



**ICT SERVICES APPROVED SUPPLIER PANEL (NSW, 2009 - 2012, Contract No. 2020)**

Doll Martin Associates is pleased to announce that we have been awarded **Accredited Supplier** status in the ICT Services Approved Supplier Panel (2009 - 2012) Contract No. 2020 by the NSW State Contracts Control Board. This ICT Services Accreditation Scheme will progressively replace a number of existing ICT service contracts including ITS 2036 and ITS 2000-1.

ICT service types for which DMA is accredited to supply include:

- ✓ **Management of Processes**
- ✓ **Business Intelligence**
- ✓ **Organisation Management**
- ✓ **Knowledge Discovery**
- ✓ **Supply Chain Management**
- ✓ **Development & Integration**
- ✓ **Search**
- ✓ **Document Management**
- ✓ **Records Management**
- ✓ **Data Management**
- ✓ **Knowledge Management**



Doll Martin Associates is proud of our record in the NSW public sector and we have performed a broad spectrum of Information Management and ICT assignments for NSW Agencies since our establishment in 1983. Our extensive consulting experience covers all of these service components. We are able to supply skilled, experienced and pragmatic consultants who bring with them decades of knowledge and practice.

Doll Martin Associates brings a strong methodological base to its work. We believe in producing a sound, broadly applicable, long term and usable project outcome that is consistent with our client's corporate objectives and priorities.

Please contact us for further details 02 9211 6200 or [dma@dollmartin.com.au](mailto:dma@dollmartin.com.au).

**SERVICE DEFINITIONS**

Under the ICT Services Approved Supplier Panel, Doll Martin Associates is accredited as a Category A supplier to provide the following service types.

Service Type	Service Component	Defines the set of capabilities that:	Service Code
<b>Management of Processes</b>	Change management	Control the process for updates or modifications to the existing documents, software or business processes of an organisation	535
	Configuration management	Control the hardware and software environments, as well as documents of an organisation	536
	Requirements management	Gather, analyse and fulfil the needs and prerequisites of an organisation's efforts	537
	Programme/ project management	Manage and control a particular effort of an organisation	538
	Governance / policy management	Influence and determine decisions, actions, business rules and other matters within an organisation	539
	Quality management	Help determine the level that a product or service satisfies certain requirements	540
	Business rule management	Manage the enterprise processes that support an organisation and its policies	541
	Risk management	Support the identification and probabilities or chances of hazards as they relate to a task, decision or long-term goal; includes risk	542



<b>Service Type</b>	<b>Service Component</b>	<b>Defines the set of capabilities that:</b>	<b>Service Code</b>
		assessment and risk mitigation	
<b>Organisational management</b>	Performance management	Measure the effectiveness of an organisation's financial assets and capital	547
<b>Supply chain management</b>	Procurement	Support the ordering and purchasing of products and services	548
<b>Document management</b>	Indexing	Support the rapid retrieval of documents through a structured numbering construct	569
	Classification	Support the categorisation of documents	570
<b>Knowledge management</b>	Information mapping/ taxonomy	Support the creation and maintenance of relationships between data entities, naming standards and categorisation	572
	Categorisation	Allow classification of data and information into specific layers or types to support an organisation	574
	Knowledge distribution and delivery	Support the transfer of knowledge to the end customer	577
<b>Records management</b>	Document classification	Support the categorisation of documents and artefacts, both electronic and physical	580
<b>Knowledge discovery</b>	Modelling	Develop descriptions to adequately explain relevant data for the purpose of prediction	593
	Simulation	Utilise models to mimic real-world processes	594
<b>Business intelligence</b>	Balanced scorecard	Support the listing and analysis of both positive and negative impacts associated with a decision	596
	Decision support and planning	Support the analysis of information and predict the impact of decisions before they are made	597
<b>Data Management</b>	Metadata management	Support the maintenance and administration of data that describes data	604
	Data Classification	Allow for the classification of data	609
<b>Development and integration</b>	Enterprise application integration	Support the redesigning of disparate information systems into one system that uses a common set of data structures and rules	638
	Data integration	Support the organisation of data from separate data sources into a single source using middleware or application integration as well as the modification of system data models to capture new information within a single system	639
<b>Search</b>	Classification	Support selection and retrieval of records organised by shared characteristics in content or context	666