

Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2010

Answers to Questions on Notice

Parliamentary Portfolio, Department of Parliamentary Services

Topic: Synchronising BlackBerrys with carkits

Question: P 20

Hansard reference: F&PA page 33, 8 February 2010

Date set by the committee for the return of answer: 26 March 2010

[**Senator KROGER**—I just have a couple of quick questions about the BlackBerry. Are you aware of any continuing software problems in relation to the BlackBerry?

... I might forward my personal concerns to you. ... I am just wondering whether ... in fact it is a common problem that others have had.]

Mr Kenny—... I am aware of people having had problems synchronising and having had different sorts of problems with car kits and reliability...What we will do is have a look at the call logs to see if there is a bit more information and then see where we need to go to next. If it is a car kit thing, for example, then it is probably a thing for the Finance people and your state manager to assist with.

Senator KROGER—The car kits have been replaced twice, so I do not believe it is the car kit...

Mr Kenny—We will look at the history and see what we can do. Certainly it sounds like the problems you are having, whilst not unheard of, should be fixed.

Answer

1 Calls logged with the Help Desk did not indicate any specific problems with Senator Kroger's BlackBerry. DPS staff separately discussed BlackBerry support with Senator Kroger's office.