

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS  
CRIMTRAC

**Question No. 110**

**Senator Barnett asked the following question at the hearing on 27 May 2009:**

Provide relevant particulars for the Lincoln Scott Australia Pty Ltd consultancy on emergency services and the O’Kane Pty Ltd assessment of IT infrastructure. Can a copy of each report be provided to the Committee? If not, provide an executive summary of each report. Can the Committee be provided with a summary of the outputs of the assessment of IT infrastructure report?

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

As the reports are still subject to review by the CrimTrac Board of Management, an Executive Summary has been provided in response.

**Lincolne Scott Australia Pty Ltd**

Lincolne Scott Australia Pty Ltd was engaged to provide engineering services in regard to the fitout of CrimTrac’s refurbished premises at 496 Northbourne Avenue Dickson. In particular the company designed and documented

- mechanical, electrical, fire protection and hydraulics services
- specialist lighting and audio visual services, as well as
- environmental matters and design to achieve a 4.5 NABERS Rating as required under the Green Lease Schedule.

The company produced all design documentation including concept, tender and construction. As a further quality assurance measure Lincolne Scott was also responsible for witness testing and certification of all works. The contract was for a total value of \$108,900.00 including GST.

**Iocane Pty Limited**

Iocane was engaged to provide advice to CrimTrac regarding this agency’s current infrastructure, particularly in regard to provision of IT service continuity capability. The report reviewed current IT infrastructure including

- Server infrastructure
- Storage Infrastructure
- Tape infrastructure and backup cycles/applications
- Network overview
- Development of an applications register
- Server capacity, and
- Oracle software

The Iocane key findings and recommendations are (in no particular order):

- a) many systems are dependent on other systems and these must be included in the design phase for provisioning, consistency in backup, systems management, and maintenance;
- b) most if not all recent ICT investments can be protected through a suitable IT architectural approach during the design and deployment phases;

- c) there are a number of opportunities to consolidate storage (tape and disk) that will benefit the organisation;
- d) there should be separate physical environments for test/development and production systems;
- e) there is an opportunity to rationalise support structures and improve service levels to the business and its clients;
- f) there is an opportunity to reduce the costs associated with the NAFIS project by including it in the technical reference architecture developed for the balance of business systems;
- g) a number of alternate methods to achieve high availability for different areas will be possible, and a decision making paradigm should be developed that includes the relevant cost of ownership components (cost of product, cost to support, ease of use, etc) along with strategic fit with the Agency, relevance to the business areas and support structures;
- h) CrimTrac should develop and agree a methodology to align/capture business requirements and develop a technical reference model that can then be used to translate these into specific technologies for the ITSC going forward;
- i) investigate tier 1 systems management applications to provide Information Technology Infrastructure Library (ITIL) based Change Control, Service Desk, License Management, Systems Management and Monitoring and other tools that will benefit CrimTrac in the long term; and
- j) it will become more important during the next phases to get buy in and support from the business units, IT Leadership Group and other stakeholders.

The contract was valued at \$77,000 including GST.