

## Industry capabilities Victorian Government



## Victorian Government and Oakton

The Victorian Government is committed to an increasingly whole-of-government approach to the way it delivers services to citizens and clients, building on efficiencies already achieved by co-ordinating property management, communications networks, human resources and IT services. Standardisation and sharing of resources will be extended to incorporate business processes, technology and expertise. Through the work we are already performing with Victorian government departments and agencies, Oakton is well-placed to contribute to this initiative.

The figure below illustrates where Oakton's core strengths lie and where we are growing presence in the Victorian Government sector.

### Oakton Services

Oakton's service model covers the application lifecycle from planning through to delivery and implementation and managed support.

Consulting Services 	Delivery Services 	Operational Services 
Assurance and Risk Management Consulting	Systems Integration	Managed Services and ITIL Consulting
Financial Management Consulting	System Design	Service Management
Management Consulting	Solution Architecture	Application Management and Support
Business Process Design	Custom Development	DBA Support
Enterprise Architecture Development	Package Implementation and Upgrades	Legacy System Management
Enterprise Architecture Establishment & Review	BI/Data Warehouse Solutions	Data Warehouse
IT Strategy	Data Management	Identity Management Consulting and Support
Business Systems Strategy	Portals and Workflow	
Business Case Development	Business Process Automation	
IT Governance	Project Management	
IT Management Consulting		

### About Oakton

Oakton Limited is an information technology company listed on the Australian Stock Exchange. Capitalised at approximately \$A490 million (July 2007), Oakton has provided Information Technology solutions for Education, Government and Commercial organisations for more than 18 years. Oakton provides a range of consulting and IT services centred around business operations and systems. The company has offices in Melbourne, Sydney, Canberra, Brisbane and Hyderabad (India).

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## The Oakton advantage

Oakton provides specialist end-to-end IT services to plan, deliver and operate business systems, as well as business consulting, financial management and assurance services. For nearly 20 years, Oakton has consistently enabled some of Australia's largest organisations to meet their technology and business needs with a flexible, cost-effective, results-driven approach to service delivery.

Oakton has a strong partner network with leading global and local product companies — this supports a sharp focus on the provision of services that support the successful delivery of business system solutions for customers. However, we do not develop and sell products, nor do we sell hardware or network solutions.

Oakton's service provision combines highly skilled resources, relevant and proven service delivery methods and frameworks, and a strong focus on project delivery governance.

Oakton's enviable history of achievement for large and medium sized organisations in the private and public sectors is reflected by the testimony of customers to the quality of our service delivery and results.

## Oakton successes with the Victorian Government

### **Victorian Department of Justice**

Integrated Courts Management System (ICMS) is a major government initiative to modernise and upgrade the technology of all Victorian Courts and Tribunals.

ICMS was established to implement a single, integrated technology platform and set of computer applications for all Victorian Courts and Tribunals. Once the ICMS is fully operational it has the capacity to increase cases heard by the Supreme and County Courts by around 150 per year.

The long term strategy is outlined in the Attorney-General's Justice Statement in the New Directions the Victorian Justice System 2004-2014 brochure.

Oakton was selected as the systems integrator to work with the Department and its selected software supplier over the 4 year program to deliver the program outcomes.

### **Victoria Police**

The Victoria Police Operational Performance System (VicOps), maps crime across the State, detecting patterns and hotspots and identifying problems. It has been designed to provide an infrastructure from which strategic, tactical and operational information requirements can be addressed now and in the future.

Oakton worked in partnership with Victoria Police to deliver VicOps, providing strong governance, effective business interaction and stakeholder involvement during design and development. The VicOps solution used market-leading vendor software, and was integrated into the Victoria Police environment over an 18 month timeframe.

### **Department of Education**

The Department established a team to develop an Enterprise Architecture - a practical, usable and maintainable framework as the basis for an assessment of the impact of proposed changes in business environment and structure upon ICT plans, assets and infrastructure. The Architecture was to provide a context within which proposed business initiatives can be evaluated. Oakton provided expertise and guidance - seamlessly integrating our resources with those of the Department, ensuring effective knowledge transfer and providing a basis for future self-sufficiency.

### **Department of Treasury and Finance**

Oakton worked closely with Department of Treasury and Finance to redevelop the Vehicle Leasing Management System (VLMS) which manages the Victorian State Government's fleet systems. Oakton were engaged to design, build and implement the new system on a newly architected platform. At the completion of the redevelopment, Oakton were commissioned to provide managed services to support the application. The benefits of the new system are streamlined business processes, a more intuitive user interface and better operational reporting. It has also improved customer service from the Department and to users throughout state government.

# oakton

Results Driven. When Business & IT Matters

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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