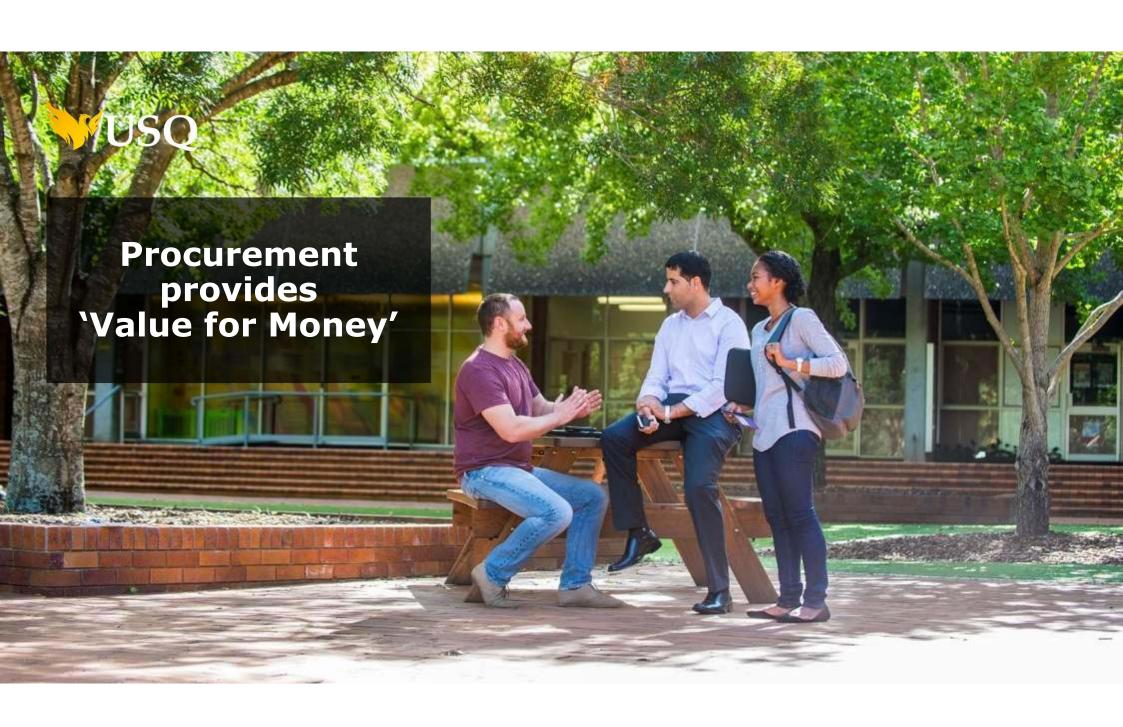


Removing the Pain from ICT Procurement

Vanessa Dossetto

https://youtu.be/7_qwjcxwUqw





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-arrangement
- 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

