IT FOR AUSTRIA

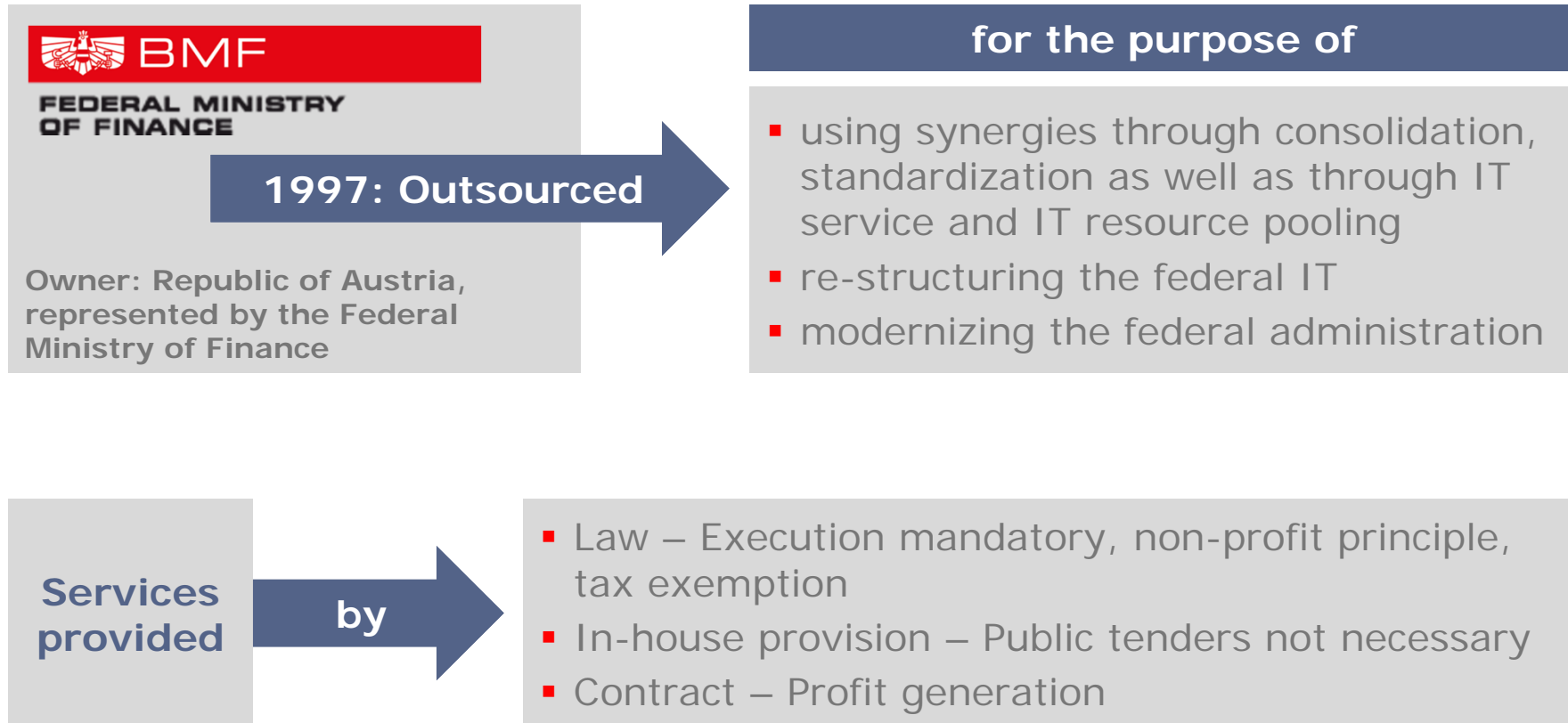# BRZ – Austrian Federal Computing Centre

Mag. Manoela Bodiroza

AGENDA

- Framework

- Core competences & market

- Full service provider

- Facts & figures

- Company structure

- Business strategy

- Success factors

- Strategic challenges

- Strategic partnerships

- Facts & figures

Publicly owned, privately run

FEDERAL MINISTRY OF FINANCE

1997: Outsourced

Owner: Republic of Austria, represented by the Federal Ministry of Finance

for the purpose of

- using synergies through consolidation, standardization as well as through IT service and IT resource pooling
- re-structuring the federal IT
- modernizing the federal administration

