



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

IT Sourcing Program

Narelle Dotta
Assistant Secretary
IT Sourcing Program



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Introduction

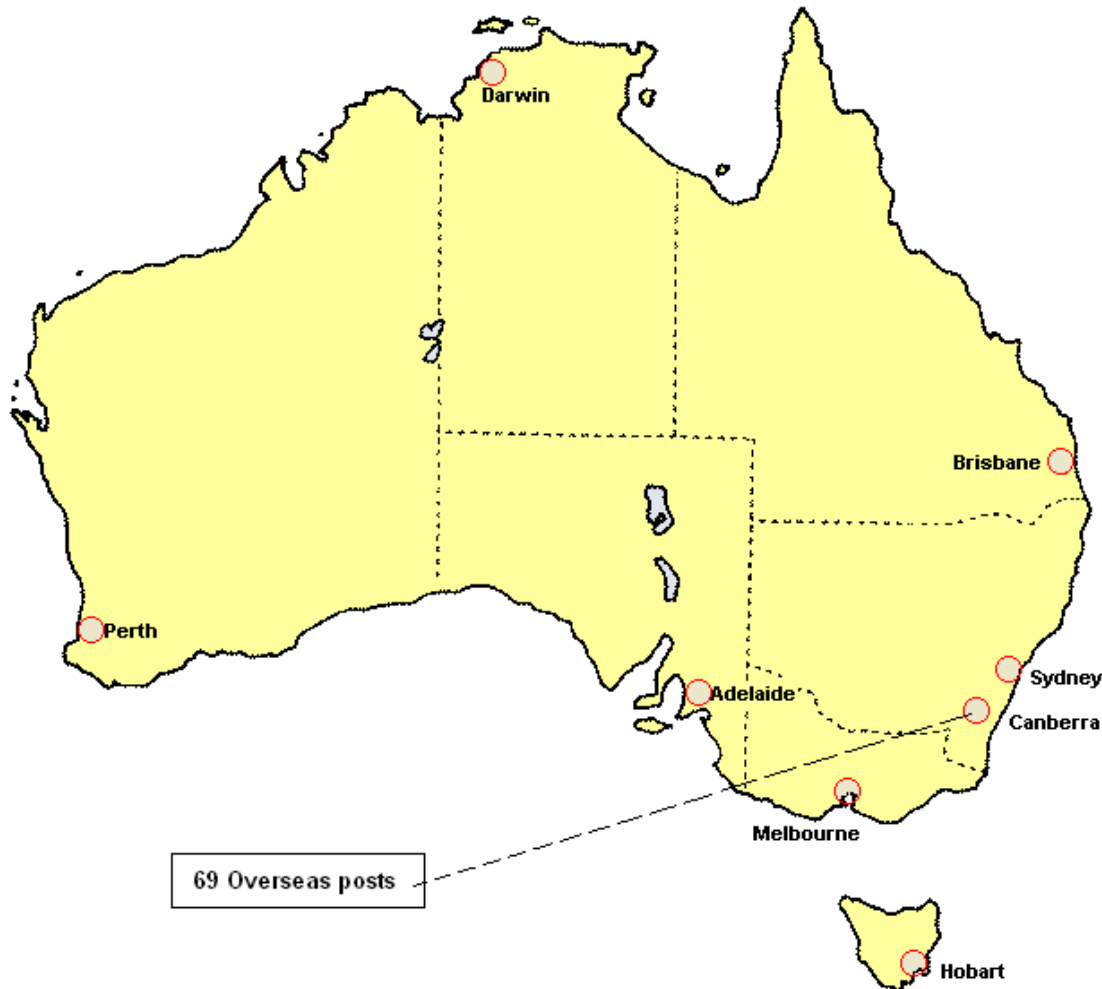
- Our environment
- Where we have come from
- Current Context
- Sourcing Strategy & Program
- Where are we now
- The next 100 days



