

Senate Finance and Public Administration Legislation Committee —Additional Estimates Hearing—February 2012

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: 2020

Question: 52

Hansard reference F&PA p.25, 13 February 2012

Date set by the committee for the return of answer: 30 March 2012

CHAIR: From discussion with other senators in relation to the problems, there seems to be a reliance on having to always send your problems to a higher level. There is also an inconsistency with advice—for example, when Mr Kenny was having the discussion with Senator Humphries between two departments. It seems that getting contrary advice seems to be an ever-increasing experience that staff and senators are having through 2020. I was wondering whether there are any indicators of fewer staff to deal with these problems or inexperience or a big turnover of staff. Please take that on notice.

Ms Hanley: I will.

Answer

1 In general, 2020 staff numbers have reduced as DPS seeks efficiencies and resolves ongoing system issues. The staff taken out of 2020 have generally been moved into other IT roles as new services and more complex problems have resulted in the need for more skills and time to resolve the problems that are reported to 2020. There are 13 staff who have been in the 1st or 2nd level support roles for the past four years.

2 Call figures for 2020 over the past three years show a relatively consistent pattern of call numbers per month; although the nature of the calls has changed considerably as a result of new systems and infrastructure being deployed.

3 Call volumes vary across sitting and non-sitting periods. Some months, the 2020 calls are as low as 2500 calls per month and some as high as 5000 calls per month. A new prioritisation system was introduced in January 2012 to better address the needs of Senators and Members.

4 New and changed services have also generated new types of calls, meaning that the increase in calls referred to more specialist staff is attributable to the introduction of new or changed services. The provision of the iPad service and security changes that require system administrators to load software for users have occupied the equivalent of two full-time staff who would normally operate in the 1st and 2nd level support roles.

5 In response to higher demands on IT security, there two staff from the second level support team have moved into IT Security. These staff are targeting preventative measures to reduce the need for users to call 2020 about security related incidents.

6 As part of an IT restructure DPS has been reallocating resources and changing processes to address the causes of problems or avoid them in the first instance. DPS has restructured the 2020 team and are recruiting experienced staff to strengthen the experience within the 2020 team. Training in ITIL (Information Technology Infrastructure Library) as part of providing enhanced Service Delivery to our customers has commenced for all staff in IT Services to support this approach.