



# GovNext-ICT

## Frequently Asked Questions

### What is GovNext-ICT?

GovNext-ICT is an ICT infrastructure reform initiative that aims to progress the WA government from an owner/operator of ICT infrastructure to consumers of ICT infrastructure services.

GovNext-ICT aims to modernise and consolidate the Government's ICT infrastructure and reduce costs and security risks.

Over 60+ siloed data centres and server rooms will be decommissioned, migrating compute and storage to Infrastructure as a Service cloud services, where possible, and co-locating the remaining hardware into three modern, interconnected WA data centres.

GovNext-ICT will upgrade State Government network and communication infrastructure, and consolidate the State's over 50 physical networks into one unified physical network. This will reduce cost and complexity and enable the State-wide adoption of VOIP, unified communications and collaboration services across all of WA, including regional and remote government offices, police stations, schools and hospitals.

The GovNext-ICT unified network is an important step to enabling a mobile workforce, better information sharing and the creation of digital government services. This is why GovNext-ICT is a foundation element of the DigitalWA strategy.

### GovNext-ICT Goals

The GovNext-ICT goals are to:

- decommission current agency data centres and server rooms;
- decommission non-critical infrastructure;
- minimise the physical footprint of Government owned infrastructure such as servers, storage and networks;
- minimise the virtual footprint of agency application portfolios by rationalising applications;
- deliver high quality, high capacity, low latency connectivity to all government employees;
- deliver connectivity and interoperability between agency networks and increase overall network security;
- transition from capital intensive ICT expenditure to operational cost with the use of as-a-service consumption models-i.e. move from CapEx to OpEx;
- reduce management service costs for infrastructure;
- develop an 'As-a-Service' mindset within the agency; and
- improve intra and inter agency information delivery and collaboration capability.

## How is GovNext being implemented?

GovNext-ICT is a reform initiative that is sponsored by the Director Generals ICT Council and championed by the nine largest government agencies, the Department of Health, Education, Justice, Police, Communities, Transport, Main Roads, Public Transport Authority and the Department of Finance.

Agencies plan and execute their ICT transformation with the help and support of the GovNext Service Broker (GSB) and the three vendor consortia, who have been selected as members of a new ICT infrastructure services panel arrangement, [GNICT2015](#).

## What is GNICT2015?

[GNICT2015](#) is a new mandatory Common User Arrangement (CUA) for the supply of compute, storage, cloud computing, and a unified government communications network for whole of WA Government.

GNICT2015 came into effect in January 2017 and has a five year term, with one five year extension option.

GNICT2015 replaces a number of older CUAs, including CUA56808 Telecommunication Services, CUANIS2013 ICT Network Infrastructure Solutions, CUA169209 Data Centres and Associated Management Services, and CUA13010 IT Servers and Data Storage Devices.

GNICT2015 is a CUA for ICT infrastructure services. It *does not* replace or affect CUA ICTS2015\* Information and Communications Technology (ICT) Services.

It is expected that GNICT2015 will cover approximately 15% of the WA Governments annual ICT expenditure.

Under GNICT2015 ICT infrastructure services will be provided by three consortia, led by Atos Australia Pty Ltd, Datacom Systems Pty Ltd, and NEC Australia Pty Ltd. These three companies are commonly known as the consortia *\*Primes\**.

Each Prime has assembled a consortia of local and national partners in order to supply the full range of services and provide diversity of supply for network, telephony, data centre co-location and other ICT infrastructure services.

Consortia membership is 'open', and Primes may propose additional partners that can provide innovative and cost-effective ICT infrastructure solutions to the State.

GNICT2015 aims to establish a fair, orderly and transparent market for ICT infrastructure services, where the three consortia compete to provide ICT services to WA government agencies.

The market is regulated by the GovNext Service Broker (GSB), who conducts regular price and service benchmarks and ensures that the ICT infrastructure services consumed under GNICT2015 continue to be cost-effective and state-of-the-art.

## What services can be purchased under GNICT2015?

GNICT2015 services cover the supply of compute, storage, cloud computing, and communications services and include:

- Datacentre co-location into tier 3 datacentres equipped with:
  - standard server racks;
  - high power server racks;
  - highly secure server racks; and
  - a range additional datacentre capabilities.
- A range of Private Cloud computing services, including:
  - customisable computing;
  - tiered storage;
  - backup and recovery services;
  - server operating system and database management services; and
  - a number of complimentary additional private cloud services.
- Communications network connectivity, including:
  - standard Wide Area Network (WAN) and Local Area Network (LAN) capabilities to service any government agency building;
  - standard WAN services to connect existing datacentres with GovNext-ICT datacentre, providing the data path for agencies to transition application workloads;
  - failover WAN services;
  - Internet Protocol (IP) and Plain Old Telephony Services (POTS) catering for general government agency voice telecommunications needs; and a
  - range of additional network services, including Public Key Infrastructure and extended support..
- Internet Gateway Services that deliver:
  - standard Internet connections;
  - firewall, proxy, remote access and threat intrusion management;
  - internal and external security zones; and
  - a range of additional Internet services commonly used by government agencies.

