

# Highlights and Achievements for 2002/03

- A number of strategic contracts, valued in excess of \$15 million, were secured throughout the year. These included Queensland Alumina Limited (QAL) of Gladstone, Department of the Premier and Cabinet and the Department of State Development, Brisbane City Council, Bank of Queensland, Orix, and John Deere.
- In September 2002, CITEC successfully completed a major hardware and software upgrade for Department of the Premier and Cabinet and the Department of State Development on time and within budget. The project encompassed a large-scale deployment of Windows 2000 and Office XP to more than 1,400 desktops distributed over 23 offices throughout Queensland and internationally.
- In October 2002, CITEC was officially accredited as a Microsoft Gold Certified Partner for Enterprise Systems - 2002.
- Eight CITEC staff completed the highest-level ITIL Managers Certificate in IT Service Management ('Masters') and more than 90 staff members qualified to ITIL Foundation Certificate level. CITEC now has one of the highest concentrations of qualified ITIL staff in Australasia.
- CITEC introduced the Service Management Team, a single point of contact for clients, to simplify and improve processes relating to client contact.
- In December 2002, Dr Mark Rainbird was appointed to the position of CITEC Managing Director.
- CITEC introduced several new products and services during the year including:
  - [ICT Professional Services consulting for applications support and custom applications development](#);
  - [Telco Cable Search, Settlement Booking System and Written-off Vehicle Search](#), which expanded CITEC Confirm's services;
  - [Email Screening Solutions \(comprised of Email Anti-Virus, Email Anti-Spam and Email Anti-Porn products\)](#); and
  - [ReadyAccess Internet VPN](#).
- CITEC commenced a co-branding initiative with leading vendors for our flagship CITEC Confirm product.
- CITEC's Ms Christine Morris, Manager - Business Services Unit, was appointed Chairman of the Bulk Electronic Clearing System (BECS) Advisory Council for the Australian Payments Clearing Association (APCA) - a peak industry group for the Australian financial sector.



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