



We partner with all work areas to identify and implement technology solutions to enhance service delivery, productivity and the provision of information.



### What we do

The Information and Communications Technology (ICT) function is responsible for the architecture, hardware, software, networking and security systems across Council.

We provide helpdesk support, service deployment and maintenance of Council systems. We help ensure that Council can operate during times of both normal business operations and disasters.

The ICT team partners with all functions across Council to identify and implement technology solutions for business needs - assisting in service delivery including provision of information and productivity initiatives.

ICT provides the delivery and maintenance of all geographic information systems (GIS) for Council. This includes the gathering, managing and analysing of data.

### Why we do it

Every function or service that Council provides is underpinned by its Information and Communications Technology (ICT) platform, therefore it is critically important for Council to maintain a high level of ICT business continuity.

Council is also entrusted with public and commercial information and records - it is vital therefore that Council provide a high degree of information security to abate the risk of information systems and records being compromised.

Through strategic planning of our technology infrastructure and working with all stakeholders, the team provides Council with a secure, sustainable, and reliable ICT platform.

### Did you know

In addition to servicing the needs of Council, the team also provides valuable services for the broader community for the following areas:

- Public access terminals and **free public Wi-Fi internet access** across all libraries and visitor information centres in the region
- **Printing services** for public libraries
- **ICT support for QGAP** (Queensland Government Agency Program) workstations in Injune and Surat
- Management of **phone and internet services** for Mitchell Landcare
- **ICT support** for Roma Big Rig and Mitchell Spa
- **Support of the State Emergency Service** (SES) ICT service across the region
- **Free public Wi-Fi Internet access** for Roma Airport
- Production of geospatial maps



### What we must do

#### Queensland Government

Information Privacy Act 2009 and Information Privacy Regulation 2009  
Right to Information Act 2009 and Right to Information Regulation 2009  
Integrity Act 2009 and Integrity Regulation 2011  
Crime and Corruptions Act 2001 and Crime and Corruption Regulation 2005  
Public Records Act 2002 and Public Records Regulation 2014  
Public Sector Ethics Act 1994 and Public Sector Ethics Regulation 2010  
Local Government Act 2009 and Local Government Regulation 2012

#### Australian Government

Copyright Act 1968 (Cth)

Council is also drawing from work undertaken and published by the Australian Signals Directorate / Australian Cyber Security Centre as follows:

- The Australian Government Information Security Manual (ISM) assists in the protection of information that is processed, stored or communicated by organisations' systems. It can be found at <https://www.cyber.gov.au/acsc/view-all-content/ism>.
- The Strategies to Mitigate Cyber Security Incidents complements the advice in the ISM. The complete list of strategies can be found at <https://www.cyber.gov.au/acsc/view-all-content/publications/strategies-mitigate-cyber-security-incidents>.
- The Essential Eight Maturity Model complements the advice in the Strategies to Mitigate Cyber Security Incidents. It can be found at <https://www.cyber.gov.au/acsc/view-all-content/publications/essential-eight-maturity-model>.

## 5.2 INFORMATION & COMMUNICATIONS TECHNOLOGY

### Corporate Plan 2018-2023 and Operational Plan 2021/22

Corporate Plan (What we aim to do)	Operational Plan 2021/22
<b>5.2.1</b> Foster technology innovation to provide IT solutions for Council and our communities.	ICT and GIS process mapping and documentation.
	Deployment of 64bit applications into Council's operating environment.
	Annual service
<b>5.2.2</b> Implement an ICT security framework to ensure Council's systems, corporate and public data are protected.	Migration of E-mail security platform to a centralised management portal.
	Implementation of Security Certificate renewal process.
	Annual service
<b>5.2.3</b> Expand the availability of on-line information and services for our staff and community to: <ul style="list-style-type: none"> <li>increase efficiency and effectiveness of service and project delivery.</li> <li>raise awareness of Council's functions and performance.</li> </ul>	Roll out and refine the new intranet platform.
	Launch the new Council website and continue to refine it.
	Annual service
<b>5.2.4</b> Develop resilient and reliable ICT infrastructure to ensure critical data and communications are maintained and accessible in both times of normal operations and emergency situations.	Host Server capital replacement programme.
	Microsoft 365 on site backup solution.
	Annual service
<b>5.2.5</b> Participate in review of what information is needed to manage our business and use technology to ensure it is captured efficiently.	Power Bi framework development for Function Leaders.
	Areas of focus: <ul style="list-style-type: none"> <li>timesheets</li> <li>plant hire</li> </ul>
	Annual service
<b>5.2.6</b> Standardise and expand security video and access management systems for community, employee and asset safety, traffic and event management.	Investigate safe community solutions for CCTV in key public spaces.
	Annual service
<b>5.2.7</b> Review and refine Council's geographic information services, systems and data to ensure access to accurate information about Council's assets, infrastructure and services.	Improvement to field staff GIS data access and collection through automation of data synchronisation.
	In conjunction with Strategic Road Management and other stakeholders (e.g. emergency services), review Rural addressing and spatial information.
	In conjunction with Strategic Road Management and other stakeholders (e.g. Dial Before You Dig) to minimise impact on Council infrastructure from other entities' activities.
	Annual service
<b>5.2.8</b> Develop the ICT framework for a transparency hub on our website to share our year with the community.	Development of dashboard reports and set up on the website using "How we are trending" and other data - e.g. <ul style="list-style-type: none"> <li>Regional growth dashboard</li> <li>Performance dashboard</li> <li>Council and community dashboard</li> </ul>

