# 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 ✔ | **Device/Number details** |
| **2. Device/Number details** | |
| 3. Replace/Reassign details | |
| 4. Disposal Request Form (PAI) | |
| 5. Billing / Approval details | |
| 6. Acknowledgment | |
| 7. Review & Submit | |

*= required*

* Is this request to
Purchase a new mobile device ▼

Is this to replace current device? ☐

* Select device
iPhone ▼

Compare iPhone models

* Model
iPhone SX Max
e.g. Galaxy S8, iPad Pro

* Screen size
6.5"
e.g. 10.5"

* Colour
Silver
e.g. Silver

* Capacity
256GB
e.g. 64 GB

* 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 Cnetre: 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* | Dean Beliveau 🔍 ▸ | |
| Username | BELIVEAU | |
| Email | Dean.Beliveau@usq.edu.au | |
| Phone | +61 7 4631 2978 | |
| Campus | Toowoomba | |

Status* Active ▾

Team* ICT Procurement ▾

Owner* Vanessa Dossetto ▾

**Response Target:**
▬▬▬▬▬▬▬▬▬ Met

**Fulfilment Target:** 22/10/2018 2:33 PM
▬▬▬▬▬▬▬ 15 days 0 hours left for first escalation

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| 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 | Invesigate 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 🔍 ▶

Username | BELIVEAU
Email | Dean.Beliveau@usq.edu.au
Phone | +61 7 4631 2978
Campus | Toowoomba

Status* | Active ▼
Team* | ICT Procurement ▼
Owner* | Vanessa Dossetto ▼

Response Target:

Fulfilment Target:  22/10/201

| 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:**

@ **Vanessa.Dossetto@usq.edu.au**

📞 **07 46311507**   ↗ **www.usq.edu.au**