

Standing Committee on Finance and Public Administration

ANSWER TO QUESTION ON NOTICE

Additional Budget Estimates Hearing – February 2009

Department of Finance and Deregulation

Finance and Deregulation Portfolio

Outcome 3, Output 3.1.1

Topic: Mobile Personal Digital Assistants (PDA) – BlackBerry Trial

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Senator Polley asked:

During the pilot programs that were run for the other models that were initially introduced, can you tell me the number of complaints that were made during that period of time, as opposed to what has been reported thus far in this trial?

Answer:

The Department of Finance and Deregulation has outsourced the provision of help desk services to the Department of Parliamentary Services (DPS).

DPS advise that they do not have specific information for the first trial as the calls were not logged but handled by staff personally. In March 2007, DPS began to put in place processes that led to calls relating to the Windows Mobile Phone/Personal Digital Assistant (M/PDA) being logged at the helpdesk, however there is insufficient information to determine whether or not these calls were complaints or matters requiring assistance.

For the BlackBerry trial in February 2009, there were 29 participants and DPS advise that 93 calls were logged. No devices were handed back.

As this was a trial, users were encouraged to log every query with the DPS helpdesk to enable issues to be identified, tracked and resolved. As the BlackBerry is an entirely different platform to the previous devices, most of the questions related to how the user could perform the function of their old device on the new device, several related to the settings, and the remainder were requests for specific configurations. It is not possible to identify from the calls made, any that were just complaints.