

# Entity-specific questionnaire – Court Services Victoria (revised)

## Managing Telecommunications usage and expenditure (follow-up of VAGO report September 2013)

### 1. Telecommunications expenditure figures for 2016-17 financial year

The figures provided by CSV in its response to the general questionnaire (ref: Q25) are presented below.

Please provide updated figures for the 2016-17 financial year (or best estimate of the full year costs).

Year	Data (\$)	Fixed Voice (\$)	Mobile (\$)	Internet (\$)	Unified Communications (\$)
2016-17 (a)	406,079	1,385,754	435,709	290,459	20,944

(a) June 2017 year to date expenditure as at 6 July 2017 and these may be subject to year-end finalisations.

### 2. Managing telecommunications usage and expenditure

(a) To what extent are the Executive/Senior management of CSV apprised of total telecommunications expenditure across the agency and at what intervals is this information reported to the Executive? - Ref: Response to Q26(a) and (e).

*Each month, CSV's Information Technology Services (ITS) division, reporting to the Chief Information Officer, receives notification of CSV's total telecommunication expenditure. This expenditure is also provided to CSV's Chief Finance Officer.*

(b) CSV advises that each jurisdiction has a member of staff within the finance unit who manages mobile devices and mobile usage is monitored on a monthly basis. - Ref: responses to Q26(b), (e) and (f).

- Please provide details of processes to be completed as part of this monthly review of mobile phone usage by the finance unit staff member.

*Each month, CSV's ITS division provides details of usage to staff who have a mobile device and their manager for verification. Staff are to determine their personal use and if applicable, make an appropriate private use declaration and arrange for payment.*

- Is there any review or follow-up of this process by CSV senior management?

*CSV senior management reviews this process as part of CSV's telecommunications policy.*

(c) CSV advises that it has an arrangement with the Department of Justice and Regulation (DJR) for purchase and support of mobile and telephony devices and management of telecommunications generally. – Ref responses to Q26(a) and (g) and Q28

- What oversight does DJR have of CSV's telecommunications usage and expenditure?

*As DJR provides CSV with telecommunications services (through an external service carrier), DJR is able to view CSV's telecommunications usage and expenditure through a system application.*

- Is CSV required to provide any reporting to DJR in relation to the telecommunications arrangements?

*No, CSV is not required to report to DJR in relation to CSV's telecommunications arrangements.*

- Does DJR undertake any reviews of CSV's telecommunications usage and expenditure? –

*CSV has not been advised by DJR of any reviews of CSV's telecommunications usage and expenditure.*

### 3. Managing the use of Mobile phones

(a) CSV advises that an email is sent to mobile users for validation and reconciliation of usage and expenditure and anomalies are shown if the monthly bill excessively exceeds the plan - Ref: response to Q26(f)

- Please advise what CSV considers as "excessively exceeds"? Is there a percentage or benchmark applied by CSV? Is it the \$20 threshold referred to in CSV's response to Q27(c)?

*Yes, the \$20 threshold is the threshold that is applied by CSV.*

- What processes are to be followed if plans are "excessively exceeded"?

*Business unit directors and managers are responsible for ensuring compliance with telecommunications policy, including reviews if plans are excessively exceeded without appropriate cause.*

- Please provide a copy of the policies referred to in the response?

*Please refer to the attached 'Mobile Communication Usage and Provisioning Standard' policy.*

- Who monitors and follows-up on the recovery of any personal or excessive usage? - Ref: response to Q27(d)

*Business unit directors and managers are responsible for ensuring compliance with telecommunications policy, including recovery of any personal or excessive usage without appropriate cause.*

### 4. Identifying cost savings in telecommunications

CSV advises that a future project is planned to consider rationalisation of telecommunication services within the agency – Ref: response to Q28(e)

- Please advise when CSV expects this project to be undertaken.

*CSV expects this project to commence during 2017-18.*

- What benefits are expected to be achieved through this rationalisation?

*CSV expects this project to deliver the following benefits:*

- *Reduction in overall costs to CSV*
- *Greater monitoring of telecommunications devices and equipment*
- *Improved management of plans*

- Has CSV considered or investigated savings in telecommunications expenditure which may be available through VoIP (Voice over Internet Protocol) technology?

*Yes, CSV has considered VoIP technology as a means to achieve savings in telecommunications expenditure.*