



THIRTY-EIGHTH PARLIAMENT

REPORT 56
JOINT STANDING COMMITTEE ON DELEGATED
LEGISLATION
IN RELATION TO
THE ABILITY TO CONDUCT ELECTRONIC
MEETINGS AND THE TRIAL OF IPADS BY
COMMITTEE MEMBERS

Presented by Mr Paul Miles MLA (Chairman)

and

Hon Sally Talbot MLC (Deputy Chair)

September 2012

JOINT STANDING COMMITTEE ON DELEGATED LEGISLATION

Date first appointed

28 June 2001

Terms of Reference

The following is an extract from Schedule 1 of the Legislative Council Standing Orders:

3. Joint Standing Committee on Delegated Legislation

- 3.1 A *Joint Standing Committee on Delegated Legislation* is established.
- 3.2 The Committee consists of 8 Members, 4 of whom are appointed from each House. The Chairman must be a Member of the Committee who supports the Government.
- 3.3 A quorum is 4 Members of whom at least one is a Member of the Council and one a Member of the Assembly.
- 3.4 A report of the Committee is to be presented to each House by a Member of each House appointed for the purpose by the Committee.
- 3.5 Upon its publication, whether under section 41(1)(a) of the *Interpretation Act 1984* or another written law, an instrument stands referred to the Committee for consideration.
- 3.6 In its consideration of an instrument, the Committee is to inquire whether the instrument -
- (a) is authorized or contemplated by the empowering enactment;
 - (b) has an adverse effect on existing rights, interests, or legitimate expectations beyond giving effect to a purpose authorized or contemplated by the empowering enactment;
 - (c) ousts or modifies the rules of fairness;
 - (d) deprives a person aggrieved by a decision of the ability to obtain review of the merits of that decision or seek judicial review;
 - (e) imposes terms and conditions regulating any review that would be likely to cause the review to be illusory or impracticable; or
 - (f) contains provisions that, for any reason, would be more appropriately contained in an Act.
- 3.7 In this clause -
- “**adverse effect**” includes abrogation, deprivation, extinguishment, diminution, and a compulsory acquisition, transfer, or assignment;
- “**instrument**” means -
- (a) subsidiary legislation in the form in which, and with the content it has, when it is published;
 - (b) an instrument, not being subsidiary legislation, that is made subject to disallowance by either House under a written law;
- “**subsidiary legislation**” has the meaning given to it by section 5 of the *Interpretation Act 1984*.

Members as at the time of this inquiry

| | |
|--|-----------------------|
| Mr Joe Francis MLA (Chairman) (until 14/08/12) | Mr Andrew Waddell MLA |
| Mr Paul Miles MLA (Chairman) (from 20/08/12) | Ms Janine Freeman MLA |
| Mr Vincent Catania MLA (from 16/08/12) | Hon Helen Bullock MLC |
| Hon Sally Talbot MLC (Deputy Chair) | Hon Jim Chown MLC |
| Hon Alyssa Hayden MLC | |

Staff as at the time of this inquiry

| | |
|---|------------------------------------|
| David Driscoll (Parliamentary Officer (Committees)) | Suzanne Veletta (Advisory Officer) |
| Felicity Mackie (Advisory Officer (Legal)) | Talweez Senghera (Committee Clerk) |

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Government Response

This Report is subject to Standing Order 191(1):

Where a report recommends action by, or seeks a response from, the Government, the responsible Minister or Leader of the House shall provide its response to the Council within not more than 2 months or at the earliest opportunity after that time if the Council is adjourned or in recess.

The two-month period commences on the date of tabling.

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REPORT OF THE JOINT STANDING COMMITTEE ON DELEGATED LEGISLATION

IN RELATION TO

THE ABILITY TO CONDUCT ELECTRONIC MEETINGS AND THE TRIAL OF IPADS BY COMMITTEE MEMBERS

1 BACKGROUND

- 1.1 On 18 October 2010 the Joint Standing Committee on Delegated Legislation (**Committee**) instructed staff to investigate the possibility of improving the Legislative Council *DOCS Online* facility¹, and in particular the possibility of:
- draft agendas having hyperlinks to other relevant documents; for example correspondence, internal memorandums and Advisory Officer Reports;
 - changing the order of Advisory Officer Reports so that the most recent is at the top of the list;
 - adding published reports to the *DOCS Online* facility;
 - documents being loaded in Word format rather than PDF; and
 - using descriptive titles for documents rather than the current file naming conventions.
- 1.2 The Committee agreed that it would be beneficial if Members were involved with the development of the new *DOCS Online* facility. Mr Andrew Waddell MLA and Hon Robin Chapple MLC agreed to liaise with Committee staff in relation to this matter.
- 1.3 On 8 November 2010, the Committee Clerk advised the Committee that preliminary discussions had been held with staff from the Information Technology (**IT**) Department and that IT needed to conduct further investigations in relation to the above matters.
- 1.4 After evaluating the *DOCS Online* facility it was determined that it would be a better option to restructure the facility rather than to try to utilise the existing format.

