

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Outcome 1 - Employment

Department of Employment Question No. EMSQ16-000121

Senator Lines provided in writing.

Question

Employment Services IT System

What is the register of system fixes and amendments needed on the web-based Employment Services System, to support the work of jobactive providers?

What is the status and timing of those fixes?

Does the Department know about the impact of these needed fixes on providers' ability to do their work efficiently, as was expected for the new IT system?

Answer

The Department manages faults within the Employment Services System (ESS Web) via a propriety product used by Employment Systems Group called 'HP Application Lifecycle Management software - Quality Centre'.

All faults raised are assigned to a IT Project Team for fixing and are given a Severity rating. There are three levels of 'Severity' ratings which are Fatal, Important and Mild. The Project Team will determine a planned release (or fix) date, in consultation with the relevant policy areas.

System fixes are released as part of our Monthly release schedule and where necessary as an emergency release, usually if the issue is rated as Fatal.

All faults raised are assessed as to their impact on jobactive providers as well as external agencies and departmental staff. For faults with a higher severity rating this assessment is usually undertaken through a consultation process with the relevant policy representatives and account/contract managers.