



Hansard Information and Resolution Report

June 13

Week 25 - June 2013

Support Levels

| Support Level | Section | Number |
|------------------------------|--|------------|
| First Line Support | Hansard HSU – Hansard related | ██████ |
| | 2020 - SuperFlex, PCN accounts, MS Office Applications, MS Win7 environment) | ██████ |
| Second Line Support | Application Support – HPS, DART, Dragon, PC & Monitor replacements, Hansard vendor related calls. | ██████ |
| Third Line of Support | Oconics – HPS support | ██████████ |

Hansard

- Three new workgroup drives: DPS-HSU, DPS-Hansard and DPS-Test were created (on home6) for Hansard. These drives will be used to store data that was previously on ChamberProd1. Application Support will work with key Hansard staff to migrate the data.
- Chamberprod1 is an old server and will be decommissioned during the election break.

HPS

- HPS specific: Application Support looked into the AD Groups request for HPS. This addresses performance issues in relation to Rostering and SMSP. Application Support will investigate further and possibly request for new HPS client to be considered.
- Vendor specific: We have been in recent contact with the vendor to review current outstanding calls and problems that still require research and analysis.
- We currently have seven calls opened with the vendor.



- Vendor has yet to close some old jobs, as some of the calls were pre HPS client 2.2.1000.0. The most important and still to be solved is the question time bulk send (PM10054).

DART

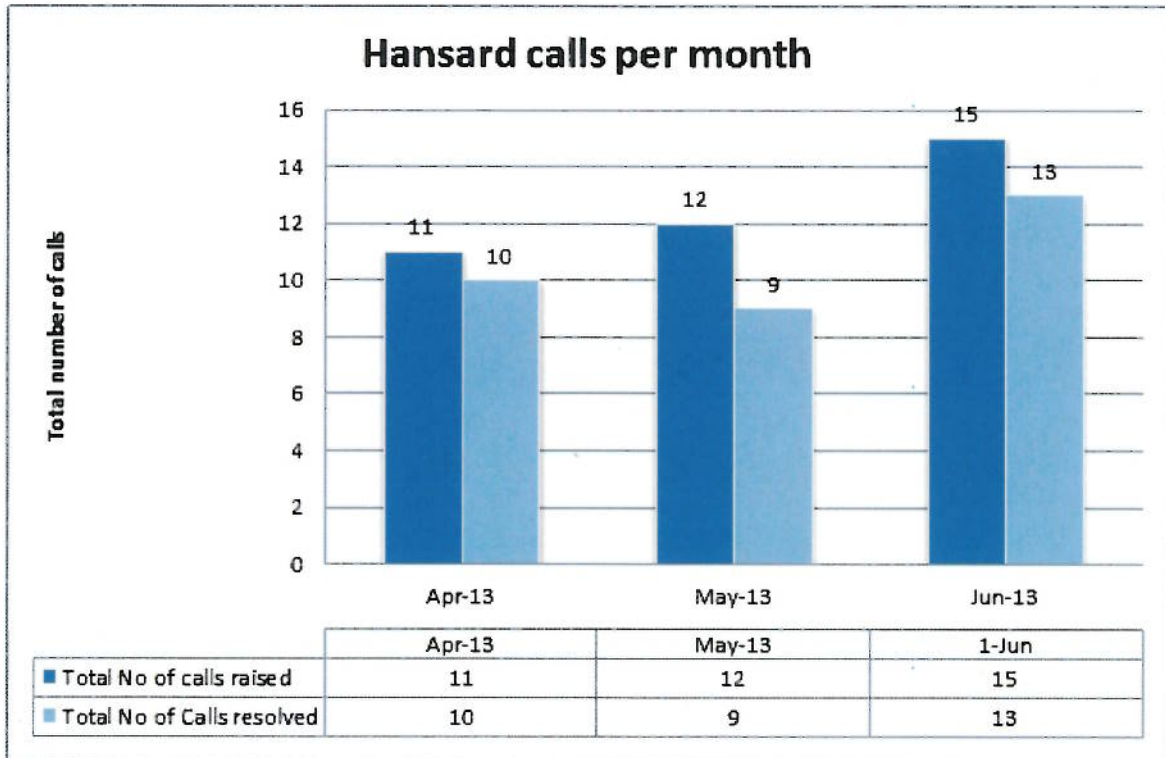
- One incident logged: Sound may not come through an editor's headphones. This requires the player to be closed down and restarted again or requires a phone call to [REDACTED] to diagnose further.
- DART has been in operation since 2009. Its contract and support may require reviewing by Hansard and Broadcasting.
- The supportable life for the DART solution is expected to expire in 2014.

Dragon:

- Vendor specific: The vendor "Voice Recognition" uploaded new version of Dragon Naturally Speaking to our web account, version 12.5.
- Dragon Naturally Speaking 12.5 will be packaged and tested during the election break.
- Application Support will organise and liaise with Hansard to get version 12.5 into production.

