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PARLIAMENT OF AUSTRALIA  
DEPARTMENT OF PARLIAMENTARY SERVICES

DPS ref: D21/232130

[REDACTED]

PBR Framework Secretariat  
Department of Finance  
One Canberra Avenue  
FORREST ACT 2603

Dear [REDACTED]

Thank you for the opportunity to engage with the independent review of the *Parliamentary Business Resources Act 2017* (PBR) and *Independent Parliamentary Expenses Authority Act 2017* (IPEA) being undertaken by the Hon Kelly O'Dwyer and the Hon Kate Ellis.

The PBR Framework itself does not present any significant challenges to DPS in fulfilling our ICT service provisioning obligations. However, efficiencies in service delivery can be found and there are several intersecting or overlapping areas of service provisioning responsibilities of the legislation that should be considered as part of the review. Our feedback is summarised in Attachment A.

Please do not hesitate to contact me if you would like to discuss our response further.

Yours sincerely

[REDACTED]

Rob Stefanic  
Secretary

12 November 2021

Copied to: [REDACTED]

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The following document contains a consolidated overview of the Department of Parliamentary Services (DPS) feedback into the 2021 PBR & IPEA Act Review.

## Overview

Relevant responsibilities under the *Parliamentary Business Resources Act 2017* (PBR Act), are delegated to the Presiding Officers for the provision of ICT and ICT related services.

Service delivery is broadly split into three categories within DPS:

1. Client contact services – This includes the 2020 Service Desk, 2021 Priority Service and other ICT technical teams that work to resolve client issues. This includes ICT training services provided to parliamentarians and staff through traditional face-to-face means and via e-Learning services.
2. Equipment provisioning – Responsibilities for equipment allocation are operationalised through the Presiding Officers approved ICT Work Expenses model. This function is largely performed by the ParlICT team within the Information Services Division and provides facilitation of equipment requests through a flexible online shop.
3. Site services and communication – DPS provides Wide-Area Network internet connectivity to DPS hosted ICT services and infrastructure in Electorate Offices (EO) across the country. These responsibilities also include facilitation of moves and the coordination of ICT printer services, relocation of offices, and equipment servicing.

DPS funds its areas of responsibility under the legislation through third-party drawing rights from an Electorate Office IT (EOIT) appropriation.

The relevant teams within DPS work on cashflow when managing EOIT, and as part of end-of-month processing, DPS confirm EOIT phasings. Resource allocation is agreed at the start of the financial year through financial year phasing. The department journals approved salary costs to individual cost centres on a month-by-month basis.

This mechanism is an efficient way of providing these services in line with the legislation, due to the simplified reporting mechanisms and requirements for DPS staff.

## PBR Framework Feedback

The PBR Framework generally does not present significant challenges to DPS fulfilling its ICT service provisioning obligations. Efficiencies in service delivery could be achieved through optimisation of the *ICT Work Expenses model*. An internal review of the model to streamline equipment allocation is about to commence.

However, there are several intersecting or overlapping areas of service provisioning responsibilities of the legislation that should be considered as part of the review.