¹ The Legislative Council *DOCS Online* facility is a Lotus Notes application which allows the staff of a committee to gather required documentation (such as submissions, reports, correspondence and related documents) to facilitate committee meetings and to provide secure access to these selected documents for Members of that committee.

- 1.5 During February 2011, Mr David Driscoll, Parliamentary Officer (Committees) met with Mr Andrew Waddell MLA and Hon Robin Chapple MLC to discuss a preliminary outline of the intended upgrade. As Hon Robin Chapple MLC resigned from the Committee on 6 April 2011, he was not part of any further discussions.
- 1.6 In early 2011 Members and staff became aware that the Department of the Premier and Cabinet (**DPC**) intended to conduct an iPad trial. As a result, it was determined that rather than simply upgrade the *DOCS Online* facility, it would be a perfect opportunity to ensure that the upgrade would facilitate the ability for Members to conduct electronic meetings².
- 1.7 Due to other requests for programming, the IT Department were unable to commence work on the upgrade until April 2011. The first version of the upgrade became available in July 2011. This version allowed documents to be downloaded to a desktop or laptop computer; however it was not compatible with iPads.
- 1.8 When downloading documents to the iPad they were stored in a facility called “iCloud”.³ It was determined that there were potential security issues associated with using “iCloud” and that it was unacceptable for Committee use as many documents were confidential.
- 1.9 Staff conducted further research to determine whether there was an appropriate iPad application that stored the documents on the internal storage facility of the iPad.
- 1.10 On 21 July 2011, a development site became operational and Mr Andrew Waddell MLA was provided with access. All other Committee Members were provided with access in August 2011.
- 1.11 From August 2011, Mr Andrew Waddell MLA and Ms Janine Freeman MLA utilised the *DOCS Online* facility to conduct electronic meetings. Mr Andrew Waddell MLA utilised an iPad and Ms Janine Freeman MLA utilised a laptop.
- 1.12 Initially the Committee asked that documents be made available in Microsoft Word format. However at a subsequent meeting the Committee decided that documents should be provided in PDF.
- 1.13 At this point documents could not be loaded directly onto the iPad, and as a consequence Members had to download onto a laptop and then transfer the documents to the iPad.

² The ability to receive meeting documents in an electronic form rather than paper.

³ iCloud is seamlessly integrated into apps on an iPhone or iPad device. A user can access music, photographs, calendars, contacts, documents and more, from whatever devices are in use.

-
- 1.14 On 17 October 2011, the Committee resolved that at the next Committee meeting Members would trial the use of electronic meeting packs.
- 1.15 On 16 December 2011, the upgraded *DOCS Online* facility progressed from the development site to being accessed via the Parliament of Western Australia's extranet facility.
- 1.16 After testing various iPad applications, Members were advised in February 2012 that by utilising iPad applications iDownloader and GoodReader, documents could be downloaded from the *DOCS Online* facility to the internal storage facility on the iPad.

2 iPad Review: A Committee Experience

- 2.1 In April 2011, the Committee were provided with the opportunity of trialling iPads as part of the general Parliamentary iPad trial. The Committee was the only Committee to be completely outfitted with iPad devices.
- 2.2 Hon Sally Talbot MLC was not provided with an iPad for the trial as the iPads were allocated to Members prior to her being appointed to the Committee.⁴
- 2.3 The iPads provided for the trial were 64gb 3G devices (2nd generation). They were supplied with a 3G data service (Telstra) that provided a data service within Australia. Additionally a dedicated wifi service (externalwl) was setup within the Parliamentary precinct, and two iPad compatible printers were installed in each of the Parliamentary Chambers.

3 Early Experience

- 3.1 At the time of the initial iPad rollout, Committee Members were provided with 'packs' of printed documents that were often couriered to Members at their offices or homes a few days prior to the Committee meeting. Limited documentation was provided online via the *DOCS Online* facility.
- 3.2 Members found that it was difficult to collate all the individual documents required for a meeting from the online sources. This problem was exacerbated by the fact that the extranet website was not compatible with the safari browser built into the iPad. Workarounds were attempted by Members by either scanning in the printed documentation or by downloading material from the extranet via a laptop computer.
- 3.3 Effectively, in this phase of the trial, the system was not workable and the majority of Committee Members restricted themselves to iPad usage for email and web browsing.

⁴ Hon Sally Talbot MLC was appointed to the Joint Standing Committee on Delegated Legislation on Wednesday, 18 May 2011, *Parliamentary Debates (Hansard)*, p3540.

