

# Managing Director's Report

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**Tony Skippington**  
Managing Director

In CITEC's 40th year of operation it has been interesting to look back over the years to our humble beginnings and reflect on the significant changes which have occurred in the ICT industry and within CITEC itself. Obviously CITEC has changed considerably over the past 40 years; however, one common element which is evident is CITEC's ability to change with the times. Our key strength is being able to remain relevant by providing services that encompass the latest technological trends and capabilities and focus on enabling our clients' business requirements.

The past 12 months have seen some significant changes to the environment in which CITEC operates. Most notably, the Queensland Government released its Smart Directions Statement for ICT. The five focus areas of the Smart Directions Statement are:

- Government as a single enterprise;
- Enabling the business priorities of Government;
- Improved value for money;
- Increasing public sector capabilities;
- Partnering with the private sector.

CITEC is well-placed to continue to deliver ICT services to government in accordance with the focus areas of the Smart Directions Statement, particularly in respect of consolidation of infrastructure and provision of whole-of-government services with the aim of significant economies of scale and savings. Over the coming year CITEC will continue to work with central agencies such as the Shared Services Implementation Office and CorpTech to assist the government to achieve the objectives of the Smart Directions Statement.

## Excellence in Service Delivery

The past year has also seen some major successes for CITEC in the provision of services to the private sector. CITEC's ability in terms of service delivery excellence has been a significant factor in this success and the benefits of the increased economy of scale which results from the broader application of our service capability have been realised by all clients.

The successes both within the Queensland public sector and the private sector have enabled CITEC

to post a net profit after tax of \$0.7 million based on revenues of \$134.2 million. This result is a significant achievement in light of difficult market conditions throughout 2004/05 and represents revenue growth of 4.3 per cent over the previous year. The revenue growth is a strong indicator of CITEC's relevance within the national ICT market and provides a solid platform for the future success of the organisation.

## CITEC's Role

As part of the Government's review of ICT within the Queensland public sector, specific attention was directed towards the role of CITEC as a service provider to the Queensland Government and the model by which it operates. As mentioned earlier, CITEC is well-placed to deliver services to the Queensland Government in accordance with the Smart Directions Statement and therefore a review of the engagement and business model by which CITEC provides its services to Queensland Government departments and agencies was appropriate.

While the Government has not formally announced the results of its review of CITEC, it is apparent that the outcome will provide CITEC with some clear strategic direction and enable a more focussed and valuable organisation.

Operationally CITEC continued to pursue strategies centred around seven fundamental business priorities:

- mitigating risk;
- improving competitiveness;
- delivering market-driven products;
- focussing on quality service delivery and improvement;
- administering sound corporate governance and financial management practices;
- developing a high-performance organisation; and
- enabling our operations.

By leveraging its capabilities in terms of technical expertise, intellectual capital, business skills, structured practices, and strategic alliances and partnerships, CITEC



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CITEC is focussed on delivering market-driven products

has been able to successfully deliver quality ICT services to its many clients in accordance with the corporate strategy.

Central to CITEC's service delivery capability has been the development and implementation of the Integrated Service Management (ISM) toolset, which came online progressively during 2004/05. This toolset provides a proactive service desk monitoring capability which is aligned to the Information Technology Infrastructure Library (ITIL) framework. Since its commencement the ISM toolset has enabled a more responsive approach to client service management, and this will be further enhanced as CITEC's secure service portal myCITEC is brought online.

## Security Certification

During 2004/05 CITEC achieved re-certification to AS/NZS 7799.2:2003 Information Security Management System and Quality Assurance accreditation following independent audits. CITEC remains the only ICT service provider to achieve certification to AS/NZS 7799.2:2003 over its entire operation. This provides clients and partners with an independent assurance of the security framework under which CITEC operates.

Some particular service highlights for 2004/05 include:

- implementation and operation of facilities management, help desk support and wide area network management for Education Queensland;

- provision of a utility computing model and migration of systems for the consolidation of infrastructure which supports the Queensland Government's SAP and Aurion systems;
- provision of additional integrated network solutions to support Rabobank's branch and office network throughout Australia and New Zealand; and
- service transition and ongoing support of SAP systems for new clients including the Australian Broadcasting Corporation and Collex Pty Ltd.

In April 2005, CITEC's former Managing Director Dr Mark Rainbird resigned to pursue other career opportunities within the national ICT market. I would like to publicly acknowledge the dedicated and professional manner in which Mark led CITEC in his two and a half years as Managing Director – he provided a valuable contribution to CITEC's future through his considerable expertise.

I would also like to acknowledge the assistance and support of the Director-General and the Deputy Director-General Services of our administering department, the Department of Public Works. In addition, CITEC's Business Enterprise Board continued to provide invaluable independent advice on CITEC's business and technology strategy, which has greatly assisted CITEC's Executive Management Team's leadership in meeting the challenges of the dynamic IT market.

Lastly, I would like to take this opportunity to express my deepest gratitude for the dedicated and

professional manner in which all management and staff of CITEC have worked to enable CITEC to meet its corporate objectives during the past year. One common message I receive from our many valued customers is how impressed they are at the considerable technical expertise and commitment to quality service delivery of CITEC's staff, which readily enables them to rely on CITEC's ability to provide excellence in ICT services to their organisations. This impression is testament to the quality of the staff at CITEC.

As is always the case in a dynamic environment such as the one in which CITEC operates, the future will continue to present many challenges. However, based on the corporate abilities CITEC has established over its 40 year history, much of which is evidenced within this report, I am confident that CITEC is well placed to meet these challenges and continue to be a premier provider of ICT services to the market.

**Tony Skippington**  
Managing Director