

# Chief Information Officer's Report

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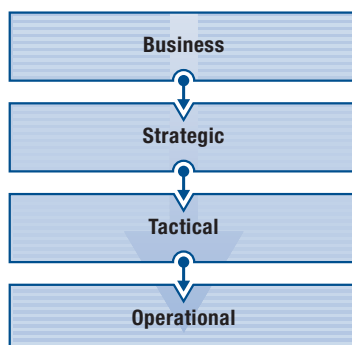
**Paul Dusman**  
Chief Information Officer

With the newly-formed role of Chief Information Officer (CIO) at CITEC taking shape during 2004/05, the focus in key areas has been on ICT strategic planning and internal technology initiatives.

In what is becoming a fundamental shift in the way CITEC plans and executes its ICT strategy, a stronger focus in three key areas is beginning to characterise organisational change at CITEC. These focus areas are:

- a strong "top-down" driven focus using an accepted planning hierarchy;
- an enterprise-wide strategic view for CITEC responsible technology (eg infrastructure, hardware and software) and allied business functions (eg skills and capability, resource management, strong alliance with business direction); and
- the refurbishment of our "workforce enablement" systems to better support CITEC staff, allowing them to provide quality service to our clients.

## Planning Hierarchy



In this initial period as CIO, the focus has been on:

- gaining an accurate understanding of CITEC's current positioning at each planning hierarchy level;
- implementing initiatives to quickly realise business and technology wins;
- putting in place infrastructure to support current ICT strategic planning needs that is flexible enough to grow with changing demands; and
- taking responsibility for strategic internal technology initiatives currently underway.

One of the primary roles of the CIO has been to influence the outcomes of important work to enhance strategic benefit to CITEC's staff and clients.

Key investments in 2004/05 included the acquisition of two IBM zSeries mainframes, with one to be used for disaster recovery purposes. This acquisition, along with our multi-million dollar investment in enabling world-class business continuity planning/disaster recovery capability and our AS/NZS 7799.2:2003 security certification, allows CITEC to offer one of Australia's premier enterprise-class infrastructure facilities.

The past six months have also seen a keen focus on enabling technology for the business. An ICT strategy development program was initiated to define and continually enhance our strategic view of the technology required to effectively and efficiently deliver CITEC's business capability to the market.

Our approach has been to contribute strongly to whole-of-government initiatives in our areas of expertise. The Queensland Government's future data centre needs is one area where CITEC has worked extensively with the Queensland Office of Government ICT to achieve a comprehensive assessment of requirements in the space.

Underpinning the technology rejuvenation program has been a decision to make all CITEC toolsets available to staff anytime, anywhere, in just about any format. Staff can now access the systems they use through a secure two-factor authentication process to deliver client services via the Internet, no matter where they are.

During 2004/05 CITEC invested significant funds developing a state-of-the-art integrated service management capability. Planning for the next generation of information brokerage offerings is also underway to ensure CITEC maintains its recognised market leading position in this field.

The revitalisation of relationships with industry stalwarts such as Microsoft and SAP, along with the ever-strengthening relationships we have with entities such as Sun, Cisco, Oracle, BEA and others, ideally positions CITEC to streamline and strengthen its standing in the delivery of core products and services.

**Paul Dusman**  
Chief Information Officer