

Senate Finance and Public Administration Legislation Committee —Additional Budget Estimates Hearing—February 2011

Answers to Questions on Notice

Parliamentary Portfolio, Department of Parliamentary Services

Topic: **Workload on IT after power switch-off during breaks**

Question: **17**

Hansard reference **F&PA pp 37, 21 February 2011**

Date set by the committee for the return of answer: 15 April 2011

Senator RYAN—...I want to ask about the office switch-off that happens over Christmas and New Year and in the winter break... The power switch-off has actually increased the burden of work on IT... Printers just do not work. They do not reconnect. Drivers sometimes need to be reinstalled when things are turned off for months at a time.

Mr Kenny—We are happy to look at that, because that should not happen. Switching off to save power is great, but switching off that breaks networks and requires intervention to make things work again is not.

Senator RYAN—I am more concerned about the workload for what appear to be overworked staff.

Answer

- 1 DPS performed a comparative analysis on call rates for clients within Parliament House. This comparison investigated calls logged with 2020 Help Desk after:
 - (a) the Monday and Tuesday following three long breaks:
 - (i) Summer break 2010-11 (7 Feb 2011);
 - (ii) Winter break 2010 (27 Sep 2010); and
 - (iii) Autumn break 2010 (10 May 2010);
 - (b) the Monday and Tuesday following one- and two-week breaks ending:
 - (i) 21 Feb 2011;
 - (ii) 15 Nov 2010;
 - (iii) 18 Oct 2010;
 - (iv) 14 Jun 2010; and
 - (v) 24 May 10;
 - (c) the Monday and Tuesday following a Sitting week:
 - (i) 28 Feb 2011;
 - (ii) 22 Nov 2010;
 - (iii) 25 Oct 2010;
 - (iv) 21 Jun 2010; and
 - (v) 31 May 2010.

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2 This analysis revealed that there was no significant variation in incidents logged relating to printer or PC configuration in weeks following medium and long breaks.

3 There does appear to have been an increase in logs across the board after the Winter break in September 2010. This is likely to have been due to post-election circumstances, rather than the power-down of IT equipment in Parliament House suites. There was also a rollout of new notebook PCs to Members in the Sitting week following the election. Hardware rollouts generally result in an increase in call rates.

4 There were also two power outages caused by regular power-breaker testing in the last six months. These caused a problem with network switch failure in some suites. There was not a significant increase in overall incidents logged in the weeks following these events.