

# » Operational Reports

## Industry Verticals

### Queensland Government



**Darryl Patterson**  
Director, Queensland Government

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#### » Environment

As a commercialised business, CITEC competes for contracts to supply services to Queensland Government agencies by responding to open tenders and requests for quotations issued under state purchasing guidelines.

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The Queensland Government's Shared Services Initiative (SSI) ensured a strong focus on ICT consolidation and cost-reduction projects within agencies, with CorpTech and the cluster head agencies taking a lead role. In-sourcing remained prevalent through the year.

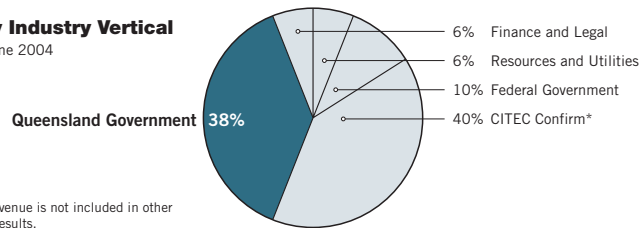
CITEC played a valuable role in the SSI initiative during 2003/04 in its capacity as the infrastructure partner of CorpTech. As a result, CITEC and CorpTech worked closely to ensure effective delivery of corporate services to the Queensland Government.

We also contributed to the consolidation objective by proposing cost effective delivery of future services to the Government through a utility computing model delivered via CorpTech.

The latter part of the financial year saw a major change for CITEC as a result of machinery-of-Government changes following the state election. CITEC is now attached to

#### » Revenue by Industry Vertical

Year ended 30 June 2004



\* CITEC Confirm revenue is not included in other industry vertical results.

the Department of Public Works, which is also responsible for other major government ICT service and delivery units.

Our relationship and business coverage across the sector remains very strong, with the Queensland Government representing 38% of CITEC's total business.

#### » Key contracts and initiatives

CITEC entered into significant contract arrangements with CorpTech this year in support of the SSI. These contracts, in excess of \$7m, included:

- » payroll disbursement services for CorpTech;
- » consolidation of infrastructure services; and
- » a further extension of infrastructure services.

Other significant business for CITEC included:

- » the development of the real-time, Internet-based Election Results Information System (ERIS) for the Electoral Commission of Queensland (ECQ);
- » renewal of facilities management and service desk for the Department of Premier and Cabinet;
- » rationalisation of GovNet infrastructure; and
- » the renewal of an Internet portal contract with the Local Government Association of Queensland.

#### » Going forward

Over the coming year there will be an increased emphasis on the Queensland Government looking to identify whole-of-Government opportunities in line with initiatives already in place for shared services. These opportunities may be easier to identify and instigate, with a number of Queensland Government ICT units now operating in the same government agency.

CITEC has identified a number of solutions which will help to capitalise on these opportunities. Our existing scope of services, along with new and relevant initiatives, position us well to provide whole-of-Government services effectively.

Security and business continuity, including disaster recovery services, will continue to be a priority for the government throughout the year. These services will be embraced by individual agencies and form an important part of whole-of-Government projects.

Agencies will continue to operate under tight IT budgets. Our goal will be to support this operating environment through effective use of CITEC's enabling technologies.



CITEC enabled the provision and delivery of real-time election results via the Internet for Queensland's general state election held on 7 February 2004. CITEC's technology also automated and improved electronic data feeds to television media and delivered tally-board output in the tally room on election night. The new system processed more than 1.8m votes cast and counted on polling day, with website hits peaking at over 2,900 per minute.

Queensland Electoral Commissioner, **Bob Longland** and CITEC Managing Director, **Mark Rainbird**