Service Manager calls (incidents and requests)

| Month | Incidents Raised | Changes/ Requests Raised | Reasons | Total No of calls raised | Total No of Calls resolved | Trends | Total No of calls outstanding | Additional Information |
|--------|------------------|--------------------------|---|--------------------------|----------------------------|---|-------------------------------|---|
| Apr-13 | 11 | 0 | Parlinfo, Member expansion names, HPS Client not running issues | 11 | 10 | | 1 | |
| May-13 | 11 | 1 | Release 2.2.1000 | 12 | 9 | Dragon issues, incorrect passwords, Deadlock errors | 3 | One pending vendor, two under investigation |
| 1-Jun | 15 | 0 | Dragon, DART | 15 | 13 | | 2 | One pending vendor, one pending approval |



Successes:

- For the month of June, the HPS application has been stable and has been so for the last two of months, with no system outages. Support calls logged with Application Support decreased.
- The spare Hansard PC's have not been used this past fortnight (no PC replacements in Hansard).
- HPS release in 2011 had 51 defects. Prior to the release 2.2.1000 in May 2013 the number of defects was 24. No further defects have been identified in June 2013 and as such only have four defects are open.

| Title | Defect ID | Comment |
|---|-----------|---|
| Bug - Defect #562 - Hansard Green Question Time - Questions and Answers are NOT in the same order it was inputted in the transcript | 1005 | High priority- to be included in 2.2.1000 |
| BUG DPS 567 - turn collation not following join policy | 1015 | Medium priority - HSU will test this again in PROD - if not fixed with client 2.1.3000, then to be included in 2.2.1000 |
| Bug - Defect #561 - edit reference popup: TOR typo and time | 1004 | Low priority |
| Indexes merge codes not populating - client issue | 1023 | Low priority |



Defect numbers: Currently only 3 problem records in Service Manager 7. These were raised to assist in defects management

Application Support

If you have any questions or suggestions please feel free to email [REDACTED] or alternatively it can brought up in the Hansard & App Support fortnightly meetings (next meeting is scheduled for Thursday 4 July 2013).



Hansard Information and Resolution Report

July 13

Week 15 - July 2013

Support Levels

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Hansard

- June report, notified that new workgroup drives: DPS-Hansardhsu, DPS-Hanresources, DPS-Test and DPS-Hansardadmin were created (on home6) for Hansard. These drives will be used to store data that was previously on ChamberProd1.
- Application Support has migrated the data to three new workgroup drives, Hansard-HSU have also migrated data and requested for a fourth workgroup drive "dps-Hansardadmin".
- Hansard HSU and App Support are working on getting the Senate and Reps Table Office access to one of the workgroup drives.

HPS

- HPS specific: Application Support looked into the AD Groups request for HPS. This addresses performance issues in relation to Rostering and SMSP. Application Support has notified Hansard of what the requirements are needed to improve the HPS System. (*discussed in hps client 2.2.2000.0 meeting 11 July 2013*)



- Vendor specific: Hansard and App Support have been in recent contact with the vendor to discuss HPS client 2.2.2000.0. Vendor will notify Hansard/App Support on estimated completion time for the next upgrade (HPS client 2.2.2000.0)
- With HPS client 2.2.1000.0. The most important and still to be solved is the question time bulk send (PM10054) and system performance.

DART

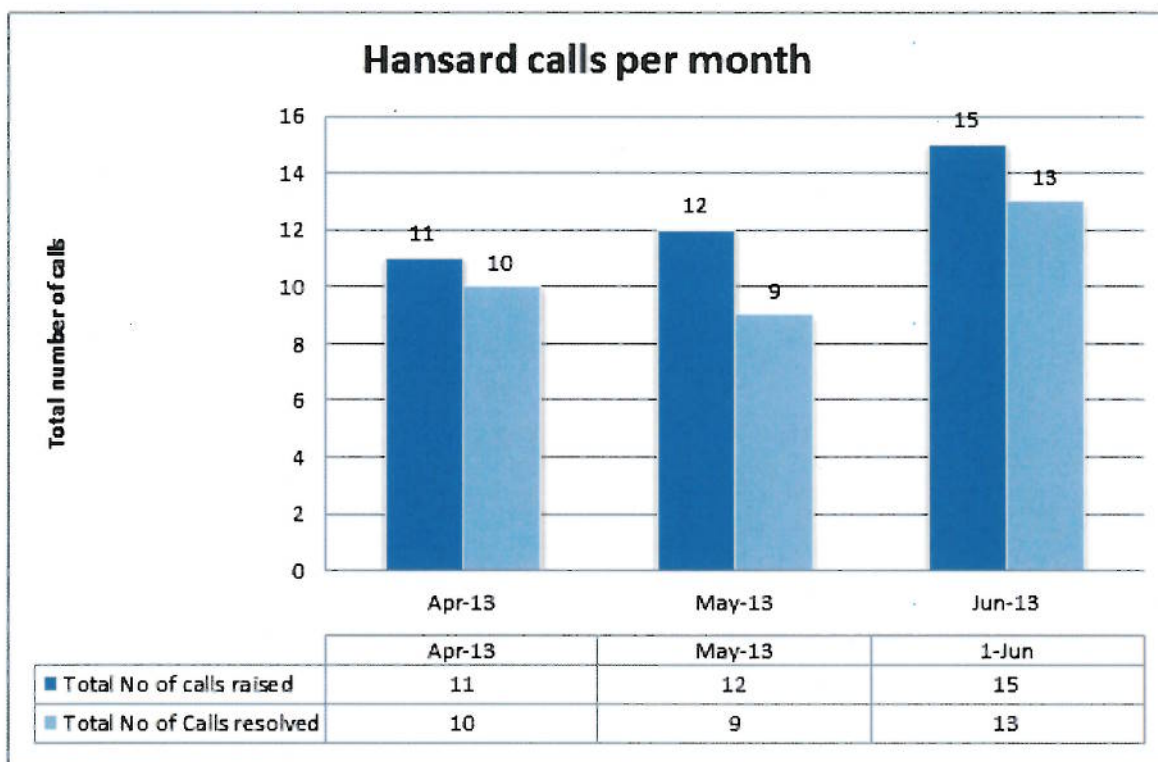
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- The supportable life for the DART solution is expected to expire in 2014.

