

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

ComSuper

Supplementary Estimates Hearings - 1 November 2005

Question: F33

Outcome: ComSuper

Topic: Performance of Information Technology outsourcing arrangements

Written Question on Notice

Senator Conroy asked:

1. Please provide details of total departmental/organisational spending on Information and Communications Technology products and services during the last 12 months.
2. Please break down this spending by ICT function (eg communications, security, private network, websites).
3. Was this spending in line with budget forecasts for this 12 month period?
 - a. If not, please provide details of:
 - i. The extent that ICT spending exceeded budget forecasts for this 12 month period;
 - ii. Details of on specific ICT contracts which resulted in department/organisation spending in excess of budget forecasts for this 12 month period;
 - iii. The reasons ICT spending exceeded budget forecasts for this 12 month period.
4. Please provide details of any ICT projects that have been commissioned by the Department/organisation during the past 12 months that have failed to meet designated project time frames (i.e. have failed to satisfy agreed milestones by agreed dates).
 - a. For such projects that were not completed on schedule, please provide details of:
 - i. The extent of any delay;
 - ii. The reasons these projects were not completed on time;
 - iii. Any contractual remedies sought by the Department/organisation as a result of these delays (eg penalty payments).
5. Please provide details of any ICT projects delivered in the past 12 months that have materially failed to satisfy project specifications.

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6. Please provide details of any ICT projects that were abandoned by the Department/organisation within the last 12 months before the delivery of all project specifications outlined at the time the project was commissioned.

- a. For such abandoned projects, please provide details of:
 - i. Any contractual remedies sought by the Department as a result of the abandonment of these projects.
 - ii. Any costs of re-tendering the ICT project.

Answer:

1. Total spending on ICT for 2004 – 2005 was \$20,281,489.

2. IT Management	\$353,196
Business Analysis	\$935,219
Systems Development and Testing	\$10,310,561
Computer Services (including communications, security, private network, websites)	<u>\$8,682,513</u>
Total	\$20,281,489

3. Yes.

4.

1. Project to support the introduction of ancillary contributions for members of the Military and Superannuation Benefits Scheme (MSBS).
2. Infrastructure upgrade to allow recording of telephone calls in the Contact Centre.

(a)

(i)

1. Ancillary contributions – estimated at six months, project currently in progress.
2. Call recording – estimated at twelve months, project currently on hold.

(ii)

1. Ancillary contributions – time taken to finalise changes to scheme rules.
2. Call recording – project deferred by ComSuper Executive in light of organisational priorities.

(iii)

1. Ancillary contributions – none.
2. Call recording – none.

5. Nil.

6. 1. Project to introduce work management and workflow functionality to ComSuper.

(a) Not applicable.