## Annual services

What we do	Corporate plan reference	Target service levels
Server administration services <ul style="list-style-type: none"> <li>- Installation and configuration</li> <li>- Maintenance and support</li> <li>- Backup and recovery management</li> <li>- Recovery management</li> <li>- Server performance management</li> </ul>	5.2.1 5.2.2 5.2.3 5.2.4 5.2.5	Fortnightly server and workstation security patching. Critical security patches deployed within 30 days of release. Monthly review of security services to identify incidents and breaches. Monthly review of Microsoft 365 security logs and breach reports. Monthly email traffic and risk review.
Database services <ul style="list-style-type: none"> <li>- Planning and advisory services</li> <li>- Installation and configuration</li> <li>- Maintenance and support</li> <li>- Backup and recovery</li> <li>- Performance management</li> </ul>	5.2.1 5.2.2 5.2.3 5.2.5	Nightly backup and scheduled maintenance programs of all database services. Daily review of database performance and capacity.
ICT client support services <ul style="list-style-type: none"> <li>- Software installation and support</li> <li>- Hardware break/fix support</li> <li>- Print management</li> <li>- Security remediation</li> <li>- Hardware supply</li> <li>- Training suite management</li> <li>- User account management</li> <li>- E-mail services</li> <li>- Public access terminal management</li> <li>- Public wi-fi services</li> <li>- Audio and visual hardware support</li> <li>- Electronic door security management</li> <li>- ICT hardware disposal</li> <li>- File storage management</li> <li>- State emergency service ICT support</li> </ul>	5.2.1 5.2.2	Continual delivery of ICT clients' support services ensuring minimal downtime and impact to Council operations. Monthly review of print management services.
Network infrastructure and security services <ul style="list-style-type: none"> <li>- Local area network administration</li> <li>- Wide area network administration</li> <li>- Wireless bridge services</li> <li>- Demilitarised zone (DMZ) platform</li> <li>- Firewall management</li> <li>- Emergency response services</li> </ul>	5.2.1 5.2.3 5.2.4 5.2.6	Quarterly system patching and proactive maintenance on all active network equipment. Quarterly review of network infrastructure security and access.
Telecommunications services <ul style="list-style-type: none"> <li>- Voice over internet (VOIP), public switched telephone network (PSTN) &amp; voicemail services</li> <li>- Mobile phone service management</li> <li>- Satellite phone services</li> <li>- Video conferencing</li> <li>- Short message service (SMS) distribution services</li> </ul>	5.2.1 5.2.4	Monthly review of telecommunication services. Monthly review of mobile device management systems.
Business systems services <ul style="list-style-type: none"> <li>- Report development and management services</li> <li>- Planning and advisory services</li> <li>- Installation and configuration</li> <li>- Maintenance and support</li> <li>- Backup and recovery</li> <li>- Performance management</li> </ul>	5.2.1 5.2.3 5.2.7	Monthly patching and system enhancement review. Monthly GIS system data review and update. Continual improvements of GIS data through finalisation processes.
Disaster management services	5.2.4	Annual maintenance of all weather and information gather stations. Biannual update and testing of business continuity and disaster management plan. Local disaster management connectivity kit maintained biannually.
Geographic Information Services (GIS)	5.2.1 5.2.7	Monthly GIS system data review and update. Continual improvements of GIS data through finalisation processes.

### Our business partners, stakeholders and customers



The ICT team supports every department and function within Council. This support is through strategic planning, delivery, management and maintenance of telecommunications, standard operating environments, backend service management and hardware lifecycle management.