Services provided — **by** —

- Law – Execution mandatory, non-profit principle, tax exemption
- In-house provision – Public tenders not necessary
- Contract – Profit generation

CORE COMPETENCES AND MARKET

Full-service provider for the Austrian federal administration
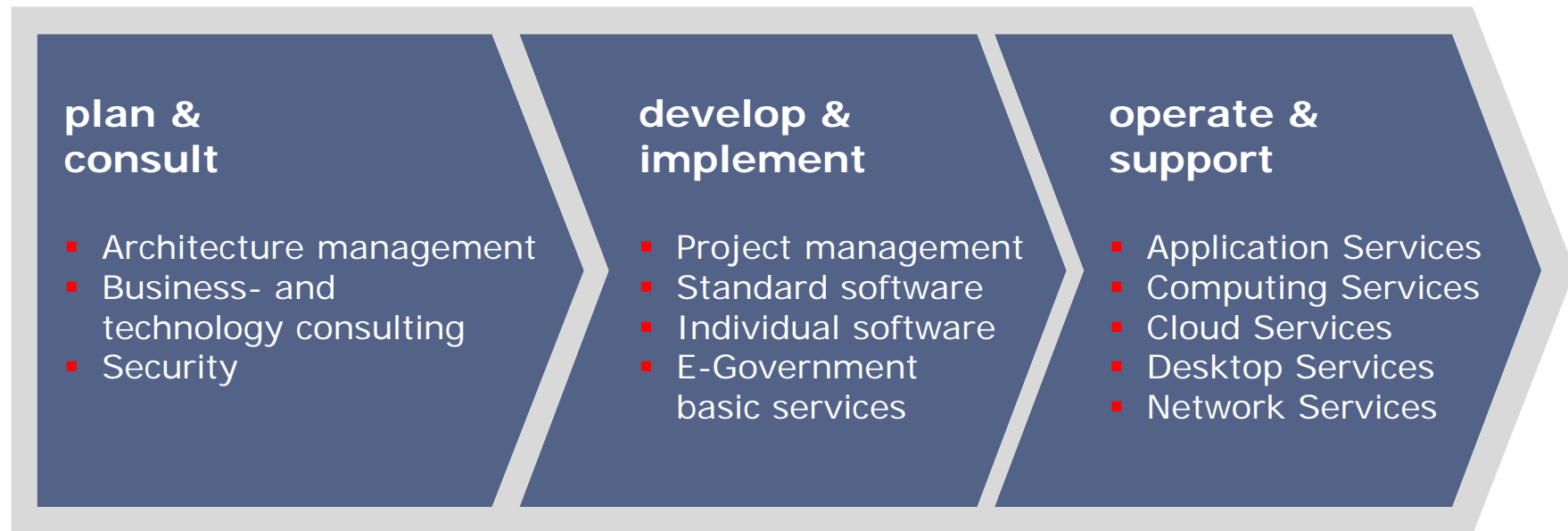
Our market

- Federal Ministries and Chancellery
- Supreme federal state authorities
- State-owned enterprises, e.g.:
  - Public Employment Service Austria (AMS)
  - Austrian Financial Market Authority (FMA)
- Universities

400 e-government applications (selection)

