

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE  
CRIMTRAC

**Question No. 206**

**Senator Ludwig asked the following question at the hearing on 14 February 2006:**

Page 17 of the CrimTrac Annual Report says: “CrimTrac continues to rationalise the system support services to reduce dependence on SAGEM for system support functions...”

- a) Is it intended that system support functions will be rationalised?
- b) If so, when is it likely to happen?
- c) What part of SAGEM is being considered for rationalisation?

**The answer to the honourable senator’s question is as follows:**

- a) Yes.
- b) From September 2005 onwards, with changes officially made to the support contract in April 2006 (when the contract is due for annual review and renewal).
- c) Support desk services (Level 1 and 2 help desk support) including help desk and system administration personnel, hardware purchasing and maintenance. SAGEM will continue to provide technical assistance on a full-time basis for their proprietary software.