Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE
Supplementary Budget Estimates 2014-2015

Agency - Comcare

Department of Employment Question No. EM1266_15

Senator Ludwig provided in writing.

Question

Comcare -Cloud Services and Storage

1. Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc)? If yes: 2. What date did/will cloud services be deployed in the department? 3. Please provide a list of all cloud services in use or being considered for use. 4. How much do these services cost? Please break down by service. 5. How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use? 6. How much does this cloud storage cost per month? 7. What security arrangements are in place to protect cloud based services and storage? 8. Have any security analysts been employed / contracted to advise on the implementation and upkeep of these security arrangements? 9. What has been the cost of security for the cloud? Please provide a breakdown.

Answer

1. Is the department using or planning to use cloud digital services (e.g. storage, computer software access etc)?

Comcare has three business functions currently utilising cloud. These are:
- Disaster recovery
- Statistical surveying and analysis
- Business process modelling.

2. What date did/will cloud services be deployed in the department?

Cloud service usage commenced on the following dates:
- Disaster recovery solution deployed May 2014
- Statistical surveying and analysis deployed October 2013
- Business process modelling deployed May 2014.

3. Please provide a list of all cloud services in use or being considered for use.

- Disaster recovery – Slicedtech (Infrastructure as a Service)
- Statistical surveying and analysis – Qualtrics Research Suite (Software as a Service)
- Workflow mapping – Holocentric Modelpedia (Software as a Service).

4. How much do these services cost? Please break down by service.

Cloud Service and Storage	Annual Cost Inc GST
Disaster recovery solution with Sliced Tech - the yearly cost for cloud services and storage, maintenance and support, and annual test of solution	$129,030.00
Statistical surveying and analysis – Qualtrics Research Suite – cost for one year	$15,000.00
Workflow mapping – Holocentric Modelpedia, licence for one year	$7,150.00

5. How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use?

In the case of the Disaster recovery solution provided by Sliced Tech, 20 000GB (Gigabyte) are available at all times. During a test exercise, there is an additional 10 000GB provided during the exercise, and should a disaster recovery scenario eventuate, there is an additional 45 000GB made available.

The other two cloud services used are Software as a Service and don't provide any specific amount of storage other than what is required for the operation of the software.

6. How much does this cloud storage cost per month?

Nil - The cloud storage provided for Disaster Recovery is part of the total solution and is inclusive to the service cost.

7. What security arrangements are in place to protect cloud based services and storage?

Cloud based services used by Comcare are formally security assessed for their suitability prior to use. This assessment involves the development of a Security Risk Management Plan which identifies the level of risk the particular cloud service will introduce, as well as controls and mitigations to lower the level of residual risk. The types of security arrangements put in place are determined by the risks identified in the Security Risk Management Plan.

8. Have any security analysts been employed / contracted to advice on the implementation and upkeep of these security arrangements?

No. Security analysis of the use of cloud services are managed either by:

- Existing Comcare personnel responsible for security management (both APS and contractor)
- Operational security services provided by cloud provider

9. What has been the cost of security for the cloud? Please provide a breakdown.

To attempt to provide a cost breakdown would involve an unreasonable diversion of department resources.