- **Finance:** FinanzOnline, e-Finance, State Treasury and Human Resource Management, e-Customs, Austrian Business Portal, Applicationless family allowance
- **Judiciary:** Land Register, Commercial Register, Order For Payment Procedure
- **Federal Chancellery:** Austrian Federal Filing System, Help.gv.at, Data.gv.at
- **Internal Affairs:** Biometric Passport, University elections (e-Voting)
- **Health:** Austrian Health Portal, ELGA – Electronic Health Record System
- **Traffic & Infrastructure:** Transport Company Register
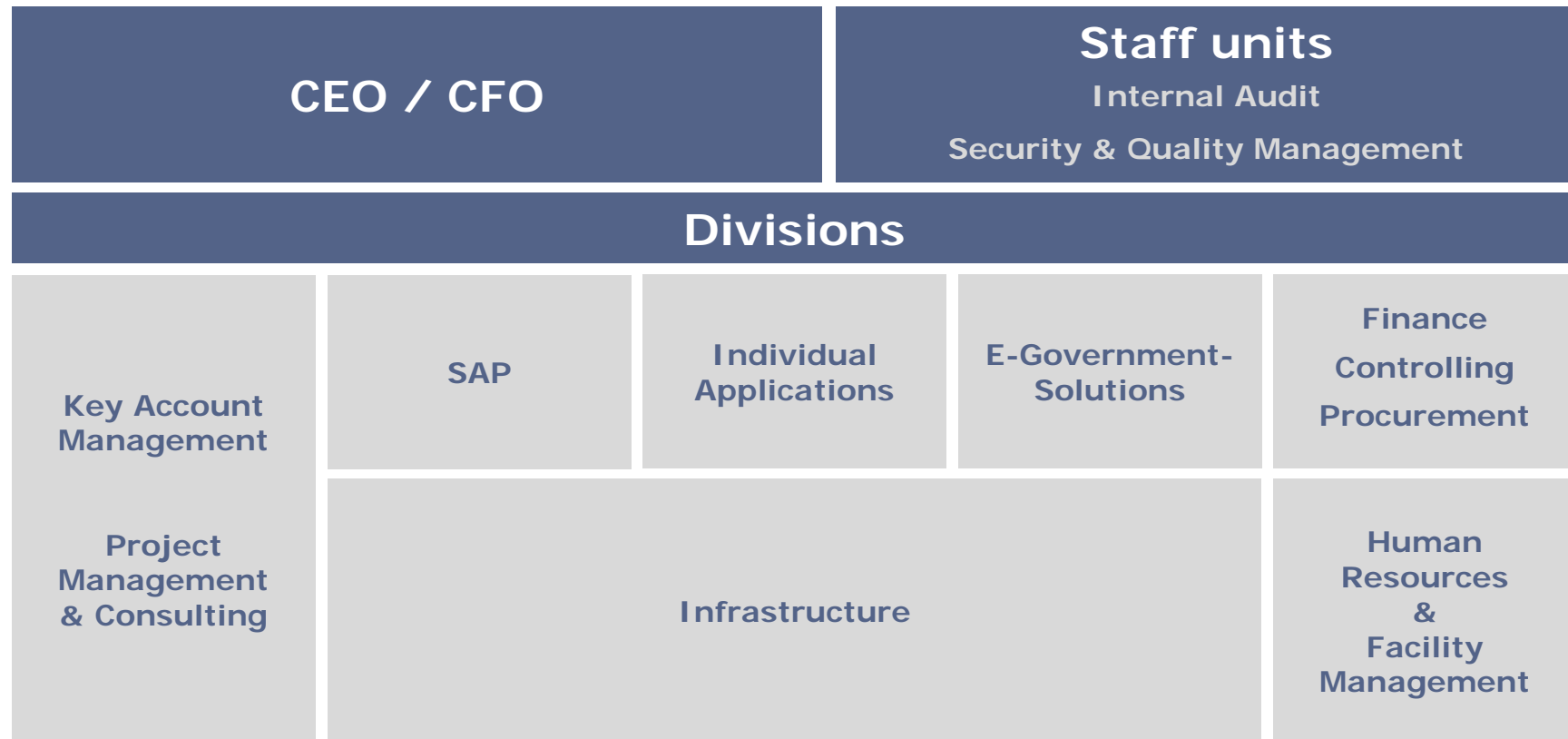
Innovative technologies from a single source

**plan &
consult**

- Architecture management
- Business- and
  technology consulting
- Security

**develop &
implement**

- Project management
- Standard software
- Individual software
- E-Government
  basic services

**operate &
support**

- Application Services
- Computing Services
- Cloud Services
- Desktop Services
- Network Services

FACTS & FIGURES

Employees	1,146
Revenue 2015	259.9 M Euro
Market share	55% of the federal administration's IT spending
E-Government applications	> 400
Desktop services	> 30,000 workstations
Active servers	> 4,000
Stored data	> 3,000 Terabyte
Pages printed	> 100 M/year

