Question: 168

Division/Agency: Information Services Division

Topic: Armidale Ministerial Office

Proof Hansard page: 10

Senator CAMERON asked:

Mr Gathercole: I can tell you that all the orders have been placed and, before we move, we are waiting for the offices to be available. When the dates are sorted, we will start the whole process of finalising the procurement and arranging the installation of any equipment.

Senator CAMERON: So orders have been placed?

Mr Gathercole: Orders are waiting to be placed.

Senator CAMERON: What is the value of those orders?

Mr Gathercole: I will have to take that question on notice.

Answer:

No orders have been placed.

Information Services Division is awaiting formal confirmation from Department of Finance of the commissioning date of the Armidale Office.

Question: 169

Division/Agency: Information Services Division

Topic: Phone Lines – Armidale Office

Proof Hansard page: 11

Senator CAMERON asked:

Senator CAMERON: Thanks. I am also advised that there have to be secured phone lines to a ministerial office, Mr Gathercole. I know there do. There have to be secured phone lines. Is that an issue?

Mr Gathercole: Those secured phone lines would be a matter for the Department of Finance.

Senator CAMERON: Will you be installing phone lines?

Mr Gathercole: I will be installing phone lines as part of our arrangement.

Senator CAMERON: Will they be secured phone lines?

Mr Gathercole: They will be Department of Agriculture phone lines, which are not secured.

Senator CAMERON: What is the cost of putting them in?

Mr Gathercole: I would have to take that question on notice if you want the exact cost per phone.

Senator CAMERON: If you could give me that as well. So it is just on stand-by? I think that is about it on this one. Thanks, Mr Gathercole.

Answer:

The predicted cost of the installation of telephone lines into the Armidale office is as follows:

Description	Unit Cost ex GST	QTY	Total Cost Ex GST	Total Cost inc GST
Desk Phone	$746.37	5	$3731.85	$4105.04
Conference Phone	$1103.08	1	$1103.08	$1213.39
Total				**$5318.42**

The proposed solution provided to the Armidale Office will be the same as that used throughout the Department of Agriculture. Handsets are VOIP (Voice over IP) devices and plug into network ports.

All call traffic is routed digitally over the data network and calls transit in and out via the department's digital to analogue voice gateway.

Traditional analogue lines are not required.

Question: 170

Division/Agency: Information Services Division

Topic: Provision of Equipment (departmental)

Proof Hansard page: Written

Senator LUDWIG asked:

Since Budget Estimates in June, 2014:

1. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency to departmental staff? If yes provide a list of:

2. What has been provided?

3. The purchase cost.

4. The ongoing cost.

5. A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc).

6. A breakdown of what staff and staff classification receives each item.

Answer:

Tables 1, 2 and 3 summarise the equipment provided to department/agency staff by classification and cost breakdown.

Question: 170 (continued)

Table 1– Summary of equipment provided, by classification – since June 2014.

DEPARTMENTAL STAFF ONLY as at 31 October 2014									
Product	**iPhone**	**iPhone Accessories**	**Mobile**	**iPAD**	**Data Card**	**RSA Tokens**	**Laptops**	**Windows 8 Tablets**	**Tablet Accessories**
Classification									
Secretary									
Senior Executive Service Band 3	1						1		
Senior Executive Service Band 2	6	1		6	1	2	1		
Senior Executive Service Band 1	8	3	1	5	2	7	7	1	1
APS Executive Level 2	18	3	12	23	9	15	41	1	1
APS Executive Level 1	9	6	13	14	4	11	38	5	5
APS Level 6	28	3	26	3	5	22	47	5	5
APS Level 5	61	8	10	4	10	16	40	42	37
APS Level 4	66	11		3	3	24	51	113	85
APS Level 3	11	3			1	10	21	30	18
APS level 2							4	1	
APS Level 1									
Sub-total	**208**	**38**	**62**	**58**	**35**	**111**	**248***	**197**	**152**

