



Dialog IT - Prospectus

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1 Executive Summary

Dialog Information Technology (Dialog IT) is the largest privately owned Australian tier-2 IT consulting firm with over 40 years of experience delivering IT solutions to the public sector and enterprise clients. Dialog has significant experience in delivering Cloud implementation and support services required by DHHS. Further to this, Dialog's subsidiary AccessHQ has provided the quality assurance services for the development of the VHIMS application and have in depth knowledge of the application and infrastructure it is hosted on.

Our large local consultant base provides us with leading capabilities and flexibility within the Victorian Market. We pride ourselves on providing excellent value for money and low-risk services and deliverables to our clients and impressing them with our responsiveness, flexibility, and professionalism. This is exemplified in our ability to not only draw on our local consultant base of over 400 IT specialists located throughout offices in Melbourne CBD and Geelong and, where necessary, can also access company resources from other Dialog branches located across Australia. Dialog has enjoyed significant growth year to year in the dynamic IT sector and now has annual revenue exceeding \$300m. This critical mass and financial strength makes Dialog big enough to guarantee delivery but not so big that clients can't influence us.

Dialog's Offer

To meet the business requirements expressed in the VHIMS Implementation and Support requirements document, Dialog offers the following:

- Extensive experience designing and implementing best of breed Cloud environments backed by Dialog's consulting partnership with Microsoft, AWS and Google.
- Reflecting Dialog's long-standing relationship with DHHS we are pleased to advise that the current discounted cost model will continue to apply. Dialog is willing to offer further discounts for health service providers if they choose Dialog to deliver multiple services from the service catalogue.
- Agile Delivery – Dialog's preferred delivery approach ensures early realisation of benefits and a flexibility to adjust to changing requirements. However, Dialog's compliance with ISO 9001 is a testament to our proficiency with traditional delivery methodologies should this (or a hybrid model) be required in this instance.
- Capability and Flexibility - Dialog's proven ability to design, deliver and support complex solutions using "fit for purpose" methodologies will assure success in this critical project.
- Quality Consultants - Dialog's track record as an employer of high quality, locally (Victorian) based permanent staff is a major factor in the company's outstanding reputation as a good employer with exemplary capability and staff retention.
- Style and Relationships - Dialog has striven to be a successful business partner to its customers, through collaboration, cooperation and simplified engagement model. Dialog's clients frequently comment that Dialog is "easy to do business with".
- Ongoing Support and Maintenance – Dialog Melbourne branch is equipped with dedicated Managed Application Services (MAS) Team that provides support to over 300 business critical applications across public sector and enterprise clients. Our MAS team currently supports multiple applications similar to VHIMS that are hosted on Azure cloud.

2 Dialog's Capabilities

2.1 Dialog's Services

Dialog is a national company employing over 1,200 people in offices throughout Australia. Its customers include local, state and federal government organisations and businesses from small to multinational in all major industry sectors.

Dialog's Range of Services includes:

- Consultancy Services including IT Strategic Planning, Project Management, Quality Assurance, Change Management, Security, Infrastructure Audits and Business Continuity Planning,
- Applications Architecture, Design, Development, Integration, Testing, Deployment, Documentation, Training, Maintenance and Support for all types of systems,
- Managed Application Services and Application Outsourcing Services,
- Business Analysis and Process Design Services,
- Business Intelligence Services from strategy to implementation including Data Management, Data Warehousing, Enterprise Performance Reporting and ETL services,
- Hosting services locally, in the Cloud or a combination



Dialog's range of IT services is very diverse and includes application development and support, system integration services and general consulting services. Dialog can provide CEM with:

- Data Warehouse, Business Intelligence, Data Analytics and Reporting
- Application and Web Development covering the whole of life cycle services including design, build, test, deploy, maintain, support, enhance, operate and refresh
 - Application Managed Services:
 - Hosting / Relocation / Same location
 - Cloud services
- Application support services: BAU, maintenance, DBA, minor enhancements, major enhancements / application upgrades, testing services, operational support, SLA/KPI based services, Level 2/3 support, version control/release/configuration management, change management, quality management
- Hosting services either locally, in the Cloud, or a combination