Status: 2016

COMPANY STRUCTURE

CEO / CFO	**Staff units** Internal Audit Security & Quality Management

Divisions				
Key Account Management	SAP	Individual Applications	E-Government-Solutions	Finance Controlling Procurement
Project Management & Consulting	Infrastructure			Human Resources & Facility Management

BUSINESS STRATEGY

Vision

The federal administration's IT service centre for

- public sector reform & modernization
- e-government services for citizens and businesses

Mission

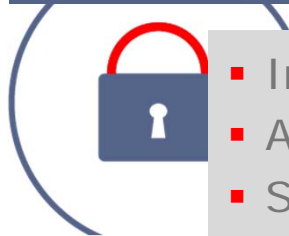As a cooperation & consolidation partner of the federal administration we provide IT solutions

- meeting the highest demands in quality & security
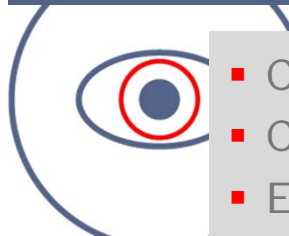- at the best price

SUCCESS FACTORS

| Quality & security of services | Standardization & consolidation | → | Cost efficiency |

Customer and service orientation

QUALITY & SECURITY OF SERVICES

International certifications guarantee the quality and security of services

Highest information and data security

- Information security according to international standards
- Annual certification by external auditors (ISO 27001)
- Strong cooperation in cyber security

Quality of services at a high level

- Compliance with agreed customer service levels
- Certified quality management system (ISO 9001)
- Ensuring availability of services
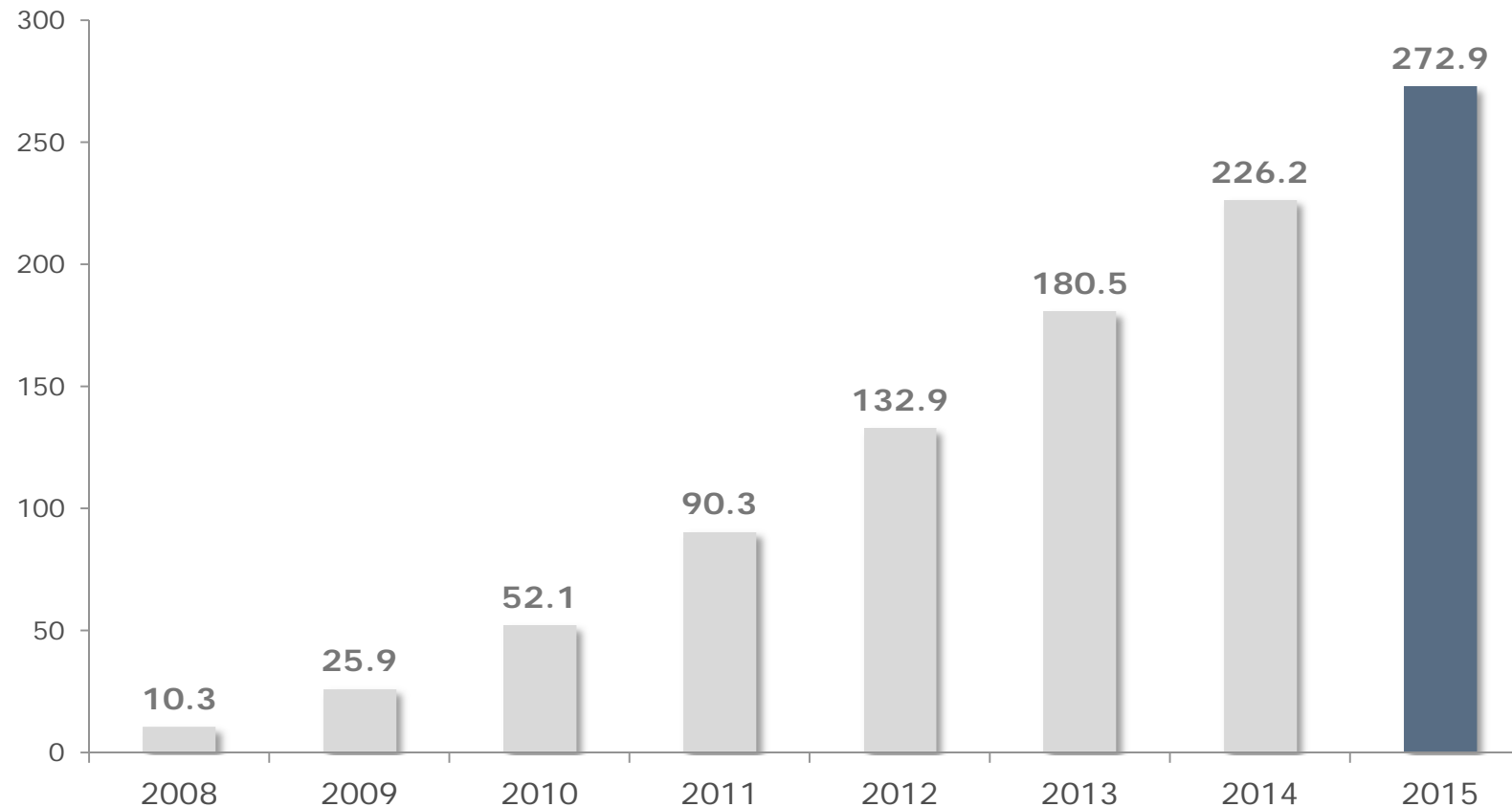
STANDARDISATION & CONSOLIDATION

