

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
CRIMTRAC

Question No. 210

Senator Ludwig asked the following question at the hearing on 14 February 2006:

The chart on page 14 of the annual report indicates a spike in the number of referrals to France in the months of December and April 2004-05

- a) What was the cause of the spikes?
- b) What constitutes a 'difficult issue' that is referred to France?
- c) Indicate what those issues are and provide a breakdown of the issues referred to France, by month.

The answer to the honourable senator's question is as follows:

- a) The spikes followed major changes to hardware and software components of the operational NAFIS which were made in December and April 2004-05 respectively. It is an accepted fact that following such occurrences there is likely to be an increased number of IT related issues that need to be resolved. Following this, systems return to a stable operating state. During December 2004, the PC replacement project was completed Australia wide and in April 2005 the Storage Area Network replacement process was completed (both as part of the NAFIS asset renewal programme).
- b) Issues that cannot be resolved by the local SAGEM/ CrimTrac support team (based upon the proprietary nature of the application software). These are generally related to newly identified software 'bugs' within the core application.
- c) A number of the referrals to France contain commercially sensitive material to the vendor and CrimTrac and cannot be released.

Other incidents reported in December related to hardware conflicts, following the rollout of the new standard NAFIS PCs (CPU usage running at 100% for particular system services) and issues related to the maintenance of batch scanning devices (high speed-quality scanning machines deployed throughout Australia), the maintenance of which are covered within the support contract.

Three of the referrals during April related to software issues associated with the CrimTrac AFIS system deployed to Thailand as part of the Tsunami DVI response by Australia.

All issues reported to France for resolution during 2004-05 have been actioned by SAGEM DS and resolved.