

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS  
FEDERAL COURT OF AUSTRALIA

**Question No. 36**

**Senator Barnett asked the following question at the hearing on 25 May 2009:**

In relation to the review of IT infrastructure that concluded on 1 December 2008;

- a) provide details on the recommendations arising from the review,
- b) provide the timeframes in which the above mentioned recommendations are to be completed, and
- c) provide the Committee with the executive summary of the report.

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

- a) Details of the recommendations arising from the review are provided in the attached table.
- b) The timeframes in which the recommendations are to be completed are provided in the attached table.
- c) An executive summary of the report is provided in the attached table.

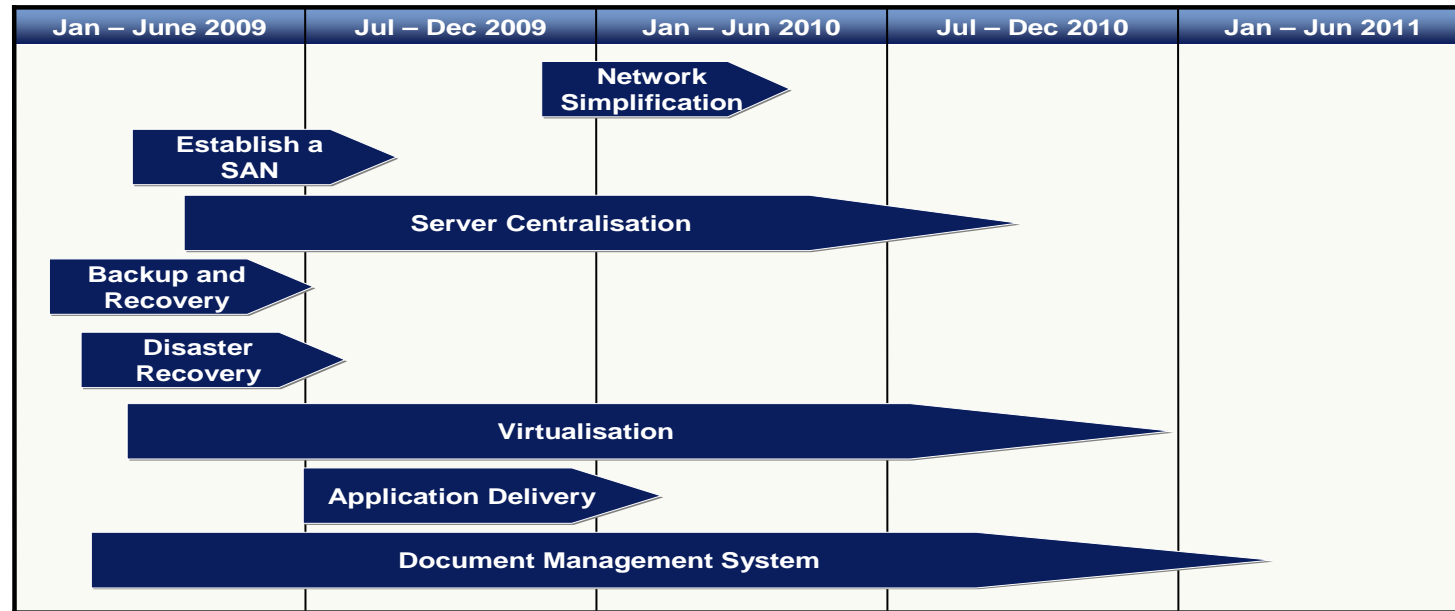


## Key Recommendations

Recommendations	
1	Simplify network to allow easier monitoring, incident reporting, issue identification and resolution.
2	Establish a SAN as the basis for central storage. SAN is recommended as the destination for consolidated Exchange and File servers.
3	Centralise Exchange servers and aim for centralisation of file servers. Ensure current infrastructure is fully optimised for performance.
4	Implement CommVault based backup process as soon as possible.
5	Refine and simplify current remote login procedure and rollout Courtwide. Ensure speed of login procedure and I: drive access.
6	Move to Virtual servers initially for non-production servers and then to production application servers.
7	Implement Disaster Recovery Procedures as soon as possible. Define Disaster Recovery/Business Continuity Plans for these procedures.
8	Encourage users to move around with their laptops. Promote use of Citrix desktop and evaluate adoption for hardware requirements
9	Implement Document Management to support Judges, Chambers, Registries and to underpin eServices initiatives.
10	Review current CaseTrack architecture and support arrangement. Conduct cost/benefit analysis of the arrangement with the Family Court.
11	Develop Data retention and Archival Policy and Email storage Policy.
12	Institute Annual IT Capacity Planning Exercise.



## Proposed Implementation Timeline for Recommendations





## Executive Summary

Key Conclusions	
Review Brief	Corresponding Conclusions
<ul style="list-style-type: none"> <li>Review the infrastructure required to support eServices as a high availability service</li> </ul>	<ul style="list-style-type: none"> <li>Review location of CaseTrack within the network so eServices architecture is not compromised by this aspect</li> <li>Address support arrangements beyond 9 AM to 5 PM for CaseTrack</li> <li>Implement a Document Management System to serve as a document repository for eServices</li> </ul>
<ul style="list-style-type: none"> <li>Determine the appropriate end user computing model for users with reduced laptop and desktop investment. This is for laptop and desktop use within Courts, Chambers and Registries.</li> </ul>	<ul style="list-style-type: none"> <li>End user computing model in place is appropriate. Roaming Windows profiles need to be implemented. Users need to carry their laptops to reduce login time. Citrix desktop to be made available to users who cannot carry their laptops for specific reasons</li> </ul>
<ul style="list-style-type: none"> <li>Determine appropriate mobile computing model. This is for use outside Courts, Chambers and Registries.</li> </ul>	<ul style="list-style-type: none"> <li>Provide wireless remote access that connects quickly and delivers network drive access. In addition, rollout SmartPhones to all eligible users</li> </ul>
<ul style="list-style-type: none"> <li>Determine a means of reducing current server numbers and suitable network and server management tools</li> </ul>	<ul style="list-style-type: none"> <li>Server numbers need to be reduced using virtualisation software</li> <li>Centralise to one Exchange server from multiple Exchange servers</li> </ul>
<ul style="list-style-type: none"> <li>Determine a suitable data backup/recovery and disaster recovery approach</li> </ul>	<ul style="list-style-type: none"> <li>Implement CommVault based backup for all physical servers</li> <li>Implement Disaster Recovery procedures as soon as possible</li> </ul>
<ul style="list-style-type: none"> <li>Determine suitable data retention policy including use of archiving and document management, including appropriate data storage technology</li> </ul>	<ul style="list-style-type: none"> <li>Introduce storage limits for email based on privilege</li> <li>Automatic archiving of email to CommVault after defined period</li> <li>Establishment of SAN for central storage</li> <li>Implement Document Management System as a platform for storing documents</li> </ul>
<ul style="list-style-type: none"> <li>Determine appropriate capacity and associated infrastructure for the WAN</li> </ul>	<ul style="list-style-type: none"> <li>Current bandwidth capacity for links across the network is sufficient. However this needs to be measured regularly and adjustments made</li> <li>Ensure reliable network management tools are rolled out as soon as possible</li> <li>Expand devices need to be fully exploited for optimising network traffic</li> </ul>

**IT Delivery:** A number of interviewees have a perception of inadequate service delivered from Technology Services. They also felt the need for transparency in communication of project delivery status, outcomes delivered by projects and benefits attained from them. It was also felt that Technology Services and eServices need to communicate better amongst themselves. The relationship with Macquarie Telecom was also outlined as not meeting expectations.