4 ONGOING DEVELOPMENT

4.1 Committee Members worked closely with Mr David Driscoll of the Legislative Council Committee Office (LCCO) to redevelop the *Docs Online* facility to enable greater use of the iPads. As a result of this development, several changes to the system were implemented, notably:

- compatibility of the system with iPads;
- all meeting files made available via the *DOCS Online* facility;
- archives opened up to allow access to previous meeting documents; and
- an ability to download single files or all files within a single batch.

4.2 As a consequence of these changes, the Committee resolved to default to electronic delivery of future packs. This option was taken up by all but two of the Committee Members.

5 ISSUES ASSOCIATED WITH THE IPAD TRIAL

5.1 From August 2011 to February 2012, documents could not be loaded directly into the iPad, and as a consequence Members were downloading the documents onto a laptop and then re-uploading to a service such as Dropbox, with the consequential potential security issues associated with using a third party iCloud service.

5.2 On some occasions, when trying to download documents for a meeting, Members and staff were experiencing an error message of “Agent Done”.

5.3 Under normal circumstances, when a program runs to completion, a controlled message is displayed or the person is redirected to another page which indicates the process has finished. There are instances in the “Download” function of the LCCO *DOCS Online* facility where an “Agent Done” message is displayed rather than the download process finishing and the person being returned to the Committee Meetings page. This “Agent Done” message is a generic message which is displayed when an Agent (or program) finishes but there is no indication if it has finished with an error or it has finished correctly. Further code has to be programmed into the Download facility to ‘catch’ this kind of error so that the appropriate action can take place for the program to complete properly.

5.4 At the time of tabling this report, all known issues that cause the above problem have been rectified.

5.5 The Committee recognises that when developing a program like the *DOCS Online* facility there will need to be a refinement process and that the program may have to undergo further changes to reflect the needs of other committees.

- 5.6 Whilst not directly associated with the Committee's work, there was an ongoing frustration during the trial with access to the local printers which were regularly out of order. Additionally, the split between the internal network and the external wireless network made spanning the network to local printers impossible.

6 THE DEVICE

- 6.1 Members generally found the iPads comfortable to use. Some Members purchased external Bluetooth keyboards to make typing on the device easier than the onscreen virtual keyboard. The devices were lightweight and had excellent battery life. The screen was of adequate size for reading documents, but could have benefited from additional resolution (a problem rectified by further revisions of the iPad recently).
- 6.2 The 3G data was accessible in many remote areas and saved LCCO staff the problem of having to track down remote Members to deliver documents pertinent to forthcoming meetings. Some Members commented on the lack of access to data when travelling overseas, although workarounds were generally developed using wifi in hotels.

7 COST SAVINGS

- 7.1 Although Committee Members were provided with iPads in April 2011, Members were unable to utilise them to conduct electronic meetings until August 2011. During November 2011, six Members utilised their iPads to conduct three electronic meetings. The approximate cost savings for each meeting was:
- couriers: the saving was up to \$325 per meeting. This figure increases significantly if it is necessary to use a VIP courier service; and
 - paper and printing costs: \$19. This figure increases if it is necessary to print in colour.
- 7.2 A cost saving analysis on wages has not been conducted as the loading of documents onto the *DOCS Online* facility is usually done in small fragments of time. Currently, staff load the meeting documents onto the *DOCS Online* facility and print a hard copy for the two Members that are not utilising the electronic meeting option.
- 7.3 In 2011 the Committee met a total of 21 times representing a potential cost saving of up to \$7,224 of taxpayers' money.

8 INFORMATION AND TECHNOLOGY DEPARTMENT

- 8.1 On 1 May 2012, the Committee wrote to Mr John Buchanan, Information Technology Manager, Parliamentary Services Department seeking information on the improvements carried out on the *DOCS Online* facility.

- 8.2 In correspondence dated 3 May 2012, Mr Buchanan responded to the Committee's request for information on the improvements to the *DOCS Online* facility. A copy of the letter is attached at **Appendix 1**.

