

MINISTRY OF JUSTICE, TOTAL OFFENDER MANAGEMENT SOLUTION

810. Mr RIEBELING to the Parliamentary Secretary to the Minister for Justice:

- (1) Has the Total Offender Management Solution (TOMS) been fully introduced into the Ministry of Justice?
- (2) If yes, when?
- (3) If no, why not?
- (4) Have there been contractual difficulties with this project?
- (5) If yes, what were these difficulties?
- (6) Has the TOMS contract been reduced from its initial project brief?
- (7) If yes, in what way?
- (8) What has been the contractual cost of implementing TOMS?
- (9) What have been the internal costs of developing and implementing TOMS within the Ministry?
- (10) Have end user staff (Prison Officers and administrators) been provided with appropriate training?
- (11) If not, why not?
- (12) Has there been any complaints from end users regarding the operational use of TOMS?
- (13) If so, what are these complaints and how are they being dealt with?

Mr BARRON-SULLIVAN replied:

The Minister for Justice provided the following reply:

- (1) Yes.
- (2) The last site (Karnet) converted to TOMS on 12/13 August 2000.
- (3) Not applicable.
- (4) There have been no contractual difficulties although the implementation was delayed as it was agreed further testing and modification to TOMS was required before going live. This delay did not add to the price of the contract.
- (5) Not applicable.
- (6) No. The proposal submitted by CSC was negotiated to meet budget and changed requirements. No changes were made to the scope once development commenced.
- (7) Not applicable.
- (8) \$6.1M
- (9) \$1.8M. This cost covers salaries and operating costs of the project team that worked with the contractor during the development, testing and implementation of TOMS.
- (10) Workplace trainers have been trained at each site. These trainers have the responsibility to train the remaining staff at that site. Training of staff is an ongoing activity.
- (11) Not applicable.
- (12) TOMS is in a constant state of development. A process has been put in place to allow the effective management of all requests for changes including problems and enhancements. TOMS is then updated on a regular basis consistent with the agreed priority changes.
- (13) See (12).