



24 September 2007

MEDIA ALERT

Senator Coonan to launch Alternative Dispute Resolution strategy for ICT industry

The Minister for Communications, Information Technology and the Arts, Senator Helen Coonan will launch a new implementation strategy to promote the use of Alternative Dispute Resolution (ADR) for the Information Communication Technology (ICT) industry.

This follows the findings of a national survey investigating the extent and types of disputes which showed, for instance, that almost 50% of contracts result in disputes, in many cases, in excess of \$1 million.

An industry first, the survey is the initiative of a joint venture involving peak bodies, the Australian Computer Society, the Institute of Arbitrators & Mediators Australia and the Project Management Institute.

Chairman of the Joint Venture Committee, Tony Grieve says: "The high levels of contractual disputes in the ICT industry is a recognised impediment to this sector. This new strategy will offer the industry a cost-effective and faster approach to resolve disputes."

Launch Details

- Who:** Senator the Hon Helen Coonan
Minister for Communications, Information Technology and the Arts
Deputy Leader of the Government in the Senate
- What:** Launch of Implementaton Strategy to Promote the Use of Alternative Dispute Resolution for the ICT Industry and Release of Survey Results
- When:** Thursday, 27 September 2007
- Time:** 10 am – 10.45 am
- Where:** The Adelaide Room
Sofitel Wentworth Hotel
61 – 101 Phillip Street
Sydney

Media Contact

Gianna Totaro
Media Relations
The Institute of Arbitrators & Mediators Australia
(03) 9607 6908 or 0438 337 328
national@iama.org.au



Background

In 2005 the Institute of Arbitrators & Mediators Australia (IAMA) identified the Information Communications and Technology (ICT) industry as being characterised by a high level of contract related disputes; very high amounts in dispute; and low adoption of Alternative Dispute Resolution (ADR) procedures and techniques.

With little or no empirical evidence to support these views, IAMA decided to conduct a survey of ICT and ADR professionals to determine the extent of disputes within the ICT industry; the extent to which ADR procedures had been adopted; and, suitability of ADR procedures to the ICT industry.

IAMA identified the Australian Computer Society (ACS) and the Project Management Institute (PMI) as key strategic partners for this initiative. The survey is an industry first and provided the platform for the implementation strategy to promote the use of ADR in the ICT industry.

Profile of Joint Venture Organisations

About ACS

The ACS (Australian Computer Society) is the recognised professional association for those working in Information and Communications Technology, seeking to raise the standing of ICT professionals and represent their views to government, industry and the community. A member of the Australian Council of Professions, the ACS is the guardian of professional ethics and standards in the ICT sector, committed to ensuring the beneficial use of ICT for all Australians. It provides both members and non-members with opportunities for professional education, networking and certification, as well as enabling them to contribute to the development of their profession. More details about ACS can be found at www.acs.org.au.

“The Survey of Dispute Resolution in the ICT Industry is the result of the hard work and efforts of the IAMA, PMI and ACS. The Survey gives insights into the nature, length and techniques used in Dispute Resolution with distinctive traits of the ICT industry. Its findings are no doubt valuable to encourage professional practice in the ICT Industry and to help resolving disputes should they arise.”

ACS President: Philip Argy

About IAMA

The Institute of Arbitrators & Mediators Australia (IAMA) is the nation's largest, independent and most experienced alternative dispute resolution (ADR) organisation. Founded in 1975, membership comprises some of Australia's eminent and experienced ADR professionals drawn from a diverse range of sectors including commercial, legal, education and government. With offices in all states and territories, it also plays a key role in industry and consumer schemes. IAMA provides services in all forms of ADR including arbitration, mediation, conciliation, adjudication and expert determination, and is involved in the professional development, training and accreditation of ADR across Australia and internationally. More details about IAMA can be found at www.iama.org.au.

“Since 1975 IAMA has assisted organisations and individuals in resolving disputes, saving industry millions of dollars and governments considerable costs as an alternative to tribunals and courts. This survey demonstrates the need to develop and implement cost effective dispute resolution to ensure the Australian ICT industry achieves and maintains efficient delivery of its services. We are proud to be part of this important initiative and with our key strategic partners, the ACS and PMI, will achieve this objective.”

IAMA President: Laurie James

About PMI

Since its founding in 1969, the Project Management Institute (PMI®) has grown to be the organisation of choice for project management professionalism. With over 230,000 members worldwide (more than 180,000 of whom are certified PMPs), PMI® is the leading non-profit professional association in the area of Project Management. PMI has been operative in Australia since 1996 with Chapters in Sydney, Melbourne, Queensland, Perth, Adelaide and Canberra and over 3500 members. PMI establishes Project Management standards, provides seminars, educational programs and professional certification that more and more organisations desire for their project leaders. More details about PMI can be found at www.pmi.org.

“The Project Management Institute proudly supported this study. The need for best practice project management and governance processes in the ICT industry is evident, particularly given the innovation ICT projects can deliver. This study is likely to assist project teams in recognising what constitutes a higher risk criteria for where disputes may arise.”

PMI Chairman: Todd Hutchinson