

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES – 20 OCTOBER 2014

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE14/273) PROGRAMME – Internal Product

Senator Ludwig (Written) asked:

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

- What date did/will cloud services be deployed in the department?
- Please provide a list of all cloud services in use or being considered for use.
- How much do these services cost? Please break down by service.
- How much cloud storage (in gigabytes) is available for departmental use? What percentage of the available total is in use?
- How much does this cloud storage cost per month?
- What security arrangements are in place to protect cloud based services and storage?
- Have any security analysts been employed / contracted to advise on the implementation and upkeep of these security arrangements?
- What has been the cost of security for the cloud? Please provide a breakdown.

Answer:

- Yes. The dates are listed individually against each service in (b) below.
- The following Software as a Service (SaaS) are currently in use within the department:

Service	Deployment date
IBM Digital Analytics	The service was deployed in March 2013
SAP SuccessFactors – Human Resource (HR) skills and Talent Management Solutions	The service was deployed in October 2012
SAP SuccessFactors - Workforce Analytics, Workforce Planning and Performance and Career Management subscription modules	The service was deployed from 2007 - 2014
Oracle – Right Now	Procurement was completed in May 2014 prior to services being deployed
Diligent Boardbooks	The service was deployed January 2014
TSD Central	This service is part of the enterprise licence that the Department has purchased under Mobile Device Management (GOOD) in March 2014
Microsoft CRM Dynamics	The service was deployed in November 2013

Umbraco CMS	The service was deployed in November 2013
Telstra	The service was deployed on 26 June 2014

c. Breakdown of costs

Service	Costs
IBM Digital Analytics	Costs approximately \$70,000 per annum
DIBP - SAP SuccessFactors	Costs approximately \$1.07m per annum
ACBPS - SAP SuccessFactors	Costs approximately \$405,000 per annum
Oracle – Right Now	Costs approximately \$405,000 per annum
Diligent Boardbooks	Annualised cost is approximately \$125,800 per annum
TSD Central	The total cost for the service to date is \$1.19m
Microsoft CRM Dynamics	Costs approximately \$160,000 per annum
Umbraco CMS	Costs for this are incorporated in the costs above for Microsoft CRM Dynamics as they are part of an integrated package
Telstra	Annualised cost is \$276,000 per annum

d. The SaaS contracts mentioned above do not specify how much cloud storage (in gigabytes) is available for departmental use or the percentage of the available total that is in use in the service level agreement or contract conditions, as all contracts are not structured around storage as a chargeable metric.

The TSD Central arrangements do not cover cloud storage.

e. The SaaS contracts mentioned above do not specify storage costs per month.

f. Contractual obligations require that the vendor restricts access to only those with an approved purpose to access data. Technical controls are in place within the DIBP gateway environment to protect information from being accessed or intercepted by unauthorised people or entities.

g. No security analysts have been employed or contracted to advise on the implementation and upkeep of these security arrangements.

h. IBM Digital Analytics and SAP SuccessFactors – HR skills and Talent Management Solutions, Microsoft CRM Dynamics and Umbraco CMS, leverage and share the common DIBP security framework. DIBP staff access the reports via secure internet connections.

We are unable to determine a percentage usage or attribute a specific cost of security for supporting any of the SaaS Contracts.