

Operational Reports

Client Service Delivery and Technology Strategies

CITEC's ongoing commitment to aligning its ICT management practices with the internationally regarded best practice IT Infrastructure Library (ITIL) framework has led to improved teamwork and effective allocation of effort.

HP OpenView: Integrated Service Management (ISM)

CITEC completed a major project to implement an integrated service management toolset in 2004/05. A consolidated and standardised service monitoring environment was activated in December 2004 delivering a range of business benefits for CITEC and its clients including proactive identification of system and infrastructure events and more rapid problem assessment. In June 2005 CITEC launched an end-to-end management capability across all components of our clients' ICT infrastructure as well as a standardised reporting framework. Together these projects enable CITEC to provide clients with enhanced access to near real-time status, tracking, and historical trend information on their critical business systems. CITEC has invested a significant amount of capital and resources to deliver a new service delivery platform which enables IT Infrastructure Library (ITIL) best practice and allows clients to view and manage services from an end-to-end business perspective as well as a technology perspective.

Education Queensland

In 2004/05 CITEC managed Education Queensland's wide area network (WAN) to provide network connectivity for more than 1,300 primary and secondary schools spread across the state.

This was one of the largest WAN carriage and CPE upgrade projects undertaken by CITEC and included installation and software upgrades of 1,327 new routers and surge protectors, core infrastructure upgrades to 622 Mbit WAN capacity and MetroEthernet Gigabit core, 715 bandwidth upgrades and 743 LAN/WAN connection upgrades.

CITEC also provided help desk support to administrators at each school. During the year CITEC's help desk attended to 15,997 calls, 10,868 emails and 1,927 faxes and achieved greater than 95 per cent completion of all jobs logged, achieving user satisfaction rates of between "better than expected" and "excellent".

Software Services

CITEC's Software Services team is responsible for the development of software, application support, consulting services, database administration and integration. With expertise covering the full range of application services, Software Services currently supports more than 150 software systems, sites and portals of varied technologies.

In 2004/05 Software Services continued growing its business in the marketplace, with the revenue derived from projects rising by more than 100 per cent in 12 months. This growth was largely the result of a focus on delivering professional consulting services as a whole-of-service approach. By working with clients to develop ICT strategies based around the client's business and architecture needs, Software Services has been able to build strong customer relationships and become involved in major software implementations at the conception phase.

A number of major projects were completed during the year, including:

- integration of a management information system (MIS) for the Queensland Government Agency Program into the whole-of-government e-service infrastructure;
- providing project management, business analysis and technical consultancy services for GovNet; and
- implementing a test strategy for the Queensland Studies Authority.

Our focus in the coming year will be on fine-tuning CITEC's offerings in the key areas of business alignment consulting, accelerated solution management and application performance management.

Quality Management and Continual Service Improvement

ISO 9001:2000 Quality Management Certification

For CITEC to maintain its competitiveness and continue to develop key areas of comparative difference in our chosen markets, sustaining and improving our formal certifications is vital. In 2004/05 CITEC successfully maintained its formal third party quality management certification to ISO 9001:2000 through a series of internal and external surveillance audits. SAI Global, the accrediting body, conducted audits across CITEC's offices in Brisbane, Sydney and Canberra to complement our own internal audit programs and proactive responses for improvement.

The successful delivery of quality management consulting services builds on CITEC's reputation as a leading ICT services company which is able to apply best practice theory to clients' practical business environments. Quality management staff provided assistance and advice to organisations during the year in their successful application for a formal third party quality management certification to ISO 9001:2000.



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We are committed to developing solutions to meet our clients' needs

AS/NZS 7799.2:2003 Information Security Management Systems Certification

Information security management relies on effective people, systems and facilities. In 2004/05 CITEC demonstrated its commitment to ongoing security management by obtaining third party certifications in each of these areas.

A successful maintenance audit by SAI Global of our information security management systems against the AS/NZS 7799.2:2003 security standard during the year ensured CITEC's organisation-wide commitment to information security and quality-driven service was not only maintained but enhanced. This achievement follows CITEC's extensive commitment last year to 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 staff have attained certification from vendors such as Symantec, Cisco and Microsoft and industry bodies including the International Information Systems Security Certification Consortium [(ISC)2], which issues the Certified Information Systems Security Professional (CISSP) qualification. CITEC's staff actively participate in information security forums, including the Australian Information Security Industry Group (ISIG) and the global Information Systems Audit and Control Association (ISACA). CITEC is also a corporate member of AusCERT, the Australian Computer Emergency Response Team.

In 2004/05 the physical security of key CITEC facilities was upgraded resulting in a physical security certification by the Australian Security Intelligence Organisation (ASIO). This certification covers CITEC's Brisbane data centre and network management centre.

ITIL and Best Practice ICT Process Alignment

CITEC's ongoing commitment to aligning its ICT management practices with the internationally regarded best practice ITIL framework 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. It is also an ongoing reinforcement of the common language and consistent ICT service management practice philosophy of CITEC. An additional 16 staff were trained and qualified to the ITIL Foundation Certificate in IT Service Management level during 2004/05. This brings the total number of CITEC staff currently holding this qualification to 83, complemented by seven staff who currently hold the highest level Manager's Certificate (Masters) in IT Service Management.

Technology Strategies

CITEC's three IBM s/390 G5 mainframes were replaced with two new z/890 mainframes at our Brisbane and Windsor data centres. The new machines have positioned CITEC to exploit the increased capacity and functionality of the latest IBM technology and take advantage of more flexible usage-based pricing from IBM for a range of software products. The new z/890 systems are running a number of major Queensland and Federal Government applications as well as financial applications.

The StorageTek L5500 automated cartridge library data storage system at the Brisbane data centre was replaced with the latest technology

StorageTek Streamline SL8500 modular library system. Data storage capacity is now 6,632 tapes (each capable of 200 Gigabytes (GB) uncompressed) and the system can scale up to 32 libraries with a tape capacity of 300,000 tapes. This infrastructure supports both mainframe and open system clients, and progresses our strategy of automation in the data centre.

Two Hitachi Tier 2 storage subsystems were also purchased for use in the Brisbane and Windsor data centres, providing the basis for implementing information lifecycle management strategies for CITEC and our customers. The selective migration of CITEC's file systems to the new arrays was a major undertaking with the provision of over 20 Terabytes (TB) of storage capacity.

Two HP SuperDome complexes were installed in the Brisbane data centre for clients, and involved compliance with stringent requirements for environmental control. One of these large machines is solely used for providing whole-of-government payroll and finance applications.

P3 Solutions (People, Payments and Processing)

CITEC's P3 Solutions offer an end-to-end service capable of managing an organisation's entire payroll and payments functions, from data entry to infrastructure management and reporting. The disbursement service is flexible with the ability to accept data from any payroll product. P3 Solutions has continued to grow during its first full year of operations and is now providing enhancements to clients using the service. In 2004/05, P3 Solutions disbursed more than \$6.3 million to payee bank accounts and produced more than 159,000 annual payment summaries.