

Department of

Corporate and Information Services

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
Output Group		
Corporate Support Services	61 007	59 556
Property Management	39 340	40 951
Total Operating Expenses	100 347	100 507
Output Appropriation	87 707	88 713
Capital Appropriation		

2005-06 Staffing: 610

Agency Profile

The Department of Corporate and Information Services provides centralised corporate support services to Government agencies. Services include financial and human resource administration, procurement, archives, information technology management and leased property management.

Key functional responsibilities are:

- providing corporate support services for agencies, government business divisions and other Government bodies;
- providing archive services;
- maintaining corporate support systems to enable processing of Government transactions, such as accounts and payroll;
- providing information technology services to support Government business;
- developing remote area communication services; and
- managing leased property to support Government service delivery.

Strategic issues facing the agency in 2005-06 include:

- continuing to improve processes and systems to lower costs and enhance corporate services and service delivery;
- promoting widely the International Computer Drivers Licence competency-based qualification;
- expanding the role as a central resource to agencies for procurement services, managing period contracts and processing any penalty payments applicable under the 30 day payment of accounts policy;
- developing specifications and conducting a tender process for a replacement information technology desktop/local area network contract to ensure agencies continue to be provided with contemporary technology and support services over the life of the next five-year contract;
- continuing the significant role in identifying and promoting ways to improve the telecommunications facilities available to remote areas of the Territory;
- implementing approved outcomes from the review of the Acquisition of Leased Property Policy;
- assisting agencies to comply with records management standards by providing systems, process and training; and

- participating in the implementation of Government's Indigenous Employment Career Development, Remote Workforce Development, and Willing and Able strategies, enhancing systems to improve monitoring the success of these initiatives and establishing effective partnerships with the Office of the Commissioner for Public Employment and other agencies in relation to the whole of government aspects of these strategies.

Budget Highlights

- Transition to the new telecommunications contract, which will provide significantly increased capacity for all agencies, especially those with operations in remote areas.
- Successful transition of the Payroll and Payment Management Services (PAPMS) system from the Brisbane-based mainframe to the Northern Territory Government mainframe in Darwin. This system calculates, processes and disburses Government payroll requirements.
- Implementing a major upgrade of the Government Accounting System in March 2006. This will include improved features, access via the web and additional modules.
- Upgrading Government's records management system and plan for Government to manage electronic documents and records.
- Roll out of Contract and Procurement Services agency-based tender request, tracking and management system. This electronic system will provide agencies with improved visibility of their tenders until a contract is awarded.
- Finalising the eGovernment masterplan for 2005 to 2007. The masterplan will promote a self services portal for improved internal Government service delivery.
- Completion, in conjunction with the Department of Business, Industry and Resource Development and the Australian Information Industry Association, a Northern Territory information and communications technology industry strategic plan designed to deliver growth to the industry together with employment, investment and service benefits to the Territory.

Outputs and Performance

Output Group/Output	2004-05 Estimate	2005-06 Budget	Variation
	\$000	\$000	\$000
Corporate Support Services	61 007	59 556	-1 451
Financial and Accounting Services	20 210	20 216	6
Contract and Procurement Services	3 370	3 371	1
Human Resource Services	26 867	26 384	- 483
Archives and Records Management Services	3 170	3 221	51
Information and Communication Technology Services	7 390	6 364	-1 026
Property Management	39 340	40 951	1 611
Property Management	39 340	40 951	1 611
Total Operating Expenses	100 347	100 507	160

Key Variations

- Output costs reflect resource variations for wages, inflation and productivity dividend.
- Reduction in 2005-06 for Human Resources Services output is the net effect of one-off funding for PAPMS project of \$0.28 million and additional training funding of \$0.25 million in 2004-05, offset by wages and other cost increases of \$0.05 million for 2005-06.
- Reduction in 2005-06 for Information and Communication Technology Services output is due to one-off funding in 2004-05 for Australian Government projects of \$0.7 million and the telecommunications tender process of \$0.3 million.
- Increase in 2005-06 for Property Management output group reflects a one-off reduction of \$0.95 million in 2004-05 following development delays as well as some additional rental requirements from 2005-06 amounting to \$0.66 million.

Output Group: Corporate Support Services

Provision of responsive, quality and cost-effective corporate services to Government agency customers.

The outcome is cost-effective corporate support services for Government agencies.

Financial and Accounting Services

Services include paid accounts, corporate credit cards, accounts receivable, corporate tax returns, asset management, financial systems and reporting.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Creditor invoices processed	440 000	440 000
	Debtor invoices processed	31 900	31 900
	Assets recorded	18 800	18 800
	Financial system cost	\$7.3M	\$7.3M
<i>Quality</i>	Customer satisfaction	>82%	>85%
	Processing error rate	<0.5%	<0.5%
<i>Timeliness</i>	Average days to process invoices	7	7
	Average days to record assets	10	10
	System availability	99%	99%

Contract and Procurement Services

Provision of contract and procurement services for the procurement of works, services and goods valued above \$10 000.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Tenders managed ¹	1 555	1 500
	Tenders developed ²	450	550
<i>Quality</i>	Customer satisfaction	>82%	>85%
<i>Timeliness</i>	Average days to issue tenders	7	7
	Average days to prepare papers for the Procurement Review Board	5	5