- Vendors (Software, Hardware)
- Pitney Bowes (Mapping solutions)
- Prospect (Weather stations maintenance)
- Nexium (WAN data networks)
- Data #3 (Licensing management )
- Techfly (SharePoint support)
- Civica (Business systems)
- Shire Networks (Server infrastructure support)
- Nexon (Network data centre maintenance support)
- Telstra (Telecommunications and security platform)
- Local businesses
- Contractors
- Queensland Government (QGAP - Qld Government Agency Program)
- State Emergency Services (SES)
- Landcare
- Local Disaster Management Group
- Library services
- Airport users (Wi-Fi solution)
- Visitor information centres (Tourism)
- Council business tenants (Roma BigRig and Mitchell Spa)
- Saleyard services (Wi-Fi solution).

### How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> <li>• <b>Primary network data centre failure</b></li> </ul>	<ul style="list-style-type: none"> <li>• Business Continuity and Disaster Management Plan</li> <li>• Secondary network data centre</li> <li>• Secondary and offline backup systems in place</li> <li>• Data evacuation procedures in place</li> <li>• Qualified and trained staff</li> <li>• Backup support engaged through third party vendor</li> <li>• Scheduled maintenance and replacement programs</li> <li>• Active monitoring and alerting systems</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Cyber data security breach</b></li> </ul>	<ul style="list-style-type: none"> <li>• Alignment with the Australia Cyber Security Centre Essential 8</li> <li>• External firewall security platform</li> <li>• Frequent and monitored system patching</li> <li>• E-mail security filtering and spam blocking</li> <li>• Endpoint antivirus protection</li> <li>• Staff education through simulations</li> <li>• External health checks of ICT systems</li> <li>• ICT policy documents</li> <li>• Identify management procedures</li> <li>• Password strategy including multifactor authentication</li> </ul>

## Our finances - Information & communications technology (ICT)

Operations	2018/19 \$	2019/20 \$	2020/21 Quarter 4 review \$	2021/22 Cost and funding estimates \$	2021/22 Reduced budget \$
<b>Operating revenue</b>	<b>\$6,943</b>	<b>\$5,527</b>	<b>\$5,500</b>	<b>\$5,500</b>	<b>\$5,500</b>
Other revenue	6,943	5,527	5,500	5,500	5,500
<b>Operating expenses</b>	<b>\$2,312,805</b>	<b>\$2,144,380</b>	<b>\$2,511,584</b>	<b>\$2,558,955</b>	<b>\$2,388,805</b>
Employee costs	622,794	663,092	660,380	733,945	733,945
Materials and services	1,690,011	1,431,805	1,822,250	1,798,010	1,631,910
One-off initiatives (operating projects)	-	49,483	71,400	27,000	22,950
<b>Depreciation expense</b>	<b>\$140,309</b>	<b>\$163,557</b>	<b>\$146,242</b>	<b>\$172,020</b>	<b>\$172,020</b>
<b>Operating result / (deficit) - Contribution required from general revenue</b>	<b>(\$2,446,171)</b>	<b>(\$2,302,410)</b>	<b>(\$2,652,326)</b>	<b>(\$2,725,475)</b>	<b>(\$2,555,325)</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2018/19 \$	2019/20 \$	2020/21 Quarter 4 review \$	2021/22 Cost and funding estimates \$	2021/22 Reduced budget \$
<b>Capital expenditure</b>					
Asset renewal	46,645	-	42,500	210,000	199,500
New works	59,777	181,576	264,200	46,500	44,175
Upgrade works	-	-	-	21,000	19,950
<b>Total capital expenditure</b>	<b>\$106,422</b>	<b>\$181,576</b>	<b>\$306,700</b>	<b>\$277,500</b>	<b>\$263,625</b>

## Our projects 2021/22

Project ID	Asset work type	Project name	Local area	Cost estimates (\$)
5.2a	Renewal	Replacement Host Servers x 5	Regional	210,000
5.2b	Renewal	SAN x 2	Regional	
5.2c	New	Fitout LDCC (Meeting Room & Retreat) & LECC video conferencing	Roma	46,500
5.2d	New	Portable PA (Public Address) system for Council meetings in regional towns.	Regional	
5.2e	Upgrade	Council chambers additional cameras and equipment	Regional	21,000
	<b>TOTAL</b>			<b>\$277,500</b>
5.2f	Operating	Sharepoint intranet / internet service agreement sharing our year	Regional	\$27,000
	<b>TOTAL</b>			<b>\$27,000</b>