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- Dragon Naturally Speaking 12.5 will be packaged and tested during the Election break.
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Application Support

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Hansard Report - Report - August 2013

Hansard Report - August 2013

Support Levels:

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Hansard

- With the election nearing and winter break, this allows App Support to work with Hansard further with the next HPS release 2.2.2000.0

HPS Production System

- HPS Client 2.2.2000.0 negotiations are underway. Hansard, HSU and App Support continue to work together in making sure current issues are addressed.
- Hansard emailed Oconics with their requirements for the next release. DPS are waiting for a response from Oconics to give an estimated time of arrival (ETA).
- ████████ (Hansard technical lead) has returned and I'd to thank ████████ ████████ for his assistance while ████████ was away.

DART Related:

- Month of August, no incidents have been logged for DART. This could be related to reduced numbers of committee hearings (winter break and election break).

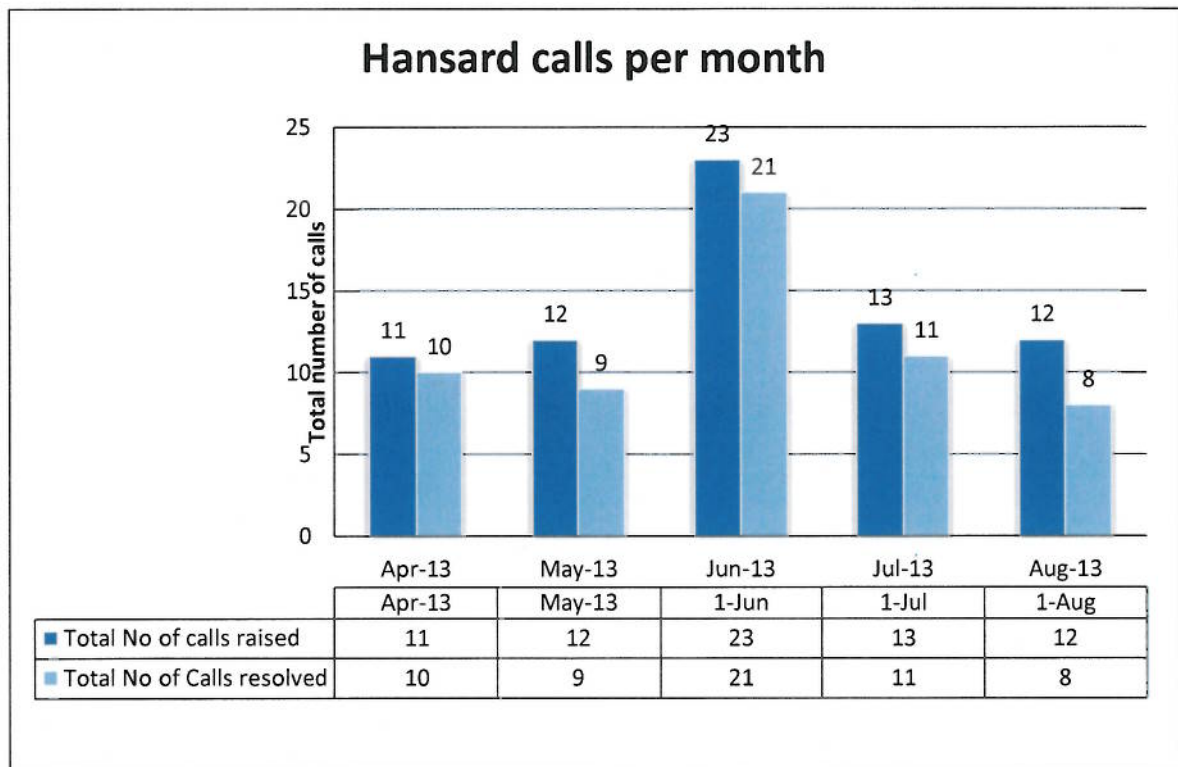
Dragon Related:

- Hansard and Enterprise Test Management Team has completed testing of the product along with UAT from within the Hansard team

Dragon 12.5 has been deployed and is currently in the Production environment.

Thanks to [REDACTED] for his assistance, Hansard are currently using 53 licenses (Maximum is 70)

Service Manager Calls (incidents and requests)



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| 1-Jun | 23 | 0 | Dragon, DART,HPS | 23 | 21 | | 2 | One pending vendor, one pending approval |
| 1-Jul | 12 | 1 | Dragon, HPS | 13 | 11 | | 2 | One pending vendor, two is currently being tested |
| 1-Aug | 12 | 0 | Dragon, HPS | 12 | 8 | Dragon 12.5 not installing | 4 | Four calls pending next HPS release 2.2.2000.0 |

Successes:

Current defects with the HPS system have not changed. The next HPS release should reduce this number.

