

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-07, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

**Question: HS74**

**Department: Department of Human Services**

**Outcome 1 Output 1**

**Topic: IT Refresh project and other information technology matters**

**Hansard Page/Written Question on Notice: Written**

**SENATOR MOORE** asked on 16/02/2007:

1. Presuming a new database is going to be created for the Access Card, why is the department still spending millions of dollars on old databases, especially considering how world class the current DHS system is?
2. Does the department intend on de-commissioning these old databases once the Access Card database is up and running?
3. Can you guarantee that these systems will continue to operate independently for the next 20 years?
4. Please explain the relationship between the new Centrelink Teradata warehouse and the Access Card database.
5. What companies (consultants) have given advice on the Access Card? What was the nature of the advice and how much did it cost?
6. Have any of these companies advised the Government previously in any capacity with respect to IT Outsourcing? If so, which ones?

**ANSWER:**

1. The Access Card programme will be creating a new database, and this will not replace existing agency databases.

The existing databases will continue to hold the agency business information separately from the Access Card system. Regular ongoing investment in the agency databases is required to ensure that they remain capable of meeting demands.

2. No. The existing databases are necessary to continue supporting the agency service delivery business. The Access Card database will not replace these existing databases.
3. The Access Card database will be implemented in line with relevant legislation.
4. There is no direct relationship between Centrelink's Enterprise Data warehouse (NCR Teradata warehouse) and the Access Card database as they have different purposes. The Enterprise Data warehouse will produce management information to inform Centrelink's business processes and policy. It will not hold Access Card system data.

**Senate Finance and Public Administration Legislation Committee**

**ANSWERS TO QUESTIONS ON NOTICE**

**Human Services Portfolio**

Additional Estimates 2006-07, 13<sup>th</sup> and 16<sup>th</sup> February, 2007

5. The list of companies that provided consultancy services to the Office of Access Card were; Booz Allen Hamilton, KPMG, Minter Ellison, Australian Government Solicitors, Porter Novelli, Orima, Acumen Alliance, Porter Novelli Cosway, Holocentric, Mike Goldstein & Associates Pty Ltd, Peter Ilyke, Young & Rubicam, Eardrum and Publicis Mojo.

The advice provide by these consultants ranged from lead advisor services through to apportionment and pricing advice.

The total year to date expenditure as at 31 March 2007 is \$23.8 million.

6. Each of the advisors (Booz Allen Hamilton, KPMG, Australian Government Solicitor and Minter Ellison) have previously provided advice/services to the Government with respect to IT Outsourcing.

To prepare this answer it has taken approximately 4 hours and 48 minutes at an estimated cost of \$269.