

Rural and Regional Affairs and Transport Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Supplementary Budget Estimates November 2014

Agriculture For Official Use Only (FOUO)

Question: 175

Division/Agency: Information Services Division

Topic: Cloud Services and Storage

Proof Hansard page: Written

Senator LUDWIG asked:

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. Yes.
2. The department commenced using cloud services in 2011.
3. The department currently uses cloud services for the following business services:
 - Expense Management
 - Short Message Service (SMS) communication
 - Bulk Email Delivery
 - User Surveys

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- Learning Management System
- Recruitment

There are plans to adopt cloud services for the following business services:

- Counselling support
- Workplace Health and Safety - Risk Management
- Quota Administration
- Employee Helpdesk
- Recruitment (new service)

4. The cost of service to the department's business areas are:

Service	Service Cost (per transaction)
Expense Management	\$8.33 / expense report
Short Message Service (SMS) communication	\$0.11 / SMS message
Bulk Email Delivery	\$0.01 / email
User Surveys	\$0.01 / email
Learning Management System	\$65 296 per annum
Recruitment	\$110 000 per annum

5. None.

6. Not Applicable.

7. The security arrangements protecting cloud services and data include:

- risk based assessment of the solution including the service provider and the information involved in the solution.
- Contractual obligations on the service provider.
- Protected communications between the department and the service provider.

8. No. The highest security rating for departmental data in the cloud is unclassified.

9. Nil cost.