Successful release of Dragon 12.5 into the production environment





Hansard Report September 2013

Support Levels:

| Support Level | Section | Number |
|-----------------------|---|------------|
| First Line Support | Hansard HSU – Hansard related | ██████ |
| | 2020 - Superflex, PCN accounts, MS Office Applications, MS Win7 environment) | ██████ |
| Second Line Support | Application Support – HPS, DART, Dragon, PC & Monitor replacements, Hansard vendor related calls. | ██████ |
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Hansard

With the election over, sitting period for the remainder of 2013 has yet to be confirmed.

IT Services Section had a shortage of 24" Dell monitors due to an incorrect delivery of monitors. IT services had requested for any spare Hansard monitors from Application Support. App Support liaised with Hansard on monitor availability and due to the Hansard move which had the entire Hansard team located on the ground floor, understandably a limited amount of spare monitors were offered. (See below for detailed response).

H ██████,

Hansard has recently moved a portion of their staff from 1st floor Hansard to ground floor Hansard. This means that a number of work stations have yet to be set up with office accommodation and allocation of monitors and PCs still to be organised along with, in readiness for the resumption of parliament, setting up a number of work stations for Hansard's casual staff.

At this stage, I could lend you three 24" monitors but would require them back a minimum of a week before parliament recommences. During sittings, Application Support needs to have all PCs and monitors ready for a swap and replace procedure to ensure that Hansard meets its service delivery commitments to senators, members, staff of the parliamentary service and the public during the sitting periods. Let me know if you would like the three monitors – I hope this can be of some assistance.

HPS Production System

- HPS Client 2.2.2000.0 is ready and can be received from Oconics at any time..
- Application Support has arranged meetings with Enterprise Test Management, Application Deployment and Hansard to discuss a release date for HPS release 2.2.2000.0. With other teams committed to other projects, it's been a matter of fitting and scheduling HPS for an early January 2014 release, prior to the next sitting period. Discussions are still continuing on workload and a tentative test start date is looking likely to be late November to early December 2013.
- Application Support and Hansard are hoping to start another round of archiving before the next sitting period. Hansard are waiting on indexing to be finished by mid-October. Further archiving will reduce the amount of documents on the front-end web servers (WFE 1 & 2). Application Support would like the SharePoint threshold to stay under 10,000 or more, for performance reasons.

DART Related:

- Application Support has spoken to Broadcasting, Data Centre & Operations and Hansard in regards to reducing the audio data on the DARTstore. Only six months' worth of audio data will be stored on the DARTstore. Any necessary audio more than six months ago will require the assistance/request of broadcasting and Data Centre & Operations to re-load audio files. Archiving and reducing the amount of data on the DARTstore should improve the front-end player issues to the FTR player. (see email information below)

Hi,

As discussed to maybe further reduce front end issues with the FTR player, App Support has discussed with you all about reducing the amount of audio files/data on the DARTStore.

It's been agreed to leave 6 months' worth of audio files/data on the DART Store.

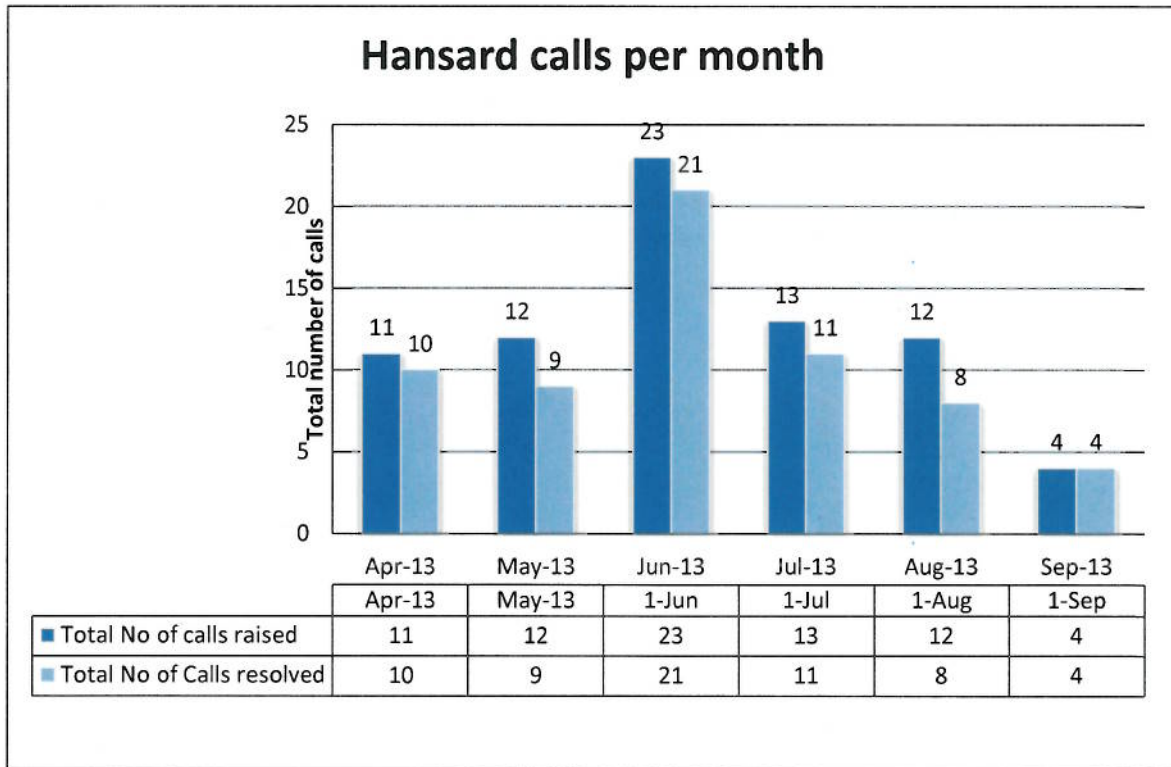
I have spoken to [REDACTED] and [REDACTED] and if we could leave all of 2013 audio on the DARTStore. The audio amount for 2013 should be minor being an election year.

