

# Government 2.0 Taskforce Request for Project Proposal

## Project 3: Survey of Australian Government Web 2.0 practices

### Scope:

A survey of Australian Government agencies to gather an understanding of existing use of and sentiment towards Web 2.0. The survey should investigate:

- Examples of Web 2.0 usage – including provision of datasets and/or digital engagement
- Provision of access to Web 2.0 technologies (and any training in their use);
- Sentiment towards Web 2.0;
- Identification of the reasons for any restrictions to the use of Web 2.0;
- Best practices examples;
- The costs and benefits;
- Any lessons learned; and
- Identification of Web 2.0 champions.

The survey should cover agency Web 2.0 use within the agency, within Government, and in engaging business and citizens.

Provide analysis and recommendations on the output of the survey on blockers, issues, and best practices that could be re-used by other agencies.

### Context:

The Government 2.0 Taskforce has an anecdotal understanding of the extent of Web 2.0 in government – but it wants to have a much more scientific understanding before making recommendations to government about it.

### Objectives:

- Inform the Government 2.0 Taskforce in its consideration of recommendations that will encourage the adoption of Web 2.0 by Government. It will allow the Taskforce to include examples of best practice in its report.
- Establishment of a Gov 2.0 community of practice.
- Understanding of the Australian Government's perception and use of Web2.0 technologies.

### Deliverables:

A report provided to the Gov 2.0 Taskforce Secretariat via email ([gov2secretariat@finance.gov.au](mailto:gov2secretariat@finance.gov.au)) by the 19 October 2009. The report will be in Microsoft Word DOC format, Rich Text Format RTF or OpenDocument Text ODT. It will contain at minimum: executive summary; findings; discussion of issues; and recommendations.

### Cost Estimate:

Estimated budget for this research is \$50 000 GST inclusive.

### Additional Work:

The successful contractor may be asked to provide additional expert services to further inform the Taskforce or assist with researching/authoring/editing sections of the Taskforce report.