



6 February 2017

Our reference: LEX 24847

Mr Ben Fairless

By email: foi+request-2890-2d90c734@righttoknow.org.au

Dear Mr Fairless

Your Freedom of Information Request

I refer to your email correspondence of 20 January 2017, wherein you requested assistance narrowing the scope of your request. Having consulted with the relevant business area of the department, I am writing to provide you with answers to the questions you posed.

Assistive information

1. You state it will require the search of "millions of records" over "multiple datasets". Could you provide more information on what the records are and their datasets? Do the "millions of records" include individual customer calls or aggregate data? What datasets is the department required to access?

Records are the individual lines of data that are used to store aggregated telephony information. One record does not necessarily represent one single telephone call, but rather a count of calls where a specific event occurred, such as being answered or abandoned. The datasets referred to are the tables within the databases that hold the record. These tables will vary depending on the queue or programme of work being captured.

2. Does the Department have a reporting suite (such as Avaya CMS Supervisor, or Cisco Call Centre Reporting) where a majority of this reporting could be run in order to save time?

No, the department does not use reporting suites such as Avaya CMS Supervisor or Cisco Call Centre Reporting.

3. Does the data I am seeking exist in other aggregate forms already precompiled (for example, daily/weekly/monthly/ to contact centre managers)?

Yes, information is available at a higher level of aggregation which is used for the department's reporting and analysis.

4. If I was to retain the scope, but limit the dates or the aggregate period (for example, by only requesting specific months, or requesting the data in quarterly averages) what date range/aggregate period would the department consider acceptable to avoid a "practical refusal reason" under the FOI Act? For example, could the department easily provide the data for the whole of 2016 (not averaged over months) without a practical refusal reason applying?

Yes, the department can provide the aggregation of queues by month.

Further assistance

If you have any further questions please email FOI.LEGAL.TEAM@humanservices.gov.au.

Yours sincerely

Freedom of Information Legal Team
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