

<p><b>Financial – Due Diligence Information questionnaire</b></p>
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The information requirement as described below is primarily related to ICT infrastructure and associated software, hardware, services, staff and vendors. If the requested information is not available for ICT infrastructure specifically, the applicable generic material would be acceptable. A follow up with additional queries for better clarity might be required. In the column contact details, please provide the full name and preferred contact numbers of the appropriate person within the organization.

#	Information Required	Contact Details
1	<p><b>Accounting policies:</b> Please provide a copy of your accounting policies and procedures.</p>	
2	<p><b>Budget:</b> Please provide a copy of your FY10/11 and FY11/12 budgets (even if it is WIP), supporting explanations and notes. If any bottom-up worksheets apply, please provide copies. If soft copies exist, please provide these also.</p>	
3	<p><b>Business Plan:</b> Please provide a copy of the FY10/11 business plan or other documents that describe the key strategic and tactical activities planned for 2010-11 and beyond.</p>	
4	<p><b>Financial analysis:</b> Please provide copies of the monthly financial analysis produced depicting funding, cash positions, forecasts, actual against budget (budget variations and explanations) etc for the past 6 months.</p>	
5	<p><b>Costing model and methodology:</b> If costing models have been developed to support budgets, projects and funding requests, please provide soft and hard copies.</p>	

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6	<p><b>Funding and recovery model:</b></p> <ol style="list-style-type: none"> <li>1. Please provide the details of the mechanism by which you obtain funding (operating and capital). If this is Excel based, please provide a soft copy with 2010-11 data.</li> <li>2. Please provide the details of the mechanism by which you recover ICT cost:               <ol style="list-style-type: none"> <li>a. If there is chargeback process, please provide details.</li> <li>b. If an application of tool exists for chargeback, please provide details.</li> <li>c. If this is Excel based, please provide a soft copy.</li> <li>d. Please provide copies of any chargeback report or invoice generated during the last 3 months.</li> </ol> </li> </ol>	:
7	<p><b>Employee (staff and contractors) cost capture and costing method:</b></p> <p>What are the process and tools for capturing and allocating employee costs to operational and project activities. If a tool exists for employee cost capture (e.g. time sheeting), please provide details.</p> <ul style="list-style-type: none"> <li>• How is employee cost-rates held and managed?</li> <li>• What is the cost authorization process?</li> <li>• How frequently is the employee costs aggregated and allocated?</li> <li>• Who (which part of the organization) does the aggregation and allocation of cost?</li> <li>• Please provide staff cost allocation reports for the past 3 months.</li> </ul>	
8	<p><b>IT premises (leases, contracts and other costs)</b></p> <p>Please provide copies of all the current leases for the ICT premises and a schedule containing. :</p> <ul style="list-style-type: none"> <li>• Location / site address and details of the specific area leased.</li> <li>• Primary use of the site.</li> <li>• Lease expiry date and any extension clauses.</li> <li>• Lessor.</li> <li>• Lease exist clauses such as 'make good' terms.</li> <li>• Early termination clauses.</li> </ul>	

#	Information Required	Contact Details
9	<p><b>Other contracts and novation:</b></p> <p>Please provide copies of all the current contracts for goods and services associated with ICT infrastructure and a schedule comprising:</p> <ul style="list-style-type: none"> <li>• Contract reference number.</li> <li>• Primary purpose of the contract.</li> <li>• Supplier / service provider details.</li> <li>• Contract value.</li> <li>• Contract expiry date and any extension clauses.</li> <li>• Contract completion clauses such as handover, knowledge transfer, asset purchase etc.</li> <li>• Early termination clauses.</li> </ul>	
10	<p><b>Business processes:</b></p> <p>Please describe the key business processes related to ICT, including a high level description, if provided internally or externally and its business criticality. Detailed process documentation may be required at later stages. Examples of the business processes of interest are:</p> <ul style="list-style-type: none"> <li>• Payroll.</li> <li>• Call center and message handling.</li> <li>• Procurement (including any just in time provisions).</li> <li>• Invoicing, billing and debt collection.</li> <li>• Recruitment.</li> <li>• Training.</li> <li>• Travel and accommodation,</li> </ul>	
11	<p><b>Risks:</b></p> <p>Please provide details of enterprise level risks associated with ICT service provision. Exclude business continuity and IT disaster recovery related risk details as they are covered elsewhere. Include risks associated with service delivery, market (customer engagement), finance (funding and investment), human capital, OH&amp;S etc. Ideally risks should be described with details of:</p> <ul style="list-style-type: none"> <li>• Their impact,</li> <li>• Likelihood of eventuating,</li> <li>• Existing control and their adequacy, and</li> <li>• Any risk treatment plan.</li> </ul>	