As discussed [REDACTED], SM7 call has been created for this task: IM38567, please let me know when you would like to start archiving.

Dragon Related:

- Dragon 12.5 has been deployed and is currently in the Production environment. Application Support has received positive verbal feedback on Dragon 12.5.

Service Manager Calls (incidents and requests)



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| 1-Jul | 12 | | 1 Dragon, HPS | 13 | 11 | | 2 | One pending vendor, two is currently being tested |
| 1-Aug | 12 | | 0 Dragon, HPS | 12 | 8 | Dragon 12.5 not installing | 4 | Four calls pending next HPS release 2.2.2000.0 |

Successes:

Successful release of Dragon 12.5 into the production environment





Hansard Report October 2013

Support Levels:

| Support Level | Section | Number |
|-----------------------|---|------------|
| First Line Support | Hansard HSU – Hansard related | ██████ |
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Hansard

With the new Parliament sitting period approaching, Application Support and Hansard have been working together to prepare for the next sitting period. This has meant all users PCs need to be ready and patched for the November sitting period. All committee room PCs placed in the broadcasting booths have been checked also and ready for a November Sitting.

HPS Production System

- I mentioned to Oconics that we would release client 2.1.2000.0 in 2014. Application Support will liaise with Oconics, Hansard, App Deployment and ETM on planned release date for the next HPS client. A change has been added to Service Manager 7 (please see C39780)
- Table Of Contents issue has been an on-going problem and a process of elimination has begun. It comes down to systematically breaking down everything to find out what's causing the problem. This is happening in both Test & Production environments. Oconics have been notified of the problem.



- The HPS printer function for SMSP, My Pinks/Greens delivery options is currently being tested and we have had a 100% success rate on the print function working in HPS. Further work has to be carried out and this will be completed before the next sitting period in November 2013.
- HPS Archiving of content has been carried out and more will be carried out, this procedure will be on-going until the end of the 2013. This will ensure that SharePoint threshold is kept to a minimum. (regular housekeeping on the HPS)

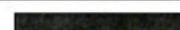
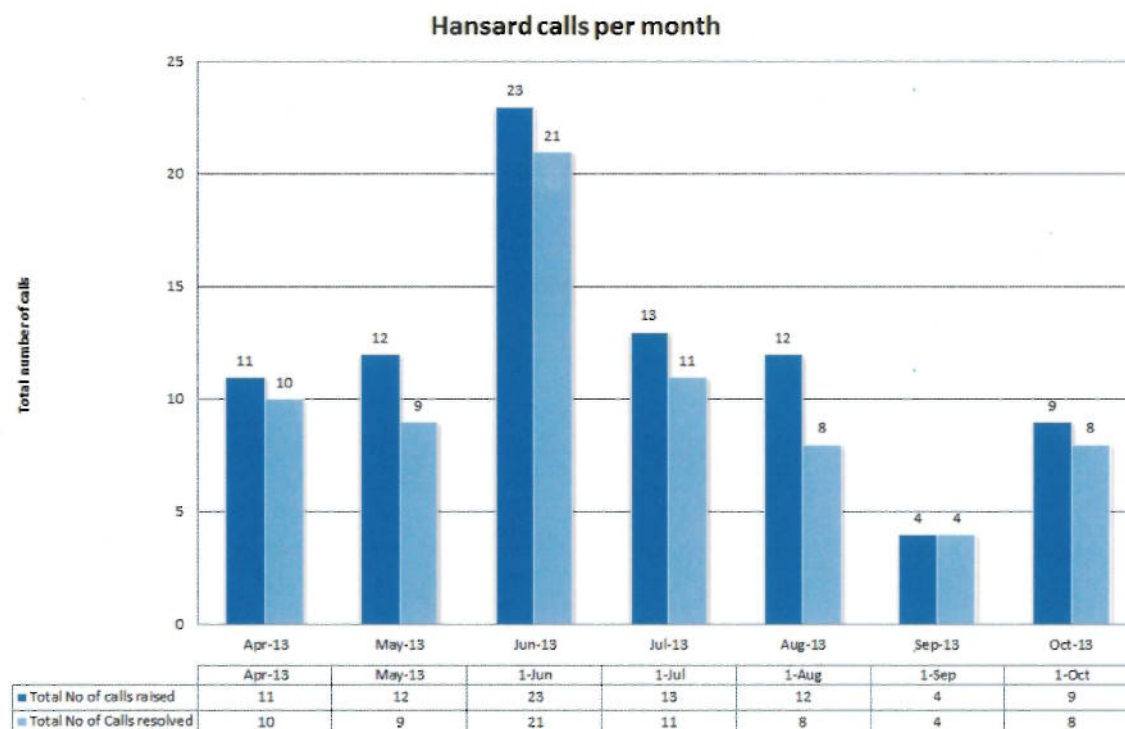
DART Related:

Nothing to report since last report sent.