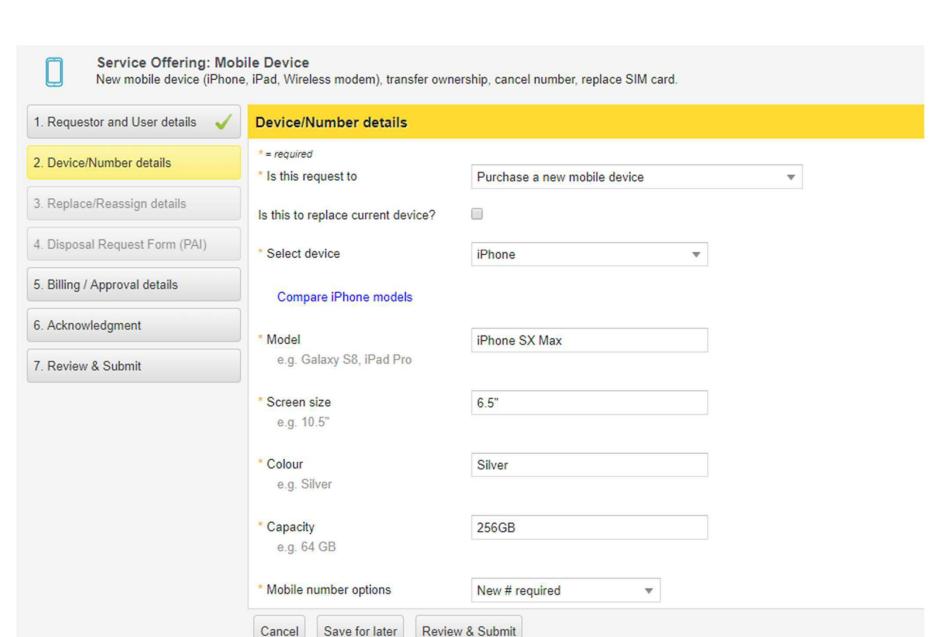
Automation of Workflows

- 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

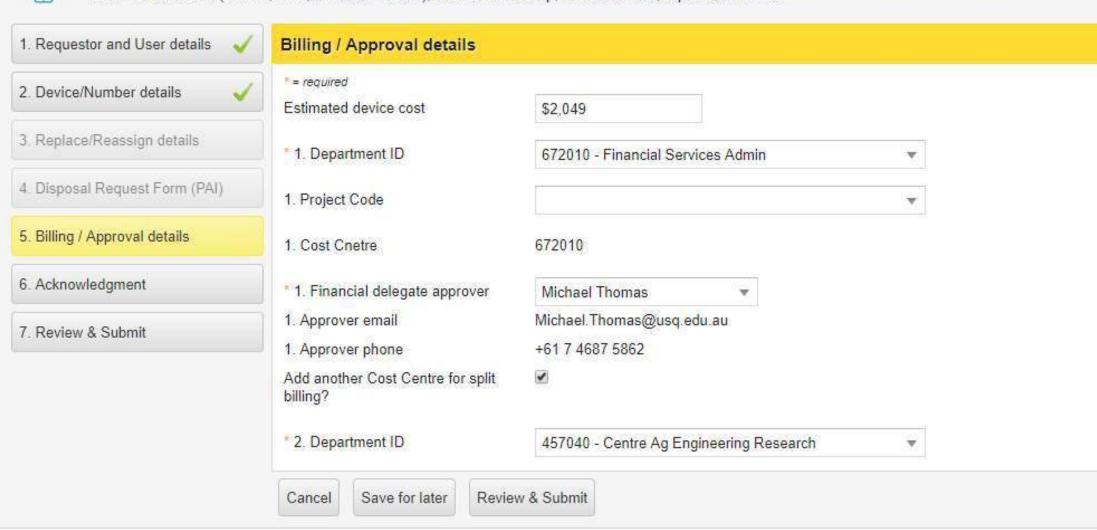






Service Offering: Mobile Device

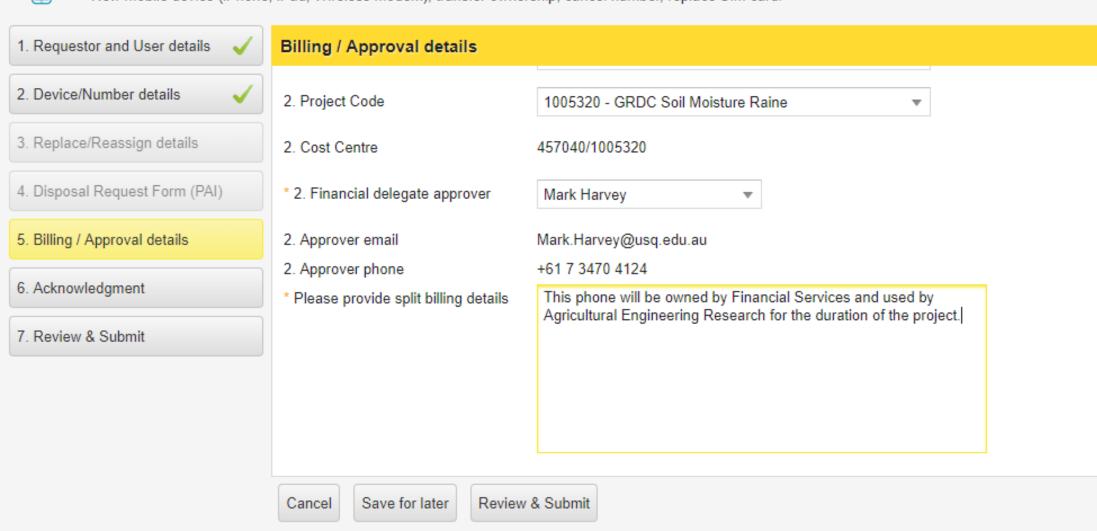
New mobile device (iPhone, iPad, Wireless modem), transfer ownership, cancel number, replace SIM card.