2.2 Process and Methodologies

Dialog's highly effective account management processes and comprehensive methodologies promote outstanding performance in services ranging from production support through to major development projects. In the context of services performed on behalf of clients, Dialog is also very conservative and risk averse. It is this attitude that has driven Dialog to being a very early adopter of effective management practices, methodologies, standards and operational processes. To this end, Dialog was

certified to the ISO 9001 standard almost 20 years ago, a situation that has continued uninterrupted ever since.

Reflecting this certification, Dialog insists on the appropriate use of processes such as verification and validation, project management planning, stakeholder management and reporting, risk management, change management, quality management including test planning and execution, release and configuration management on all client projects.

Dialog's Quality Management System (which includes the response centre) is accredited to ISO9001:2008 and is compliant with ISO9004:2011 "Managing for the sustained success of an organization ". Certificate number QEC0644.

As at 1 January 2020, the Dialog Group subscribes to these current Standards:

<p>AS ISO/IEC/IEEE 12207:2019 Systems and software engineering - Software life cycle processes</p>
<p>AS/NZS 14143.1:1999 Information technology - Software measurement - Functional size measurement - Definition of concepts</p>
<p>AS/NZS 14598.2:2000 Information technology - Software product evaluation Planning and management</p>
<p>AS/NZS 14598.3:2000 Information technology - Software product evaluation - Process for developers</p>
<p>AS/NZS 14756:2001 (R2014) Information technology - Measurement and rating of performance of computer-based software systems</p>
<p>AS/NZS 14764:2001 Information technology - Software maintenance</p>
<p>AS/NZS ISO/IEC 15026.3:2013 Systems and software engineering - Systems and software assurance - System integrity levels</p>
<p>AS/NZS ISO/IEC/IEEE 15288:2015 Systems and software engineering - System life cycle processes</p>
<p>AS/NZS ISO 19157:2015 Geographic information - Data quality</p>
<p>AS/NZS ISO/IEC 20000.1:2019 Information technology - Service management - Service management system requirements</p>
<p>AS ISO/IEC 27001:2015 Information technology - Security techniques - Information security management systems - Requirements</p>
<p>AS/NZS ISO/IEC/IEEE 29119.1:2015 Software and systems engineering - Software testing - Concepts and definitions</p>
<p>AS/NZS ISO/IEC/IEEE 29119.2:2015 Software and systems engineering - Software testing - Test processes</p>
<p>AS/NZS ISO/IEC/IEEE 29119.3:2015 Software and systems engineering - Software testing - Test documentation</p>
<p>AS ISO/IEC 38500:2016 Information technology - Governance of IT for the organization</p>

<p>AS 4122-2010 (Reference Use Only) General Conditions of Contract for Consultants (incorporates Amendment 1)</p>
<p>AS/NZS ISO 9001:2016 Quality management systems - Requirements</p>
<p>AS/NZS ISO 9004:2018 Quality management - Quality of an organization - Guidance to achieve sustained success</p>
<p>ISO/IEC/IEEE 12207:2017 Systems and software engineering - Software life cycle processes</p>
<p>ISO 19157:2013 Geographic information - Data quality</p>
<p>ISO/IEC 38500:2015 Information technology - Governance of IT for the organization</p>

2.3 Capacity and Capability

Dialog is a leading Australian-owned company which has been providing Information Technology services and solutions to government agencies and corporations in Australia for over 38 years. We offer a comprehensive range of IT Services, including Strategic Consulting, Application Services, Systems Integration and Managed Services and we deliver these services through a team of over 1,300 Information Technology Specialists from our offices in Melbourne, Geelong, Adelaide, Brisbane, Canberra, Darwin, Gold Coast, Perth, Sydney and Townsville. Our offices in the Melbourne CBD are currently staffed by 400 IT Specialists with skills across the leading technologies and platforms.

