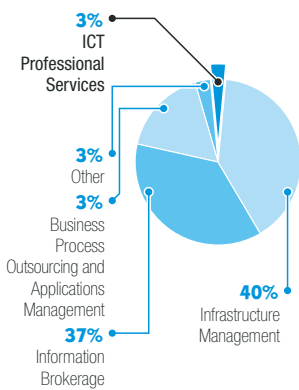


Consultative, strategic and technological services based on CITEC's core competencies of information brokerage, infrastructure management, business process outsourcing and applications management.

ICT PROFESSIONAL SERVICES

Revenue by Business Lines  
Year ended 30 June 2003



ICT PROFESSIONAL SERVICES

Environment

The year saw major systems integration projects commissioned, representing a 'second wave' of implementation work to enhance electronic customer service delivery.

There was renewed activity in the Government market, which consolidated the trend for electronic delivery of government services across multiple service channels (counters, contact centres and via the Internet). These initiatives typically sought portal based architectures supporting multiple government agencies and shared infrastructure solutions. There was also a general trend towards shared infrastructure solutions and projects.



Gary Whitelaw  
Director ICT Professional Services

Key Contracts and Initiatives

As the managed services provider for the ACT Canberra Connect trading portal, CITEC secured a \$250,000 project to redevelop the look and feel of this key whole-of-government service for the ACT Government. This was in addition to negotiating an extension to the managed services contract, to the end of 2003/04, worth \$120,000. CITEC secured new projects involving custom-built applications development in the Government market with the Queensland Electoral Commission and as part of Deloitte's consortium, with the Local Government Association of Queensland.

Renewed emphasis was also placed on CITEC's traditional competencies of long-term application support and custom applications development. CITEC secured a \$400,000 redevelopment project with the Queensland Electoral Commission for a new election night system. The current system supports 'real-time' election night online reporting, including public access to election results via the Internet. A key goal of the new system is to minimise the risks involved in the deployment of supporting infrastructure.

Outlook

The coming year will see increased opportunities for major systems integration contracts, particularly where enterprise portals require end-to-end integration with back office systems. Initial contracts are being sought in the NSW and Victorian Government sector, through CITEC's status as a preferred supplier on major supply panel contracts. CITEC should experience consistent growth in consulting services to customers by leveraging our client base and strong offerings.



« CITEC's National Sales Desk is the first point of contact for clients