

Senate Finance and Public Administration Committee— Supplementary Budget Estimates October 2008

Parliament Portfolio, Department of Parliamentary Services

Answers to Questions on Notice

Topic: Report on PDA complaints (incidents and budget impact).

Question P7, Hansard reference F&PA 18

Senator FIERRAVANTI-WELLS—On that point, can we have a detailed report on every complaint that has been lodged by any member or senator where your department has had to provide support? I do not need the detail; I just need the date and the nature of the complaint. I can tell you that, if the number of complaints are multiplied by 76 senators—which is the number that I have—your department would have been kept well and truly busy. You would have budgeted for a certain amount of money to support the PDAs, and so the other part of my question is: how much have you had to exceed your budget as a consequence of the deficiencies of those PDAs?

Mr Kenny—On notice.

Senator FIERRAVANTI-WELLS—Yes.

Mr Kenny—When you say 'every complaint', what we will probably come up with is a list of incidents that have been reported. We will not be able to necessarily separate the complaints from other questions.

Senator FIERRAVANTI-WELLS—That is fine.

Answer

1 In June 2006 the then Department of Finance and Administration formally commissioned DPS to conduct a trial of Microsoft Windows Mobile devices. This was completed in February 2007, at which time the Special Minister of State granted the Mobile Messaging Service (**MMS**) entitlement to Senators and Members.

2 Since March 2007, DPS has provided support to clients in the use of the devices. The total cost for the period March 2007 to 25 June 2008 is \$286,067. Expenditure incurred after 25 June 2008 has not been finalised, but will be charged to the Department of Finance and Deregulation.

3 The number of incidents relating to MMS devices for the period March 2007 to September 2008 is detailed in the following table. Figures for service requests (eg provisioning and assistance in setup) and queries ("how-to" requests for assistance) are also included.



Date	Incidents	Query	Service Requests	Total
Mar-07	5	58		63
Apr-07	7	34		41
May-07	38	17	6	61
Jun-07	33	37	9	79
Jul-07	44	22	6	72
Aug-07	43	47	7	97
Sep-07	36	36	15	87
Oct-07	69	36	10	115
Nov-07	37	22	3	62
Dec-07	34	42	14	90
Jan-08	27	42	42	111
Feb-08	38	69	45	152
Mar-08	39	58	20	117
Apr-08	58	40	33	131
May-08	26	50	25	101
Jun-08	45	33	17	95
Jul-08	33	43	46	122
Aug-08	34	42	32	108
Sep-08	49	52	16	117
Total	695	780	346	1821



4 Of the incident related calls, the main issues were:

- (a) *data synchronisation*;
- (b) call dropouts;
- (c) Daylight Saving calendar synchronisation;
- (d) overseas use configuration and network connection; and
- (e) rebuilding of devices as a final step in troubleshooting a problem.