

CONTACT

INFORMATION SYSTEMS DIVISION
 INFORMATION TECHNOLOGY
 AND TELECOMMUNICATIONS

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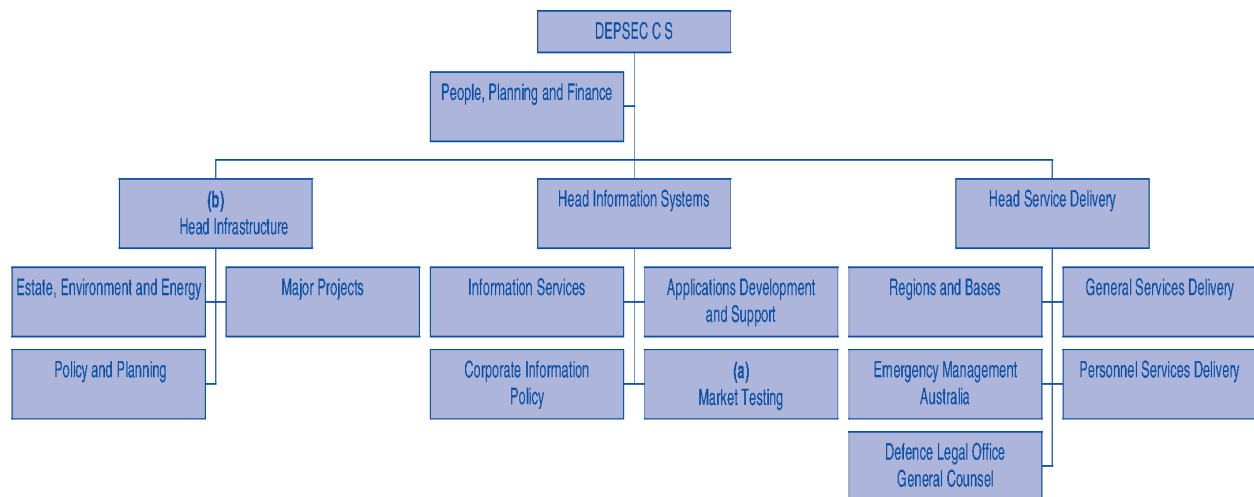


REORGANISATION OF CORPORATE SERVICES

The Corporate Services Organisation was formed in June 2000. Set out below are the next steps in the integration of the Defence Estate, Information Systems and Corporate Support organisations.

NATIONAL OFFICE

The revised structure will be implemented progressively and will be adopted in full no later than 01 July 2001. The organisation will be known as the Corporate Services and Infrastructure Group (CSIG). The revised National Office structure of CSIG is as follows:



(a) This is a temporary Branch for 18 months.

(b) A Property Disposals Unit will work directly for the Head of Infrastructure Division.

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REORGANISATION OF CORPORATE SERVICES Contd.

BUSINESS PRINCIPLES

The business principles which will shape the way the Group does business include:

- a customer focus;
- one point of contact for customers;
- integration of planning, budgeting and reporting processes; and
- the maintenance of strong product lines (infrastructure, information systems and service delivery) to underpin the single point of contact with the customer.

INTEGRATION AT REGIONAL LEVEL

To give effect to customer focus and more effective service delivery, CSIG is revising its regional business arrangements. This will result in:

- greater involvement of customers in planning processes;
- single points of contact for customers;
- elimination of demarcation issues between CSIG product lines;
- establishing points of contact for customers to ensure prompt resolution of issues; and
- greater accountability for CSIG performance at all levels.

The first steps towards integration include the following:

- Regional Management Committees comprising local CSIG Product Line Managers have been formed to ensure unified delivery of Corporate Services.
- Planning, budget, human resources (HR) and contract management functions will be integrated at the regional level (supported by the collocation of key staff).

- CSIG representatives will be appointed on each major Defence establishment to work closely with customers on planning and customer service issues.
- Regional CSIG budgets will be allocated annually, noting that each product line component of the budgets will be committed to agreed programs and existing contracts.
- Some flexibility will be given to regions to cater for unforeseen requirements.

Given the imperative to market test many of the activities within Information Systems Division (ISD), the integration of the existing information systems functions into the single regional service delivery organisation will take a little longer. Notwithstanding that for the time being ISD will continue to have a regional service delivery role, and that ISD regional staff will continue to work within the Information Services Branch, they will cooperate fully to ensure the seamless delivery of regional services. In this regard, regional ISD managers will participate fully as members of the Regional CSIG Management Team, and regional ISD infrastructure planning, budget, HR and contract management functions will be fully integrated into CSIG at the regional level.