9 EXTENDING THE IPAD TRIAL

- 9.1 On 1 May 2012, the Committee wrote to the Hon Colin Barnett MLA, Premier, requesting an extension to the iPad trial until the end of the 38th Parliament, at which time the trial could be fully assessed.
- 9.2 In correspondence dated, 18 May 2012 the Premier advised he had referred the Committee's request to the Director General of the Department of the Premier and Cabinet asking him to address the issue of extending the trial.
- 9.3 On 1 May 2012, the Committee wrote to Mr Peter Conran, Director General, Department of the Premier and Cabinet advising him that the Committee was preparing a report to the Parliament in relation to its experience in using the iPads. To assist it with its report, the Committee requested Mr Conran provide the Department's costs in supporting this trial. In correspondence dated, 20 June 2012 Mr Conran advised the Committee that the estimated costs of supporting the trial for the Department, was \$30,000 or \$2,000 per trial device⁵. A copy of the letter is attached at **Appendix 2**.
- 9.4 The Committee is of the view that minimal technical support was required during the trial period and that the cost to provide Members with an iPad would be less than \$1,000 per unit, the cost of the unit plus the data connection. The Committee recognises that iPads would need to be upgraded every two years.
- 9.5 Mr Conran further advised that the trial was completed some months ago and a report⁶ and discussions took place with both the Premier's Office and the Presiding Officers of Parliament on the findings of the trial and that the findings and accommodation of the trial have been accepted by the above stakeholders. Consequently it would not be appropriate to extend the trial as it is considered fully completed.

10 CONCLUSION

- 10.1 The Committee is of the view that there was insufficient time between when the *Docs Online* facility became available to conduct electronic meetings and the end of the iPad trial period to be able to fully assess the suitability of utilising iPads in relation to electronic meetings.

⁵ Letter from Mr Peter Conran, Director General, Department of the Premier and Cabinet, 20 June 2012, p1.

⁶ Department of the Premier and Cabinet, Report on the iPad Trial for Western Australian Members of Parliament, dated November 2011. A copy of that report is attached at **Appendix 3**.

11 FINDINGS

11.1 The Committee makes the following two findings.

Finding 1: The Committee finds that iPads are a useful tool in enabling Members to manage the large number of documents required to be accessed in the course of their work. The iPad provides greater flexibility than a laptop and is an invaluable communication tool which is ideal for the day to day business of a Parliamentarian.

Finding 2: The Committee finds that the use of electronic meetings will result in significant cost savings to the Department of the Legislative Council and hence the tax payer.

12 RECOMMENDATION

12.1 The Committee makes the following recommendation.

Recommendation 1: The Committee recommends that the Government provide tablet devices to Members of Parliament to conduct electronic meetings.



Mr Paul Miles MLA
Chairman

13 September 2012

APPENDIX 1

**LETTER FROM MR JOHN BUCHANAN, INFORMATION
TECHNOLOGY MANAGER, PARLIAMENTARY SERVICES
DEPARTMENT, DATED 3 MAY 2012**

APPENDIX 1

LETTER FROM MR JOHN BUCHANAN, INFORMATION TECHNOLOGY MANAGER, PARLIAMENTARY SERVICES DEPARTMENT, DATED 3 MAY 2012



PARLIAMENTARY SERVICES DEPARTMENT

3 May 2012

Mr Joe Francis MLA
Chairman
Joint Standing Committee on Delegated Legislation
Parliament House
PERTH WA 6000

Dear Mr Francis,

Improvements to the DOCS Online Facility

With regard to your letter of May 1st requesting a detailed review of activities conducted by parliament IT to enhance the functionality of the Legislative Council *DOCS Online* facility, I present the following for your consideration.

Business Process Overview

The LCCO *DOCS Online* facility is a Lotus Notes application which allows the Staff of a Committee to gather required documentation (Such as Submissions, Reports, Correspondences and related documents) to facilitate Committee meetings and to provide secure access to these selected documents for Members of that Committee.

These documents are then accessed via the Parliament of Western Australia's extranet facility (powanet.parliament.wa.gov.au) and under the security structure provided for extranet users. This ensures Members and Staff of Committees can only view the appropriate documents for their Committee.

Business Process Improvement

In October 2010, work commenced to improve the LCCO *Docs Online* service to better present the various documents that are required for Committee meetings. New business requirements were identified and documented in October with Member and LCCO staff input. The improvements identified included:

1. *Advisory Officer Report sort order changes*
2. *Ability to organise meetings with documentation links attached*
3. *Descriptive document title changes*

It was during the discussions of point number two above, where the option of downloading 'meeting documents' to **iPad's** was first entertained. The goal was to offer Committee Members a:

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4. 'One-click' option to download all required meeting documents for a particular meeting.

At this early stage there were no options known for secure downloading of documents to the iPad's internal memory. Downloading to the 'iCloud' was not recommended from a security perspective, due to the concerns around storing sensitive Committee documents on a third party internet storage area. The brief at this stage was to provide a facility to download documents to the Member's laptop. If it worked for the iPad platform it would be considered a bonus.

After a few more meetings with Mr Driscoll to discuss detailed requirements regarding page layout and meta data for the meeting documents, development commenced towards the end of the first quarter of 2011.

On the 24th of June, 2011, the first draft of the application was delivered for review. It contained the first cut of the download facility, which only allowed for single downloads, as a proof of concept.

