

Senate Finance and Public Administration Committee—Budget Estimates May 2008

Parliament Portfolio, Department of Parliamentary Services

Answers to Questions on Notice

Topic: PDA Complaints

Question P15, F&PA (written QoN)



(POLLEY) How many jobs have been lodged with the Parliamentary IT Service Help Desk (2020) specifically relating to problems occurring with PDA's?

Answer

1 Since the rollout of the Mobile Messaging System (MMS) devices in March 2007 there have been 795 calls in relation to faults or service requests. The common type of faults relate to:

- (a) service dropouts;
- (b) synchronisation problems; or
- (c) functionality issues.

2 There have also been 618 calls in relation to how to operate the devices.

3 The Help Desk receives around 50,000 calls per annum, therefore calls in relation to MMS devices represent approximately 2.8% of all calls.