

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY**WRITTEN QUESTION**

Ms J Carney

to Minister for Police, Fire and Emergency Services

PROMIS System Upgrade

1. What progress has been made in upgrading the PROMIS system and have the issues of lengthy response times been resolved?

ANSWER

In 2003, recurrent funding of \$1.5M for the support and maintenance of the PROMIS application and associated ICT environment was approved. NTPFES continues to be aligned with the providers of PROMIS, the Australian Federal Police (AFP). The database software, Oracle, is used by PROMIS as an essential part of keeping in line with the AFP.

It was upgraded and will continue to be upgraded as required. The storage requirements of PROMIS have grown since implementation in 1999. The specific data storage hardware was replaced due to its age and to ensure the integrity of PROMIS data. The upgrade of the PROMIS backend (database) hardware was also completed, and is an essential part of keeping in line with the AFP.

The PROMIS system will require additional upgrades as and when required to ensure alignment with the AFP and to ensure old equipment is replaced.

At the current time, PROMIS response times are primarily an issue in remote police stations due to the low band-width telecommunication links being used. The recent Telecommunication contract awarded to Telstra will see all urban and remote police stations upgraded with satellite or terrestrial links over the period from August 2005 to approximately September 2006. It is envisaged that these upgrades will provide some relief for users of the PROMIS system and other information technology applications used by NTPFES. However, it should be noted that the response time of PROMIS or other NTPFES applications is determined by many factors other than the application itself. Local Area Network infrastructure or other users may affect the response times of users in single or multiple NTPFES locations. The NTPFES will, where possible, monitor performance in all areas. The Telstra contract will also provide a service whereby the performance of specific telecommunication links that are in question, can be monitored. The NTPFES will utilise this service where required.