

Senate Finance and Public Administration Legislation Committee —Supplementary Budget Estimates Hearing—October 2011

Answers to Questions on Notice

Parliamentary departments, Department of Parliamentary Services

Topic: **BlackBerrys**
Question: **21**
Hansard reference **F&PA p.37 17 October 2011**

Date set by the committee for the return of answer: 2 December 2011

Senator RYAN: ...Since the new BlackBerries came in—and I do not know what they are called, but they are the ones with the big touch screen and without the trackball—have you noticed any change in the number of queries, complaints or requirements for assistance? I am not sure how many have been rolled out yet.

Ms Hanley: Nothing has been drawn to my attention to say there is a particular problem here in relation to these new BlackBerries. But, having said that, we can look into it and see if there is.

Answer

1 As at mid October there were 44 BlackBerry 9800s (Torch) being used by Senators, Members and their staff, and 10 being used by the Chamber departments. There are approximately 280 other model (9000/9700/9780) BlackBerry devices in operation.

2 We are aware of a few clients who do not like the 9800, but we are not aware of any underlying reliability problems.

3 Statistics at mid October 2011 show that, since the BlackBerry 9800 has been in operation in late May 2010, there have been:

- (c) 14 incidents reported;
- (d) 4 requests for information; and
- (e) 36 service requests.

4 Analysis of the calls to 2020 indicate no recurring issues with this model.

5 In comparison with all other Blackberry models (9000/9700/9780) against the 9800:

- (a) the number of calls per device per week for the 9800 is lower (0.088 calls per device per week) than all other models (0.134 calls per device per week); as is
- (b) the number of incidents per device per week for the 9800 (0.023 calls per device per week versus 0.088).