Senate Finance and Public Administration Committee— Additional Budget Estimates February 2009

Parliament Portfolio, Department of Parliamentary Services

Answers to Questions on Notice

Topic: Logged Parlinfo calls

Question P4, Hansard reference F&PA 11

Ms Missingham—We log them. I can tell you that in the last week we have had four inquiries about alerts—people asked for assistance with creating, modifying or deleting alerts. We had five questions from external users about searching bills and two questions from bills staff. We had one inquiry from an internal user and one from an external user of ParlInfo during that period.
Senator FIFIELD—What time period does that cover?
Ms Missingham—That was for the week of the 16th to the 20th.
Senator FIFIELD—What about for the period from late 2008 until today?
Ms Missingham—We can provide you with those statistics. What we found is that, when the system was introduced, there were a lot more inquiries than there are now. Now we are getting basically a couple a week.

Answer

3   Since ParlInfo Search went into production, the number of emails from Research Branch staff by fortnight are listed below.

Dates	No. of emails	No. of emails resolved
8/9/2008 - 19/9/2008	16	15
22/9/2008 - 3/10/2008	15	15
6/10/2008 - 17/10/2008	17	16
20/10/2008 - 31/10/2008	17	16
3/11/2008 - 14/11/2008	37	25
17/11/2008 - 28/11/2008	11	6
1/12/2008 - 12/12/2008	6	4
15/12/2008 - 26/12/2008	6	6
6/1/2009 - 16/1/2009	6	5
20/1/2009 - 30/1/2009	5	8
3/2/2009 - 13/2/2009	1	1

4   The higher number of emails in the fortnight 3/11/2008-14/11/2008 were sent as a result of a meeting between the ParlInfo Replacement Project Team and Research Branch staff. .

5   The project team and production support areas aim to resolve every issue, however some issues/suggestions require consultation across three departments and these have been logged for consideration/decision via a governance process.