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Staffing Numbers



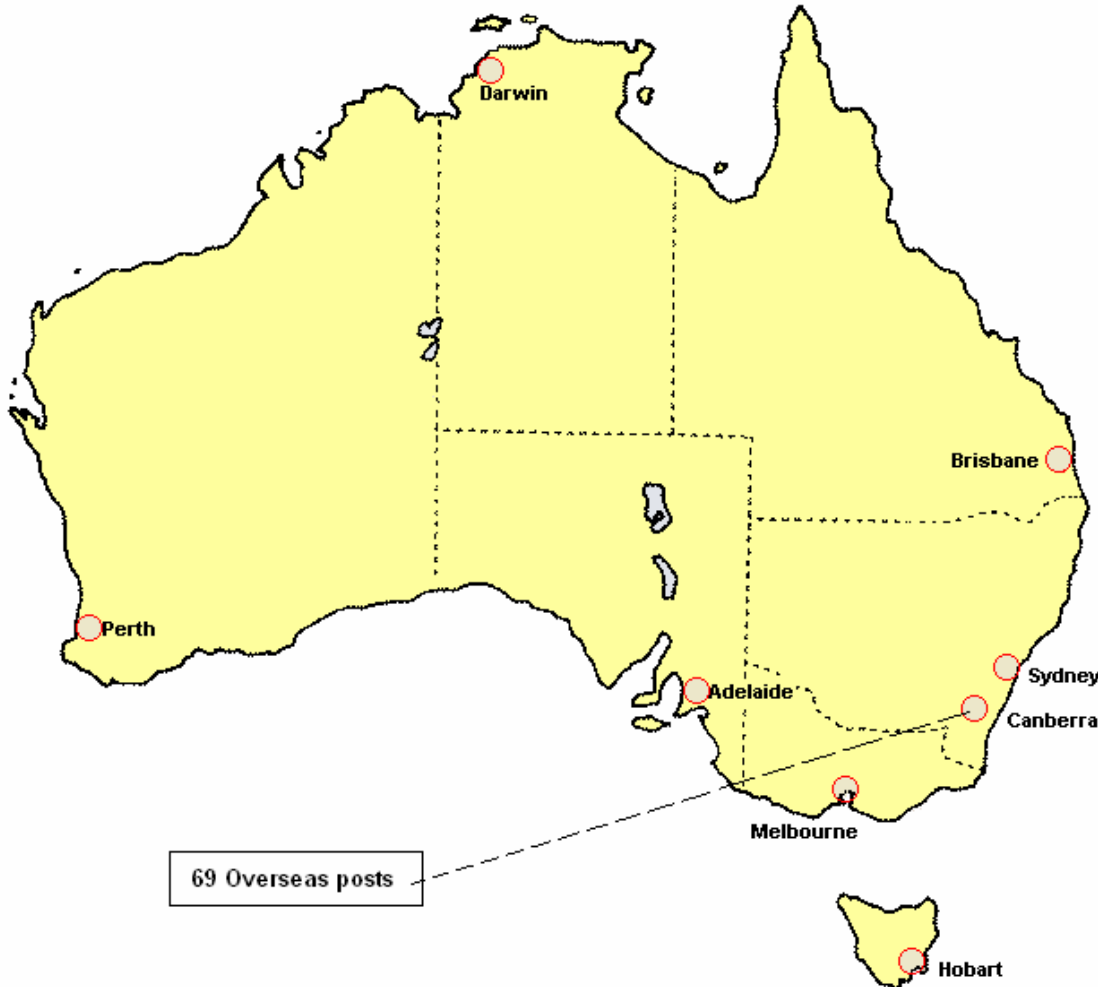
Location	Staff Numbers (30/6/04)
ACT	1974
NSW	1076
Vic	616
SA	245
WA	312
Qld	243
NT	34
Tas	55
Overseas	885



