



Removing the Pain from ICT Procurement

Vanessa Dossetto

https://youtu.be/7_qwjcxwUqw



Procurement provides 'Value for Money'



Why procurement exists

- Provide 'Value for Money' (not cheapest price)
- Advance economic, environmental and social objectives
- Protect the buyers by providing integrity, probity & accountability

How can we speed up our procurements?





Existing Arrangements

Simpler, faster and more cost effective

- Collaborate with ICT Procurement Professionals
- Standing Offer Arrangements (SOA)
- Panel Supply Arrangements (PSA)
- Whole of Government Arrangements
<https://www.forgov.qld.gov.au/information-and-communications-technology-ict-arrangements>
- Local Buy Agreements
<http://www.localbuy.net.au/list-of-current-contracts>
- Caudit
<https://www.caudit.edu.au/current-procurement-deals>

If nothing exists for goods and services, take the time to create your own SOA or PSA





QITC Documentation

In November 2017 the Queensland Government replaced GITC contractual documentation with QITC.

- Stakeholder engagement during the planning process

Advantages

- Provides a framework which mitigates risk
- Compliant with procurement legislation
- Templates are preapproved by lawyers
- Prefill standard information specific to your university
- More user friendly
- No supplier GITC certification required





How USQ removed the pain from ICT Procurement?

Created workflows which take requesters through the procurement process addressing compliance along the way

- Intuitive
- User Friendly (information points)
- Configurable

Different workflows for different requests

Simple or complex as required

Workflows for hardware, software, professional services





Removing the Pain from ICT Procurement

Automation of Workflows

- Approvals
- Additional tasks

Proactive not reactive procurement collaboration

- Subject Matter Expert involvement
- Check if solutions already exists
- Check data security
- Compatibility with USQ's operating environment
- Check infrastructure requirements





Service Offering: Mobile Device

New mobile device (iPhone, iPad, Wireless modem), transfer ownership, cancel number, replace SIM card.

1. Requestor and User details

2. Device/Number details

3. Replace/Reassign details

4. Disposal Request Form (PAI)

5. Billing / Approval details

6. Acknowledgment

7. Review & Submit

Device/Number details

* = required

* Is this request to

Purchase a new mobile device ▼

Is this to replace current device?

☐

* Select device

iPhone ▼

[Compare iPhone models](#)

* Model

e.g. Galaxy S8, iPad Pro

iPhone SX Max

* Screen size

e.g. 10.5"

6.5"

* Colour

e.g. Silver

Silver

* Capacity

e.g. 64 GB

256GB

* Mobile number options

New # required ▼

Cancel

Save for later

Review & Submit



Service Offering: Mobile Device

New mobile device (iPhone, iPad, Wireless modem), transfer ownership, cancel number, replace SIM card.

1. Requestor and User details ✓

2. Device/Number details ✓

3. Replace/Reassign details

4. Disposal Request Form (PAI)

5. Billing / Approval details

6. Acknowledgment

7. Review & Submit

Billing / Approval details

* = required

Estimated device cost

\$2,049

* 1. Department ID

672010 - Financial Services Admin ▼

1. Project Code

▼

1. Cost Centre

672010

* 1. Financial delegate approver

Michael Thomas ▼

1. Approver email

Michael.Thomas@usq.edu.au

1. Approver phone

+61 7 4687 5862

Add another Cost Centre for split billing?



* 2. Department ID

457040 - Centre Ag Engineering Research ▼

Cancel

Save for later

Review & Submit



Service Offering: Mobile Device

New mobile device (iPhone, iPad, Wireless modem), transfer ownership, cancel number, replace SIM card.

1. Requestor and User details ✓

2. Device/Number details ✓

3. Replace/Reassign details

4. Disposal Request Form (PAI)

5. Billing / Approval details

6. Acknowledgment

7. Review & Submit

Billing / Approval details

2. Project Code

1005320 - GRDC Soil Moisture Raine ▼

2. Cost Centre

457040/1005320

* 2. Financial delegate approver

Mark Harvey ▼

2. Approver email

Mark.Harvey@usq.edu.au

2. Approver phone

+61 7 3470 4124

* Please provide split billing details

This phone will be owned by Financial Services and used by Agricultural Engineering Research for the duration of the project.

