

Senate Economics Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
Treasury Portfolio
Supplementary Budget Estimates
2014 - 2015

Department/Agency: ATO
Question: SBT 1949-1957
Topic: Cloud Services and Storage
Reference: written - 31 October 2014
Senator: Ludwig

Question:

- 1949. Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc.)? If yes:
- 1950. What date did/will cloud services be deployed in the department?
- 1951. Please provide a list of all cloud services in use or being considered for use.
- 1952. How much do these services cost? Please break down by service.
- 1953. How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use?
- 1954. How much does this cloud storage cost per month?
- 1955. What security arrangements are in place to protect cloud based services and storage?
- 1956. What has been the cost of security for the cloud? Please provide a breakdown
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Answer:

1949. Excluding the Tax Practitioners Board and the Australian Charities and Not-For-Profits Commission, the ATO currently uses a number of specialist, cloud-based Software-as-a-Service (SaaS) applications. ATO currently does not use cloud based storage other than what is bundled within the SaaS offerings outlined below. Such storage is not tracked by the ATO as a separate item.
1950. Subscription based cloud software services have been utilised by the ATO since April 2007.
The ATO is planning to pilot other cloud services for ATO applications that meet the Federal Government Cloud First policy criteria in the second quarter of 2015.
1951. The ATO uses the following cloud services:
- Recruitment – NGA.net
 - TravelMgmt – Carlson Wagonlit Travel
 - Accommodation Booking – AOT Group
 - Property and Accommodation Management – Serraview
 - Survey Monkey
 - Small Business Assist – Ektron
 - Web Chat Services – Datacom
 - Web Hosting Service for SBR & Australia Reporting Dictionary – Squiz
 - Community Consultation – Bang the Table
 - E-Portfolio Personal Learning – Desire 2 Learn
 - Tax Super and You – Education Services Australia
 - E Library Services – Sirsi Dynix
 - Online Survey Tool – People Pulse
 - Geocoding – Experian
 - Campaign Monitor - Campaign Monitor, and
 - Tax Matters.

The ATO is considering, in line with the Federal Government Cloud First policy, any new and/or upgraded applications for cloud deployment in accordance with the criteria outlined in this policy. Within this context, the ATO will be considering offerings across the domains of Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS) and Software-as-a-Service (SaaS). These items will most likely involve cloud-based storage components.

1952. Refer to table below.

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Service	Costs	Storage Costs
Recruitment by NGA.net (Ref.12.41)	Total Value: \$857,575 (GST inclusive) 3 year term. <u>Price Breakdown</u> Licence Fees \$460,475 Infrastructure Costs \$123,580 Program Support \$22,664 Onboard Licences \$147,900 Other components – training fees, database	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Accommodation Booking by AOT Group	This is a Whole of Government arrangement. Total value: \$12,200,000 (GST inclusive) Fees are charged per service. <u>Price Breakdown</u> Service Fees - \$15.40 per booking Venue Hire - \$82.50 each Reporting - \$49.50 each	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Survey Monkey	This is a free online tool. There are no formal contracts or fees applicable.	There are no charges for storage.
Web Chat Services by Datacom (Ref. 14.59)	Total Value: \$61,270 (GST inclusive) 6 month term. <u>Price Breakdown</u> Establishment \$36,300 Ongoing monthly operating costs \$22,000	\$2,200 per month.
Community Consultation by Bang the Table (Ref. 14.91)	Total Value: \$57,750 (GST inclusive) 12 month term. All inclusive price for an Enterprise License Agreement.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Tax Super and You by Education Services Australia (Ref. 14.89)	Total Value: \$27,170 (GST inclusive) 5 month term. <u>Price Breakdown</u> AWS Hosting Environment \$20,750 Support Costs \$6,600	\$20,570 one off fee for 5 months.

