

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Supplementary Budget Estimates 2010-2011, 20 October 2010

Question: E10-222

OUTCOME 0: Whole of Portfolio

Topic: THIN CLIENT COMPUTING MODEL

Written Question on Notice

Senator Fierravanti-Wells asked:

- a) Is the Department in the process of rolling out a thin client computing model? If so, please advise:
- b) Are there cost justification documents that supported this decision? If so, please provide copies.
- c) Is IBM providing this solution? If not, who is?
- d) Is it direct sourced again?
- e) Why no market test?

Answer:

- a) Yes.
- b) Yes, a comprehensive business case was developed that identified considerable advantages associated with a thin client desktop computing platform over a traditional fat client model including significant whole of life cost savings.

In addition to the cost justifications, other advantages identified in the business case include:

- improved performance for most applications and services, particularly in state and territory offices;
- significantly improved system management capability;
- significantly improved capability to support to Ministerial offices;
- increased mobility and hot-desking options;
- improved disaster recovery and business continuity capabilities;
- significantly improved security through centralised data storage;
- dramatically improved pandemic preparedness;
- improved responsiveness to MOG changes or urgent requirements for additional capacity; and
- reduced power consumption and greenhouse gas emissions.

The business case is commercially confidential and ongoing development of the department's future ICT sourcing arrangements prohibits the provision of this document at this time.

- c) Yes. Support and technology refresh of the End User Computing Environment is within the scope of the department's current ICT Services Agreement with IBM.
- d) As indicated in the previous answer, the department is not required to source a provider for desktop technology refresh services as they are included within the current ICT Services Agreement with IBM.

The department will procure the required desktop equipment through the Whole of Government panel arrangements managed by AGIMO.

- e) See answer c) above.