All GNICT2015 services are listed in a Service Catalogue, available on [Contracts WA](#), and customers can compare the service offerings from different contractors.

## How do agencies buy Services under GovNext?

The Buying Guidelines for GNECT2015 are published on Contracts WA, together with the service catalogues of the three vendor consortia and the GovNext-ICT contracts.

Agencies can enrol with one, two or all of the GovNext-ICT vendor consortia. Enrolled agencies can order services from the consortia Primes in accordance with the Buying Guidelines.

To seek quotes and clarify Service Catalogues, please engage with the GSB Agency Engagement Team, which can provide induction sessions, case studies, planning assistance and procurement advice.

Please contact [govnext@gcio.wa.gov.au](mailto:govnext@gcio.wa.gov.au).

## Where are we Today?

The CUA GNECT2015 came into effect in January 2017. The first services have been completed operational readiness assessment undertaken by the GSB. in June 2017 and agencies have started their migration into GovNext-ICT.

## What is the GSB?

The GovNext Service Broker (GSB) within the Office of the Government Chief Information Officer is overseeing the GNECT2015 market for ICT infrastructure services, monitoring and reporting on cost and consumption, defining and certifying new service offerings and supporting agencies with their GovNext-ICT transformation.

The GSB provides induction sessions for agencies about:

- the scope of GovNext-ICT Services
- GovNext-ICT Technical Architecture
- how the Contract is constructed and who the Contractors are
- examples of journeys taken by other Agencies

The GSB provides planning assistance to agencies for:

- identifying the potential cost savings of adopting GovNext-ICT service offerings
- defining the roadmap for the GovNext-ICT transformation

The GSB provides procurement advice to agencies, in collaboration with Government Procurement, Department of Finance, on:

- interpreting the Service Catalogues; selecting Services required
- providing requirements templates and ensuring alignment to the Service Catalogue and transformation agenda
- reviewing quotes/proposals from the Contractors.

Please contact [govnext@gcio.wa.gov.au](mailto:govnext@gcio.wa.gov.au).

## Where can I learn more?

For queries and requests for support for your transition to GovNext-ICT transformation, please contact:

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## How does GovNext-ICT compare to initiatives in other jurisdictions?

GovNext-ICT and the GNICT2015 Common User Arrangement are modelled on the NZ Government Infrastructure as a Service and Telecommunications as a Service buying arrangements and draw on experiences from California's CalCloud, the UK Government G-Cloud and the NSW GovDC initiative.

For more information please see:

New Zealand: <https://www.ict.govt.nz/guidance-and-resources/case-studies/common-capabilities/onegovt/>

UK: <https://www.gov.uk/digital-marketplace>

NSW: <https://www.govdc.nsw.gov.au>

California: <http://www.ca.gov>

## What does GovNext-ICT mean for local business?

The CUA GNICT2015 is a panel arrangement with three consortia, all of which already include a number of local businesses.

The GovNext-ICT government private cloud is hosted in Perth and most of the other services, for example, data centre co-location, network and telephony, require the three consortia to work with local providers.

The CUA GNICT2015 allows for innovation to be added to the service mix. The three consortia Primes are encouraged to augment and strengthen services with new providers, if this allows them to provide more innovative and cost-effective services to the State.

## How is GovNext-ICT different to Shared Services?

GovNext-ICT is not a government shared service. While GovNext-ICT establishes a unified network architecture, all services are provided by the three vendor consortia who can be engaged by agencies via the GNICT2015 Common Use Arrangement.

Service offerings are comparable and interchangeable between vendors and the interoperability of services is overseen and controlled by the GSB.

## Public vs Private Cloud

As outlined in the GCIO's DigitalWA Strategy, agencies should move to cloud services in preference to purchasing compute and storage hardware.

GNICT2015 offers co-location and private cloud services, as well as public cloud connectivity, providing the building blocks of a hybrid cloud infrastructure and allowing agencies a unique transition path into 'ICT as a service'.