*31 new, 217 from redeployment pool

Table 2 – Upfront costs and ongoing charges per device

Electronic Equipment	Purchase Cost $	Ongoing cost (per month) $
iPhone	$ 529.00 iPhone 4s 8Gb (no longer supplied) $ 999.00 iPhone 5 16Gb (no longer supplied) $ 1,129.00 iPhone 5s 64Gb (no longer supplied) $ 480.91 iPhone 5c 8Gb $ 999.00 iPhone 6 64Gb $1,129.00 iPhone 6 plus 64Gb	Voice Plan $17.00 Pooled Data Plan*
iPhone Accessories	$ 24 Apple 12w USB Power Adapter $20 Apple iPhone 4s and iPad 3 power adapter $20 Apple iPhone 4s and iPad 3 USB cable $31.74 Apple iPhone 4s otterbox commuter case $46 Apple iPhone 5c otterbox defender case $48 Apple iPhone 6 otterbox defender case $22.81 Apple iPhone travel charger AC universal $31.82 Apple lightning to 30-pin adapter (suits iPhone 5,iPad4 & iPad Min) $24.00 Apple lightning to USB cable (suits apple iPhone 5, iPad 4, iPad min) $15 Easy macro cell lens band $7.65 Nokia micro USB charger	N/A
Mobile Phone	$148.40 Nokia Lumia 530	Voice Plan $17.00
Data Card	$181.82	$49 - 4Gb $69 – 8Gb $109 - 15Gb
iPad	$920.43	Pooled Data Plan*
Electronic Equipment	**Purchase Cost $**	**Ongoing cost (per month) $**
Laptop	Ex Lease	Monthly support charges for the department are a fixed monthly amount, regardless of the number of devices in use.

Windows 8 Tablet Package (includes docking station and G2 Pen)	$900	Monthly support charges for the department are a fixed monthly amount, regardless of the number of devices in use.
Windows 8 Tablet Accessories	$110.56 Docking Station $46.93 Pen $213.96 Productivity jacket $49.93 USB car charger $5 Screen protector	N/A

*A pooled data plan is a data plan that is pooled and shared amongst all departmental devices that utilise data plan.

Table 3– Summary of equipment provided, by classification and cost – since Budget Estimates – June 2014 - Agency Responses

Agency	Quantity	Purchase cost	Ongoing Cost	Staff /Job classification
Grains Research and Development Corporation				
MS Wireless Desktop 2000 USB Black Key Board and Mouse Set	80	$3520.00 Total	NIL	All Staff
Dell Latitude E7440 Base BAFO w/3year Support Laptop	80	$125,40000 Total	NIL	All Staff
EPort Advanced Port Replicator II Docking Station	80	$16016.00 Total	NIL	All Staff
Dell 24 Inch (16.9) Monitor Full HD 1920x1080 at 60Hz Monitor	160	32560.00 Total	NIL	All Staff
TARGUS 13-14 inch Classis +Topload Laptop case with iPad Tablet compartment laptop Bag	80	$3080.00 Total	NIL	All Staff
Cisco Meraki Z1 Cloud Managed Teleworker Gateway	7	$1258.11 Total	NIL	All Staff
Cotton Research and Development Corporation				
Ipad Air	1	$840.00	$30.00 p/m	Director
Iphone 6	2	$864.00	$80.00 p/m	General Manager Research Investment Research Program Manager
Fisheries Research and Development corporation				
Laptop	1	$1,869.00	NIL	Executive Director
Australian Pesticides and Veterinary Medicines Authority				
Acer S7 Laptops	3	$2130.70 each	NIL	SES Principal Scientist Laptop pool

Question: 170 (continued)

Table 3– Summary of equipment provided, by classification and cost – since Budget Estimates – June 2014 - Agency Responses