The CSIG Executive has decided to adopt the twelve DCS boundaries as the boundaries for the new Group. This decision supports strong and close geographic links to our customers and a commitment to customer service. The impact of existing product line arrangements will be examined to give sensible short and long term effect to the revised boundaries.

Further information on CSIG structures and business reform can be found on the Defweb at defweb.cbr.defence.gov.au/corpservices/ and on the Internet at www.defence.gov.au/cs.

VOICE FACILITIES MANAGEMENT

Voice Facilities Management includes services and management arrangements to manage Defence's voice delivery, with Defence retaining the infrastructure. The voice services in general include:

- a) help desk;
- b) operator support;
- c) technician support;
- d) mobile communication support;
- e) billing support; and
- f) special project support.

These functions are presently supplied by 7 regional (essentially State based) Facilities Management contracts and at least 8 PABX and associated infrastructure maintenance contracts. The services described in the 7 existing Facilities Management contracts differ in a number of ways including the level of services required and billing arrangements.

It was seen that while the present Facilities Management contracts had established generally good levels of service, significant improvement for Defence could be made through a nationally based contract.

Through extensive consultation including relevant Information Systems Division (ISD) people (both regional and national management); key Defence stakeholders and industry, the Directorate of Market Testing developed the Request for Tender (RFT) documentation. The RFT was released in September 2000 with bids closing on 15 December 2000.

The bids received are presently being evaluated with an announcement expected within approximately one month.

Contact: John Pring 02 626 63677

INDUSTRY PRESENTATION

Directorate of Information Procurement Agreements (DIPA) recently presented at a New South Wales Department of State and Regional Development sponsored seminar. The event was held in conjunction with TAFE Illawarra, at the Illawarra Institute of TAFE, for local businesses to obtain information regarding government procurement and opportunities. The evening was entitled "An Overview of the Government marketplace for Regional Information and Communication Technology (ICT) Suppliers".

Presentations were made by a variety of groups including Software Engineering Australia (SEA), New South Wales Department of Public Works (DPWS) and the Illawarra Technology Information Network.

DIPA presented an outline of the Defence Information Technology and Telecommunication (IT&T) acquisition framework and process. Particular mention was made about panel arrangements for services and commodities (hardware) and software agreements. In addition to these areas, DIPA stressed how Small to Medium business Enterprises (SMEs) are important in delivering IT&T services within Defence. We outlined opportunities available to Regional SMEs. We commented on the practical policy application where the Defence panels imposed obligations on vendors to demonstrate, as a percentage of their Defence business, a flow through of Defence work for SMEs.

DPWS described the NSW government IT&T arrangements. The SEA spoke about the support available to regional ICT SMEs.

Contact: Renee Buttenshaw 02 626 63988

ITIL

ITIL? What is it? Well, it's short for the Information Technology Infrastructure Library. As the name suggests, it consists of books - but importantly for Information Systems Division (ISD), books containing guidance on the best way to provide information technology (IT) services.

It was, and continues to be, developed and improved by CCTA (Central Computer and Telecommunications Agency) in the UK. This is also where PRINCE 2 and SSADM (Structured Systems Analysis and Design Method) came from, so its pedigree is sound. ITIL has also recently been incorporated into British Standard (BS15000 Specification for IT Service Management).

There are ten core books or modules (of the 64 currently available) which make up what is termed 'IT Service Management'. Within IT Service Management, there are six modules relating to 'Service Support':

- Service Desk
- Configuration Management
- Change Management
- Incident Management
- Problem Management
- Release Management

and six modules relating to 'Service Delivery':

- Customer Relationship Management
- Service Level Management
- Financial Management for IT Services
- Capacity Management
- IT Services Continuity Management
- Availability Management

For the time being, ISD is concentrating its efforts on the implementation of the Service Support modules within Information Services Branch.

This involves the creation of a number of Configuration Control Boards (CCBs), populating the Configuration Management Database, and the establishment of a Problem Management Unit within the Operations Support Directorate in Deakin. Implementation of some of the Service Delivery modules is also being discussed.

