



**Speaker's Response to
Public Accounts Committee Report 16— Annual and Financial Reports 2010-2011
Response to Recommendation Nos 20, 21 and 22**

**Shane Rattenbury MLA
Speaker
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Recommendations from PAC report No. 16

RECOMMENDATION 20

4.88 The Committee recommends that the Legislative Assembly Secretariat, in conjunction with the respective Select committee on Estimates, review the effectiveness of the assistance provided by the consultant adviser to the Select Committee on Estimates as an ongoing practice from 2010-11.

As part of the Members' survey, all Members of the Assembly will be asked for their views on the effectiveness of the assistance given by the consultant adviser to the Select Committee on Estimates.

RECOMMENDATION 21

The Committee recommends that the Legislative Assembly Secretariat when preparing and negotiating its next contract renewal with InTACT should negotiate the contract to obtain more preferable terms, in particular areas, such as internet speed.

RECOMMENDATION 22

The Committee recommends that the Legislative Assembly Secretariat review the option of outsourcing its ICT needs to another external provider if there are ongoing significant issues with internet speed and other ICT services following the upgrade of the platform to Windows 7 and the PC refresh.

1. These recommendations were made following evidence given by the Secretariat at a hearing on 4 November 2010 during which potential improvements to internet performance were noted.
2. Following the committee hearing the Hansard, Communications and Library (HC&L) Office raised the issue of poor internet speed again with InTACT. InTACT advised that work was continuing on upgrading the infrastructure including installing two new firewalls and new servers.
3. HC&L received feedback that internet speed had improved after some initial upgrade work and anecdotal evidence pointed to a further improvement following the completion of the upgrade in December 2010.
4. In March a new standard operating environment was rolled out and members and staff were provided with new PCs. HC&L managers believe that this has also increased internet performance.
5. HC&L has not received any formal feedback from members and staff on the improved internet speed since the committee's hearing. The most appropriate avenue for receiving feedback is the survey of members which is circulated at the end of each financial year. The next survey will be conducted in June 2011 and this time the survey will also be sent to members' staff. The results will provide a useful guide as to whether the current level of internet performance is acceptable.
6. Members and staff will also have the opportunity to comment on other aspects of InTACT's services.
7. HC&L will pass on the survey's findings to the General Manager of InTACT and seek his response to any perceived shortcomings. The findings could also assist in developing a specification of information technology requirements for the Legislative Assembly in preparation for testing the market in the next financial year if InTACT's performance continues to be viewed as less than satisfactory.
8. The financial implications of engaging a new IT provider are unknown. Some costs would be incurred in preparing, advertising and evaluating a new tender and these would need to be factored into the HC&L budget for 2011-12.

9. The Standing Committee on Administration and Procedure considered the role of InTACT as the Assembly's IT service provider at its meeting on 18 June 2010. In the absence of any recent and compelling evidence that changing the current arrangement with InTACT would either save money or result in a more effective service, the Committee met with the General Manager of InTACT to discuss issues raised by Members.

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