Service Offering: Mobile Device

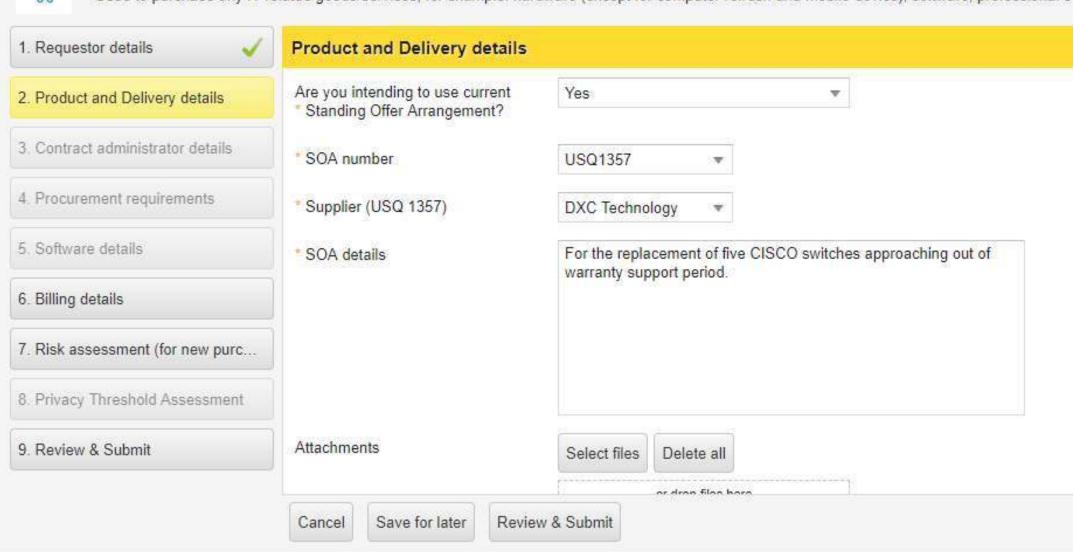
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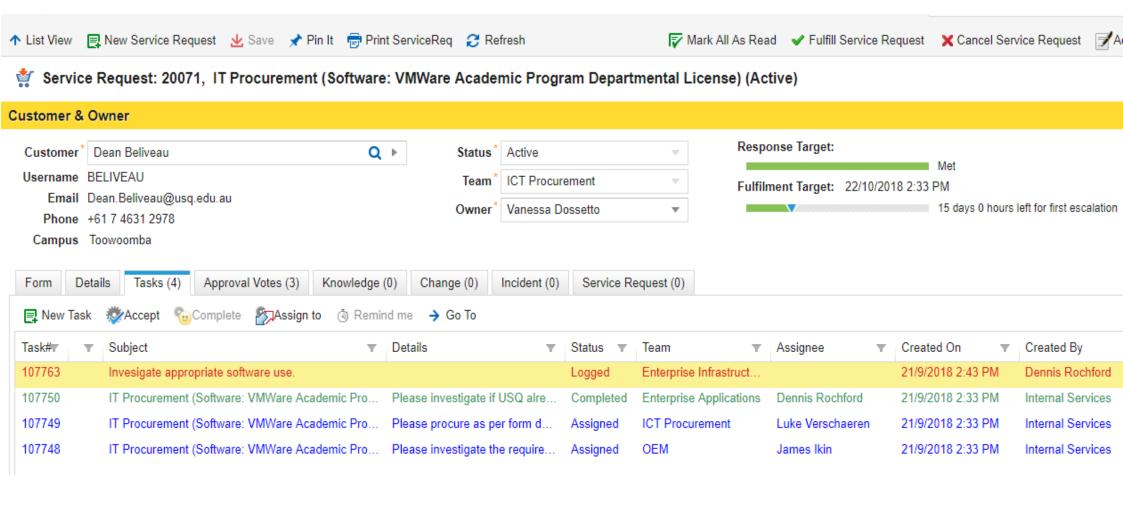


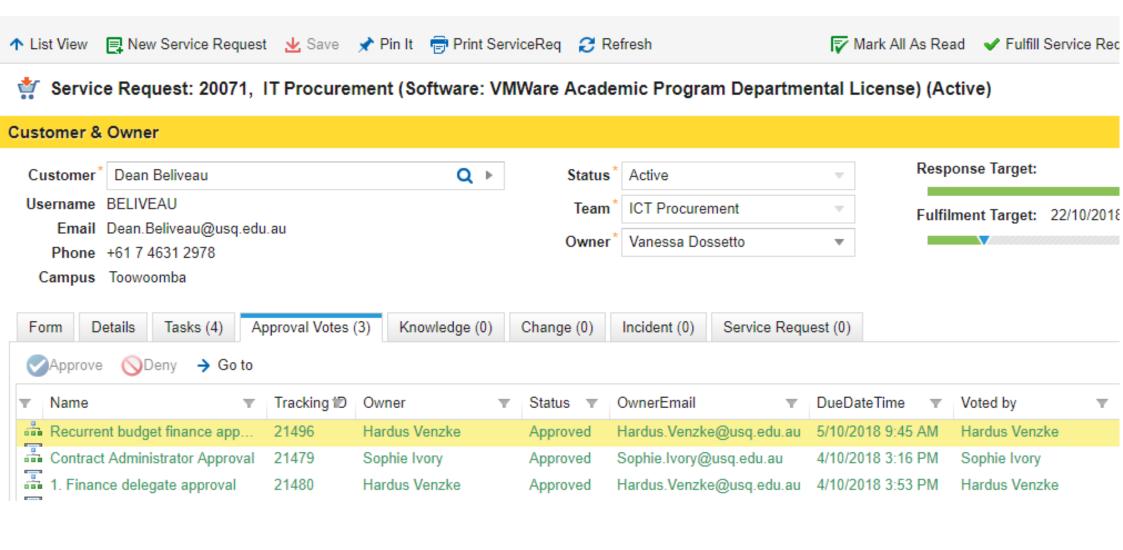


Service Offering: IT Procurement

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



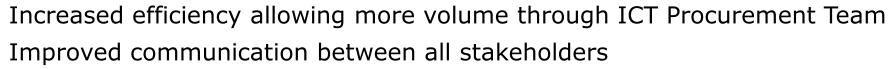






Advantages - Pain Removed

Customer focused, providing a better experience Workflow Continuity & Transparency Reduction in costs



- 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

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