Implementation of internationally recognized Shared IT Services reduces IT service costs up to 25%

Processes	Applications	Products & services	Infrastructure
- Printing, processing and dispatch of documents - Provision and disposal of IT infrastructure - Support of IT users - Hard drive extermination	- HR management - SAP for universities - EPA* for federal and state governments - FinanzOnline - ELAK – electronic filing system - HELP.gv.at - E-learning - Austrian Business Portal (usp.gv.at) - Austrian Health Portal - data.gv.at	- eScan - Document management system - Electronic archive - Dual delivery - Official signature - Output competence center - Collaboration services - SAP services - Cloud services - Web portals	- Network - Hosting, webhosting - Storage, archiving - Desktop devices - Licences & maintenance

Excerpt from the BRZ service catalogue

*Electronic Pension Account

Sustainable IT cost savings for the Austrian federal administration

Cumulative savings of IT costs for the federal administration from 2008 – 2015 in M €

STRATEGIC CHALLENGES

ICT-consolidation
- Forcing the consolidation for a cost-efficient federal IT
- „Decentralized functional responsability – centralized IT operation"

Digital government
- Providing a digital infrastructure for cloud, security, big data
- Developing innovative services, e.g. Applicationless family allowance

IT-governance
- Supporting to build up a stringent control of the federal IT

Security
- Ensuring cyber security and data protection with national and international cooperation

Cooperation
- Intensifying the cooperation with embracing several authorities

STRATEGIC PARTNERSHIPS –
ACHIEVING MORE TOGETHER

Customers
Embracing several authorities
- Standardized IT work stations
- Standardized electronic filing system

Economy
- > 50 % of the overall BRZ-performance is provided by partners from the IT-economy

Cyber security
- A-SIT – Centre for secure information technology Austria
- CERT-Verbund – Computer Emergency Response Team
- KSÖ – Board of Trustees Secure Austria

International
- EU-projects, e.g. Cloud4Europe, STORK, PEPPOL
- Euritas – European Association of Public IT Service Providers

FACTS & FICURES

3,000,000,000 ▪ MB of stored data equals 5 B books with 500 pages each

270,000,000 ▪ IT cost savings for the federal government since 2008

100,000,000 ▪ Pages printed per year

30,000,000 ▪ Releases per year for tax office or judiciary

8,000,000 ▪ Users of services such as FinanzOnline and HELP.gv.at

30,000 ▪ Supervised IT work stations

4,000 ▪ Servers

1,150 ▪ BRZ experts

400 ▪ Applications such as federal budget accounting and ELAK

60 ▪ Internationally certified project managers

1 ▪ N°1 federal computing centre in Austria

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