

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING : 17 October 2016

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE16/106) - IBM contract – Internal Product (DIBP)

Senator Carr, Kim (L&CA) written:

With reference to Contract Notice ID CN17322A5 and associated contracts published on the Austender website relating to IBM

On what date did the DIBP revise the October deadline for 12 December?

What type of risk management structures are in place?

How many times has the project timeline been revised?

What mitigation plans have been put in place for this new system to cope during the mass transit holiday period?

Have you sought assurances from IBM that there are no serious issues within your systems?

Is the DIBP aware of any legal disputes between IBM and CSC and any correspondence between the two organisations?

Is the DIBP aware of any CSC staff who have been approached to stay on in their roles by IBM

If so how many?

Is the IBM contract on time and on budget? If not, why not?

Answer:

On 5 October 2016.

Risk and issues are recorded by the project using an online database and workflow software package (JIRA). This tool allows risks and issues to be raised, assigned and monitored by project management and project stakeholders. Risks and issues are reviewed at multiple levels in the project governance structure, including:

- DIBP/IBM project status meetings (weekly)
- DIBP/IBM/CSC disengagement status meetings (weekly)
- Project steering committee (weekly)
- DIBP/IBM executive governance forum (fortnightly)
- Programme management office quality assurance review (monthly).

There has been one major revision to the project timeline as a result of rescheduling the migration of legacy-Immigration systems from 24 October 2016 to 12 December 2016 and moving the related major milestone (payment milestone) from 4 November 2016 to 22 December 2016.

Following transition of DIBP systems from the CSC-managed to the IBM-managed mainframe the Department will initiate a hyper-care period for a minimum of 20 days. During this period there will be heightened procedures initiated in the help desk and

incident management domains, increased staffing and alert levels within the IBM support groups and retention of a CSC technical support team to provide a redundant support capability. In addition the new IBM-managed mainframe has significant capacity in excess of current requirements that can be rapidly provisioned to accommodate increased processing demands, and the data centre telecommunications infrastructure was refreshed in 2016 as part of the telecommunications transition to Optus services.

Yes.

DIBP is not aware of any legal disputes between IBM and CSC. There is regular operational correspondence between IBM and CSC to enable the transition/disengagement activities.

DIBP is not aware of any CSC staff who have been approached to stay on in their roles by IBM.

As noted earlier there has been one major revision to the project timeline moving a major milestone (payment milestone) from 4 November 2016 to 22 December 2016. There has been no change to the project budget for contracted payments to IBM.