

## QUESTION TAKEN ON NOTICE

**ADDITIONAL ESTIMATES HEARING: 12 February 2007**

IMMIGRATION AND CITIZENSHIP PORTFOLIO

### **(4) Output: Internal Product**

Senator Ludwig (L&CA 8) asked:

In relation to the \$40 million overspend in the desktop area, provide the number of staff that represents in terms of the increase in cost of that section for the last four years, how it has grown and where the increase has come from.

*Answer:*

The total staff and contractor numbers requiring ICT infrastructure and services support over the past four years are:

June 2003	–	4,711
June 2004	–	5,490
June 2005	–	6,569
June 2006	–	7,653
February 2007	–	8,403

This excludes changes to departmental functional responsibilities and reflects the extensive growth in workload experienced by the Department over that time. These increases in staff and contractors mean more desktops need to be provided and supported, helpdesk services are increased, more software licences are needed, more security vetting services are consumed and much higher transaction volumes need to be managed and supported through the Department's ICT infrastructure.