After numerous attempts and application revisions, a working download facility was available for testing in November 2011. This download facility was a Java solution, which worked well for laptops and on other Tablet devices, but did not work on iPad's. After some initial testing, we found some limitations in the solution (other than not being usable in iPad's) and decided to utilise a more generic solution using Zip compression technology, which in theory at the time, should work on iPad's also. This was because 'Java technology' is not available for use on iPad devices.

Towards the end of November 2011, a new version of the *DOCS Online* application was delivered. This was a simpler solution to implement as the Zip facility was very generic and didn't require any extra 'addins' to be installed on the Lotus Notes server. After systems testing, this update was delivered into production and the initial 'business requirements' were delivered (1 to 3 above).

After some further effort in December of 2011, Mr Malcolm Peacock, the Clerk of the Legislative Council and Mr David Driscoll, had some intermittent success in downloading meeting documents onto a test iPad using this new Zip technology. More trials in January and February of 2012 revealed that, by using two Apple compatible software 'apps' (iDownloader and GoodReader) allowed the downloading of meeting documents and the reading of Adobe PDF documents on the iPad technology as Members had hoped (4 above).

Mobile Device Use (iPad)

Around this time also, we discovered that iPad's and other tablet devices could not easily navigate the Parliament's web site due to the use of Lotus Notes 'Frames' around which the old Web Site and Intranet/Extranet sites were built. The decision and funding were then made available to upgrade both the Internet



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and Intranet/Extranet web sites to better cater for mobile device use. This web redevelopment then facilitated the successful use of the DOCS Online facility on mobile devices (including iPad's in use on a DPC trial).

Supporting Infrastructure

To support the practical use of mobile devices and, in particular, the DPC iPad trial device use, an external wireless network was deployed across the parliament office precinct to facilitate connection of non-corporate devices to the internet via Wi-Fi. This addition uses a separate data pipe to the internet for connection to the parliaments web sites as/if required.

Wireless printers have also been deployed in both Chambers to allow Members to print if connected to this external wireless network. Although iPad's in particular do not support printing natively some 'apps' will support this function.

Please contact me if you require any further information or clarification.

Yours sincerely,

A handwritten signature in black ink, appearing to read "John Buchanan".

John Buchanan

Information Technology Manager, Parliamentary Services

APPENDIX 2
LETTER FROM MR PETER CONRAN, DIRECTOR
GENERAL, DEPARTMENT OF THE PREMIER AND
CABINET, DATED 20 JUNE 2012

APPENDIX 2

LETTER FROM MR PETER CONRAN, DIRECTOR GENERAL, DEPARTMENT OF THE PREMIER AND CABINET, DATED 20 JUNE 2012



Government of **Western Australia**
Department of the **Premier and Cabinet**
Office of the **Director General**

Our Refs: 24-116279, D1203212



Mr Joe Francis MLA
Chair
Joint Standing Committee on Delegated Legislation
Parliament House
PERTH WA 6000

Dear Mr Francis

iPad Trial

I refer to your letter of 1 May 2012 to the Premier requesting on the Committee's behalf support for an extension to the iPad trial until the end of the 38th Parliament, and to your letter also of 1 May requesting the Department's costs for supporting the trial.

As you know the Premier requested that the Department address this issue and I am now in a position to respond on these matters.

As the Committee would know the Department undertook to support and evaluate the trial on the basis of assessing the benefits of the Apple iPad for the business needs of members of Parliament, which it was agreed would include members of the Committee.

This was completed some months ago and a report and discussions took place with both the Premier's Office and the Presiding Officers of Parliament on the findings of the trial. The findings and accommodation of the trial have been accepted by these stakeholders.

The report on the trial and the resultant recommendations are now well known and have been communicated to all members of Parliament. At the current time the majority of members who participated in the trial have either purchased their trial iPads or returned the device to the Department as requested with the remainder being followed up for their response.

Consequently it would not be appropriate to extend that trial as it is considered fully completed.

With respect to the costs of supporting the trial for the Department, the estimated cost was \$30,000 or \$2,000 per trial device. The cost was principally for project activity in terms of staff effort in establishment, evaluation of applications and management systems, the cost of the devices, 3G support services, procurement and set up.

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I thank the members of the Committee for their support and participation in the trial and be assured that the Department will continue to monitor and review tablet technologies to update the list of devices to be supported.