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

National & State Offices



Location

Canberra

Sydney

Melbourne

Adelaide

Perth

Brisbane

Darwin

Hobart

Overseas



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Regional Offices



Location

Canberra

Parramatta

Southport

Cairns

Thursday Island

Dandenong

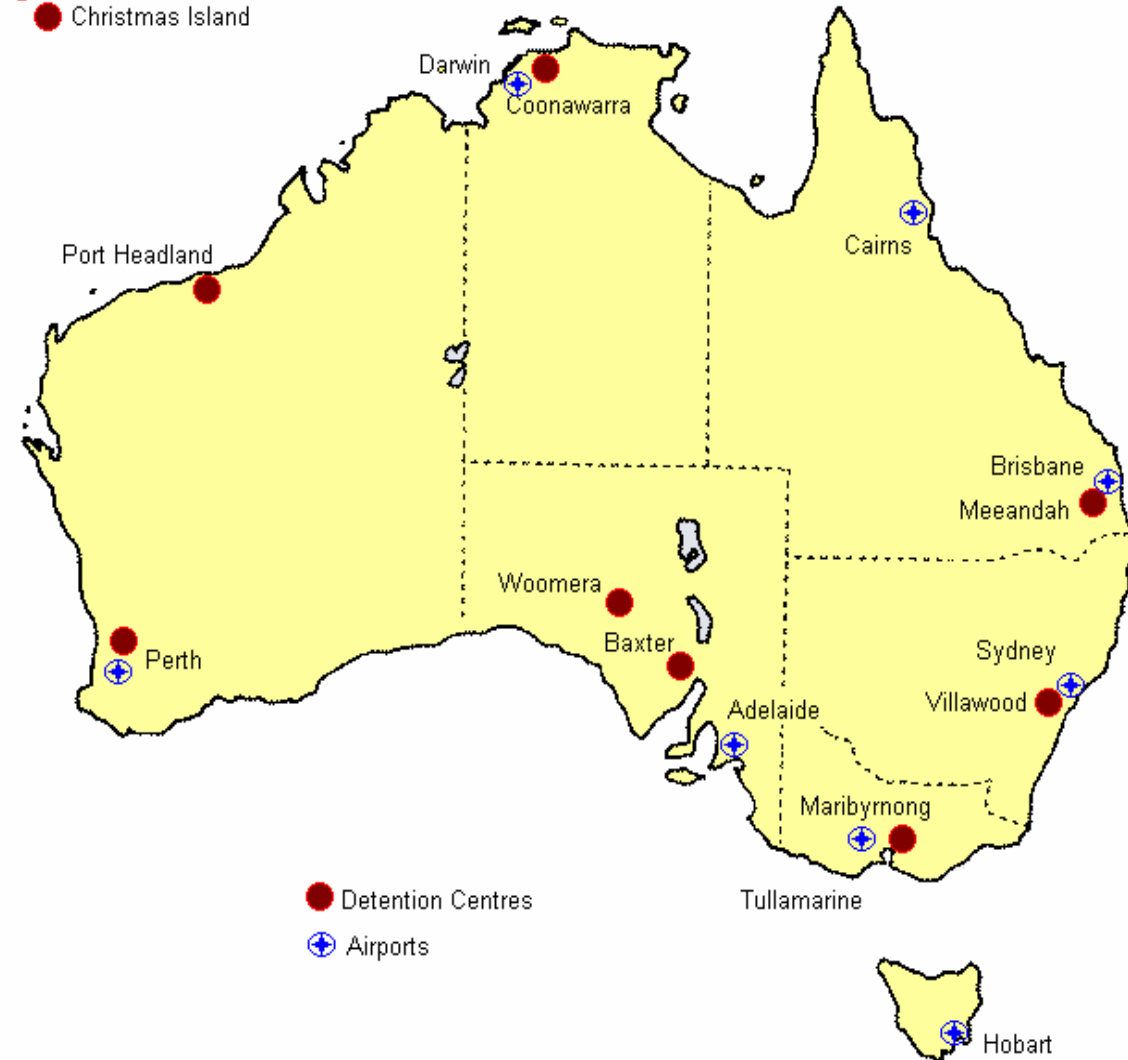


Australian Government

Department of Immigration and

Detention Centres & Airports

- Cocos Island
- Christmas Island



- Detention Centres
- ⊕ Airports

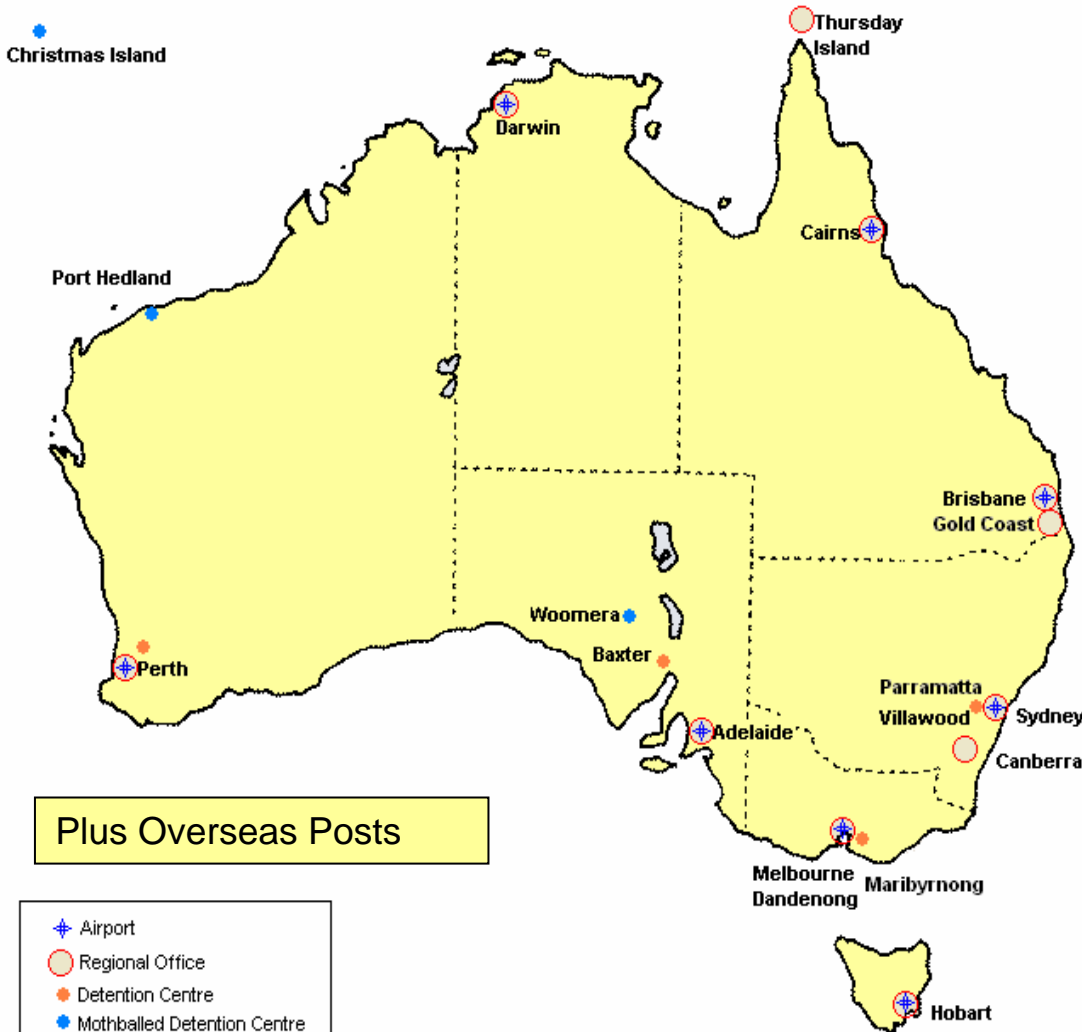
Airport	Detention Centre
Cairns	Meeandah
Brisbane	Villawood
Sydney	Maribyrnong
Melbourne	Baxter
Hobart	Perth
Adelaide	Port Hedland*
Perth	Woomera*
Darwin	Coonawarra*
	Christmas Is.*
	Cocos Is.*
* Inactive Facilities	



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Infrastructure



Plus Overseas Posts

- 2 Mainframes
- > 200 Servers onshore
- > 70 IRIS Servers offshore
- 5300 Personal Computers
- 480 Printers
- 8000 fixed voice lines
- 900 mobiles
- 55 data lines



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Where we have come from...



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Whole of Government Outsourcing

- First Cluster in OASITO Program
- 1998 Cluster 3 agreement with CSC providing services to:
 - DIMIA
 - Australian Electoral Commission
 - Department of Finance and Administration
 - IP Australia
 - Department of Industry Science and Tourism
 - AUSLIG (Geoscience Australia), AGAL, Ionospheric Prediction Service
 - Bureau Customers
 - Courts & Tribunals, Commonwealth Centres, NOMAD Users



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

DIMIA Services

Service Bundle	Scope	Expenditure
Border Critical Infrastructure Services	Mainframe Mid-range servers Storage (SAN)	19%
Desktop, File and Print Services (End User Computing)	Desktop Computers Notebook Computers Printers, MFDs, peripherals File and Print Servers & Storage Service Desk Mail and Notes Applications Services	18%
People and Project Services	Contractors Projects	31%
Infrastructure Projects & Management	Infrastructure Projects Account Management	15%
Secure Internet Gateway & Remote Access	SGS Global Remote Access	3%
Communications Services	Data Services – Australia Fixed Voice Services Mobile Voice Services Video Conferencing Projects	16%
Total 04/05 expenditure (approx)		\$100M