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Online Survey Tool by People Pulse (Ref. 11.143)	Total Value: \$16,500 (GST inclusive) 12 month term.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Campaign Monitor by Campaign Monitor	Total Value: \$24,893 (GST inclusive) Expired.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Travel Management by Carlson Wagonlit Travel (Ref. 11.100)	This is a Whole of Government arrangement. Total value: \$2,260,000 Term period 4/4/11 – 30/4/15. Price is per booking.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Property and Accommodation Management by Serraview	This is a third party arrangement through the ATO Property Services Contract. Total Cost: \$1,750,000 (estimated) 3 year term. <u>Price Breakdown</u> Hosting, Accommodation Management, Space Planning - \$23,100 per month Speed Gates & Serraview - \$27,620 per month Wayfinding, Kiosks - \$12,000	Estimated cost \$2,310 per month for cloud hosting & infrastructure services including storage.
Small Business Assist by Ektron	Total Value: \$61,270 (GST inclusive) <u>Price Breakdown</u> Establishment Costs \$36,300 Monthly Operating Costs \$22,000 Travel Costs \$2,970	\$2,500 for cloud hosting and infrastructure services including storage.

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Web Hosting Service for SBR & Australia Reporting Dictionary by Squiz (Ref. 13.271)	Total Value: \$104,318 (GST inclusive) <u>Price Breakdown</u> Membership \$25,200 Hosting Fees \$25,515 Squiz Digital \$32,760 Squiz Suite Inclusions \$4,725 Other Services \$16,118	\$15,120 (GST inclusive)
E-Portfolio Personal Learning by Desire 2 Learn (Ref. 14.34)	Total Value: \$32,230 (GST inclusive) 12 month period. Price includes Implementation, training and licences including cloud services.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
E Library Services by Sirsi Dynix (Ref. 14.57)	Total Value: \$411,136 (GST inclusive) Period: 17/6/14 to 16/6/17 <u>Price Breakdown</u> Subscription Fee \$219,650 Migration Services \$16,070 Enterprise \$13,800 Portfolio \$19,360 Implementation and other \$140,000	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Geocoding by Experian (13.169)	Total Value - \$678,704 (GST inclusive) <u>Price Breakdown</u> Licences \$658,354 Service Fees \$20,350	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.
Tax Matters (Ref. 13.1-1-1-7)	Total Cost: \$242,000 (GST inclusive) One off cost for Video Production.	The storage component of pricing is included in the overall fee structure and is not separated out in the contract.

1953. Currently, the ATO only makes use of SaaS cloud offerings. Within this model, storage (amount available and percentage used) is not tracked or managed separately.

1954. Refer to table at SBT 1952.

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1955. The agreement with all service providers includes the responsibility to protect any ATO information and comply with the Privacy ACT and the Protective Security Policy Framework. The following principles have also been prepared for use by contractors who access, process, store or otherwise handle ATO information that is either unclassified or warrants a Dissemination Limiting Marker (DLM):

- Our reputation as a responsible custodian of sensitive client information is integral to community confidence in our operations.
- The proper administration of the tax system depends on our ability to keep information secure.
- Legislation administered by the Commissioner of Taxation imposes certain obligations in relation to information security.
- Legislation, such as the Crimes Act and Privacy Act, require us to safeguard information.
- Australian Government policies make certain security procedures mandatory for all government agencies.

Additional protective security measures apply to security classified material. ATO Security Policy and Services and/or ATO Trusted Access branches must be consulted if access to information other than unclassified or that bearing a DLM is required.

The ATO also requires that a contractor must appoint a body that is responsible for the security of ATO information.

Contractors must develop and deliver a plan that describes the security architecture of systems that will store, access or transmit ATO information. This plan must be approved by the ATO.

Further details are published at <https://www.ato.gov.au/About-ATO/About-us/In-detail/Tenders-and-procurement/Contracting-in-the-ATO/ATO-information-security-guidelines-for-contractors/>

1956. The service provider undertakes the relevant security in accordance with the above guidelines. It is not a separated cost.

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