

# Support Services, Infrastructure 2010-11

*Information and Communication Technology, Facilities Management and Recordkeeping functions of the Commission are performed within the Infrastructure Section.*



*Neil Trager, Manager, Infrastructure*

The functions of the Infrastructure Section include:

## **Facilities Management**

The Commission's nine offices and chambers are supported from the Adelaide Office.

Achievements this year included:

- security review including the phasing in of a secure interview room at each of the metropolitan offices / Chambers;
- installing new security monitoring software to link all LSC Offices / Chambers and to incorporate CCTV monitoring;
- renovations to Family Dispute Resolution (FDR) suite; and
- upgrading the provision of delivery / collection of all Australia Post and DX mail direct to all metropolitan offices.

## **Recordkeeping**

Achievements this year included:

- implementation of a revised structure of the Records Unit
- review off-site storage of records arrangements
- implementation of a Records Management Strategy and 5 year plan, and
- development and submission of a budget bid for an Electronic Data Records Management System.



*Mr Robert Zanin, Manager, ICT*

### Information and Communication Technology

Achieving the Commission's aims requires the availability of efficient and effective ICT to ensure services are provided in a timely manner for our clients and that Commission staff have the information and equipment to carry out their day to day tasks. The ICT Section has responsibility for the provision of ICT services, ranging from PC desktop maintenance, application support and help desk services through to maintaining the infrastructure and training staff in use of ICT systems.

### Legal Aid (LAW) Office

During the year, the Commission installed a number of releases of LA Office. These releases incorporated changes to strengthen the stability of the software, improve workflow and increase the amount of data displayed within screens resulting in improvement in system usability.

The Commission is continuing with the LA Office Modernisation Project to modernise the LA Office system to deliver and incorporate functional improvements to enhance the Commission's service delivery. This project is a collaboration between South Australian, Queensland and Western Australian Legal Aid Commissions

Both a system supplier (Technology One) and ICT consultants (KDN Services) have been engaged to assist the Commission to successfully deliver the replacement for LA Office system, titled LAW Office.

The Project, which originally focused on the evaluation and selection of the most appropriate system to replace LA Office, is now concentrating on the implementation of LAW Office system within LSC. Many staff across the Commission have provided input in progressing the Project to this point.

Some of the key activities include:

1. Review and realignment of Business Processes;
2. Review of System Configuration including Clauses, Automatic Document Generation (ADG) Letters and Security Groups;
3. Data-migration, and
4. Computer Hardware review.

LSC's program areas and business units will undertake testing and training activities. The go-live date of the LA Office system is being targeted for early 2012.