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SQNLDR Paul Richardson 02 626 58968

DEFENCE INFORMATION TECHNOLOGY LEASING FACILITY

A Request for Tender (RFT) for the establishment of a Defence Information Technology Leasing Facility (DITLF) was released on 27th February 2001 and closed on 3rd April 2001. Responses received are currently being evaluated with a decision expected to be announced by the end of June.

For the implementation of the DITLF, a review of asset management procedures is being undertaken. Revised business rules for management of assets and leases are being progressed.

Contact: Peter Quinn 02 626 63073

BITS & BYTES

"I have travelled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year."

The editor in charge of business books for Prentice Hall, 1957

DEFENCE + INDUSTRY 2001 AND THE DEFENCE INFORMATION MANAGEMENT SEMINAR

The Defence + Industry 2001 conference will be held over the period 25 to 28 June 2001 at the National Convention Centre in Canberra. Defence + Industry 2001 incorporates; the Defence National Procurement Conference; the Defence Export Outlook Seminar, the Society of Military Engineering National Conference; and, the Defence Information Management Seminar (DMS).

The theme of DMS will be "Developing Defence's Information Capability". The Seminar will start after morning tea on Wednesday 27 Jun 01 and finish before lunch on Thursday 28 Jun 01. It will include presentations by senior staff from Information Systems Division (ISD) and the Chief Knowledge Officer, as well as Defence Science and Technology Organisation (DSTO), industry and other Government Agencies.

This event provides an opportunity for staff to interact with industry and other areas of Defence, and direct exchanges with ISD Executives. A highlight will be the special "Working Breakfast" on Thursday morning with the Chief of the Defence Force (CDF) as the guest speaker. With special concession prices for Defence personnel, those interested in the seminar should make an early reservation to attend. Defence prices and registration are available from Defgram 155/2001, a copy of which is now available on the Defweb.

Further information on Defence + Industry 2001 can be obtained by going to the Defence Materiel Organisation (DMO) Home Page and following the links.

Contact: Ian Cleaver 02 626 63981

DEFENCE INFORMATION MANAGEMENT SEMINAR - 27-28 June 2001 PROVISIONAL PROGRAMME

Wed 27 Jun	0800 onwards	Registration	For DIMS-only Attendees
	1000 - 1030	Morning Tea	
	1030 - 1040	Introduction	Mr Jeff Whalan, Deputy Secretary Corporate Services, Department of Defence
	1040 - 1130	Information Management - A CIO Perspective	Mr Patrick Hannan, Head Defence Information Systems
	1130 - 1220	Information Management - A CKO Perspective	AVM Peter Nicholson, Chief Knowledge Officer, Department of Defence
	1220 - 1400	Lunch - The Defence Address	Dr Alan Hawke, Secretary, Department of Defence
	1400 - 1445	The Future of Information Management in Defence	Mr Neil Bryans, Director Electronics and Surveillance Research Laboratory, Defence Science and Technology Organisation
	1445 - 1530	A Business View of Requirements for Management Information	Mr Peter Lush, Assistant Secretary Business Processes and Management Information Branch, Department of Defence
	1530 - 1600	Afternoon Tea	
	1600 - 1645	IM Capability and e-Business Projects	BRIG Tim McKenna, Director-General Defence Knowledge Improvement Team
	1645 - 1730	Enterprise Architectures in the JLSA and Operational Scenarios	AIRCDRE Paul Ekin-Smyth, Controller Joint Logistics Systems Agency, Department of Defence & BRIG Tim McKenna
Thur 28 Jun	0700 - 0850	Breakfast - CDF Address	ADM Chris Barrie, Chief of the Defence Force
	0900 - 0945	Current Government Experience of IT Outsourcing	TBA (Speaker from a major government agency with recent IT outsourcing experience)
	0945 - 1030	Industry Perspective on Critical Success Factors for IT Outsourcing	TBA (Industry Speaker)
	1030 - 1100	Morning Tea	
	1100 - 1145	Defence's IT Market Testing Initiative	Mr Mike Herron, Assistant Secretary IT Market Testing, Department of Defence
	1145 - 1230	Final Panel Discussion	Hannan, Nicholson, Bryans, Herron, McKenna, Lush

PROJECT SPECIFICATION AND PROJECT MANAGEMENT PANEL

The Project Specification and Project Management (PSPM) panel, established on the 27th of February 2001, is the first panel to replace the previous Defence Preferred Systems Integrator (DPSI) panel. The panel can be used for specification and management services for information technology and telecommunications.