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

DIMIA Agreements

- Cluster 3 - CSC
- Cluster 3 - Optus
- CSC Alliance Agreement
 - people & projects
- Paxus
 - Contractors
- Direct Source
 - Contractors
- Fuji Xerox Australia
 - Multi-function devices



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Lessons Learnt

- Relationship management
- Contract management
- Customer intimacy and service quality
- Performance management
- “End to End” management across providers
- Maturity



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Sourcing Strategy Drivers

- Business requirements
- Access to IT capability
- Intensive IT change is occurring
 - GSE, Disaster Recovery, Reviews
- Managed risk
 - staged multi-sourcing
- Commonwealth Procurement Guidelines
 - We will market test for all services over the next four years
 - Interim extensions for BCI & Telecommunications, consistent with CPGs and subject to value for money assessment



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Staged Approach

Service	Approach	In place by
People and Project Services	Requests for Tender	Jul '06
Border Critical Infrastructure Extension	Direct Source Option - Go/No Go decision March '06	Jul '07
End User Computing	Expression of Interest Request for Tender	Jul '07
Secure Gateway Services	Expression of Interest Request for Tender	Jul '07
Telecommunications extension	Evaluate extension option - Go/No Go decision March '06	Jul '07
Telecommunications	Expression of Interest Request for Tender	Jul '08
Border Critical Infrastructure	Expression of Interest Request for Tender	Jul '09



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

IT Sourcing Program Vision

*Transform and improve delivery
of sourced IT services...*

- in a way that...
 - aligns to the business
 - minimises risk
 - introduces competition
- so that DIMIA...
 - receives value for money
 - has greater control over services
 - gets improved IT service quality



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

To date we have...

- Consultation
- Finalised the sourcing strategy
- Established governance and resourcing arrangements
- Established probity & security arrangements
- Engaged advisors
- Commenced data collection
- Issued first of the RFTs



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Two Process Types

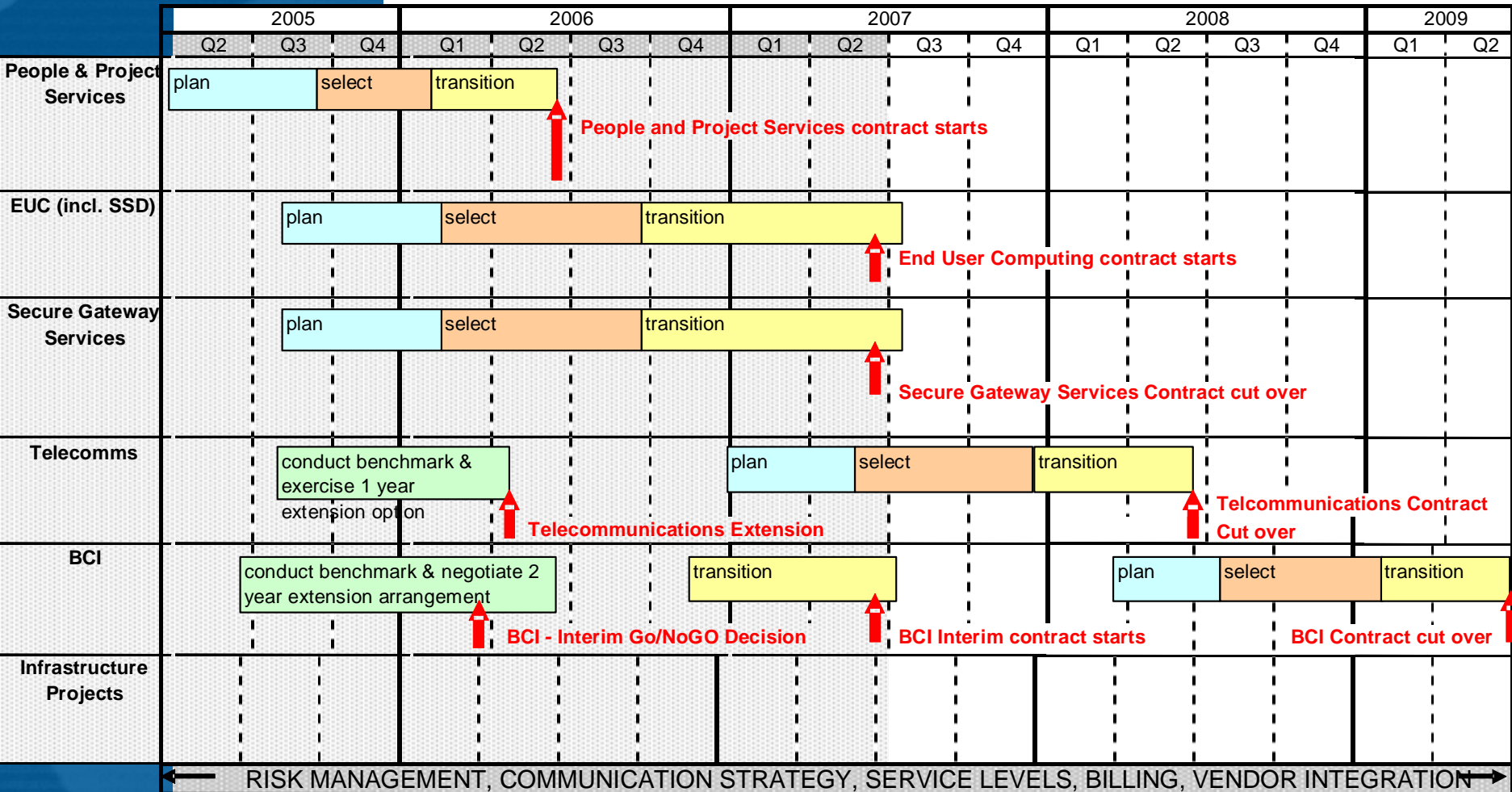
- Extension
 - Scoping
 - Benchmarking
 - Go/No Go
 - Contract or market test
- Market Testing
 - Scoping
 - Expression of Interest
 - RFT
 - Contract



