

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE  
AUSTRALIAN CUSTOMS SERVICE

**Question No. 202**

**Senator Ludwig asked the following question at the hearing on 31 October 2005:**

- a) How many IT staff have been dispatched to deal with the CMR problems?
- b) How many of these staff have been seconded from other areas or programs to assist with CMR?
- c) What other programs have they been transferred from to assist with CMR?
- d) Have other staff been transferred to the CMR ?

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

- a) Any problems that have arisen with CMR that required technical assistance, have been addressed by the support and maintenance teams. These teams were put in place prior to Imports implementation. Additional IT staff from specialist service providers were engaged for short periods of time to offer specialist assistance to the support and maintenance teams. These personnel numbered less than a dozen and their tenures were for two weeks or less during the course of the project including prior to cutover.
- b) None of these staff were seconded from other Customs areas or programs.
- c) None of these staff were transferred from other Customs areas or programs.
- d) During the course of the project numerous Customs staff have worked on the CMR project.