

Data Centre Services

Business Line	2007-08 Estimate	2008-09 Budget
	\$000	\$000
Income	18 989	19 791
Data Centre Management	18 989	19 791
Expenses	16 248	16 695
Data Centre Management	16 248	16 695
SURPLUS/DEFICIT BEFORE INCOME TAX	2 741	3 096

2008-09 Staffing: 59

Profile

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

Key responsibilities are:

- mainframe application hosting and management;
- mid-range server application hosting and management;
- database administration;
- enterprise data storage management;
- hosting Information and Communications Technology (ICT) infrastructure for agencies and contracted service providers;
- operation of the Chan Data Centre facility; and
- management of various whole of government information technology functions, electronic security and identity management.

Strategic issues facing Data Centre Services in 2008-09 include:

- expanding fully managed computing services for agencies;
- delivering more efficient application hosting and reduced carbon emissions through server virtualisation technologies;
- containing the carbon footprint of the Chan Data Centre within an energy intensive business environment that is experiencing significant and sustained growth;
- developing an enhanced level of disaster recovery capability; and
- implementing the next phase of the electronic passport (ePASS2) system to further enhance access to Territory Government systems, ICT services and management of identities.

Budget Highlights

- Continued expansion of Data Centre Services' computing capability through:
 - consolidating application hosting by further expansion of virtual server infrastructure;

- further upgrading and modernisation of the Chan Data Centre environmental controls; and
- pursuing opportunities to deploy the Linux operating system on the Government's mainframe servers.
- Implement measures to mitigate the risks associated with a Data Centre disaster scenario and strengthen capability to respond to a disaster or major business interruption.
- Implement the second phase of the ePASS2 system to manage all government employee identity information and ICT service requests.
- Implement a central service desk as the next phase of adopting the Information Technology Infrastructure Library (ITIL) service delivery framework.

Performance

Operating income is expected to improve due to the continual growth in mid-range services, significant growth in enterprise data storage and higher usage of the Data Centre.

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		2007-08 Estimate	2008-09 Estimate
<i>Quantity</i>	Billable mainframe (CPU) seconds processed per month	1.65M	1.65M
	Servers hosted in secure Data Centre facility ¹	375	440
	Servers managed – mid-range services ¹	230	270
	Databases hosted – mid-range services ¹	300	330
	Gigabytes of storage area network ²	15 000	35 000
<i>Quality</i>	Unplanned outages per month – mainframe services	0	0
	Unplanned outages per month – virtual server environment	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

¹Data Centre Services provides full security monitoring and backup power facilities, resulting in more agencies and external clients electing to transfer administration of servers and databases from their local premises to the Chan Data Centre.

²Data Centre Services provides an enterprise strength Storage Area Network and there is a significant trend for agencies to utilise this infrastructure as an efficient means of centralised backup for business data.

Operating Statement

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
INCOME		
Grants and subsidies revenue		
Current		
Capital		
Community service obligations		
Sales of goods and services	18 754	19 429
Interest revenue	235	362
Rent and dividends		
Gain(+)/loss(-) on disposal of assets		
Other revenue		
TOTAL INCOME	18 989	19 791
EXPENSES		
Employee expenses	4 997	5 520
Administrative expenses		
Purchases of goods and services	9 984	9 600
Repairs and maintenance		20
Depreciation and amortisation	1 267	1 555
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Interest expense		
TOTAL EXPENSES	16 248	16 695
SURPLUS(+)/DEFICIT(-) BEFORE INCOME TAX	2 741	3 096
Income tax expense	822	929
NET SURPLUS(+)/DEFICIT(-)	1 919	2 167

Balance Sheet

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
ASSETS		
Cash and deposits	4 370	6 740
Receivables	1 817	1 836
Prepayments	1 035	1 035
Inventories		
Advances and investments		
Property, plant and equipment	3 737	2 682
Other assets		
TOTAL ASSETS	10 959	12 293
LIABILITIES		
Deposits held		
Creditors and accruals	603	622
Borrowings and advances		
Provisions	2 500	2 732
Other liabilities	272	272
TOTAL LIABILITIES	3 375	3 626
NET ASSETS	7 584	8 667
EQUITY		
Capital		
Opening balance	331	475
Equity injections/withdrawals	144	
Reserves		
Accumulated funds		
Opening balance	6 149	7 109
Current year surplus(+)/deficit(-)	1 919	2 167
Dividends paid/payable	- 959	- 1 084
Accounting policy changes and corrections		
TOTAL EQUITY	7 584	8 667

Cash Flow Statement

	2007-08 Estimate	2008-09 Budget
	\$000	\$000
CASH FLOWS FROM OPERATING ACTIVITIES		
Operating receipts		
Grants and subsidies received		
Current		
Capital		
Community service obligations		
Receipts from sales of goods and services	18 735	19 410
Interest received	235	362
Total operating receipts	18 970	19 772
Operating payments		
Payments to employees	4 965	5 520
Payments for goods and services	9 965	9 601
Grants and subsidies paid		
Current		
Capital		
Interest paid		
Income tax paid	680	822
Total operating payments	15 610	15 943
NET CASH FROM OPERATING ACTIVITIES	3 360	3 829
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	2 250	500
Advances and investing payments		
Total investing payments	2 250	500
NET CASH FROM INVESTING ACTIVITIES	- 2 250	- 500
CASH FLOWS FROM FINANCING ACTIVITIES		
Financing receipts		
Proceeds of borrowings		
Deposits received		
Equity injections		
Total financing receipts		
Financing payments		
Repayment of borrowings		
Finance lease payments		
Dividends paid	792	959
Equity withdrawals		
Total financing payments	792	959
NET CASH FROM FINANCING ACTIVITIES	- 792	- 959
Net increase(+)/decrease(-) in cash held	318	2 370
Cash at beginning of financial year	4 052	4 370
CASH AT END OF FINANCIAL YEAR	4 370	6 740