

Our Operations

Activity Based Business Model

During 2002/03, CITEC implemented a new costing system to record costs at client, Service Level Agreement and product levels. The new system, which uses an activity based costing methodology, replaces CITEC's previous project costing system and will be used as a prime management information tool.

Financial Management System Upgrade

CITEC operates the SAP financial management system for financial accounting requirements including general ledger, accounts payable, accounts receivable and debt management. During 2002/03, CITEC embarked on a major upgrade of the financial system from version 3.1i to version 4.6. This upgrade enabled considerable functionality enhancement within the financial management system which will lead to further system enhancement development in 2003/04.

Video Conferencing Equipment Upgrade

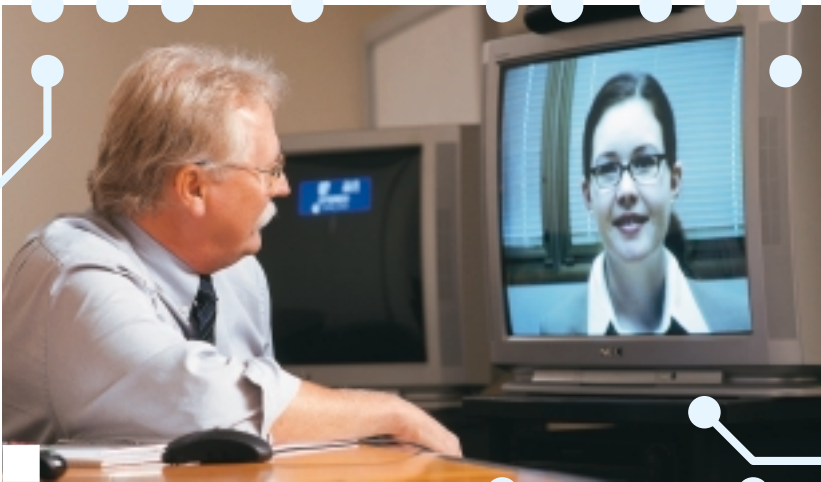
A national organisation such as CITEC with offices in various states and territories requires efficient and cost-effective means of communication. To better facilitate face-to-face communication between all our offices, CITEC upgraded Video Conferencing Equipment nationally. This equipment is used regularly as an effective method of communication for staff forums, business meetings and interviews.

Regulatory Compliance

As a commercial business unit of government, CITEC must comply with stringent corporate governance and compliance requirements. In 2002/03 CITEC was subject to a variety of audit and compliance reviews including:

- External audit of financial and compliance matters by Queensland Audit Office;
- External audit of Information Systems by Queensland Audit Office;
- Taxation audit of GST compliance by the Australian Tax Office;
- Quality Assurance Audit; and
- Internal audits carried out by the Department of Innovation and Information Economy internal audit team and CITEC's own internal auditors.

CITEC achieved satisfactory compliance results in all audits and reviews.



In 2002/03 CITEC upgraded its video conferencing equipment, linking its national offices