

# Data Centre Services

<b>Business Line</b>	2005-06 Estimate	2006-07 Budget
	\$000	\$000
<b>Revenue</b>	<b>16 784</b>	<b>17 140</b>
Data Centre Management	16 784	17 140
<b>Expenses</b>	<b>15 582</b>	<b>16 224</b>
Data Centre Management	15 582	16 224
<b>SURPLUS/DEFICIT BEFORE INCOMETAX</b>	<b>1 202</b>	<b>916</b>

**2006-07 Staffing: 63**

## Profile

Data Centre Services delivers a range of information technology services to all Northern Territory Government agencies.

Key functional responsibilities are:

- mainframe management;
- mid-range server management, including server and application hosting;
- database administration;
- enterprise data storage management;
- operation of the Chan Data Centre facility; and
- management of various whole of government information technology functions, such as Lotus Notes licences.

Strategic issues facing Data Centre Services in 2006-07 include:

- expanding utility computing services (fully managed services);
- evaluating management of disaster recovery facilities; and
- implementing a single web portal for requesting information and communications technology services and access to Northern Territory Government systems, including identity management of all users.

## Budget Highlights

- Expand Data Centre Services' utility computing capability through infrastructure upgrades:
  - expand and upgrade enterprise storage, a centralised disk and backup infrastructure for business application servers (equipment purchase of \$0.45 million);
  - consolidate application hosting, through the upgrade of the virtual server environment (equipment purchase of \$0.15 million);
  - pilot Linux technologies on the Government mainframe server; and
  - upgrade the Chan data network (equipment purchase of \$0.2 million).
- Implement measures to reduce the risk associated with a Northern Territory Government Data Centre Disaster Recovery Scenario.
- Provide the host environment for the Government shared services portal.

- Implement the electronic passport 2 system (EPASS2) across Government to manage all Government employee identity and information and computer technology service requests.
- Improve service request and change management systems for helpdesk operations.
- Review service definitions and service level agreements across all product lines.

## Performance

Introduction of the EPASS2 system is anticipated to result in both increased revenue and higher costs. Expenses are expected to further increase due to higher depreciation costs for information technology infrastructure upgrades.

### Business Line: Data Centre Management

Manage the operations of the Government's mainframe, application services and other centralised computer processing facilities.

The outcome is that the Government's critical business systems operate in a computing environment that is flexible, reliable and secure, with high levels of access and availability.

Performance Measures		2005-06 Estimate	2006-07 Estimate
<i>Quantity</i>	Billable mainframe (CPU) seconds processed per month	1.75M	1.65M
	Servers managed – mid-range services <sup>1</sup>	110	130
	Databases hosted – mid-range services <sup>1</sup>	120	120
	Gigabytes of storage area network <sup>1</sup>	6 000	10 000
<i>Quality</i>	Unplanned outages per month – mainframe services	0	0
	Unplanned outages per month – mid-range services	3	3
<i>Timeliness</i>	Response time for mainframe services (<5 seconds)	98.5%	98.5%
	Performance report for mid-range services provided to clients each month	< 10 days	< 10 days

<sup>1</sup> Data Centre Services provides full security monitoring and backup power facilities, resulting in more agencies electing to transfer administration of servers and databases from their local premises.

## Operating Statement

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
<b>INCOME</b>		
Grants and subsidies revenue		
Current		
Capital		
Community service obligations		
Sales of goods and services	16 672	17 028
Interest revenue	112	112
Rent and dividends		
Gain(+)/loss(-) on disposal of assets		
Other revenue		
<b>TOTAL INCOME</b>	<b>16 784</b>	<b>17 140</b>
<b>EXPENSES</b>		
Employee expenses	4 529	4 598
Administrative expenses		
Purchases of goods and services	9 900	10 022
Repairs and maintenance		
Depreciation and amortisation	1 067	1 573
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Interest expense	86	31
<b>TOTAL EXPENSES</b>	<b>15 582</b>	<b>16 224</b>
<b>SURPLUS(+)/DEFICIT(-) BEFORE INCOME TAX</b>	<b>1 202</b>	<b>916</b>
Income tax expense	361	275
<b>NET SURPLUS(+)/DEFICIT(-)</b>	<b>841</b>	<b>641</b>

## Balance Sheet

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
<b>ASSETS</b>		
Cash and deposits	674	1 547
Receivables	2 204	2 223
Prepayments	1 013	1 013
Inventories		
Advances and investments		
Property, plant and equipment	4 195	2 789
Other assets		
<b>TOTAL ASSETS</b>	<b>8 086</b>	<b>7 572</b>
<b>LIABILITIES</b>		
Deposits held		
Creditors and accruals	887	906
Borrowings and advances	667	
Provisions	1 387	1 201
Other liabilities	186	186
<b>TOTAL LIABILITIES</b>	<b>3 127</b>	<b>2 293</b>
<b>NET ASSETS</b>	<b>4 959</b>	<b>5 279</b>
<b>EQUITY</b>		
Capital		
Opening balance	325	325
Equity injections/withdrawals		
Reserves		
Accumulated funds		
Opening balance	4 214	4 634
Current year surplus(+)/deficit(-)	841	641
Dividends paid/payable	- 421	- 321
Accounting policy changes and corrections		
<b>TOTAL EQUITY</b>	<b>4 959</b>	<b>5 279</b>

## Cash Flow Statement

	2005-06 Estimate	2006-07 Budget
	\$000	\$000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
<b>Operating receipts</b>		
Grants and subsidies received		
Current		
Capital		
Community service obligations		
Receipts from sales of goods and services	16 653	17 009
Interest received	112	112
<b>Total operating receipts</b>	<b>16 765</b>	<b>17 121</b>
<b>Operating payments</b>		
Payments to employees	4 529	4 598
Payments for goods and services	9 881	10 003
Grants and subsidies paid		
Current		
Capital		
Interest paid	86	31
Income tax paid	725	361
<b>Total operating payments</b>	<b>15 221</b>	<b>14 993</b>
<b>NET CASH FROM OPERATING ACTIVITIES</b>	<b>1 544</b>	<b>2 128</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
<b>Investing receipts</b>		
Proceeds from asset sales		
Repayment of advances		
Sales of investments		
<b>Total investing receipts</b>		
<b>Investing payments</b>		
Purchases of assets	3 567	167
Advances and investing payments		
<b>Total investing payments</b>	<b>3 567</b>	<b>167</b>
<b>NET CASH FROM INVESTING ACTIVITIES</b>	<b>- 3 567</b>	<b>- 167</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
<b>Financing receipts</b>		
Proceeds of borrowings		
Deposits received		
Equity injections		
<b>Total financing receipts</b>		
<b>Financing payments</b>		
Repayment of borrowings		
Finance lease payments	562	667
Dividends paid	846	421
Equity withdrawals		
<b>Total financing payments</b>	<b>1 408</b>	<b>1 088</b>
<b>NET CASH FROM FINANCING ACTIVITIES</b>	<b>- 1 408</b>	<b>- 1 088</b>
Net increase(+)/decrease(-) in cash held	- 3 431	873
Cash at beginning of financial year	4 105	674
<b>CASH AT END OF FINANCIAL YEAR</b>	<b>674</b>	<b>1 547</b>