

Information and Communication Technology Section 2013-14

During the 2013-14 financial year the Commission undertook a significant upgrade of ICT infrastructure to implement a new client service delivery model. This was in preparation for the relocation of the Adelaide office.

In December 2013 Andrew March was appointed as Manager Information and Communication Technology, replacing Robert Zanin who had been the ICT Manager at the Commission for almost nine years.



Andrew March, Manager Information and Communication Technology

The new client service delivery model moved the Commission away from hosting, owning and managing ICT infrastructure to procuring infrastructure as a service. NEC Australia was the successful tenderer for both the provision and ongoing management of the infrastructure and associated services. To enable access to the new infrastructure the Commission implemented an upgraded data network, including an IP phone system.

To improve access for staff to services and information at all locations the Commission implemented Citrix Terminal Services. This system enables all staff to access centralised systems and removes the need to store and manage local data. Staff can move between desks, secure interview rooms and regional offices while

maintaining a single method of access for both computers and phones.

The new Adelaide office was provided with a rationalised fleet of high capacity Kyocera multi function devices. To enable ease of movement within the building a print management system was implemented. This system allows staff to print on any printer in the Adelaide office and reduces paper wastage.

The migration to the new system was successfully completed over the weekend of 14 and 15 September 2013, with the Commission commencing operation in its new premises on 16 September 2013. The regional offices were then progressively migrated onto the new network and system during December 2013. The ICT staff worked tirelessly during the migration to ensure systems were available to staff.

Business applications

Development of the LAW Office grants management system continued to ensure the changing needs of the Commission were met. The current release was installed and additional functionality was implemented to enable management of the newly established practitioner panels.