

Chairman's Report

On behalf of the CITEC Business Enterprise Board I am pleased to present CITEC's annual business report for the year ended 30 June, 2005. This is a milestone year for CITEC as we celebrate 40 years of providing high quality ICT services to the Queensland Government and in the last two decades to a wider client base. As we move into our fifth decade CITEC continues to demonstrate the drive and adaptability required to meet the challenges of operating in our complex business environment.



Barrie Adams
Chairman

The 2004/05 year saw the release of the "Smart Directions Statement for ICT within the Queensland Government". The directions outlined in the statement provide several major business opportunities for CITEC, particularly in the consolidation of infrastructure and other whole-of-government initiatives.

As part of the same initiative, the government has also conducted a review of CITEC to determine its business direction and provide clarity on its future role. We look forward to the challenges of implementing the review's recommendations and moving CITEC forward.

CITEC's trading result in difficult circumstances reflects favourably on the continued commitment and dedication of all our staff.

We also continued to deliver a high standard of service to, and meet the needs of, our Queensland Government agency and commercial clients as well as renewing contracts with several other major agencies.

Our interstate offices continued to develop business across Australia with a range of private and public sector organisations.

A major highlight for the year was the deployment of the final stages of CITEC's Integrated Service Management (ISM) system which the Board approved as a major project in 2003. ISM will be the primary mechanism for CITEC to deliver high level integrated service solutions to our customers.

The two Board committees – Finance and Audit, and Human Resources and Strategy – continued to provide a strong platform for difficult issues to be dealt with outside formal Board meetings. The Board and its committees continued to meet monthly.

The Board also continues to deliver the Queensland Government's outcomes and priorities. We are committed to developing CITEC into an organisation that continues to:

- remain the number one ICT services provider in Queensland;
- be a national leader in providing ICT services;
- provide quality bundled ICT services based on world class infrastructure and technology, and information solutions that support our clients' business processes;
- build a strong brand name; and
- build relationships with strategic partners.

In April 2005, Mark Rainbird resigned as CITEC's Managing Director.

On behalf of the Board I'd like to take this opportunity to wish Mark all the best in his new role and future career. His dedication and enthusiasm to his work and CITEC were an inspiration to the Board. The year also saw the departure of Mr Vern Wills as a director in November 2004. I thank Vern for his interest and support as a director since January 2002.

I express my gratitude to my Board colleagues and CITEC's management team and staff for their commitment in moving the business forward in what has been a challenging 12 months.

Barrie Adams
Chairman