Agency	Quantity	Purchase cost	Ongoing Cost	Staff /Job classification
Rural Industries Research and Development Corporation				
Mobile Apple iPhone	12	$799.00 each	$19 per month + call charges	Executive Level Staff SES staff
Tablet Apple iPad	15	$744.78 each	$19 per month	Executive Level staff SES staff Board members
USB Secured Drive	25	$60.00 each	NIL	APS staff Exective Level Staff SES staff
Wireless Card	3	$52.00	$19 per month	For Hire by APS staff
Laptop	7	$1,764.00	NIL	Executive Level Staff
Australian Grape and Wine Authority				
Notebook Apple MAcBook PRO13 With Retina Display 2.6GHz	1	$1830.00 each	NIL	Marketing Regional Manager Asia
Desk top Fractual Design R4 Titanium	1	$3409.00 each	NIL	Administration and Brand Manager
Notebook Apple MAcBook PRO13 With Retina Display 2.6GHz	1	$2757.00 each	NIL	Sytems Accountant
24 inch IPS Monitor & Docking station LG 24 MP 76HM-s IPS 1920x1080 Silver colour monitor and Thunderbolt Express dock	2	$850.00	NIL	Clarity Information Manager
Apple iPhone	1	$1025 each	NIL	IT Manager
Australian Fisheries Management Authority				
HP Thin Clients	50	$291.86 each	NIL	Available to all staff classifications- used to replace remote office workstations
Fortinet Tokens	150	$40.00 each	NIL	Available to all staff classifications via management approval

Question: 171

Division/Agency: Information Services Division

Topic: Provision of Equipment (Ministerial)

Proof Hansard page: Written

Senator LUDWIG asked:

Since Budget Estimates in June 2014:

1. For departments/agencies that provide mobile phones to Ministers and/or Parliamentary Secretaries and/or their offices, what type of mobile phone has been provided and the costs?

   a. Itemise equipment and cost broken down by staff or minister classification

2. Has electronic equipment (such as ipad, laptop, wireless card, vasco token, blackberry, mobile phone (list type if relevant), thumb drive, video cameras) been provided by the department/agency? If yes provide a list of:

3. What is provided?

4. The purchase cost.

5. The ongoing cost.

6. A list of any accessories provided for the equipment and the cost of those accessories. (e.g. iPad keyboards, laptop carry bags, additional chargers etc).

7. A breakdown of what staff and staff classification receives each item.

Answer:

Since Budget Estimates in June 2014 no additional mobile phones have been provided.

Since Budget Estimates in June 2014 no additional electronic equipment and/or accessories have been provided.

Question: 172

Division/Agency: Information Services Division

Topic: Computers

Proof Hansard page: Written

Senator LUDWIG asked:

1. List the current inventory of computers owned, leased, stored, or able to be accessed by the Ministers office as provided by the department, listing the equipment cost and location and employment classification of the staff member that is allocated the equipment, or if the equipment is currently not being used.

2. List the current inventory of computers owned, leased, stored, or able to be accessed by the department, listing the equipment cost and location.

3. Please detail the operating systems used by the department's computers, the contractual arrangements for operating software and the on-going costs.

Answer:

1. Table A provides the current inventory of computers owned, leased, stored, or able to be accessed by the Minister's office as provided by the department.

Table A – Minister's Office Inventory of Computers (currently in use)

Staff Classification	Location	Computer Model	Monthly Cost*
Minister	Parliament House	HP Compaq 8000 Elite	$0.00
Chief of Staff	Parliament House	HP Compaq 8000 Elite	$0.00
Senior Media Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
	Canberra	HP Elitebook 2540p	$0.00
Senior Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
	Canberra	HP EliteBook 2570p	$0.00
Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
Asst Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
Asst Media Adviser	Parliament House	HP Compaq 8000 Elite	$0.00
Media Assistant	Parliament House	HP Compaq 8000 Elite	$0.00
	Canberra	HP EliteBook 8440p	$0.00
Diary	Parliament House	HP Compaq 8000 Elite	$0.00
Reception	Parliament House	HP Compaq 8000 Elite	$0.00
Total			**$0.00**

Question: 172 (continued)

*A $0.00 (zero) amount has been applied to all Monthly Charges due to changes in the IT Services Contract, where monthly charges to individual items no longer apply.