Dragon Related:

Nothing to report since last report sent.

Service Manager Calls (incidents and requests)



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| 1-Jul | 12 | 1 | Dragon, HPS | 13 | 11 | | 2 | One pending vendor, two is currently being tested |
| 1-Aug | 12 | 0 | Dragon, HPS | 12 | 8 | Dragon not installing | 4 | Four calls pending next HPS release 2.2.2000.0 |
| 1-Sep | 4 | 0 | DART, HPS | 4 | 4 | No trends, every incident different | 7 | Six calls pending next HPS release and others still being looked into. |
| 1-Oct | 9 | 0 | HPS and genral Hansard issues | 9 | 8 | No trends, every incident different | 1 | One call pending due to more testing needed and pending vendor |

Successes:

HPS Printer function for MyPinks & MyGreen is working and will be completed for the next sitting period.





Hansard Report November 2013

Support Levels:

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|------------------------------|--|------------|
| First Line Support | Hansard HSU – Hansard related | ██████ |
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Hansard

A new parliamentary sitting period has begun. Few changes have been put in place. HoR Chamber will no longer have desktop PC. HoR chamber will now use laptop—this will follow the same suit as Senate Chamber.

Application Support with assistance from App Deployment has also managed to get Hansard spare PCs up to full capacity. Given the SLA during the sitting period if users are experiencing constant issues, a PC replacement is sometimes needed.

HPS 2.2.2000.0 release is still to be confirmed. An updated release is to be re-scheduled due to current time frame with PBO and current HPS matters that needed attention. An early to mid-2014 release is looking realistic.

You'll notice further down, since Parliament is back, calls for Application Support jumped from October's nine calls to 38 for November 2014.

HPS Production System

- Table of Contents issue has been an on-going problem and a process of elimination has begun. This comes down to systematically breaking down everything to find out what's causing the problem. This is happening in both Test & Production environments. Oconics have been notified of the problem. Update:

After going through a process of elimination, from changing PC's, SQL & Sharepoint checks, reloading the TOC document and more, the last step App Support took was to roll back server security patches. App Support [REDACTED] liaised with [REDACTED] to remove all security patches on a month by month basis. This took a lot of time and required only taking a particular amount of security patches away at a time. In the end we narrowed it down to three .Net security patches. Oconics we're notified, however Oconics were not up to date on security patches for their HPS environment:

[REDACTED]
[REDACTED]
[REDACTED]

App Support and Hansard have arranged a meeting with Oconics. Oconics has since been in contact with Microsoft and a solution is still being looked into.

- The HPS printer function for SMSP (My Pinks/Greens delivery options). The print function is working in HPS. It's successfully on the new Print server "Print1". App Support made all necessary room changes, however there were still some members & ministers moving when parliament started and some printer addresses required a change.
- HPS Archiving of content has been carried out and more will be carried out. This procedure will be on-going until the end of the 2013. This will ensure that SharePoint threshold is kept to a minimum. (regular housekeeping on the HPS)
- HPS users are having refreshing issues after approving a turn. App Support is looking into this. This is becoming more apparent in the HPS system. We have a current work around, however this could be in relation to our F5 load balancer. Our F5 load balancer manages the network traffic. We currently have 10 users bypassing the F5 load balancer (results pending).

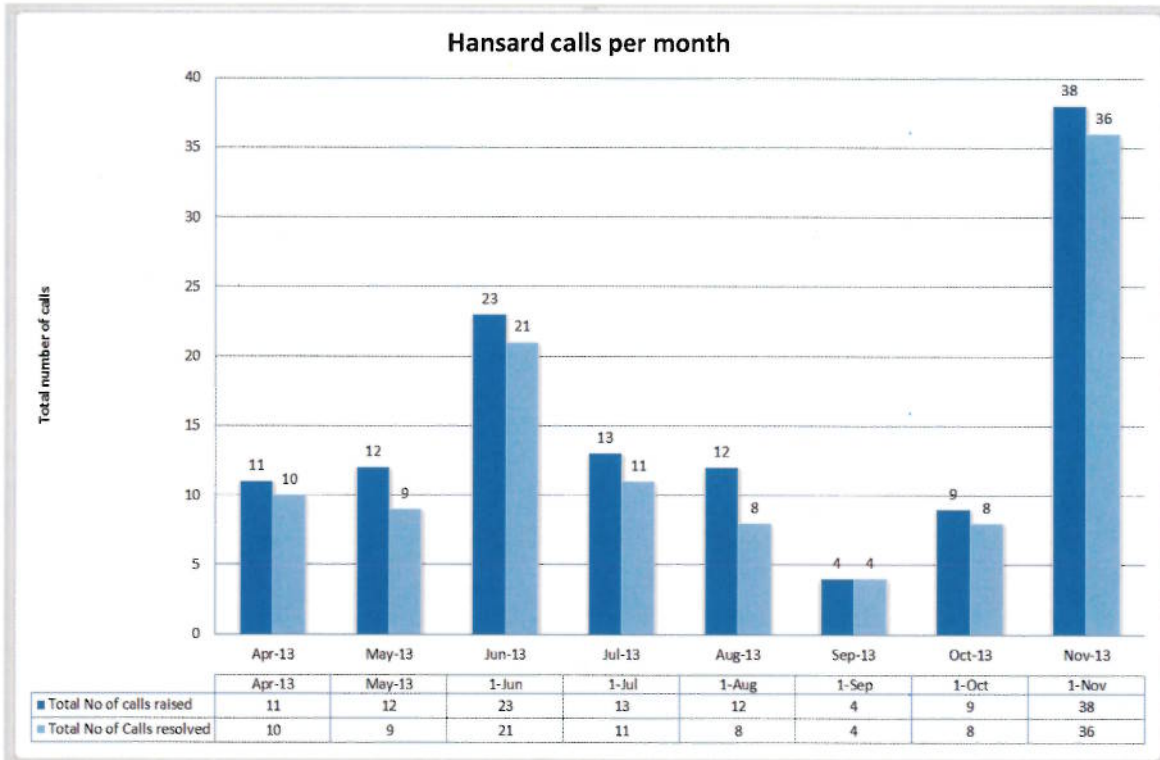
DART Related:

Senate committee audio was late to be loaded. This was the only global issue we have had in relation to the DART application. Broadcasting were quick to act.

Dragon Related:

Most common problem through the November sitting period is users losing connection with the microphone and this causes voice recognition ("VR") to fail. All calls have been logged and solved.

Service Manager Calls (incidents and requests)



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| 1-Oct | 9 | 0 | HPS and general Hansard issues | 9 | 8 | No trends, every incident different | 1 | One call pending due to more testing needed and pending vendor |
| 1-Nov | 37 | 1 | Printer Changes, HPS, DART and Dragon issues | 38 | 36 | No trends, every incident different | 2 | One Call pending more investigation and another to be closed early December. |

Successes:

HPS Printer function for MyPinks & MyGreens is completed.





Hansard Report December 2013

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Hansard

HPS 2.2.2000.0 (this number may change) release is still to be confirmed, an updated release date is to be re-scheduled. An early to mid-2014 release is looking realistic. Further enhancement are required (yet to be approved) to the next HPS release.

You'll notice further down, since Parliament is back, calls for Application Support are consistent from 38 calls for November and December we have seen 35 calls. (Please note: time period for December is shorter due stand down approaching for Christmas).

January 2014, ██████████ will return on 20 January 2014, all urgent calls can still come to ████████.

Minor works approved for next HPS release.

HPS Production System

- (IM39634) Table of Contents issue is due to server security patches. App Support ████████ liaised with ██████████ to remove all security patches on a month by month basis. This took a lot of time and required only taking a particular amount of security patches away at a time. In the end we narrowed it down to three .Net security patches. Oconics we're notified, then Oconics liaised with Microsoft and

Application Support in replicating the issue through tool provided from Oconics, which was applied in APH test environment. Unfortunately we we're not able to reproduce the error. Hansard have confirmed that they have current workaround. More stable solution to TOC document has been put forward by HSU:

- [REDACTED]
- [REDACTED]
- HPS Archiving of content will be carried out early 2014, This procedure will be on-going procedure for 2014. This will ensure that SharePoint threshold is kept to a minimum. (regular housekeeping on the HPS)
- (IM40707) HPS users are having refreshing issues after approving HPS turn. App Support arranged meeting on 16 December 2013, other areas attended to discuss AD look ups and HPS network traffic. Currently we have all Hansard users now going back through the F5 load balancer. Previously we had 10 users bypassing the F5 load balancer. 10 users are now going back through the F5 as Networking would like to run more traces in early 2014.
- (IM41672) Senators and Members Services Portal, new Members and existing Senators & Members for short time period we're unable to organise their delivery options. When opening SMSP > My Hansard Options - SMSP throws unhandled error:

[REDACTED]

Cause (from [REDACTED]):

When the page loads it starts a sequence of LDAP queries with what appears to be new binds for each query. In the packet cap we observed the search for group [REDACTED]. all the 'usual' HPS groups.) When the group members are returned, the code queries (again with a new bind each time) for additional attributes from every user in the group (s).

The exception was caused by a user account that had a [REDACTED] that contained characters that would need to be escaped in the code. So when the LDAP query string for that user was constructed, it threw the error. Updating the [REDACTED] to what it should be, allowed the queries to completed, and the page eventually loads after querying all the users.

My Notes:

The main delay in page loading is caused by the individual LDAP queries for every user returned in the group(s). We should review the methods used to generate the list boxes. Generally you can get the DC to do most of the work in the query rather than do it in code, but we need to measure the difference in efficiency between the two – a more complicated query vs multiple simple queries. Some sort of runtime or debug log would be useful.

- (IM41730) External Dependency (ED), is used to sync new Member & Senators' name changes in HPS. This function is scheduled to run each day at specific time. If a name change is made after the scheduled time, manually running a sync is an option. Manual sync within HPS is currently not working and we suspect the issue is the users who are kicking off the ED service through the website are not authorised at the [REDACTED] end to make the calls to the [REDACTED] service. [REDACTED] has now been given access/permissions at the [REDACTED] service end to make the request from HPS. This cannot be tested in Production until there's name changes from the Table Office.

DART Related:

As of December 2013 the SUN Storage Appliance [REDACTED] that is used for the DART system backend file share ([REDACTED]) is "end of life" and no longer a vendor supported platform. Please note though that it is still currently functioning appropriately.

