



# Information Technology Infrastructure Services

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## CTO/P 2.1 SOURCING – INFORMATION TECHNOLOGY INFRASTRUCTURE SERVICES

### Government Policy on Information & Communication Technology

#### CTO/P2.1 Sourcing – Information Technology Infrastructure Services

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#### Coverage:

The South Australian public authorities required to adhere to this Standard are defined in CTO/P1.1 Government Policy on Information & Communication Technology – Governance – Compliant Authorities.

This policy or standard is intended for use by South Australian Government agencies only. Reliance upon this policy or standard by any other person is entirely at their own risk and the Crown in the right of South Australia disclaims all responsibility or liability to the extent permissible by law for any such reliance.

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**Confidentiality Classification:**

	Confidentiality	Description	Circulation Limit
	X-IN-CONFIDENCE	Unauthorised release might possibly cause harm to an organisation or individual, or give unfair advantage to any entity or violate somebody's right to privacy	Restricted access within SA Government and to authorised industry partners only
	UNCLASSIFIED	No special classification is assigned	No special restrictions other than legislative or administrative requirements
<input checked="" type="checkbox"/>	PUBLIC	No harm could be caused to an organisation or individual, and no unfair advantage could be given to any entity and no violation would occur to somebody's right to privacy	Unrestricted access

**Approval:**

Name	Title	Signature	Date
Mike Grillo	Chief Technology Officer & Executive Director, Government ICT Services	Original signed	4 April 2007

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## **1. BACKGROUND**

### **1.1 Introduction**

Contracting-out of ICT Infrastructure Services aims at delivering to Government:

1. Consolidation, rationalisation and standardisation of ICT infrastructure,
2. Cost savings,
3. Regular technology refreshment, and
4. ICT infrastructure services based on the ISO 9001:2000 standard.

### **1.2 Policy Intent/Purpose**

The purpose of this policy is to ensure Compliant Authorities adhere to the requirement to purchase Information Technology services and products from the suppliers, specified in the Across Government ICT contracts.

### **1.3 Policy Audience**

All South Australian Government Compliant Authorities (as defined in CTO/P1.1 Government Policy on Information & Communication Technology – Governance – Compliant Authorities).

### **1.4 Considerations**

Agencies are required to be mindful of Government initiatives in relation to Shared Services and ICT Reform when preparing for purchases. Compliance with across-government architecture policies and standards will be required. Consideration must be given to selecting services and products which, when combined, will provide an optimal outcome for the agency while aligning with ICT rationalisation initiatives and ensuring interoperability across the Whole of Government.

## **2. POLICY STATEMENT**

Agencies must source their solutions for Information Technology infrastructure services (as specified below) from Government-contracted suppliers. Broadly, agencies are required to manage the provision of these services from the suppliers rather than manage the technology itself.

### **3. SCOPE**

This policy covers the purchase of all ICT services and products. It requires agencies to ascertain whether an intended purchase is covered by an across-government contract, and to ensure that any such purchase provides optimal service and value for money.

The State Government has selected a number of ICT companies to be the contracted suppliers of ICT infrastructure services. The scope of the services and the obligations of agencies are available from <http://in.cto.sa.gov.au/ContractManagement/currentcontracts/> .

The relevant Agreements (which may be available on restricted circulation only) give a fuller definition of services available. In general, they include:

- I.T. infrastructure services based on hardware, environmental software and supporting services for mainframe, midrange, LAN, WAN, workstation, desktops and printers, but excluding cabling back to network servers, data carriage and application development services.
- Associated infrastructure services of capacity management, some change management, operations, production control, database administration, disaster recovery, problem management, security services, and technical advice.
- Other services such as photocopiers, mobile and fixed phones.

Compliance with this policy will ensure maximum benefit for the State from these contracts.

#### **3.1 Exemptions**

All requests by agencies for exemptions to this policy must be made to the Chief Technology Officer, in Government ICTS Division, DTEI. Refer to CTO/P1.2 Government Policy on Information and Communication Technology – Governance – Exemptions.

#### **3.2 Further Information**

The Office of the Chief Technology Officer should be contacted for further information concerning the interpretation of this policy.

The Director, Contract Management Group is the first point of contact for Agencies seeking further information regarding the contracts.

### **4. MANAGEMENT RESPONSIBILITIES**

Portfolio Chief Executives (CE) or Lead Agency equivalents have responsibility for their organisation's purchases of ICT services and products, and their associated compliance and adherence to this policy.

## 5. EMPLOYEE RESPONSIBILITIES

All employees have a responsibility under their “Code of Conduct” regarding adherence to these policies and any associated guideline.

## 6. REFERENCES AND LINKS

1. CTO/P1.1 Government Policy on Information & Communication Technology – Governance – Compliant Authorities.
2. Management of Across Government Contracts  
<http://in.cto.sa.gov.au/ContractManagement>
3. Exemption process <http://in.cto.sa.gov.au/Operations/Integrationandcompliance>
4. Information Technology Services and State Economic Development Agreement (restricted circulation.) \*
5. Information Technology Infrastructure Services Contract Management Manual - Agency Level Activities – Exemption Process Description (agency availability only).\*
6. CTO/P1.2 Government Policy on Information and Communication Technology – Governance – Exemptions.
7. State Procurement Board Policy, Number 4b, “Strategic Across Government Contracts” available on <http://www.spb.sa.gov.au/>

\* Contact the Contract Management Group for more information.

### **Chief Executive/Departmental Executive Approval**

Jim Hallion,  
Chief Executive,  
Department for Transport, Energy and Infrastructure

### **Executive Director Approval**

Mike Grillo,  
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