Yours sincerely



Peter Conran
DIRECTOR GENERAL

20 JUN 2012

APPENDIX 3

DEPARTMENT OF THE PREMIER AND CABINET, REPORT
ON THE iPad TRIAL FOR WESTERN AUSTRALIAN
MEMBERS OF PARLIAMENT, DATED NOVEMBER 2011

APPENDIX 3
DEPARTMENT OF THE PREMIER AND CABINET, REPORT ON
THE iPad TRIAL FOR WESTERN AUSTRALIAN MEMBERS OF
PARLIAMENT, DATED NOVEMBER 2011

Department of the Premier and Cabinet

Report on the iPad Trial
for Western Australian Members of Parliament

November 2011

EXECUTIVE SUMMARY

From April to August 2011, 15 Members of Parliament (MP) participated in a trial to assess the benefits of the Apple iPad for their business needs. Concurrently, the DPC Information Management and Technology Branch (IM&T) have been evaluating approaches to provisioning, management, and support of the iPad.

The majority of MPs in the trial were satisfied that the iPad met their business needs, and satisfied with its simplicity of use and its portability, convenience, and connectedness. The majority also did not believe that the iPad can currently fully replace their laptop computer.

The iPad is seen as very good for content 'consumption' but not as good for content 'creation'. MPs saw the potential for the iPad to be used in working with committees, but the current website tools and practices did not support extensive exploration. MPs were generally supportive of minimal security mechanisms, but not higher end options.

Key concerns for DPC in managing the fleet of iPads in the trial were for setting up user accounts, managing software applications (Apps), security, and document management. It is expected that each of these will improve as the technology matures. DPC have implemented a mobile device management system as a key tool for applying policy and security. Device security remains an issue, and is heightened by the Auditor General's recent report criticizing Government Agencies approach to and awareness of information security.

Tablet devices such as the iPad are a technology that is rapidly developing, consumer driven and in a very competitive market. It is expected that turnover of these devices will be relatively high. As such, the key recommendation is that these devices are funded from the MP's Electorate Allowance rather than DPC's technology refresh program (which is a three year program). This is consistent with the approach taken with mobile phone devices.

Other recommendations include the need for DPC to provide management and support services for supported tablet devices (initially the iPad), and to conduct an annual review of tablet technologies to update the supported devices list. Further, to promote the safe handling of sensitive information, DPC will develop 'good practice' guidelines for users of the MP and PEO computing services.

BACKGROUND

The iPad is in its relatively early days of use in business but already has been applied in a large number of innovative ways to support improved business practices across a wide variety of business fields. It does not come without its risks and overheads, but these are being addressed as the technology matures.

Forrester Research, Inc. regarding tablets:

"The business benefits are many and diverse and ... still materializing. It's early going on the tablet journey... But already it's clear that the business benefits of tablets stem from tablets' portability, convenience, connectedness, and application portfolio. In particular, tablets are less intrusive than laptops for retrieving information during a meeting; they are better reading and email devices than smartphones; they are more interactive and engaging than paper collateral in a sales meeting; they are more convenient than a laptop for accomplishing a simple task away from a desk; they are friendlier than laptops in a sales situation. Three scenarios are emerging as the most important for tablets in 2011:

- o Executives and the board of directors use tablets instead of binders.*
- o Mobile professionals use tablets instead of laptops.*
- o Pilots of applications in "new place" and "replace" scenarios abound."* (this last point refers to the explosions of Apps being developed for these devices – in some cases developers are replacing old forms of applications, in others they are in a new place and breaking new ground because the device lets them do so).

From April to August 2011, 15 Members of Parliament (MP) participated in a trial to assess the benefits of the Apple iPad for their business needs. Seven of these MPs were members of the Delegated Legislation Committee and were asked to consider the benefits of the iPad to support their committee process.

MPs on the trial were provided with an iPad and a Telstra data service for access to the Internet. The iPad was provisioned with some basic applications to manage email and diary, access the Internet, read and mark-up documents, and create and edit documents. MPs were provided with wireless network access at Parliament House and at their PEO, and a basic printing service at Parliament House. Support in the form of user guides, a good practice guide, personal handover, and direct access to phone and email support was also provided. MPs were advised that this was a new technology to the Department and that we would also be learning as the trial progressed.

Concurrently, the DPC Information Management and Technology Branch (IM&T) have been evaluating approaches to provisioning, management, and support of the iPad. This has included consideration of issues regarding iPad applications, document management and security.

DPC provide a technology refresh for MPs and their Parliamentary Electorate Offices (PEO) on a three year cycle, the most recent completed in March 2011. As part of this refresh MPs are provided a choice of laptop computers for their mobility requirements.

The Salary and Allowances Tribunal (SAT) determine Electorate Allowances in support of MPs operational requirements. The Department was advised that this allowance currently includes a notional 20% component to support communication requirements – a reflection of various telephone and postage allowances that previously existed and have been rolled in over the years.

MEMBERS OF PARLIAMENT - USER EVALUATION

At the end of the trial period, MPs were asked to complete a survey to provide feedback on their experience with the iPad as a business tool.

