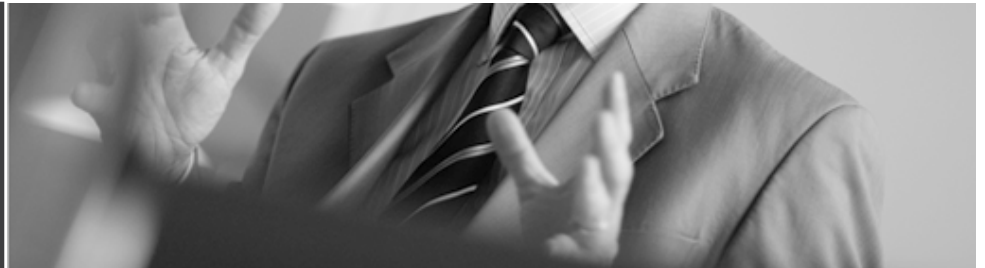


Tuesday 9<sup>th</sup>  
December  
2008



## Media Release

### itSMF Innovation of the Year Award 2008

#### Sydney Water and Oakton

Sydney Water has won the Innovation award for IT Service Management for its Service Activation project, conducted in association with Oakton. The award recognises the most novel project or service developed over the past twelve months that demonstrates both financial and non-financial benefits. The award ceremony took place at the Flemington Racecourse event centre in Melbourne on the 28<sup>th</sup> November.

Sydney Water engaged Oakton to deliver upon the vision to resolve the challenges in converting project delivery into operational production. Given a rapidly expanding program of IT projects, Sydney Water IT urgently needed to address a range of significant pressure points being experienced from project deployments, including cost and capacity management, production support strategies and capability, solution design awareness and deployment timing.

Oakton CEO Neil Wilson said, "This is an incredible accolade for Sydney Water and fabulous recognition for an excellent and innovative result on Service Activation. Oakton's work has helped to place Sydney Water as a clear leader in IT Service Management."

Commencing in November 2007 and drawing on Oakton's considerable ITSM capability, the combined Sydney Water and Oakton team designed, developed and deployed an extensive set of processes integrated into the development lifecycle, based on newly constructed artefacts and reporting capabilities. From the outset, all deliverables were required to align with ITIL and required the absolute minimum of rework for future incorporation under planned ITIL V3 initiatives.

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**Oakton Services Pty Ltd** ABN 31 100 103 268

Oakton has been in operation since 1988 and since listing on the Australian Stock Exchange (ASX:OKN) in June 2000 has grown consistently to become one of Australia's leading business consulting and information technology companies, with over 1000 permanent employees. Oakton has offices in Melbourne, Sydney, Canberra and Brisbane, and based on the number of employees and share of the market in which it operates, is larger than many of the local operations of larger global brands. Oakton also has a development and support centre in Hyderabad, India.

[www.oakton.com.au](http://www.oakton.com.au)

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