

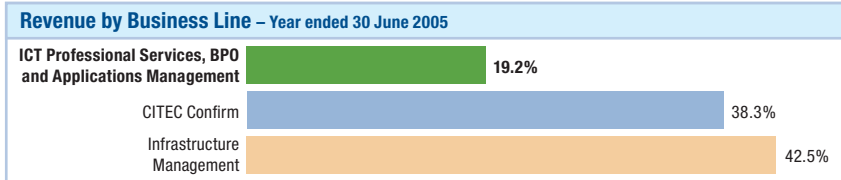
# Operational Reports Business Lines

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

An increasing focus on corporate governance, particularly in the area of major projects, is expected to fuel growth for our consulting services in 2005/06.



**Phil Murray**  
Acting Director, ICT Professional Services, BPO and Applications Management



### Market Overview

Strong growth in the areas of security and corporate governance has continued to drive demand for professional consulting services. Changes to regulatory requirements both in Australia and internationally are causing businesses to seek reassurance that their systems are robust and compliant with new standards.

During the year CITEC's consultants were involved in reviewing and auditing the security of our clients' systems and procedures and ensuring compliance with standards such as the Queensland Government's Information Security Standard 18. CITEC assisted clients to develop frameworks for information security and disaster recovery and plans for business continuity.

Patricia Hopkins, Director of Professional Services, departed CITEC in December 2004. Phil Murray, Director of Infrastructure Management, assumed responsibility for both business lines while recruitment for a replacement was conducted.

### Key Contracts and Initiatives

#### SAP

In November 2004 CITEC was appointed the Australian Broadcasting Corporation's (ABC) supplier of a SAP finance system application and infrastructure services. The five year single-supplier deal includes the

delivery and management of the ABC's financial management system based on SAP R/3. When combined with a dual site recovery service, CITEC's solution delivers multiple levels of resiliency and virtually guarantees business continuity.

It was a year of strong growth for SAP's solution for the small to medium size business market (SMB) - 'mySAP All-in-One'. CITEC partnered with BDO Kendalls to provide SMB clients with the installation, implementation and ongoing support of mySAP All-in-One.

#### Professional Services

Eight CITEC consultants were engaged for a major whole-of-government project, the Integrated Justice Information System (IJIS). This system represents a sector-wide information sharing mechanism which will ultimately allow authorised staff in participating agencies to see, use and act upon the information held by all other participating agencies via a single interface. CITEC consultants developed business requirements documents and detailed design specifications, as well as assisting with the design and development of the IJIS hub component.

#### Aurion Hosting

As a host of Aurion's human resource and payroll management solutions, CITEC was involved in a number of significant wins in 2004/05. These included a five year contract to provide business process outsourcing for AMP's payroll, a three year contract with the Family Court of Australia and a three year contract with Credit Union Services Corporation of Australia Limited (CUSCAL) for the provision of payroll and processing of disbursements.

### Looking Forward

CITEC's ICT Professional Services, BPO and Applications Management business is set to take advantage of the opportunities resulting from a number of business drivers.

An increasing focus on corporate governance, particularly in the area of major projects, is expected to fuel growth for CITEC's consulting services in 2005/06. CITEC's comprehensive range of project management tools and systems, and certified project management staff, provides a competitive edge in this area.

Further growth in business process outsourcing is expected in 2005/2006 as organisations review their internal delivery models and investigate the feasibility of selectively outsourcing highly administrative tasks, particularly those within the payroll office.

The applications management area is expected to expand in 2005/06 as businesses recognise the many benefits of an application services provider (ASP) model, including reduced licensing expenses, cost predictability and cost effective access to industrial strength infrastructure. CITEC's partnership with Aurion ensures we are well-positioned to make the most of the increasing demand for ASP and payroll solutions. Aurion continues to demonstrate its ability to successfully compete in this highly competitive payroll solutions market and is building a reputation as a viable, low-cost alternative.