

Photo by Kate Patrick

# Legal Aid ACT



Andrew Crockett, Legal Aid (ACT) CEO and Brett Norton, OPC Managing Director

## MISSION CRITICAL where IT failure is NOT an option!

The Legal Aid Commission (ACT) is an independent statutory authority whose role is to help people living in the ACT who have difficulty accessing private legal advice and services. Apart from its clients, the Commission's stakeholders include its funders (Commonwealth & ACT Governments) the private legal professional, courts, tribunals and other justice agencies in the ACT. Anyone can call the Commission for assistance, anytime.

A key component in delivering the Commission's charter is Information Technology. It is critical to the Commission that it has in place a reliable and cost efficient ICT infrastructure. In 2009 the Commission approached OPC to conduct a full audit of its systems and processes and to provide a total ICT solution after unplanned outages severely impacted core business service delivery.

As the Commission's Business Manager John McManus points out:

*"Commission clients often require legal services... at short notice. The courts do not wait because ICT systems do not work. It's important that our systems are well maintained and constantly available."*

Working in partnership with the Commission OPC identified the key areas

that were impacting on the reliability of the internal systems and an action plan was developed that

- provided a consistently stable and reliable network and server infrastructure that was resistant to failure;
- was modern, scalable and flexible and geared to take advantage of new technologies;
- renewed confidence in the Commission's ICT systems
- promoted the professional delivery of ICT services through process and measurement.

For organisations like the Commission, a wide range of services and expertise is required to effectively manage services as they simply do not have the financial resources to employ all the specialist skills needed to keep systems fully operational 24/7, 365 days of the year.

The Commission's CEO, Andrew Crockett, says that:

*"OPC has made a big difference to the Commission's operations over the past three years by improving the reliability and dependability of the Commission's ICT infrastructure."*

OPC project managed and executed a full relocation and has worked alongside them to develop and refine key policies such as:

- ICT Governance and Management
- Change Management
- ICT Security
- User Management
- Social Media Usage
- Acceptable Use of the Internet and Email, and
- Mobile Device Management

*"Legal Aid Commission is one of our most important and enduring partnerships. The Commission provides a vital service to the community and we are delighted to be responsible for their ICT support through Managed Services."*

Brett Norton, Managing Director OPC IT

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