3 Our Partners



Microsoft: As a Gold Certified Partner, Dialog builds innovative solutions using Microsoft's platforms and products. Dialog's Microsoft trained consultants are proficient in using all Microsoft products (e.g. CRM, NAV, AX) as well, the latest .NET framework, SharePoint, Exchange and SQL Server.



IBM: Dialog is an IBM Advanced Partner. Dialog's people have expertise in many key IBM technologies including WebSphere, Lotus, Domino, Tivoli, DB2, Cognos and FileNet.



Oracle: Dialog is an Oracle Worldwide Gold Partner. Dialog designs, develops and supports solutions using the complete stack of Oracle products including Oracle DB, E-Business Suite, Fusion, Hyperion and SUN solutions.



Google: As the largest Google for Work Premier Partner in the Asia-Pacific region, Dialog provides value-adding Google services and products to its clients. We are experts in leveraging the power of Google Earth, Google Maps, Google Search and Google Apps.



SAP: Dialog provides services for many of SAP's products with a focus on ERP, CRM, Process Integration and Process Orchestration. Dialog is an SAP Value-Added Reseller for HANA (SAP's high performance in-memory database), Business Objects and SAP mobility solutions, Afaria and SAP Mobile Platform (formerly Sybase Unwired Platform).



AWS: Dialog is one of Australia's largest Amazon Web Services Consulting Partners. Dialog has built robust, auto scalable, high availability applications (including mobile apps) using the AWS platform. We can also host and support your applications using the AWS Cloud.

4 Dialog's Managed Application Services

Dialog has a dedicated Managed Application Services team that comprises of a Service Delivery Manager, Developers (.net, Java, Front-end), Business Analysts, Testers, DBA's and Reporting Specialists.

Dialog currently manages number of business-critical applications for a wide variety of public sector clients including DHHS, DPC, DoT, PTV, VicRoads, DET, AITSL, NTC, TAC, WorkSafe, ESSSuper, Alfred Health, Nufarm, Land user Victoria, VLRS and BoM.

Dialog supports applications with diverse technology stack that includes .net, oracle applications, SQL server, Oracle DB, SharePoint, D365 CRM, Angular, NodeJS, Azure, AWS, GCP, NopCommerce, Java, Xamarin, Domino, Windows and Linux OS, SSRS, SSIS, PowerBI and ArcGIS.

Please refer to the following table for the comprehensive list of clients and the technologies supported.

No	Client Name	Technologies Supported
1	Bureau of Meteorology (BoM)	.Net, NopCommerce, AWS
2	ESS Super	.Net, Angular, SQL, SharePoint
3	Nufarm	Lotus Notes
4	Public Transport Vic (PTV)	AWS, Drupal, PHP, MySQL
5	VicRoads	.Net, Oracle, SQL Server, SharePoint, Lotus notes, ArcGIS, Azure
6	DHHS	.Net, SQL, Azure, Java, Oracle DB
7	Alfred Health	.Net, SQL
8	Department of Transport (DoT)	Oracle Applications, Oracle 11G
9	Transport Accident Commission (TAC)	Azure/Xamarin, .net, SQL
10	Australian Institute of Teaching and School Leadership (AITSL)	Firebase, NodeJS, Angular, GCP
11	CREATIVE VIC (DPC)	CRM, .net
12	Ambulance Victoria	SSIS, SSRS, PowerBI, SharePoint

13	National Transport Commission (NTC)	D365 CRM and C#, SharePoint
14	Department of Education and Training (DET)	VB.net, SQL Server, Crystal reports
15	Catholic Education Melbourne (CEM)	.net, Azure, SQL DB, PowerBI
16	Worksafe	Lotus Notes, Domino
17	Land Use Victoria	.net, Java, SQL, Angular, ArcGIS
18	Victorian Land Registry Services (VLRS)	.net, Java, SQL, Angular, ArcGIS
19	Department of Land, Water and Planning (DELWP)	.net, SQL, Angular, AWS and ArcGIS

Please refer to the Dialog Victoria's Resource profile below:

- .net Developers = 90
- DBA's = 21
- Data warehouse Specialists = 15
- Domino / Lotus Notes Specialists = 5
- Java Developers = 26
- Linux and Windows OS Experts = 7
- Project Managers / Scrum Masters = 35
- Business Analysts = 60
- Testing / QA = 90
- Web Developers = 30
- Architects = 15
- DevOps (Azure/AWS/GCP) = 25
- CRM Developers = 22

Other than the above-mentioned resources, Dialog's offices nationally have over 1200 consultants that we can draw on if required.

