



# » Operational Reports

## Business Lines

### ICT Professional Services, Business Process Outsourcing (BPO) and Applications Management



**Patricia Hopkins**  
Director, Professional Services

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#### » Environment

In the diverse market in which CITEC operates we have seen increasing demands at a shareholder and board level for improved governance and security for businesses. As a result of this environment and a renewed era of investment in key IT projects to support business growth, CITEC ICT Professional Services has responded to the needs of our clients in assisting their business to move forward.

In particular, CITEC has delivered business continuity and security planning consultancy services. There has also been a strong demand from our clients to provide ICT strategic planning professional services, when major business changes are being effected or planned.

CITEC has seen renewed demand for applications development projects that deliver refreshed user interfaces while retaining the investment in existing core business applications. Such projects enabled our clients to deliver enhanced customer service and a more cost effective return on the ICT investment.

CITEC's strong project management and applications development capabilities, combined with the experience to deliver complete end-to-end applications development projects, meant that the large Brisbane team of more than 80 specialists was in high demand from both existing and new clients.

Business process outsourcing and applications management services from CITEC continued to grow, as demand and acceptance of the outsourcing model for business in Australia matured and gained momentum. More and more enterprises and government departments recognised the value of selective outsourcing of certain business process and services, such as payroll and SAP applications management.

CITEC is well positioned to develop and deliver such services by leveraging the very robust, scalable infrastructure, data storage and high quality support capabilities that already exist in the business.

Our clients are seeking ICT partners who can bring more than technology solutions to their business and appreciate having professional services available to deliver more strategic value to the relationship.

#### » Key contracts and initiatives

As predicted, partnerships with Aurion, Spherion and SAP ensured a successful year of growth for the business line. A significant contract was signed between Aurion and CITEC for the delivery of HR/payroll services to a major finance company, and we are now moving towards implementation.

In response to government requirements for a more flexible and cost effective arrangement for the SAP and Aurion hosting services provided by CITEC, a major project to restructure our hosting offering was completed. This will enable the services to

be delivered using a range of utility models aimed at meeting government needs.

Another significant product initiative for CITEC in 2003 was the development of a J2EE Framework in response to the growing need in the market. This has enabled us to provide several key advantages to our clients including reduced cost of development, improved code reliability and increased functionality through component reuse. We will also be able to reduce ongoing maintenance through using shared components across developments and clients.

The new Election Results Information System (ERIS), designed, produced and supported by CITEC for the Electoral Commission of Queensland, was successfully completed and deployed at the Queensland state election in February 2004. This was an exceptional example of CITEC's capability to deliver high risk, high profile projects on time and within budget.

#### » Going forward

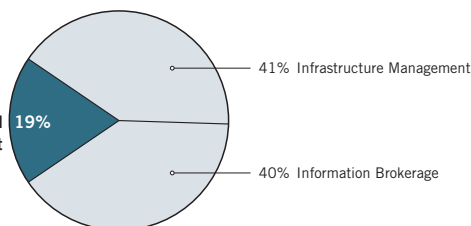
This year CITEC will continue to enhance business process outsourcing and applications management services both directly and in conjunction with established partners in response to increasing market demand. CITEC will seek to further develop its range of consulting services, particularly supporting the applications development, infrastructure management and business process solutions already core to CITEC's offerings, and leveraging CITEC's vendor independent position.

The business line will be focused on developing existing solutions and ensuring that tools and services are in place to greatly enhance and support the client's experience of the range of solutions available from CITEC.

#### » Revenue by Business Line

Year ended 30 June 2004

ICT Professional Services, BPO and Applications Management





» In delivering its payroll services, CITEC enables secure and confidential payment to more than 130,000 people under 250 awards. Last year, CITEC disbursed over \$5b to payee bank accounts and produced more than 100,000 annual payment summaries.

In providing outsourced remuneration services, CITEC liaises with more than 400 deduction authorities over a variety of IT platforms including IBM, HP and Sun in a fully hosted and secure environment.