Of the 15 trial participants, 13 MPs responded to the survey. The following section provides a summary of key findings:

General satisfaction and ability to replace the laptop

- 93% were satisfied that the iPad met their business needs, with 100% being satisfied with its simplicity of use.
- 70% were not satisfied that the iPad could fully replace their laptop.
- 85% were satisfied that the iPad would reduce dependency on paper documents.
- 93% were satisfied with using the iPad to access their email and calendars, and 100% were satisfied with accessing the Internet from the iPad.
- 93% were satisfied with how they could access and manage documents.
- 100% were satisfied with the 3G service, and 93% satisfied with the wireless services.

General comments indicated that users were happy with the convenience of the iPad and that it could meet the majority of their day to day requirements. They were able to maintain contact with their PEO, and consider and respond to issues raised in a more timely manner.

Some MPs suggested that iPad applications for improved access to Hansard, all daily business programs, and access to amendments being debated would be of value.

MPs were not satisfied with the iPad's capability to create and manage documents – these were areas where MPs considered they needed to rely on their laptop. The iPad on-screen keyboard was not as useful for document creation and editing. Some MPs indicated that the Apps for word processing did not meet their needs. MPs also indicated that access to some websites was a problem.

While most MPs reported they were satisfied that they could access and manage documents through email, tethering (to their laptop), Dropbox and Google Docs, it was observed that the many approaches could lead to fragmentation. The inability to access familiar document stores like USB drives and C:drives was also considered a problem by some. These issues are likely to be overcome as users become more familiar with the device, and as the available services and apps mature (including document management).

Two MPs mentioned that they had problems using the iPad on WiFi when travelling outside Australia. It should be noted that this was not seen as part of the trial and no advice was provided, although strategies exist to support access to overseas services.

While 75% of MPs indicated that they were satisfied with the support provided for the trial, some were not happy with a perceived lack of support.

Use of the iPad for committee work

Eight MPs were able to consider this aspect of the iPad trial. No specific tools or advice were provided to MPs to support the committee process, and the Parliament Extranet was not optimised for iPads. Of those who responded:

- 75% were satisfied with the iPad for distribution of, and working with agendas, minutes and papers, pre meeting.
- 60% were satisfied with working with papers and accessing reference material from the iPad during a meeting.

General comments included the need for website/extranet improvements, and the need for improved ways of receiving/accessing documents. Many users were not able to comment on this as they had not been exposed to this activity. Others saw the potential for the iPad as a Committee tool.

Risks and security

- 70% considered that a 4 digit security passcode (the minimum security requirement) should be mandatory as protection for the iPad, while only 7% considered a more complex access passcode should be applied.
- 40% considered that a remote locking and device wiping facility (in the event of a lost or stolen device) should be mandatory.
- No MPs considered that restrictions should be applied to their accessing of applications.

DPC SERVICE PROVISION AND SUPPORT - EVALUATION

Throughout the trial, IM&T staff have been working towards developing processes, tools and infrastructure for provisioning, management, and support of the iPad. The following section provides a summary of observations:

Provisioning

- iPads were provisioned to MPs at the release of the second generation iPad (iPad 2). Apple and the local providers did not appear to have a clear approach to device and information management at an enterprise level, this is changing as the device and the market matures.
- Provisioning iPads has been a problem to date, it can take up to two hours per device to prepare. This includes setting up user accounts and procuring and installing Apps (one at a time). Apple have recently commenced 'volume licensing' of Apps in the USA, this allows the enterprise to procure a number of licenses for each App and provision them

- to users as required. It is expected that 'volume licensing' will be released in Australia in the near future.
- IM&T have procured a Mobile Device Management (MDM) system. This system provides management and security services which can be enabled to meet business requirements and support the application of security standards recommended by the Auditor General. It includes the ability to:
 - Enforce password security policy – currently the trial has set a four digit password - to comply with the Department's Security Policy (and to address the risk) we should apply the same password policy that is set for network access (8 digit with at least one uppercase and one number).
 - Remote wipe the iPad if it is lost or stolen (as notified by the user).
 - Provisioning of Apps and security certificates.
 - Restrict applications (if devices are required to be locked down).

Document management

- The iPad is very good for reading and marking up documents, it can be used for creating simple documents or making small changes to existing documents, but is not generally suited to creating large or complex documents.
- iPad Apps generally store documents within the App. These documents can be copied to and stored inside other Apps - leading to duplication, and possible integrity problems if changes are made to the document.
- Documents in iPad Apps are not generally compatible with PC applications (such as Microsoft Office). This is expected to improve over time, however it does cause some problems in working with more complex documents.
- Web-based document stores exist (eg. Dropbox), and while convenient, they are considered a serious security risk and should not be used for documents of a sensitive or confidential nature.
- Email is one method of transferring documents to and from the iPad. It should be noted that email is not considered a secure application and should not be used for documents of a sensitive or confidential nature.
- Corporate document management – corporate documents that are created or modified on the iPad may be lost or inadequately managed if not transferred to the PEO Server.
- To backup the iPad, it needs to be connected to a PC/laptop with iTunes installed. Without the backup, data loss is a risk.
- Other document management solutions are being considered by IM&T, however it is still early days for this technology and a mature solution that will meet an MP's needs has yet to be established.

