



LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

No. 326

WRITTEN QUESTION

J Davis to the Minister for Corporate and Digital Development, Hon Joshua Burgoyne MLA:

SerPro Project Delivery and Cost

1. The Auditor-General's report Police Information System Replacement Project (Report No. 6 of 2025–26, dated 26 November 2025) records an original approved budget of \$44.950 million, progressive increases to \$55.960 million, and a total cost of \$60.260 million at project closure in January 2024 — an increase of approximately 34 per cent on the original budget. The report states that this figure excludes the cost of Police Force staff involved in implementation, estimated in the business case at \$8.100 million, and excludes the Force's own costs in resolving technical issues, of which it records more than \$4.000 million spent in 2024–25 alone.
 - a. What is the final audited total cost of the project, inclusive of Police Force staff costs and the Force's costs in resolving technical issues?
 - b. What has been spent on the SerPro stabilisation project in each year since it commenced in January 2024, and is it complete?
 - c. What has the Police Force spent on SerPro-related business change, training and support in each of 2024–25 and 2025–26?
 - d. If the total cost is not compiled across the Department and the Force in that form, in which system is each component recorded?
 - e. What amount was paid to each external supplier, systems integrator or contractor engaged on the project, by supplier?
 - f. What further expenditure is budgeted in 2026–27 and across the forward estimates?
2. The original go-live date was December 2021 and the project went live in November 2023, a delay of 23 months. What were the recorded causes of that delay?

- a. Was any contractual remedy, liquidated damages, credit or refund sought or obtained from any supplier in relation to the delay? If so, in what amount, and if not, why not?
3. The Auditor-General's recommendations are directed to the Department of Corporate and Digital Development ('DCDD') as the agency responsible for delivering information and communications technology. The DCDD's response, printed in the report, is that "The recommendations in the review are noted and work has commenced to incorporate these where practical in a project assurance framework and project management practices."
 - a. Are the recommendations accepted, as distinct from noted? For each, please state whether it is accepted, accepted in principle, not accepted or under consideration.
 - b. What has been implemented since the report was tabled on 27 November 2025, and on what dates?
 - c. What is meant by "where practical", and which recommendations has the Department assessed as not practical to incorporate?
 - d. The Auditor-General found that project governance was not separated from organisational governance and that independent assurance reviews were not conducted regularly. How many independent assurance reviews were conducted over the life of the project, and on what dates?
 - e. What changes have been made to the governance of major information technology projects as a result, and in which document are they recorded?
4. Please list each integration between SerPro and another government system that was not complete at go-live, and for each: its current status and the date on which completion is forecast.
 - a. Which of those integrations remain incomplete today?
 - b. What funding is allocated in 2026–27 to complete them?
5. What is the annual cost of operating and maintaining SerPro, and how does that compare with the annual cost of the system it replaced?
 - a. What licence, support or subscription fees are payable, to whom, and for what term?