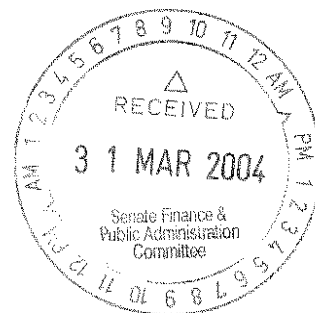




Parliament of Australia
Department of Parliamentary Services



DPS ref: 04/188

31 March 2004

Mr Alistair Sands
Secretary
Senate Finance and Public Administration Legislation Committee
Parliament House
Canberra ACT 2600

Dear Mr Sands

Additional information to be provided to the Senate Finance and Public Administration Legislation Committee

1 I would like to provide the following clarification and additional information relating to questions asked during the Additional Estimates hearings of 16 February 2004.

Parliamentary Librarian

2 In an answer to a question from Senator Faulkner, I stated that the *Review by the Parliamentary Service Commissioner of Aspects of the Administration of the Parliament* by the Parliamentary Services Commissioner, Mr Andrew Podger, had recommended that the Parliamentary Librarian be a statutory position (Hansard page 5). This statement is not correct. In fact Mr Podger had only recommended that the position of Parliamentary Librarian be a senior position within the Department of Parliamentary Services. The recommendation that amendments be made to the *Parliamentary Service Act 1999* to provide for a statutory position of Parliamentary Librarian was made by the Senate Appropriations and Staffing committee in its 39th report, entitled *Review of Aspects of the Parliamentary Administration* (June 2003), and was endorsed by the Senate and the House of Representatives in their resolutions establishing the Department of Parliamentary Services passed during August 2003.

ICT problems, 11-12 February 2004

3 On page 17 of the Hansard transcript, Senator Faulkner asked "How many of them were there?" (in relation to the number and type of general broadcast messages sent to users of the parliamentary computing network by DPS during the problems experienced by users on 11-12 February). The answer is at Attachment A.

Forecourt scoria

4 On page 20 of the Hansard Transcript, Senator Faulkner asked "How many square metres have been ripped up?" The answer is 6,500 square metres.

Yours sincerely

A handwritten signature in black ink that reads "Hilary Penfold". The signature is written in a cursive style with a large initial 'H' and a long, sweeping underline.

Hilary Penfold QC
Secretary

Attachment A

Messages sent to users of the parliamentary computing network on 11-12 February 2004.

1. Message sent via email at 5:33pm on Wednesday 11 February 2004.

Wednesday 11 February 2004 Network Problems Update

As you would be aware we have been experiencing major problems with the network today in Parliament House and in EOs. This has been caused by faulty hardware. New parts have arrived and we are currently in the process of replacing the faulty parts.

Unfortunately we cannot yet give you an estimate of when this network problem will be fixed.

We apologise for the inconvenience and disruption caused by this outage.

If you have any queries about this message please call the DPS Client Services Desk on (02) 6277 2020.

2. Message sent via email at 6:10pm on Wednesday 11 February 2004.

All Parliament House and Electorate Office clients

Further to the message sent at 5.30pm, in order to replace the faulty parts the computing system will be unavailable from 10.00pm 11.2.04 until approximately midnight.

Judy Tahapehi
Assistant Director
Client Liaison

3. Message sent via email at 8:12pm on Wednesday 11 February 2004.

Latest advice is that the computing systems will be brought down at midnight tonight, instead of 10pm

4. Message sent via email at 10:20am on Thursday 12 February 2004.

**To all Parliament House and Electorate Office Clients
Thursday 12 February 2004**

Network Problems Update

Although system engineers in Australia, the UK, and the USA and DPS staff worked throughout the night in an attempt to resolve the network problems, they have been unsuccessful. The problems have been identified as relating to central disk storage.

A number of services are available.

Email - but you will not have access to archived emails or your signature block.

Internet Explorer - but you may not have access to your favourites or history.

NEWS - but you will need to type in "NEWS" in the address line.

ParlInfo Web

Most Microsoft applications, eg Word, Excel

You should be able to **print** but may have lost your default printer (the one you normally print to).

Impacted services

You will not have access to your **H drive or to Workgroup Shares.**

We advise that you save all documents to one of the following locations:

- C drive on your PC (to the hard disk)
- A drive with a floppy disk
- D drive (or your normal drive letter) with a CD

When the system is back to normal you will need to copy any saved files to the Workgroup Share or H drive (or wherever you normally save your files).

Every effort will be made today to rectify this problem, however, at this stage we cannot give an indication of when services will return to normal.

We will provide updates as more information comes to hand throughout the day via emails and on (02) 6277 2020.

If you have any queries about this message or need help with any of the above, please call the DPS Client Services Desk on (02) 6277 2020.

5. Message sent via email at 3:30pm on Thursday 12 February 2004.

To all Parliament House and Electorate Office Clients 3.30pm Thursday 12 February 2004 Network Problems Update

We are progressively restoring services. People will be notified via email as the servers are restored.

You may notice some slowness when logging on however the systems appear to be stable.

We will provide you with a further update as more information comes to hand.

Please call the DPS Client Services Desk on (02) 6277 2020 if you need more information about this message.

6. Message sent via email at 3:43pm on Thursday 12 February 2004.

To Senators, Members and Staff and Department of Senate & Reps Staff

As advised just a short while ago we are progressively restoring services on the Parliamentary and electorate office network. If you are currently logged on, please log off and then back on again to regain access to your H drive and Workgroup Shares.

You may notice that the log on process is slower than normal while everyone is logging on at the same time.

Services should be back to normal.

Thank you for your patience.

If you have any queries about this message or need help with anything please call the DPS Client Services Desk on (02) 6277 2020.

7. In addition to this, messages were placed on the 2020 phone number throughout 11 and 12 February advising clients that the problem had been recognised by DPS and that a solution was being sought.