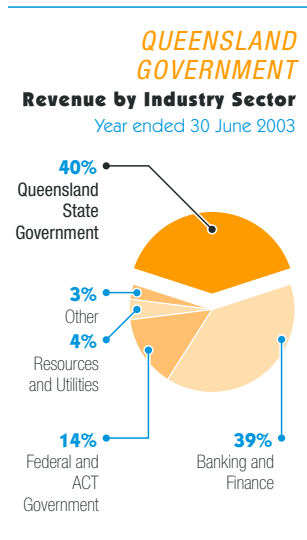


Security and business continuity including ICT disaster recovery solutions will be a priority as agencies review those factors in light of world events.



## QUEENSLAND GOVERNMENT

### Environment

Queensland Government agencies continued their demand for more cost-effective services; leveraging existing ICT investments and in-sourcing continued to be a dominant trend for agencies delivering ICT services.

The Aligning Services and Priorities Program (ASAP) was a major focus for Queensland Government during the year. Many agency ICT strategies and projects had to be reviewed as a result of the ASAP initiative, with agencies clarifying which services were going to be most affected.

The program has since been renamed the Shared Services Initiative (SSI). The SSI had a major impact on CITEC resources during the year, particularly since CITEC is the major service provider of Queensland Government Corporate Services IT.

Despite the outcomes of the review, the Queensland Government continues to be an important customer and major focus for CITEC. The year closed with Queensland Government representing 40% of the CITEC revenue base, down 1% from the previous year.

### Key Contracts and Initiatives

*Department of Innovation and Information Economy, Sport and Recreation Queensland (DIIESRQ)*

In March 2002, CITEC commenced a collaboration with Access Queensland to effect the transitioning of the Government Information Referral Service Call Centre operation into the SmartService Queensland Integrated Contact Centre. CITEC continues to provide ICT services to support the Integrated Contact Centre's operations.

In July 2002, CITEC signed a 12 month, \$420,000 contract with Access Queensland for the provision of a Service Integration Infrastructure (SII) and Integrated Receipting System (IRS) Pilot, a whole-of-government Integrated Services Delivery System. Later, in August 2002, CITEC was awarded a three-year, \$1.4 million contract with Access Queensland to provide the Facilities Management component of the SII/IRS project. The 24/7 Facilities Management and failover functionality will ensure continued online access to Government information.



**Darryl Patterson**  
Director Queensland Government

*Department of the Premier and Cabinet (DPC) and Department of State Development (DSD)*

In July 2002, DPC and DSD signed a further 12 month extension to the facilities management, software support, IT consultation, and help desk services provided on-site by CITEC. This extended the arrangement into its seventh year.

A major state-wide and international hardware and software upgrade for DPC and DSD was completed by CITEC in September 2002. The project encompassed a large-scale deployment of Windows 2000 and Office XP to more than 1,400 desktops dispersed throughout 23 offices in Australia, South Korea, China and Hong Kong. The upgrade of all international offices including Taipei, Tokyo, Osaka, London, and Los Angeles will be completed by the end of 2003.

### Queensland Transport

In July 2002, CITEC signed a new three-year, \$21 million contract with Queensland Transport (QT) for the provision of Mainframe Hosting and Facilities Management services to support QT's mission critical registration and licensing application (TRAILS). Key features and achievements with this new contract included the successful delivery of a 'less than four hour' Disaster Recovery solution and an annual increase of some 400 hours of TRAILS application availability.

### Outlook

The Queensland Government market will continue to be challenging with tight IT budgets. The SSI will continue to be a major factor with similar initiatives also well established within New South Wales, Victoria, ACT and South Australian Government sectors. As a result of SSI, resource shifts have occurred and some economies of scale have been realised within agency IT teams. Stage two of the SSI will require agencies to further review current ICT solutions deployed. The opportunity remains for CITEC to provide solutions to whole-of-government in stage two of the SSI initiative, capitalising on CITEC's economies of scale and scope of services.

Security and business continuity including ICT disaster recovery solutions will be a priority as agencies review those factors in light of world events. CITEC currently provides quality disaster recovery services to several agencies, and is well placed to extend this, and business continuity planning, to a whole-of-government offering.

Proactively developing scaleable infrastructure and application solutions, which provide value for money and enable broad adoption across Government is also a priority for CITEC in the coming year.