**Australian Government Information Management Office (AGIMO) Circular**

**Subject:** Engagement of an Individual Business Process Patterns  

*Approved by the Secretaries’ ICT Governance Board on 21 December 2010*

**Circular No:** 2010/002

To all agencies under the *Financial Management and Accountability Act 1997* (FMA Act)


**Purpose**

The Engagement of an Individual Business Process Patterns (the Patterns) outlines the business process patterns agencies must use when they engage with an individual for a service or obligation.

**Key Points**

The Patterns are technology independent and provide a consistent approach for agencies to apply when engaging individuals. Over time, this will provide greater consistency for individuals when they need to access a service or fulfil an obligation, as well as saving time and avoiding duplication of effort when dealing with multiple agencies.

The Patterns provide a common language across agencies to support the development of WofG service delivery capabilities.

The use of common business processes will support the greater re-use of underlying technology across agencies.

Agencies are expected to apply the Patterns in the design or enhancement of business processes directed at engaging individuals.
Background

The Secretaries' ICT Governance Board approved the *Patterns* on 21 December 2010. The *Patterns* were developed by the Department of Human Services, supported by a cross-agency Registration Working Group. All FMA Act agencies undertaking engagement activities with individuals for a service or obligation were consulted.

Action Required

I. FMA Act Agencies, when engaging individuals, are required, to implement the *Patterns*. *Patterns* include registration, validation, determination and provisioning processes. Agencies can access the *Patterns* by contacting the collaborative services team (collaborative.services@finance.gov.au).

II. FMA Act agencies that are not able to implement processes due to technical barriers may postpone implementation until the next system upgrade or replacement.

Contacts

If you have any questions regarding this AGIMO Circular, please contact the Collaborative Services team within AGIMO at collaborative.services@finance.gov.au or phone Michelle Cristallo on 02 6215 1533.

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