

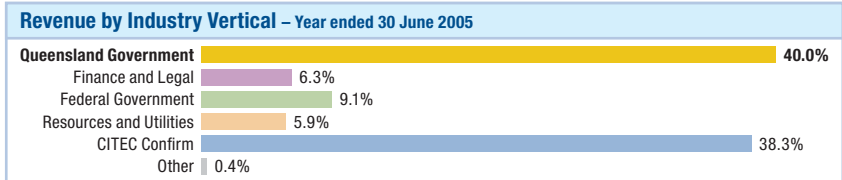
# Operational Reports → Industry Verticals

## Queensland Government

The work CITEC has done to achieve certifications in security, quality and ITIL are the building blocks which position us to provide solutions at a whole-of-government level.



**Darryl Patterson**  
Director, Queensland Government



### Market Overview

The Queensland Government has an annual ICT budget of approximately \$1 billion. This expenditure includes the ICT staff of government agencies, posing significant competition for CITEC in these agencies. In many cases agencies are evaluating CITEC's service capabilities and costs against their own internal IT divisions. CITEC has been able to demonstrate value with providing economy of scale and scoping solutions which cannot be delivered by agencies. The successes of 2004/05 have been built on business in that dimension.

The consolidation of ICT environments remains a focus for government and CITEC has played a leading role in this activity. As the prime contractor for the whole-of-government GovNet solution, CITEC has engaged with a number of local IT companies to provide an end-to-end solution for the Queensland Government.

Our extensive relationships and business coverage across the sector remain very positive. New business developed this year has leveraged our strong local knowledge and capabilities, built on decades of providing industrial strength ICT solutions for the Queensland Government. The business revenue from this sector reflects 40 per cent of CITEC's total sales.

### Key Contracts and Initiatives

CITEC continued to increase its business volume with the Queensland Government's corporate system provider CorpTech in the shared services space, in addition to securing a number of key agency-specific opportunities.

Major contracts signed in the period include:

- a three year contract to provide facilities management, help desk support and wide area network (WAN) management for Education Queensland;
- a three year agreement to consolidate infrastructure services for government agency legacy SAP and Aurion systems, including provision of infrastructure services under a utility computing model and the migration of systems from their current platforms to a centralised system; and
- renewal of contracts with the Department of Health, Ministerial Services, the Department of Transport and the Department of Employment and Training.

### Strategic Focus

CITEC's strategy for business development in the next period is alignment with the Smart Directions Statement for ICT within the Queensland Government.

The key focus areas of the Smart Directions Statement are:

- Government as a single enterprise;
- enabling the business priorities of Government;
- improving value for money;
- increasing public sector capabilities; and
- partnering with the private sector.

All are areas where CITEC has demonstrated capability and value over a sustained period of time. Aligning with these focus areas is considered essential for CITEC to continue to prosper and grow in this segment.

### Looking Forward

The whole-of-government ICT review identified a number of initiatives to rationalise and optimise solutions for the Queensland Government. CITEC is well positioned to work with government in delivering its proposed ICT savings and efficiencies for Queensland.

CITEC has the capability to assist the government with initiatives such as:

- a whole-of-government approach to secure ICT infrastructure and information security;
- disaster recovery planning for information and ICT assets;
- implementation of a telecommunications strategic framework for Queensland; and
- consolidation of ICT data centres.

CITEC's strength in infrastructure solutions which support critical business systems can be leveraged to deliver targeted outcomes. The work CITEC has done to achieve certifications in security, quality, and ITIL are the building blocks which position us to provide solutions at a whole-of-government level.

CITEC will also focus on business opportunities with agencies that are due to refresh hardware. The utility solutions CITEC has established in respect of infrastructure provision for CorpTech and the Queensland Office of Government ICT provide another option for CIOs to move from capital budget cycles to operating expense utilities which are more cost-effective and facilitate better forecasting. CITEC's goal in the coming year is to support agencies operating under tight IT budgets through effective use of CITEC's enabling technologies.



**1965**

Electronic Data Processing (EDP) is formally established as a small branch of Queensland Treasury. The ICT 1900 series computer pictured at left was the first of its kind in Australia.



**1976**

EDP moves to 317 Edward Street, Brisbane and is renamed the State Government Computer Centre (SGCC). The newly constructed building was equipped with modern facilities to train public servants in computing.