thousands of data definitions, better/standardised information about the definitions and their relationships is required to enable reuse beyond the application
- With millions of documents and thousands of web pages, metadata is required to locate and manage content consistently
- Improved understanding/linking of definitions, values and content is required to leverage information holdings

The Problem

- Different concepts of potential solution:
 - ▶ "Mother of all Repositories"
 - ▶ "Federated" Repositories
 - ▶ Global discovery
 - ▶ Global change
 - ▶ Reference vs operational
 - ▶ Macro vs micro functionality
 - ▶ etc.

The Problem

- Needs/benefits not strongly linked to business
 - ▶ Strong agreement that improvements are needed, but:
 - Which bits are cost/effective to fix?
 - Which bits need to be addressed first?
 - What is the scope/relationship between fixes?
 - ▶ Need commitment to change to achieve desired outcomes - including governance

Why Do We Care?

- Better management of metadata (definitions and values):
 - ▶ results in easier/faster/cheaper discovery of information and control of content
 - ▶ results in easier/faster/cheaper applications
 - ▶ results in more flexible/agile service delivery
 - ▶ increases quality and compliance outcomes
 - ▶ provides the basis for new service delivery opportunities, e.g. customer self service

The Project Will:

- Establish needs and benefits
 - ▶ Starting with technical areas, then
 - ▶ Validate and prioritise with business areas
- Establish architecture
 - ▶ How will we will go about storing and managing metadata consistently eg. MOAR, Federation of repositories, something else?
- Establish Management Strategy
 - ▶ How we will go about implementing the enhancements eg. standards and governance

The Timeframe

- All three outputs (needs/architecture/strategy) reviewed and agreed during May/June 2004

What Then?

- Series of subsequent business cases will be developed to implement enhancements
 - ▶ Some will be delivered corporately:
 - eg. a centralised metadata discovery service
 - ▶ Some will be incorporated into existing projects
 - eg. content management
 - ▶ Some will be implemented by line area or application owners
 - eg. changes to web content management

What Then?

- Cost of downstream projects is potentially quite large
- Projects will be based on the prioritised needs/benefits research



Questions?