

» Operational Reports

Client Service Delivery and Technology Strategies

CITEC successfully maintained its long-standing formal third party Quality Management certification to ISO 9001:2000 through a series of internal and external surveillance audits during the year.

» **HP OpenView: Integrated Service Management (ISM)**

The program of implementation of the ISM toolset based on HP OpenView is well advanced, and continuing within CITEC in partnership with Hewlett-Packard. The ISM toolset will consolidate and standardise our service monitoring and reporting framework, and provide an end-to-end management capability across all components of our clients' ICT infrastructure. The vision for ISM includes providing our clients with enhanced access to real-time status, tracking, and historical trend information on their critical business systems. In company with our ITIL and internal service program, ServiceEdge, the ISM toolset will underpin CITEC's exciting next-generation managed IT services offering.

» **Service catalogues**

As part of CITEC's ongoing commitment to the implementation and enhancement of ITIL best practice processes and procedures for ICT service management, service catalogues were developed by each service delivery area. The service catalogue clearly identifies and articulates the services offered by CITEC and the service levels and key performance indicators that are supported for each service.

» **Quality management and continual service improvement ISO 9001:2000**

Sustaining and improving our formal certifications enables CITEC to maintain its competitiveness and continue to develop key areas of comparative difference in our chosen markets. CITEC successfully maintained its long-standing formal third party Quality Management certification to ISO 9001:2000 through a series of internal and external surveillance audits during the year. SAI Global, the accrediting body,

conducted audits across the organisation during the year, including offices in Sydney and Canberra, to complement our own internal audit programs and proactive responses for improvement.

Quality management staff also provided pragmatic assistance and advice to Aurion Corporation in their successful application for a formal third party quality management certification to ISO 9001:2000. Successful delivery of these types of consulting services builds on CITEC's reputation as a leading ICT services company, able to apply best practice theory to clients' practical business environments.

AS/NZS 7799.2:2003 Information Security Management Systems Certification

CITEC's organisation-wide commitment to information security and quality-driven service was rewarded with the successful audit by SAI Global of our Information Security Management Systems against the AS/NZS 7799.2:2003 security standard. This achievement follows an extensive and complex project that reviewed our security management framework and policies, and the ISO 9001:2000 certified quality system governing our service delivery. Certification to AS/NZS 7799.2:2003 is becoming a mandatory criterion for many security-conscious purchasers of ICT services. Together with our ISO 9001:2000 quality system and ITIL-compliant service management, this certification gives objective assurance to existing and prospective clients that their facilities are being managed to an internationally recognised security standard.

» **CITEC Project Office**

The principal functions of the CITEC Project Office are to monitor, report, measure, establish and maintain methods, processes and standards for controlling projects. It also provides support for project managers in delivering client and business projects.

In 2003/04 the CITEC Project Office achieved an excellent record of enabling CITEC's business through the successful delivery of projects. During the financial year the unit assisted with the completion of 67 projects with an investment value of \$10.48m. At any one time during the year the Project Office was monitoring and assisting with the implementation of up to 40 ongoing concurrent projects, with a combined value of more than \$15m.

Some of the key achievements for the year included:

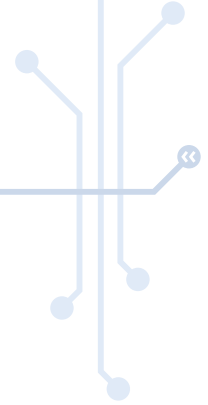
- » establishing and implementing a Project Governance Framework that assesses and oversees all investment decisions including new sales or product developments which may impact upon the business;
- » coordinating the ICT Review across CITEC, conducted by external consultants to improve CITEC's internal systems;
- » developing and implementing the ICT Governance Framework to better integrate business strategy, ICT policy, and investment decisions;
- » implementing a customised online Project Management Reporting Tool to improve visibility of all projects for the executive management and investment committees; and
- » improving the monitoring and reporting on strategic groupings or programs of work.

» **ITIL and best practice ICT process alignment**

The ongoing reinforcement of a common language and consistent ICT service management practices has led to improved teamwork, more effective allocation of effort and specific improvements in response and resolution times for clients in the areas of incident, problem and change management. This has been achieved because of CITEC's ongoing commitment to aligning its ICT management practices with the internationally regarded best practice ITIL framework. An additional 32 staff were trained and qualified



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to the ITIL Foundation Certificate in IT Service Management level. This brings the total number of CITEC staff currently holding this qualification to 104, complemented by nine staff who currently hold the highest level Manager's Certificate (Masters) in IT Service Management.

