

The Technology Services List

Scope and categories

The scope of the TSL is split across the following categories based on the nature of services:

- Application Development Services;
- Data Analytics;
- Project Management and Business Analysis;
- Operational Technical Services;
- Cyber Security; and
- Strategic Advisory and Consulting.

Suppliers are able to apply for inclusion on the TSL in one, several or all of the categories. Similarly, one, several or all of the categories might be relevant to an agency's procurement. Details about the categories and exclusions are provided below.

Application development services

Application development services cover technical software services for the delivery of digital programs or processes. Common tasks include design, engineering, testing, quality assurance and deployment.

Data analytics

Data analytics services cover the design, development and utilisation of data systems and processes. Services may involve data analysis, visualisation, business intelligence and use of artificial intelligence technology.

Project management and business analysis

Project management and business analysis services cover activities related to the scope and management of technology projects, providing timely on budget results through the application of project management and business analysis knowledge, skills, tools and methodologies.

Common tasks include assessing user requirements, business case development, analysing costings and quality considerations, risk mitigation and project documentation.

Operational technical services

Operational technical services cover the provision of technical support services across the agency infrastructure, including hardware, software and networks.

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Services may involve database or systems administration, network design and support, service desk and maintenance support or infrastructure migration.

Cyber security

Cyber security services cover the protection of digital data, applications and infrastructure from cyberattacks aimed at accessing, changing or destroying digital assets. Common tasks include prevention, testing, patching, and disaster recovery in instances of a cyber-security incident.

Strategic advisory and consulting

Strategic advisory and consulting services cover the delivery of subject matter expertise and recommendations on technology related issues. These services may include strategic or policy advice in areas including new and emerging technology, business process improvements and cyber security.

Services relating to education or training are also included in this category.

Exclusions

There are a number of situations where agencies are not required to procure using the TSL. This includes when purchasing:

- software applications, such as off-the-shelf software products or programs sourced from mobile app stores or cloud hosted applications;
- ICT hardware, warranty and maintenance services covered under the ICT Hardware (CI50) Panel Contract¹;
- Infrastructure as a Service covered by the Networking Tasmania Agreements²; and
- voice network, telephony and mobile data services covered by the Integrated Communication Voice Services Agreements³.

If you are unsure which TSL category is appropriate for the technology services your agency requires, or you have any questions about the categories or exclusions, please contact tsl@treasury.tas.gov.au.

¹ <https://www.purchasing.tas.gov.au/contracts/common-use-contracts-of-the-tasmanian-government/common-use-contracts-index/information-and-communications-technology-hardware-contract>

² <https://www.nettas.com/>

³ http://www.dpac.tas.gov.au/divisions/digital_strategy_and_services/services