The use of this panel negates the need to call individual tenders for the general scope of services available under the Standing Offer. Access to the panel is available to any area across the Australian Defence Organisation. Whilst the panel has been established by ISD it's use is not confined to this area.

The panel will be administered by the Directorate of Information Procurement Agreements (DIPA) on behalf of Head Information Systems Division (HISD). This includes any changes to the terms and conditions of the Standing Offer, variation of labour rates, monitoring performance, reviews and related matters including providing guidance and assistance to users of the Panel.

The actual management of the specific contracts under the Standing Offer is the responsibility of the individual users, however DIPA may provide assistance to users on matters relating to the operation of the Standing Offer.

Access to the panel is gained by requesting a quotation from any of the panellists on the Standing Offer. A sample Request for Quotation form and the contact details for all eight panellists and other documents relating to the PSPM Panel can be found on the Corporate Services Defweb site (follow the links 'Information Systems' and 'Standing Offer Agreements').

Contact: Renee Buttenshaw 02 626 63988

SYSTEMS DESIGN AND INTEGRATION

The Systems Design and Integration (SDI) panel is the second panel to be established to replace the Defence Preferred Systems Integrator (DPSI) panel. In general terms, the Services to be provided under the SDI panel comprise the design, development, supply, integration, installation, set-to-work, data preparation and logistic support for Defence Information Technology and Telecommunications (IT&T) systems and networks. The aim of the SDI panel is "to establish a Standing Offer Arrangement accessible by all areas of Defence to obtain the required IT&T Services from Industry".

The Request for Tender (RFT) for the SDI Panel was released on 4th April 2001. The Tender Documents were available on the Corporate Services Defweb site and on the Internet. The web document contained the original tender document, Frequently Asked Questions and the information presented at the industry brief, together with any additional information about the tender. There were over 300 downloads from the web site since the release of the RFT.

An industry brief was held on 23rd April 2001 to explain and emphasise a number of important requirements of the RFT and to give prospective tenderers an opportunity to ask any additional questions. Over 100 people attended and represented a wide variety of companies. Large IT&T companies and Small to Medium business Enterprises (SMEs) were represented.

The RFT close on 31st May 2001. It is expected that evaluation should be completed by September.

Contact: Renee Buttenshaw 02 626 63988

IT MARKET TESTING

The Government announced its intention to outsource Commonwealth information technology (IT) infrastructure in 1996, and confirmed this policy in December 1997 and January 2000. In 1997, the Office of Asset Sales and IT Outsourcing (OASITO) was assigned the whole of government management and implementation role.

As a result of a review by Richard Humphry AO in December 2000, the Government announced that implementation responsibility would revert immediately to Agency Heads. The Secretary for Defence responded by creating IT Market Testing (ITMT) Branch (refer Defgram 176/2001), headed up by Mike Herron (ASITMT).

The Branch is currently planning for the IT market testing project, and is gathering information to enable decisions to be taken in respect of scoping and tendering strategies.

Team members have visited some bases (Amberley, Oakey, Enoggera, Liverpool Military Area, Victoria Barracks Melbourne, Garden Island Dockyard, Randwick). A program to cover remaining major locations in the near future will be established.

Contact: Michaela Elder 02 626 63108

DEFENCE PREFERRED COMPUTER SYSTEMS PANEL

Following the conclusion of the competitive tender process the selection of the preferred vendors has been approved. A formal announcement is imminent about the suppliers that will be included on the Defence Preferred Computer Systems (DPCS) panel.

The DPCS is a "Standing Offer" with a number of companies supplying Commercial-Off-The-Shelf (COTS) Personal Computers, Portable Computers, File Servers, Printers, and Network Devices.

DPCS provides these benefits for Defence:

- Value for money
- Specifications approved for use within Defence
- Pre-negotiated terms and condition of contract
- Warranty, support and assurance of supplies
- Streamlined and effective purchasing process.

DPCS is available for use by any purchasing authority anywhere within Defence. For further information contact the Directorate of Information Procurement Agreements **Help Desk on 02 626 63100** or e-mail **DIPA.HelpDesk@cbr.defence.gov.au**.

YOUR SAY

If you wish to contribute an article or anecdote to CONTACT, please write to, fax or e-mail the Editor for publication deadlines.

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