Seeing that virtualization technology over the last 5 years has improved significantly from the point at which the DART system was commissioned, it has been determined that the most appropriate replacement for this storage appliance would be to virtualize it as part of our production VMWare infrastructure. It is believed that our VMWare infrastructure will more than adequately provide performance and reveal the redundancy of the current storage appliance.

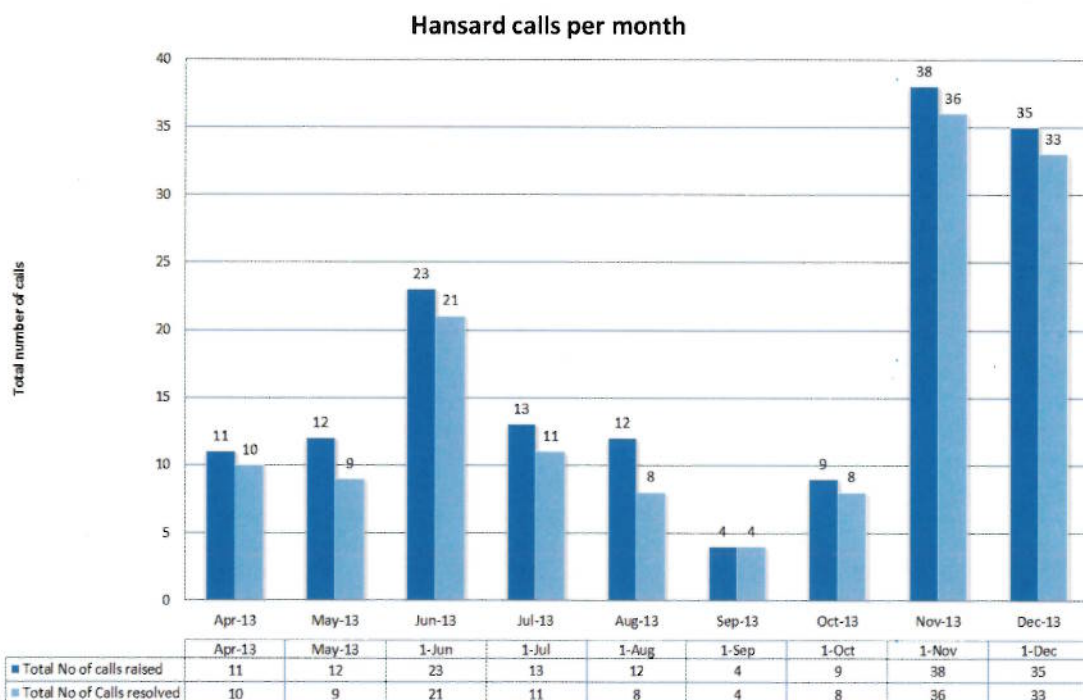
It is proposed that over the Christmas recess all the recordings will be copied from the current SUN Storage Appliance to the new virtual storage, once this is done the DART system will be "pointed" to the new storage and tested. At no point will the current SUN Storage Appliance be turned off (it will just be disconnected from the network), or the recordings deleted, until it is proven through UAT testing that the new virtual storage is operating correctly.

We believe this change will have no impact on how the system functions, and should only require a 30-minute outage of the system to perform the changeover. Also we will be able to revert back to the current storage at any time if needed. This should mean that this change will have very little risk involved and no impact to the users of the system (other than during the change over which will be done out of business hours).

Dragon Related:

Nothing to report.

Service Manager Calls (incidents and requests)



| Month | Incidents Raised | Changes/ Requests Raised | Reasons | Total No of calls raised | Total No of Calls resolved | Trends | Total No of calls outstanding | Additional Information |
|--------|------------------|--------------------------|---|--------------------------|----------------------------|---|-------------------------------|---|
| Apr-13 | 11 | 0 | Parlinfo, Member expansion names, HPS Client not running issues | 11 | 10 | | 1 | |
| May-13 | 11 | 1 | Release 2.2.1000 | 12 | 9 | Dragon issues, incorrect passwords, Deadlock errors | 3 | One pending vendor, two under investigation |
| 1-Jun | 23 | 0 | Dragon, DART, HPS | 23 | 21 | | 2 | One pending vendor, one pending approval |
| 1-Jul | 12 | 1 | Dragon, HPS | 13 | 11 | | 2 | One pending vendor, two is currently being tested |
| 1-Aug | 12 | 0 | Dragon, HPS | 12 | 8 | Dragon not installing | 4 | Four calls pending next HPS release 2.2.2000.0 |
| 1-Sep | 4 | 0 | DART, HPS | 4 | 4 | No trends, every incident different | 7 | Six calls pending next HPS release and others still being looked into. |
| 1-Oct | 9 | 0 | HPS and general Hansard issues | 9 | 8 | No trends, every incident different | 1 | One call pending due to more testing needed and pending vendor |
| 1-Nov | 37 | 1 | Printer Changes, HPS, DART and Dragon issues | 38 | 36 | No trends, every incident different | 2 | One Call pending more investigation and another to be closed early December. |
| 1-Dec | 35 | 0 | HPS and general Hansard issues | 35 | 33 | no trends, AD groups, SMSP | 2 | 2 Calls pending, 1 pending next release fix. Other pending next sitting period. |

Successes:

Joint effort making it through another Parliamentary year.

Application Support wishes Hansard all the best over Christmas break and travel safely.

See you all in the New Year 2014.