Risks and security

- The recent Auditor General Report was critical of the general approach to, and awareness of, information security in Government Departments. The iPad can have access to the same information and similar systems as a laptop and should have similar security and management considerations applied to it. MPs need to be aware of security risks; including: loss or leakage of sensitive information, identity theft, and loss or theft of the device – and the harm that this could cause.

- MPs are not subject to DPC security and acceptable use policies. Without such policies, MPs can adopt lower levels of security and usage behaviour which could place themselves and their information at risk.
- The Defence Signals Directorate (DSD) is yet to certify the iPhone or iPad as secure devices, however with the recent release of Apple's latest mobile operating system (iOS5) it is expected that certification will follow.
- There is currently no protection against accessing malicious websites (this is being investigated, but there are only limited solutions available).
- There are increased risks if the device is used overseas where, in addition to heightened risks described above, significant service costs could be incurred through global roaming. DPC will need to consider specific travel warnings for certain destinations, and strategies for the use of mobile devices while overseas.
- Documents stored on the iPad are at risk if the iPad is lost or stolen. Users should avoid using sensitive or confidential documents on the iPad.

Costs

- iPad and cover - \$1,000 [budget estimate 100 devices = \$100,000]
- 3G service - \$30/month (for 3GB download/month, which is more than sufficient for business use) [budget estimate 100 devices x \$30/month = \$36,000/year]
- Additional support overheads for the trial have been absorbed. These include the additional costs and work in provisioning iPads, the establishment and ongoing management of the MDM system, and user support for MPs. It is possible additional resources could be required if this technology is deployed to all MPs.

Other considerations

- It is generally accepted that the iPad is not currently a replacement for a laptop. It is not designed for creating large or complex documents, it does not have some of the document management capabilities, and it has some reliance on a PC or laptop for backup. These issues are likely to change as the technology matures.
- There are many alternative tablet devices in the market and more emerging weekly. Apple is expected to release an iPad 3 early next year.
- Any management infrastructure, applications development, policy and support arrangements need to be flexible so as to manage likely variations and combinations of adopted technologies.
- While this paper generally discusses devices provided by DPC, an emerging consideration (and future option) is BYO devices. Many staff already have personal devices that are used in the workplace, with various levels of access to corporate email, information etc. The MDM system is capable of managing these devices (with appropriate policies, and user agreement).
- While a PC or laptop has a normal business life of three years it is likely this technology will be significantly shorter. The potential for a rapid turnover of devices is not suited to the MP's normal technology refresh provided by DPC. It is potentially more suited to the MP Electorate Allowance that already acknowledges a component for communications (which is not prescriptive, but is intended to include mobile devices and network coverage).
- The SAT Chairman was approached for an indicative view of this option, his current view is that Members could make discretionary use of their electorate allowances. He noted

that Members have a high degree of discretion over the use of the electorate allowance; a “notional 20%” of which was historically intended to meet the needs of communicating on Parliamentary and electorate business (and reflects various telephone and postage allowances etc. that have been rolled in over the years). He indicated that the Tribunal would in the normal course of events consider the adequacy of the electorate allowance during its annual review of the remuneration of Members of Parliament.

- Other jurisdictions (State and Federal) are in various stages of support for iPads. Most are trialling iPads and some have rolled the iPad out to their MPs. More detailed information on this status could be obtained if required.

RECOMMENDATIONS

The Premier, the Speaker, and the President endorse:

1. DPC to provide management and support for MPs who choose to use supported tablet devices (initially the iPad only).
2. DPC to conduct an annual review of tablet devices to be considered as ‘supported tablet devices’.
3. DPC to continue to explore solutions to meet MP secure document management requirements, and committee document support requirements.
4. DPC to develop ‘good practice’ guidelines for users of the MP and PEO computing services.
5. A complex passcode be mandatory for any device accessing the MP or DPC networks, in support of the Auditor General’s recommendation of identifying and managing security risks.
6. MPs to fund the procurement of their iPad and (3G) network service requirements from their Electorate Allowance.
7. Existing trial iPads to be returned to DPC or purchased by the current allocated MP at a cost of \$600 (approximately 60% of the original purchase cost). The (3G) network service can be terminated or transferred to the MP.