Australian Government

Department of Immigration and Multicultural and Indigenous Affairs

Indicative Timeline





Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

People and Projects

- People RFT
 - Contractors
- Projects RFT
 - Project Teams
 - Specialist project management advice
 - Specialist architecture advice

Activity	Timing
Tenders Released on Austender	26 Sep '05
Industry Briefing	30 Sep '05
Tenders Close	11 Nov '05
Panels arranged	Early 2006



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

End User Computing

- Desktop, notebooks
- File & print servers, including storage
- Mail and Lotus Notes applications servers
- Printers, multi-function devices & peripherals, including PDAs
- Service Desk
- LAN?

Activity	Timing
Release EOI	Nov '05
Evaluate EOI & determine vendor shortlist	Mar '06
Finalise & Issue Request for Tender	Apr '06
Evaluate RFT & select preferred vendor	Dec '06
Negotiate & finalise contracts	Mar '07



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Secure Gateway Services

- Secure Internet Gateway
- Global Remote Access Services

Activity	Timing
Release EOI	Nov '05
Evaluate EOI & determine vendor shortlist	Mar '06
Finalise & Issue Request for Tender	Apr '06
Evaluate RFT & select preferred vendor	Dec '06
Negotiate & finalise contracts	Mar '07



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Telecommunications

- Fixed and mobile voice
- Data Services within Australia
- Video Conferencing
- Projects

Activity	Timing
Cluster 3 Extension Option (Go/No Go)	Mar '06

Followed by:

Market Testing	Jun '08
----------------	---------



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Border Critical Infrastructure

- Mainframe
- Mid-Range servers

Activity	Timing
Extension Go/No Go	Mar '06

Followed by:

Market Testing	Jun '09
----------------	---------



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

We are Seeking Service

- Service levels
- End to end Management
- One Team approach
- Integration
- Governance



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

We are seeking Value for Money

- Pricing
- Total cost of doing business
- Asset treatment and management
- Commercial terms reflect the ability to work transparently and securely within the government environment



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Potential for Business Transformation

- Flexibility
- Opportunities for innovation
- Transition & disengagement



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Key Messages

- *We are:*
 - A mature purchaser
- *We want:*
 - value for money
 - positive commercial partnerships
 - Services that meet our business needs



Australian Government

Department of Immigration and
Multicultural and Indigenous Affairs

Information Resources

Web Site: www.immi.gov.au

Austender: www.tenders.gov.au

GSE Mail: gse@immi.gov.au

Media Contact: Public Affairs
+ 61 2 6264 2244
+ 61 0419 44 2000