

# INTACT

<b>OUTPUT CLASS 1: INTACT PRINCIPAL MEASURES</b>
<b>OUTPUT 1.1: INTACT</b>
<b>Description:</b> The provision and maintenance of IT infrastructure and communications for the ACT Public Service.

Measures	2004-05 Targets	2004-05 Estimated Outcome
<b>Quantity</b>		
Principal Departments serviced by InTACT <sup>1</sup>	9	10
Whole of Government IT systems managed by InTACT	3	3
Major IT Infrastructure projects undertaken.	2	2
Number of calls recorded via InTACT Help Desk.	72 500	72 500
<b>Quality/Effectiveness</b>		
Customer service through helpdesk consistent with agreed levels <sup>2</sup>	90%	80%
Availability of Core Network during supported hours (excluding planned outages).	98%	98%
<b>Timeliness</b>		
IT Infrastructure projects managed within specified timeframes.	100%	100%
<b>Cost</b>		
Average cost of help desk services provided <sup>3</sup>	\$22	\$20
<b>TOTAL COST (\$'000)<sup>4</sup></b>	<b>\$73 039</b>	<b>\$74 139</b>
<b>GOVERNMENT PAYMENT FOR OUTPUT (\$'000)</b>	<b>\$3 955</b>	<b>\$3 955</b>

## Notes

- The 4 November 2004 Administrative Arrangement Orders established a new department, the Department of Economic Development. InTACT now provides service to this Department.
- The variance between the 2004-05 target and the estimated outcome is due to the restructuring of InTACT's helpdesk services during 2004-05. It is expected performance will improve to targeted levels in 2005-06 with the introduction of a new helpdesk management system from 1 July 2005.
- Estimated average cost of help desk services provided has decreased due to lower staff levels.
- Estimated total cost for 2004-05 has increased due to increased project related activities undertaken by InTACT.