1 Consolidation of some tender requirements by DIPE due to improved procurement planning.

2 Increased usage by agencies seeking assistance with developing tender documents

Human Resource Services

Payment of salaries, recruitment of employees, provision of employee support services and management of the payroll system and reporting.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Employees paid	16 500	16 500
	Commencements and terminations processed	13 000	13 000
	Pay variations processed :		
	- automatic	490 000	490 000
	- manual	270 000	270 000
	Human resource system cost	\$6.0M	\$6.2M
<i>Quality</i>	Customer satisfaction	>84%	>88%
	Processing error rate	<0.4%	<0.4%
<i>Timeliness</i>	Electronic variations processed in applicable pay period	98%	98%

Archives and Records Management Services

Records management policies, standards and systems for agencies, and archival heritage services to the community.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Employees with access to records policies and systems	16 500	16 500
	Archives collections managed	2 500	2 550
<i>Quality</i>	Customer satisfaction	>81%	>85%
<i>Timeliness</i>	Records management system availability and response time	100%	100%
	Reference queries satisfied within agreed timeframe standards	90%	90%

Information and Communication Technology Services

Management of outsourced information and communication technology services and the Government website. Development of policies and monitoring of information technology security in Government. Management of Australian Government programs to improve communications facilities in remote communities.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Users with access to desktop facilities at any one time	9 630	9 750
	Agency information technology support hours	38 000	38 750
<i>Quality</i>	Customer satisfaction with service providers	>81%	>85%
<i>Timeliness</i>	Service providers compliance with contract agreements	100%	100%

Output Group: Property Management

Management of leased properties, security and cleaning services which meet the service demands of Government agencies.

The outcome is cost-effective lease and facility management services to agencies.

Performance Measures		2004-05 Estimate	2005-06 Estimate
<i>Quantity</i>	Property portfolio leases ¹	142	143
	Area leased	170 000m ²	174 000m ²
<i>Quality</i>	Customer satisfaction	>80%	>85%
<i>Timeliness</i>	Rental payments made on time	100%	100%

¹ This measure has changed from measuring the number of buildings to the number of leases.

Statement of Financial Performance

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
OPERATING REVENUE		
Taxation revenue		
Grants and subsidies		
Current	539	668
Capital		
Sales of goods and services		
Output revenue	87 707	88 713
Other agency revenue	10 995	10 768
Interest revenue	20	
Miscellaneous revenue	70	70
Goods and services received free of charge		
Profit/loss on disposal of assets		
TOTAL OPERATING REVENUE	99 331	100 219
OPERATING EXPENSES		
Employee expenses	38 039	38 675
Administrative expenses		
Purchases of goods and services	61 617	61 126
Repairs and maintenance	230	240
Depreciation and amortisation	261	261
DCIS services free of charge		
Other administrative expenses		
Grants and subsidies		
Current	200	205
Capital		
Community service obligations		
Interest expense		
TOTAL OPERATING EXPENSES	100 347	100 507
NET OPERATING SURPLUS	-1 016	- 288

Statement of Financial Position

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
ASSETS		
Cash and deposits	965	883
Receivables	1 961	1 961
Prepayments	2 431	2 431
Inventories		
Advances and investments		
Land and improvements	3 351	3 165
Plant and equipment	512	437
Other assets		
TOTAL ASSETS	9 220	8 877
LIABILITIES		
Deposits held	75	75
Creditors and accruals	1 488	1 433
Borrowings and advances		
Provisions	6 036	6 036
Other liabilities		
TOTAL LIABILITIES	7 599	7 544
NET ASSETS	1 621	1 333
EQUITY		
Capital		
Opening balance	771	- 405
Equity injections/withdrawals	-1 176	
Reserves		
Accumulated funds		
Opening balance	3 042	2 026
Current year surplus(+)/deficit(-)	-1 016	- 288
TOTAL EQUITY	1 621	1 333

Statement of Cash Flows

	2004-05 Estimate	2005-06 Budget
	\$000	\$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Operating receipts		
Taxes received		
Grants and subsidies received		
Current	539	668
Capital		
Receipts from sales of goods and services		
Output revenue received	87 707	88 713
Other agency receipts	11 010	10 783
Interest received	20	
Total operating receipts	99 276	100 164
Operating payments		
Payments to employees	38 039	38 675
Payments for goods and services	61 847	61 366
Grants and subsidies paid		
Current	200	205
Capital		
Community service obligations		
Interest paid		
Total operating payments	100 086	100 246
NET CASH FROM OPERATING ACTIVITIES	- 810	- 82
CASH FLOWS FROM INVESTING ACTIVITIES		
Investing receipts		
Proceeds from asset sales		
Repayment of advances		
Sales of investments		
Total investing receipts		
Investing payments		
Purchases of assets		
Advances and investing payments		
Total investing payments		
NET CASH FROM INVESTING ACTIVITIES		
CASH FLOWS FROM FINANCING ACTIVITIES		
Financing receipts		
Proceeds of borrowings		
Deposits received		
Equity injections		
Capital appropriation		
Other equity injections		
Total financing receipts		
Financing payments		
Repayment of borrowings		
Finance lease payments		
Equity withdrawals	1 176	
Total financing payments	1 176	
NET CASH FROM FINANCING ACTIVITIES	-1 176	
Net increase in cash held	-1 986	- 82
Cash at beginning of financial year	2 951	965
CASH AT END OF FINANCIAL YEAR	965	883