Cancel

Save for later

Review & Submit



Service Offering: IT Procurement

Used to purchase any IT related goods/services; for example: hardware (except for computer refresh and mobile device), software, professional s

1. Requestor details



2. Product and Delivery details

3. Contract administrator details

4. Procurement requirements

5. Software details

6. Billing details

7. Risk assessment (for new purc...

8. Privacy Threshold Assessment

9. Review & Submit

Product and Delivery details

Are you intending to use current
* Standing Offer Arrangement?

Yes

* SOA number

USQ1357

* Supplier (USQ 1357)

DXC Technology

* SOA details

For the replacement of five CISCO switches approaching out of warranty support period.

Attachments

Select files

Delete all

or drop files here

Cancel

Save for later

Review & Submit

Service Request: 20071, IT Procurement (Software: VMWare Academic Program Departmental License) (Active)

Customer & Owner

Customer *  

Username BELIVEAU

Email Dean.Beliveau@usq.edu.au

Phone +61 7 4631 2978

Campus Toowoomba

Status *

Team *

Owner *

Response Target:

Met

Fulfilment Target: 22/10/2018 2:33 PM

15 days 0 hours left for first escalation

- [Form](#)
[Details](#)
[Tasks \(4\)](#)
[Approval Votes \(3\)](#)
[Knowledge \(0\)](#)
[Change \(0\)](#)
[Incident \(0\)](#)
[Service Request \(0\)](#)

[New Task](#)
[Accept](#)
[Complete](#)
[Assign to](#)
[Remind me](#)
[Go To](#)

Task#	Subject	Details	Status	Team	Assignee	Created On	Created By
107763	Investigate appropriate software use.		Logged	Enterprise Infrastruct...		21/9/2018 2:43 PM	Dennis Rochford
107750	IT Procurement (Software: VMWare Academic Pro...	Please investigate if USQ alre...	Completed	Enterprise Applications	Dennis Rochford	21/9/2018 2:33 PM	Internal Services
107749	IT Procurement (Software: VMWare Academic Pro...	Please procure as per form d...	Assigned	ICT Procurement	Luke Verschaeren	21/9/2018 2:33 PM	Internal Services
107748	IT Procurement (Software: VMWare Academic Pro...	Please investigate the require...	Assigned	OEM	James Ikin	21/9/2018 2:33 PM	Internal Services

 Service Request: 20071, IT Procurement (Software: VMWare Academic Program Departmental License) (Active)

Customer & Owner

Customer *

Dean Beliveau

 ▶

Status *

Active

▼

Response Target:

Username

BELIVEAU

Email

Dean.Beliveau@usq.edu.au

Phone

+61 7 4631 2978

Campus

Toowoomba

Team *

ICT Procurement

▼

Owner *

Vanessa Dossetto

▼

Fulfilment Target:

22/10/2018

- Form
- Details
- Tasks (4)
- Approval Votes (3)
- Knowledge (0)
- Change (0)
- Incident (0)
- Service Request (0)

 Approve  Deny [➔ Go to](#)

▼	Name	▼	Tracking ID	Owner	▼	Status	▼	OwnerEmail	▼	DueDateTime	▼	Voted by	▼
	Recurrent budget finance app...		21496	Hardus Venzke		Approved		Hardus.Venzke@usq.edu.au		5/10/2018 9:45 AM		Hardus Venzke	
	Contract Administrator Approval		21479	Sophie Ivory		Approved		Sophie.Ivory@usq.edu.au		4/10/2018 3:16 PM		Sophie Ivory	
	1. Finance delegate approval		21480	Hardus Venzke		Approved		Hardus.Venzke@usq.edu.au		4/10/2018 3:53 PM		Hardus Venzke	



Advantages - Pain Removed

Customer focused, providing a better experience

Workflow Continuity & Transparency

Reduction in costs

Increased efficiency allowing more volume through ICT Procurement Team

Improved communication between all stakeholders

- Communication between procurement and requester (view status, clear requirements)
- Early involvement of Subject Matter Experts providing product compatibility and support capability advice
- Approvers fully informed
- Notification to contract administrator
- 90 day contract renewal notification to key stakeholders





Strategic Procurement

- Detailed reporting functionality providing an overview of buying trends within the university
- Planning to meet timeframes of significant procurements
- Smarter buying allowing commitment to buying strategies driving prices down, increased availability, create stable supplier relationships
- Increased supplier and community confidence within the marketplace





Questions



ICT Procurement at USQ

Find out more:

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📞 07 46311507   📍 www.usq.edu.au