Question No: 354

Program No: Australia Post

Hansard Ref: In Writing

Topic: Cloud Services and Storage

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. Australia Post does use cloud services and has plans to continue to use cloud services as part of its corporate and IT strategy. The use of cloud services is aligned with the Federal Governments Cloud Computing Policy. Australia Post utilises all three Service Models as defined by the Policy: Software as a Service (SaaS), Platform as a Service (PaaS), Infrastructure as a Service (IaaS). In addition, both Public Cloud as well as Private Cloud deployment models have been implemented.

2. Australia Post has been using cloud services since 2009 with the introduction of the Click and Send platform that is in use for customers to lodge and track parcels. Since that time, multiple cloud platforms have been introduced that provide for example, infrastructure, telephony, call centre, CRM, sales enablement, talent management, contract management, IT Help Desk, IT Service Management functions.

3. Key cloud services include:

NeoPost	Click and Send Parcel Processing
Telstra Cloud	IT Infrastructure (IaaS, PaaS)
Amazon Web Services	IT Infrastructure (IaaS, PaaS)
ServiceNow	IT Service Management, IT Help Desk (SaaS)
Salesforce.com	Sales enablement, Call centre service management (PaaS, SaaS)
SAP	Contract Management, Talent Management (SaaS)

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Telstra Telephony	Call centre telephony (SaaS)
Microsoft / Google	End user computing (email, desktop productivity etc)

4. Specific details about the cost of cloud services are commercial-in-confidence.

5. Australia Post's selection of cloud platforms provides scalable use of storage that is not limited to a specific size. Hence, Australia Post is not limited by a specific size or available storage.

6. Australia Post does not separate storage costs for the cloud storage platforms that it has in operation and is unable to provide this level of detail.

7. Australia Post has an extensive Information Security capability that provides multiple measures that not only test and certify that new implementations are appropriate to be released, but that our systems and platforms meet their ongoing compliance obligations and remain secure. Where appropriate, compliance is assessed against required standards (eg: ISO 27001, PCI-DSS, iRAP and/or the PSPF framework). These arrangements apply not only to internally developed technology solutions, but also to our cloud service providers and vendors, with strong contractual agreements in place covering security and privacy elements.

8. Australia Post has an extensive internal Information Security capability that works closely with our cloud, infrastructure, architecture and development teams to provide the capability needed to manage and assure the technology environment that Australia Post is responsible for. External expertise is leveraged as part of our 3-lines of defence model that ensures we regularly assess and verify the quality of our internal capability using the best available skill from external organisations eg: KPMG, TrustWave. We also keep in constant dialogue with peer organisations and with Federal Government and Defence.

9. Our total information security spend compares favourably with industry benchmarks from large, trusted government and financial organisations. Australia Post does not separate security costs for the cloud platforms that it has in operation and is unable to provide this level of detail. Also, there are many other factors that affect the security required and hence the overall cost of the solution (e.g. number of users, number of transactions, network connectivity etc.).