4.1 Experience servicing health sector clients

Client: Department of Health and Human Services (DHHS)

Dialog has been engaged by DHHS for a number of years to develop numerous projects including:

- A consolidated Case Management System called SafetyHub, which will enable health and community support professionals to access information in a more timely and complete manner. Safety Hub is one of the highest priority agenda items for Victorian Government and will be implemented across multiple organisations. This initiative forms part of the Recommendations from the Royal Commission into Family Violence.
- Personal Hardship Assistance Program (PHAP), a secure claims processing between financial institutions and emergency victims.
- Restrictive Intervention Data System (RIDS), delivery of a database that recorded and processed highly sensitive information relating to restrictive intervention, in accordance with strict data handling standards and legislative requirements. Since successful delivery of this system, the user base has steadily increased to other service delivery units across the Department (including several sites across Victoria). Until now, Dialog has continued to provide support and maintenance activities for annual updates and product enhancements.
- Dialog assisted DHHS with the development and release of the Client Incident Management System (CIMS), which is a tool used by third-party service providers to record incidents that occur with any of their clients in their care. All incidents of this nature are recorded and passed over the Department for analysis and oversight. The high-level objective is to strengthen overall incident handling processes to ensure more effective case and client management.

Client: Queensland Health

As part of the Queensland Government Open Data Strategy, the QLD Health Minister's Office has commissioned a Queensland Hospitals and Aged Care public reporting website and Dialog has been awarded this project. The website aims to provide relevant, comparative information to QLD health consumers, while holding service providers accountable via performance transparency.

The public-facing Azure-based website will consist of a secured administration area alongside a public site. Authentication/authorisation will be managed in a new and separate Azure-based site, with an aim to provide SSO to Insights and other new projects that require non-QH access.

Dialog's consultants are on track to build the Insights website that uses Angular SPA and .NET Core with Azure Managed Database Instance. All software will be built on the latest stable versions available prior to go-live, e.g. Ng 8, Core 3.0, SQL compat 150 (2019).

The application went live in April 2020. The web site is being built to cater for over 1000 Admin user and over 10,000 concurrent public users.

Client: Eastern Access Community Health (EACH)

EACH provides an integrated range of health, disability, counselling, and community mental health services across Australia. Dialog has helped EACH to implement the SAIRS Case Management Interface Project across their sites throughout Australia. Dialog's consultants have finalised the requirements by running multiple workshops with the stakeholders and have set up and configured the IaaS environment (Microsoft Azure) to host SAIRS. Dialog helped EACH to build interface between SAIRS and Trackcare health management system using API's. Dialog's change manager drafted the change and training plan and delivered user training across multiple sites.

Client: Alfred Hospital

Dialog has long service history with Alfred hospital and we have built and HIV service application and ICD-10 coding audit and Staff Directory applications using .net and SL server. Dialog has been enhancing and supporting these applications since 2010.

4.2 Experience with Azure and .net

Client – Department of Health and Human Services (DHHS)

Restrictive Intervention Data System (RIDS): Dialog has developed a .net based application along with a database that records and processes highly sensitive information relating to restrictive intervention, in accordance with strict data handling standards and legislative requirements. Since successful delivery of this system in 2008, the user base has steadily increased to other service delivery units across the Department (including several sites across Victoria). Until now, Dialog has continued to provide support and maintenance activities for annual updates and product enhancements. DHHS awarded a new support and maintenance contract to Dialog to support RIDS until 2023. Dialog have assisted DHHS in migrating RIDS application from CenITex managed on premise environment to Azure tenancy in 2019.