2. Table B provides the current inventory of computers owned, leased, stored, or able to be accessed by the department.

Table B – Department of Agriculture Inventory of Computers

Computer Location	No of Computers	Monthly Cost**
Central Office	2267	$0.00
NSW	495	$0.00
Queensland	210	$0.00
Victoria	485	$0.00
Western Australia	215	$0.00
South Australia	227	$0.00
Northern Territory	54	$0.00
Tasmania	24	$0.00
Overseas Staff	4	$0.00
Total	**3981**	$0.00

**A $0.00 (zero) amount has been applied to all monthly charges due to changes in the IT Services Contract, where monthly charges to individual items no longer apply.

3. The computer operating system in the department is Windows 7. The department utilises the current Whole of Government Volume Sourcing Agreement (VSA) as the contractual arrangement for provision of this operating software. The 2014/15 cost of computer software under the VSA is $609 399 with this cost including: Windows 7; Office 365; and Core Access Licenses (CAL).

Question: 173

Division/Agency: Information Services Division

Topic: Domain usage

Proof Hansard page: Written

Senator LUDWIG asked:

Since Budget Estimates in June, 2014:

1. Please provide a breakdown of the domain usage for the 50 most utilised (by data sent and received), unique (internet) domains accessed by the minister's office. Please provide:

    a. Domain name of the website being accessed (or IP address if the Domain is unavailable in the tracking system).

    b. Amount of data downloaded and uploaded to the site.

    c. Number of times the site was accessed

Answer:

1. *Table A - Domain Usage* provides a breakdown of the domain usage for the 50 most utilised internet domains accessed by the minister's office based on data sent and received. This information covers minister's office web access from 1 June 2014 to 28 November 2014.

    a. The Domain column in Table A lists the top 50 sites accessed by the minister's office based on data sent and received.

    b. The Bandwidth column in Table A displays the data sent and received for each domain.

    c. The Page Count column in Table A displays the number of times pages were visited per domain during the period.

        Pages are defined as:

        ➤ Hyper Text Markup Language (htm, html, shtm, shtml, dhtm and dhtml)

        ➤ Extensible Hypertext Markup Language (xhtm and xhtml)

Question: 173 (continued)

- ➢ Active Server Pages (asp)
- ➢ JavaServer Pages (jsp)
- ➢ PHP (php, php3)
- ➢ ASP.NET (aspx)

Table A - Domain Usage

Domain	Bandwidth	Page Count
aph.gov.au	8.75 GB	309,456
abc.net.au	5.82 GB	19,381
news.com.au	4.42 GB	28,638
f2.com.au	4.34 GB	1,415
rackcdn.com	2.65 GB	4,011
canberratimes.com.au	2.03 GB	29,298
google.com	1.95 GB	267,464
googlevideo.com	1.89 GB	7,318
fairfaxregional.com.au	1.74 GB	227
akamaihd.net	1.59 GB	118,273
mediaportal.com	1.48 GB	49,044
dailymail.co.uk	1.40 GB	3,298
twitter.com	1.37 GB	179,542
allhomes.com.au	1.10 GB	94,560
smh.com.au	963.58 MB	10,433
newscdn.com.au	908.15 MB	3,721
outbrain.com	891.98 MB	55,182
daff.gov.au	864.87 MB	6,128
googleapis.com	802.71 MB	99,020
newsapi.com.au	744.65 MB	40,909
ooyala.com	715.01 MB	75,176
adobedtm.com	618.81 MB	225
act.gov.au	563.27 MB	1,880
edgefcs.net	525.55 MB	89,494
optimizely.com	522.97 MB	21,005
anu.edu.au	488.17 MB	7,882
brisbanetimes.com.au	466.50 MB	312
fairfaxrural.com.au	456.76 MB	0
guim.co.uk	407.90 MB	10,290
theage.com.au	398.86 MB	7,834
agriculture.gov.au	390.17 MB	61,058
ytimg.com	377.03 MB	4,669
youtube.com	367.19 MB	494,947
cloudfront.net	361.15 MB	7,730
google.com.au	341.41 MB	303,423
finance.gov.au	333.67 MB	3,129
adobetag.com	331.13 MB	214
facebook.net	330.62 MB	650
edgesuite.net	308.89 MB	325
qantas.com.au	308.04 MB	12,909
wordpress.com	292.54 MB	538
janison.com	285.40 MB	4,543
gstatic.com	279.55 MB	76,359
sbs.com.au	262.33 MB	514
ninemsn.com.au	262.15 MB	9,770

