

Corporate Governance

Our Accountabilities



CITEC takes its commitment to continuous service seriously, ensuring our own business processes maintain the highest level of redundancy

Risk Management

CITEC maintains a risk register that identifies risks, assesses the likelihood and consequences of them occurring, and maintains controls to manage those risks. CITEC's approach to risk is modelled on the AS/NZS 4360:1999 Risk Management standard.

There are a number of initiatives in place to mitigate CITEC's exposure to risks. These include:

Business Continuity Planning

As a provider of highly resilient data centres, CITEC takes its commitment to continuous service seriously, ensuring our own business processes maintain the highest level of redundancy.

Regular reviews of risks to the business, testing of ICT systems and assessment and training of our staff through scenario testing ensure CITEC's plans are capable of dealing with incidents smoothly and efficiently. This is reinforced by ensuring our business continuity plan and disaster recovery plans are living documents that are regularly reviewed and updated.

By embracing business continuity planning in our business culture, CITEC aims to comply with Government Agency Preparedness (GAP) requirements, retain our AS/NZS 7799.2:2003 security certification and comply with industry standards such as ITIL and the Control Objectives for Information and related Technology (COBIT) Management Guidelines.

CITEC Program Office

The principal functions of the CITEC Program Office are to monitor, report, measure, establish and maintain methods, processes and standards for controlling projects. The office also provides support to project managers in delivering client and business projects.

In 2004/05 the CITEC Program Office assisted with 91 projects with an investment value of \$26 million. Of these, 30 were carried over from 2003/04. Fifty were completed during the year with an investment value of \$8.64 million and 41 will be continued into 2005/06.

Project Management Skills

Training in project management, both informally and formally with the Queensland University of Technology (QUT), continues to be provided by CITEC. Mentoring of project managers by more experienced staff has led to consistency of project management processes across CITEC. Regular forums are held to enable project managers from different business units to exchange ideas and practices.

A series of four courses, *Introduction to Project Management*, *Cost and Risk Assessment*, *Project Scheduling* and *HR for Project Managers* were offered in conjunction with the Queensland University of Technology (QUT). Several of the staff who completed these courses have gone on to gain Diplomas and Masters degrees in project management.

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