Question: HS23

Outcome 1, Output Group 1

Topic: Centrelink - Performance of Information Technology outsourcing arrangements

Hansard Page/Written Question on Notice: Written

SENATOR Conroy asked on 1/11/2005:

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 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 (ie 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 any 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 cost of re-tendering the ICT project.

Answer:

1. Please see Attachment A.
2. Please see Attachment A.
3. Yes.
4. No projects, commissioned in 2004-05, failed to meet designated time frames.
5. All ICT projects completed in 2004-05 have satisfied project specifications.
6. No ICT projects were abandoned.

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Supplementary Budget Estimates 2005-2006, 1 November 2005

Centrelink IT Expenditure 2004-2005

COST ELEMENTS	TOTAL	CAPITAL	DEPRECIATION	RENTAL	SUPPORT	SOFTWARE	CALLS	MANAGED SERVICES
STAFF PERMANENT	$61,662,403				$61,662,403			
STAFF CONSULTANT	$1,738,003				$1,738,003			
STAFF CONTRACTORS	$13,589,142				$13,589,142			
SOFTWARE	$39,190,176		$39,190,176					
MAINFRAME	$83,594,715	$11,265,344	$6,362,932	$49,188,387	$7,250,551	$9,527,501		
SERVERS	$10,371,377	$6,813,932			$3,557,445			
PC'S	$15,639,554		$15,639,554					
DATA NETWORK	$29,304,693	$3,991,906	$8,636,890		$16,445,562	$230,335		
HELPDESK	$4,990,431				$4,990,431			
VOICE	$11,182,741			$11,182,741				
PROJECTS	$686,912				$686,912			
OTHER - misc	$1,325,759				$1,325,759			
SUBTOTAL Infrastructure	$273,275,906	$22,071,182	$69,829,552	$60,371,128	$111,246,208	$9,757,836	$0	$0
Application Development and Support	$137,363,555	$6,547,006			$130,816,549			
GRANDTOTAL	$410,639,461	$28,618,188	$69,829,552	$60,371,128	$242,062,757	$9,757,836	$0	$0

Note: Call Centre costs are not included.