theaustralian.com.au	258.44 MB	7,655
amazonaws.com	247.41 MB	3,188
9msn.com.au	239.54 MB	13,884
environment.gov.au	239.16 MB	699
bom.gov.au	236.23 MB	8,451

Question: 174

Division/Agency: Information Services Division

Topic: Unallocated Equipment

Proof Hansard page: Written

Senator LUDWIG asked:

1. Please detail how much electrical equipment, phones and computers the department/agency has in storage or unallocated to staff

2. Please detail the purchase, storage and ongoing costs associated with equipment, phones and computers in storage or unallocated.

Answer:

1.

    a. Electrical equipment in storage or unallocated:

        i. 3x Bar Refrigerators

        ii. 3x Microwave Ovens

        iii. 3x Toasters

        iv. 3x Sandwich Press

    b. Phones in storage or unallocated :

        i. 695 unallocated desktop telephones.

        ii. 1 unallocated iPhone.

    c. Computers in storage or unallocated:

        i. 282 desktop computers - end-of-life models and spare equipment pool.

        ii. 310 Elite Pads – reserved for both the Window's 8 computer refresh project and the Service Delivery Modernisation Mobility project.

        iii. 121 laptops – end of life equipment and spare equipment pool.

        iv. 33 Elite Desk Mini PC – reserved for Windows 8 computer refresh project.

2

   a. Purchase Costs

       Electrical Equipment in storage or unallocated:

       i.   3x Bar Refrigerators $300 each = $900

       ii.   3x Microwave Ovens $200 each = $600

       iii.   3x Toasters $40 each = $120

       iv.   3x Sandwich Press $60 each = $180

       Phones in storage or unallocated:

       i.   695 desktop telephones @ $421.00 – total = $292,595

       ii.   1 iPhone 5c mobile @ $480.91

       Computers in storage or unallocated:

       i.   80 HP Compaq desktops - end of life equipment - no current purchase cost.

       ii.   310 HP ELITEPAD 100 G2 ATOM @ $900.00 – total = $279,000

       iii.   202 HP Compaq Elite 8300 – end of life equipment pending disposal - no current purchase cost.

       iv.   33 Elite Desk Mini PC – reserved for Windows 8 computer refresh project @ $803.00 – total = $26,499.00

   b. Storage costs – The department leases whole buildings. Each program equally shares the cost of the lease. No direct cost can be attributed to the storage of equipment.

   c. Ongoing Costs for all items: NIL - Monthly Charges no longer apply due to change in the HP contract.

Question: 174 (continued) – Agency Responses

1. **Please detail how much electrical equipment, phones and computers the department/agency has in storage or unallocated to staff.**

2. **Please detail the purchase, storage and ongoing costs associated with equipment, phones and computers in storage or unallocated**

Agency	Electrical Equipment storage un allocated to Staff	Purchase costs Electrical equipment in storage or allocated	Costs of storage of electrical equipment in storage or allocated	Ongoing storage costs of electrical equipment in storage or unallocated to staff	Number of phones in storage un allocated to Staff	Purchase costs of phones in storage or allocated by type	Costs of storage of phones in storage or allocated	Ongoing storage costs of phones in storage or unallocated to staff	Number of computers in storage un allocated to Staff	Purchase costs of computers in storage or allocated	Costs of storage of computers in storage or allocated	Ongoing storage costs of computers in storage or unallocated to staff
Grains Research and Development Corporation	0	0	0	0	0	0	0	0	4 x MS wireless desktop 2000 USB Black	$176.00 Total	0	0
									4 x Dell Latitude E7440 Base BAFO w/3 year support	$6270.00 Total	0	0
									4 x Eport Plus Advanced Port replicator II	$800.00 Total	0	0
									4 X Targus 13-14 Classic + topload	$154.00 Total	0	0
									Laptopcase with ipad tablet compartment		0	0
									8 Dell 24inch (16.9) Ful HD 1920 x1080 at 60 Hz	$1628.00 Total	0	0
									1 x Cisco Meraki Z1 Cloud Managed Teleworker gateway	$179.00 Total	0	$46.00 maintenance every 3 years
Cotton Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0

