

## **Government Information Technology Contract (QLD, 2011 onwards, Version 5.2)**

Doll Martin Associates is pleased to announce that it has been awarded **Accredited Supplier** status for the provision of ICT services for the Queensland Government Information Technology Contract GITC.

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

- ✓ **Audits**
- ✓ **Project Management**
- ✓ **ICT Consulting**
- ✓ **Risk Management Services**
- ✓ **Disaster Recovery**

Doll Martin Associates has a well established reputation and has assisted many medium to large companies and Local, State and Commonwealth agencies throughout Australia. The public sectors in Queensland, New South Wales, Victoria and the Commonwealth are Doll Martin Associates largest clients. As a result we understand the culture, imperatives, initiatives, structure and operation of the public sector.

We have extensive experience in national and multi-agency Government projects, in systems which link people across and between organisations, and in the analysis, specification and evaluation of strategic enterprise and business systems architectures.

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

## **Service Descriptions**

### **Audits**

A Doll Martin audit or health check is an examination of the management controls within an information technology infrastructure or application. The evaluation of obtained evidence determines if the information systems are safeguarding assets, maintaining data integrity, and operating effectively to achieve the organization's goals or objectives. These reviews can be performed in conjunction with a financial statement audit, internal audit, or other form of attestation engagement.

The Doll Martin approach to auditing agency programs or projects is to determine whether, on the evidence, they meet the stated business needs and reflect the necessary business case and business requirements documentation. This is complemented by our ICT Project Lifecycle methodology which indicates the degree of fit and probable success of a major ICT project. This methodology has been developed over a number of years of practical use and evaluation, and has been embedded in our processes for over 15 years. It is aligned to the principles and essence of PRINCE2, and is applied consistently across all our projects.

We are also approved Gateway Reviewers, with a full understanding of the review and assessment responsibility this entails in wider government and agency procurement process.

## **ICT Consulting**

Doll Martin Associates has an outstanding record of providing independent and objective advice to a wide range of government and private clients for the past 25 years. We are an independent professional organisation with no alignment with any software, application package or hardware supplier and have a deserved reputation for the quality of our work. We are a Quality Endorsed Company accredited to ISO9001, and we act only in the interests of our clients.

We provide consultancy services at the intersections between Corporate Direction, Business Operation and Information Technology. Our services focus is on managing and using information as an integrated business resource, separate from and independent of its technology, while developing strong information management cultures, architectures and governance.

Our premier services include:

- ✓ ICT Strategic Plans
- ✓ ICT related Business Cases, which also act as formal funding requests
- ✓ Benefits realisation programme management
- ✓ Information management plans and associated architectures
- ✓ Enterprise Architecture frameworks
- ✓ Electronic document and records management systems.

DMA staff are highly skilled and capable practitioners who have “hands on” experience in this type of work. They are senior staff within DMA with significant expertise and management experience. A number of staff hold certification in PRINCE2 and / or Project Management Institute qualifications. These consultants are used to mentor client staff and others in the key attributes of the processes, and they can practice what they preach.

## **Disaster Recovery**

Doll Martin Associates has aligned its disaster recovery planning services as a subset of the larger process known as business continuity planning and therefore it should include planning for resumption of applications, data, hardware, communications and other IT infrastructure. The DMA business continuity plan includes planning for non-IT related aspects such as key personnel, facilities, crisis communication and reputation protection, and can refer to the disaster recovery plan for IT related infrastructure recovery / continuity. These recognize there are control measures that can act as steps or mechanisms that can reduce or eliminate various threats for organizations.

The costs associated with that level of protection are examined by Doll Martin Associates to understand if the desired high availability solution is practical and cost effective. In business continuity and disaster recovery the costs of the recovery are inversely proportional to the speed of the recovery. We can examine the benefits and costs to recommence operational processing within a given timeframe of, for example, one hour versus one day.

## **Project Management**

The Doll Martin Associates project management and assurance methodology will provide a high quality outcome and manage project risks across a program to acceptable levels. This methodology offers the flexibility of running a number of tasks in parallel, with key milestones

defined as checkpoints to validate progress against the client's requirements throughout the project. Key functions included are:

- ✓ Project Status Reporting
- ✓ Issue and Risk Management
- ✓ Review and Acceptance of Deliverables
- ✓ Document Management
- ✓ Quality Management Plan
- ✓ Post Project Review.

It is based upon our ICT Project Lifecycle methodology which indicates the degree of fit and probable success of a major ICT project or program. This methodology has been developed over a number of years of practical use and evaluation, and has been embedded in our processes for over 15 years. It is applied consistently across all our projects, and is aligned to the principles and essence of PRINCE2.

### **Risk Management Services**

Program or business risk analysis and management is a standard Doll Martin Associates' service offering. Risk areas to be assessed include the identification of key risks, their perceived likelihood and impact on the project. It must also include risk mitigation strategies particularly of those that will have an impact on benefit realisation.

A comprehensive risk management plan can be implemented to ensure the risks associated with a project are appropriately managed and reduced. Risks are continually monitored and updated throughout the project. Risks to the implementation of a new system will be assessed using qualitative measures of both impact and likelihood to determine their potential severity and to determine an appropriate response or mitigation strategy.

The aim of our Risk Management Service is to:

- ✓ Establish an overarching risk management framework
- ✓ Identify and assess risks to overall service delivery and to the system strategy
- ✓ Establish a risk register to facilitate the identification and mitigation of risks that could impact the delivery of the project or the realisation of benefits
- ✓ Develop strategies and risk treatment plans to mitigate the most serious risks and incorporate these into planning and reporting
- ✓ Establish a governance structure to effectively manage corporate risks.

The approach is consistent with the Australian Risk Management Standard AS/NZS ISO 31000: 2009.

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