QUESTION TAKEN ON NOTICE

BUDGET ESTIMATES HEARING: 22 May 2007

IMMIGRATION AND CITIZENSHIP PORTFOLIO

(103) Output: Portfolio Tribunals (MRT-RRT)

Senator Ludwig (L&CA 12) asked :

In relation to the internally maintained IT, provide a brief description of what that is and how much that operates.

Answer:

Internally maintained IT for the MRT and RRT includes:

- Maintenance of the Tribunals' infrastructure (hardware) and the communication connections to DIAC and DOFA; to the AAT in Perth, Brisbane, Melbourne and to the Tribunals' payroll provider.

- Support for standard operating environment on desktop and laptop PCs and for dictation software, desktop search engines and access to in-house developed applications and other corporate applications. A helpdesk function is provided in both Sydney and Melbourne.

- Support for printers, faxes, copiers, scanners and multi-function devices.

- Support for telephone services including PABX, mobile, telephones, video conferencing and teleconferencing.

- Support for audio recording of hearings.

- Support and maintenance of access systems, camera surveillance and network security.

- Development, support and maintenance of SQL based applications in relation to litigation, training, research, legal, complaints tracking, IT requests help desk.

- Development, support and maintenance of the Tribunals' internet and intranet sites.

- Development, support and maintenance of the CaseMate system

These services are provided by 16.8 FTE staff at a cost of approximately $1,012,000.