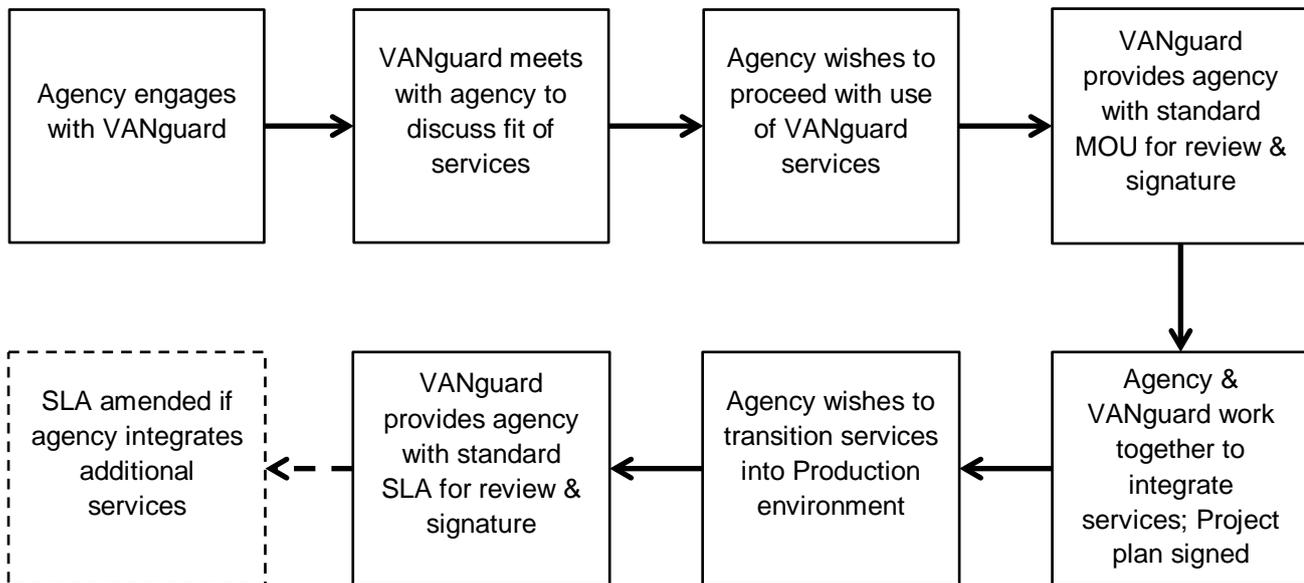


VANguard Governance Framework

High-Level Overview of the VANguard Client Integration Process



Memorandum of Understanding

What is an MOU?

The Memorandum of Understanding (MOU) is a document signed by Industry and Science and the agency which is a statement of the mutual intentions of the parties. It establishes the foundation for the relationship and initiates project management planning and resource allocation.

Signing of the MOU triggers the VANguard Client Integration Team to commence the process for providing the agency with access to the VANguard Third Party testing environment.

What are the objectives of our MOU?

The MOU is designed to formalise the relationship between the parties in operating, supporting and accessing the VANguard services. Though non-legally binding, the document identifies the high-level expectations of both parties during the integration process as well as the overarching terms and conditions governing use of the VANguard services.

The MOU will also identify cost implications if relevant to the particular situation.

Service Level Agreement

What is an SLA?

The Service Level Agreement (SLA) identifies the production performance and support that an agency can expect of VANguard services. It describes the Services provided by VANguard to the agency and explains how liability applies between the various providers involved in a Digital Credential service.

Signing of the SLA triggers the VANguard Client Integration Team to commence the process for providing the agency with access to the VANguard Production environment. The SLA is supported by a set of standard Terms and Conditions which further define the obligations of the parties signing the SLA.

What are the objectives of our SLA?

The primary objective of the SLA is to identify an agency's anticipated transaction volumes, and therefore estimate their potential impact on our services. Because the VANguard services are available for use by all levels of government, there is a requirement for VANguard to ensure ongoing ability to support agencies consuming our services by managing our capacity. Excessive usage of the services by agencies will impact on service performance and ineffective capacity management could lead to VANguard overcommitting resources and therefore not being able to meet the needs of agencies.

While the MOU defines the relationship during integration, the SLA articulates the roles, responsibilities and expectations of both parties once an agency's service has transitioned into production.

The supporting Terms and Conditions identify the ongoing support and maintenance arrangements for VANguard's services as well as reporting provided to agencies.

Why do we use this framework?

Increasingly, the Australian Government is introducing policies which require cross-agency collaboration to implement. This often results in the development of an online service for the public to access to meet their obligations.

The VANguard governance framework provides a strong foundation for supporting a whole of government approach to service delivery by ensuring that the expectations of both parties are clear from the outset of the relationship, up until the point of the relationship terminating. The signatories are agreeing to fulfil the obligations and roles therein.

The MOU and SLA also assist VANguard to develop and manage productive ongoing relationships with agencies by providing a consistent and transparent set of roles, responsibilities and expectations for both parties to adhere to in their dealings.

The benefit to VANguard is that there is a set standard to meet rather than having to administer and manage different expectations for each agency. They also provide the agencies with clear guidance on what VANguard expects in return.

As mentioned, VANguard provides its services in a shared system which is available for consumption by all levels of government. The majority of these services are currently provided at no cost to the agency. Formal agreements such as the MOU and SLA ensure that senior management in the agency are aware the services are shared and that the agency must be conscious of their usage of our services and the potential impacts this might have.

The SLA is particularly important in identifying contact points within the agency for development and maintenance of an ongoing relationship with the agency.

As both agreements are signed by senior management, there is high-level of commitment by both parties to meet the expectations outlined in the agreements. However, the agreements contain provisions for dispute resolution of any issues and termination of the relationship by either party if it is no longer tenable.

The VANguard governance framework helps to bring about sound understanding by all parties of the purpose, responsibilities, and core requirements of the relationship, ultimately ensuring that agency services are delivered effectively to the Australian public.