Client - Department of Transport (DoT)

Road Crash Information Management System (RCIS): Dialog won the RCIS platform uplift project and ongoing maintenance for 3 years. RCIS is a very complex system that comprises of .Net, Java, ArcGIS and Azure DevOps and holds road crash information across Victoria.

- Objective of the project is to deliver a more stable environment for RCIS and the supporting systems.
- Migrate database from DB2 to Azure SQL and maintain RCIS and RCIS-TIS DB as a single DB instance
- Incorporate the RCIS TIS Loader application within RCIS application server.
- Rebuild RCIS on a new Hosting platform
- Provide support and maintenance

Dialog's team of 12 consultants delivered the highly complex project on time and on budget in a challenging environment with lack of as-built documentation. Dialog is currently supporting, maintaining and enhancing the application as part of the managed services arrangement with the Department of transport.

Client - Catholic Education Melbourne (CEM)

ROSAE is a replacement of CEM’s existing SORMS application that manages student medical referrals. SORMS is an on-premise application for which Dialog has built the application infrastructure in Azure and built multiple environments to carry out the development, SIT and UAT. Dialog also migrated the ROSAE on to Azure cloud and is hosting the application for CEM. Dialog also performed the security, penetration, and performance testing of the solution. Dialog also build CI/CD pipeline using Azure DevOps for continuous build deployments. ROSAE will be rolled across CEM’s school network of over 500 schools across the state of Victoria and Dialog will provide the ongoing hosting, infrastructure, and application support services along with enhancements.

Client – Community Services Directorate, ACT Government

CSD, Canberra have decided to implement RIDS application developed by Dialog for the DHHS, Melbourne to help them meet the legislative changes driven by NDIS. ACT have different set of rule and guidelines compared to Victoria and Dialog’s consultants worked closely with the CSD stakeholders to draft the requirements and come up with a solution that meets their requirements. Dialog is currently in the process of developing the .net based solution which will be hosted on ACT’s Azure tenancy. Dialog is building the application based on the health industry best practices in relation to identity and access management, data integrity and information security. This application is expected to go live early October 2020.

5 Service Levels and Service Credits

Dialog will adhere to the following Severity based service levels for VHIMS support and maintenance.

5.1 Service Levels

Severity Description	Response Target	Resolution Target
Severity 1	Logged within 5 minutes. Response within 15 minutes.	80% in 2 hours, 90% in 6 hours, and 99% in 2 days.
Severity 2	Logged within 15 minutes. Response within 30 minutes.	80% in 2 hours, 90% in 1 day, and 99% in 2 days.
Severity 3	Logged within 1 hour Response within 2 hours.	85% in 1 day, and 99% in 4 days.
Severity 4	Logged within 1 hour Response within 24 hours.	60% in 1 day, 80% in 2 days, and 99% in 4 days.

5.2 Service Credits

If the Uptime Percentage Target is not achieved in any one calendar month period, Dialog agrees that the Service Credit will be the 'percentage of the Fees' paid by the customer each month. Client will receive service credit for each SLA breach as per below:

5.2.1 Hosting Support:

- for any of the Production Environments during operational hours, in amount equal to 10% of the Service Credit for that environment; and
- for any of the non-production Environments during the operational hours, an amount equal to 5% of the Service Credit for that environment

5.2.2 Application Support:

- for any of the Severity 1 Incident during operational hours, in amount equal to 10% of the Service Credit for that environment; and
- for any of the Severity 2 Incident during operational hours, in amount equal to 5% of the Service Credit for that environment; and
- for any of the Severity 3 and 4 Incidents during operational hours, in amount equal to 3% of the Service Credit for that environment.

Cap on Service Credits

The collective total amount of service credits in any given month is capped at less than or equal to 50% of the total monthly fee.

6 Dialog's Key Clients

Dialog works with hundreds of government and business clients of varying sizes. These include:



Dialog

INFORMATION TECHNOLOGY

