

Data Centre Services

Business Line	2008-09 Estimate	2009-10 Budget
	\$000	\$000
Income	19 586	19 543
Data Centre Management	19 586	19 543
Expenses	17 211	17 142
Data Centre Management	17 211	17 142
SURPLUS/DEFICIT BEFORE INCOME TAX	2 375	2 401

2009-10 Staffing: 58

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 2009-10 include:

- meeting agency demand for fully managed computing services;
- upgrading mainframe computing infrastructure;
- containing the carbon footprint of an energy intensive facility;
- implementing a central service desk in accordance with IT Infrastructure Library (ITIL) standards; and
- ensuring minimal disruption and continuity of critical government business systems by enhancing disaster recovery capabilities.

Budget Highlights

- Improving technological and computing capabilities through the acquisition of a new \$1.3 million mainframe processor.
- Continued expansion of Data Centre Services' computing capability through:
 - a further \$0.25 million expansion of virtual server infrastructure; and
 - an infrastructure review of computing facilities in the Chan Data Centre.

- Implementing improvements to the ePASS2 system to improve and automate the ICT service requests in preparation for the third generation outsourcing contracts.
- Implementing the use of electronic forms interface technologies integrated to key government IT systems to replace current paper forms.

Performance

The operating result is expected to stabilise due to subdued revenue growth from lower demand for information technology services, combined with efficiencies gained from innovative technologies.

Business Line: Data Centre Management

Manage the operations of the Government's mainframe, mid-range, 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		2008-09 Estimate	2009-10 Estimate
<i>Quantity</i>	Billable mainframe (CPU) seconds processed per month	1.72M	1.70M
	Servers hosted in Chan Data Centre ¹	440	440
	Fully managed servers	299	325
	Terabytes of storage area network ²	51	65
<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

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
INCOME		
Grants and subsidies revenue		
Current		
Capital		
Community service obligations		
Sales of goods and services	19 379	19 429
Interest revenue	207	114
Rent and dividends		
Gain(+)/loss(-) on disposal of assets		
Other revenue		
TOTAL INCOME	19 586	19 543
EXPENSES		
Employee expenses	5 520	5 460
Administrative expenses		
Purchases of goods and services	9 550	9 590
Repairs and maintenance	20	21
Depreciation and amortisation	2 121	2 071
Other administrative expenses		
Grants and subsidies expenses		
Current		
Capital		
Interest expense		
TOTAL EXPENSES	17 211	17 142
SURPLUS(+)/DEFICIT(-) BEFORE INCOME TAX	2 375	2 401
Income tax expense	713	720
NET SURPLUS(+)/DEFICIT(-)	1 662	1 681

Balance Sheet

	2008-09 Estimate	2009-10 Budget
	\$000	\$000
ASSETS		
Cash and deposits	3 981	5 048
Receivables	2 105	2 105
Prepayments	1 303	1 303
Inventories		
Advances and investments		
Property, plant and equipment	5 118	4 907
Other assets		
TOTAL ASSETS	12 507	13 363
LIABILITIES		
Deposits held		
Creditors and accruals	819	818
Borrowings and advances		
Provisions	2 335	2 351
Other liabilities	316	316
TOTAL LIABILITIES	3 470	3 485
NET ASSETS	9 037	9 878
EQUITY		
Capital		
Opening balance	475	570
Equity injections/withdrawals	95	
Reserves		
Accumulated funds		
Opening balance	7 636	8 467
Current year surplus(+)/deficit(-)	1 662	1 681
Dividends paid/payable	- 831	- 840
Accounting policy changes and corrections		
TOTAL EQUITY	9 037	9 878

Cash Flow Statement

	2008-09 Estimate	2009-10 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	19 360	19 429
Interest received	207	114
Total operating receipts	19 567	19 543
Operating payments		
Payments to employees	5 520	5 460
Payments for goods and services	9 551	9 612
Grants and subsidies paid		
Current		
Capital		
Interest paid		
Income tax paid	1 275	713
Total operating payments	16 346	15 785
NET CASH FROM OPERATING ACTIVITIES	3 221	3 758
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	2 260	1 860
Advances and investing payments		
Total investing payments	2 260	1 860
NET CASH FROM INVESTING ACTIVITIES	- 2 260	- 1 860
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	1 487	831
Equity withdrawals		
Total financing payments	1 487	831
NET CASH FROM FINANCING ACTIVITIES	- 1 487	- 831
Net increase(+)/decrease(-) in cash held	- 526	1 067
Cash at beginning of financial year	4 507	3 981
CASH AT END OF FINANCIAL YEAR	3 981	5 048