» **Industry information sharing and development**

During the year, CITEC staff presented a number of papers at local industry related conferences and events. The topics ranged from combining the ITIL and Control Objectives for Information and related Technologies (CobiT) Governance frameworks to create more productive Service Level Agreements, through to the 'people' aspects of introducing organisational change in ICT Service Management practices.

» **P3 solutions (people, payments and processing)**

During the year all the teams providing payroll services within CITEC were combined into one area, P3 Solutions. This change was made for internal business efficiencies and to present to clients a single delivery area capable of managing all of an organisation's payroll and payments functions, from data entry to infrastructure management and reporting. Last year, P3 disbursed more than \$5b to payee bank accounts and produced more than 100,000 annual payment summaries.

» **Software Services**

CITEC Software Services specialises in providing software development, integration, applications support, database administration and consulting services. Software Services' expertise covers the full range of applications services across the entire system life cycle and spans a wide range of technology and applications architectures. The team currently supports more than 150 software systems, sites and portals of varied technologies, many of which were developed in-house. The team comprises 80 professionals including Project Managers, Business Analysts, System Analysts, Architects, Designers, Programmers, Database Administrators and Testers.

In the past 12 months Software Services has re-established a solid reputation for managing on-time, on-budget projects which deliver real business outcomes to clients. This team, which was previously a provider of internal services, has now been transitioned to compete for work from external clients. The team's successful track record comes as a direct result of the investment that CITEC has made in skilled management and technical professionals, combined with the best practice processes that we engage to deliver each project.

J2EE Project: Electoral Commission of Queensland (ECQ)

The Software Services team has extensive experience and skills in developing multi-tiered J2EE compliant applications using Java. CITEC's experience in this area covers the full range of J2EE tools and standards including Java Applications, Java Applets, Java Servlets, Java Server Pages (JSP), Enterprise Java Beans (EJB), Java Database Connectivity (JDBC) and Web Services. During the 2003/04 year, Software Services developed the Election Results Information System (ERIS) for the Electoral Commission of Queensland (ECQ).

The ERIS provides the ECQ with a powerful, election results entry and publishing system. ERIS allows entry, processing and reporting of state general elections, by-elections and referendums. ERIS was designed and built using a J2EE software framework, Oracle Database, and Oracle Internet Application Server and used contemporary XML technology for its data feeds to the media.

This was a mission critical deployment with only one opportunity to get it right on the night. The success of this application was televised on 7 February, 2004 for the Queensland state election.

» **Corporate Services Network (CSN®)**

In October 2003, CITEC launched its new national CSN® which is based on a modern TCP/IP architecture. The new network

upgrades and replaces the highly successful CCNet National Frame Relay network, and employs high-end Cisco MPLS-enabled routers interconnected via broadband trunks. The network has been designed with multi-route resiliency in the core to provide the highest levels of availability, and can support configurable levels of Quality of Service (QoS) to help ensure our clients' converged applications performance meets their unique business and cost requirements.

CSN® integrates CITEC's existing CCNet, Metropolitan Area Network (MAN fibre-optic), ReadyAccess VPN, and Internet backbone infrastructures to provide seamless enablement of intranets, extranets, remote data storage, disaster recovery, and voice and data convergence (IP telephony). Clients who have already signed up for CITEC's new national connectivity product include Sydney Water Corporation, Rabobank, ORIX Australia, Star Track Express, and Public Trustee Service of Queensland.

» **Data centre move**

CITEC's pursuit of data centre accommodation of the highest calibre resulted in a new partnership with Sydney-based company, Equinix Australia. Equinix is recognised internationally for the provision of high quality data centre co-location services, and carrier-independent Internet exchanges. During the year CITEC relocated client ICT infrastructure from its data centre at Homebush to the new facility at Mascot, and established a major CSN® telecommunications node at the new site.

The new site has increased resilient power and environmental infrastructure, together with stronger physical security controls and procedures. CITEC has established its own secure suite on the floor of the Equinix data centre, and located its Sydney support staff in office accommodation at the data centre.