Question: 174 (continued) – Agency Responses

1. **Please detail how much electrical equipment, phones and computers the department/agency has in storage or unallocated to staff.**

2. **Please detail the purchase, storage and ongoing costs associated with equipment, phones and computers in storage or unallocated.**

Agency	Electrical Equipment storage un allocated to Staff	Purchase costs Electrical equipment in storage or allocated	Costs of storage of electrical equipment in storage or allocated	Ongoing storage costs of electrical equipment in storage or	Number of phones in storage un allocated to Staff	Purchase costs of phones in storage or allocated by type	Costs of storage of phones in storage or allocated	Ongoing storage costs of phones in storage or unallocated to	Number of computers in storage un allocated to Staff	Purchase costs of computers in storage or allocated	Costs of computers in storage or allocated	Ongoing storage costs of computers in storage or unallocated to
Fisheries Research and Development Corporation	0	0	0	0	0	0	0	0	0	0	0	0
Australian Pesticides and Veterinary Medicines Authority	0	0	0	0	0	0	0	0	0	0	0	0
Rural Industries Research and Development Corporation	0	0	0	0	3 x Apple iPhone	$799.00	0	0	3 X Laptops 3 X Desktops	$1764.00 each $1044.00 each	0 0	0 0
Australian Grape and Wine Authority	0	0	0	0	15 x Cisco Phone handsets	$3205.00 total	0	0	6 x Lenovo M90 SFF Models 1 Lenovo Think Pad	$10746.00 Total $2105.00 Total	0	0
Australian Fisheries Management Authority	0	0	0	0	20 x Alcatel itouch desk phones 40 x iPhone 5S 32 GB	$108.90 each $799.00 each	0 0	0 0	15 x Lenovo desktops 20 x HP desktop PC's 1 x Acer ultra portable lap top	$880.86 each $539.00 each $869.79 each	0	0

Question: 175

Division/Agency: Information Services Division

Topic: Cloud Services and Storage

Proof Hansard page: Written

Senator LUDWIG asked:

1. Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc)? If yes:

2. What date did/will cloud services be deployed in the department?

3. Please provide a list of all cloud services in use or being considered for use.

4. How much do these services cost? Please break down by service.

5. How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use?

6. How much does this cloud storage cost per month?

7. What security arrangements are in place to protect cloud based services and storage?

8. Have any security analysts been employed / contracted to advise on the implementation and upkeep of these security arrangements?

9. What has been the cost of security for the cloud? Please provide a breakdown.

Answer:

1. Yes.

2. The department commenced using cloud services in 2011.

3. The department currently uses cloud services for the following business services:

- Expense Management

- Short Message Service (SMS) communication

- Bulk Email Delivery

- User Surveys

Question: 175 (continued)

- Learning Management System

There are plans to adopt cloud services for the following business services:

- Counselling support

- Workplace Health and Safety - Risk Management

- Quota Administration

- Employee Helpdesk

4. The cost of service to the department's business areas are:

Service	Service Cost (per transaction)
Expense Management	$8.33 / expense report
Short Message Service (SMS) communication	$0.11 / SMS message
Bulk Email Delivery	$0.01 / email
User Surveys	$0.01 / email
Learning Management System	$65,296 per annum

5. None.

6. Not Applicable.

7. The security arrangements protecting cloud services and data include:

- risk based assessment of the solution including the service provider and the information involved in the solution.

- Contractual obligations on the service provider.

- Protected communications between the department and the service provider.

8. No. The highest security rating for departmental data in the cloud is unclassified.

9. Nil cost.