



saltbushgroup

 saltbushassurance

 saltbushconsulting

 saltbushdevelopment

 saltbushsolutions

 saltbushtraining

Capability Statement

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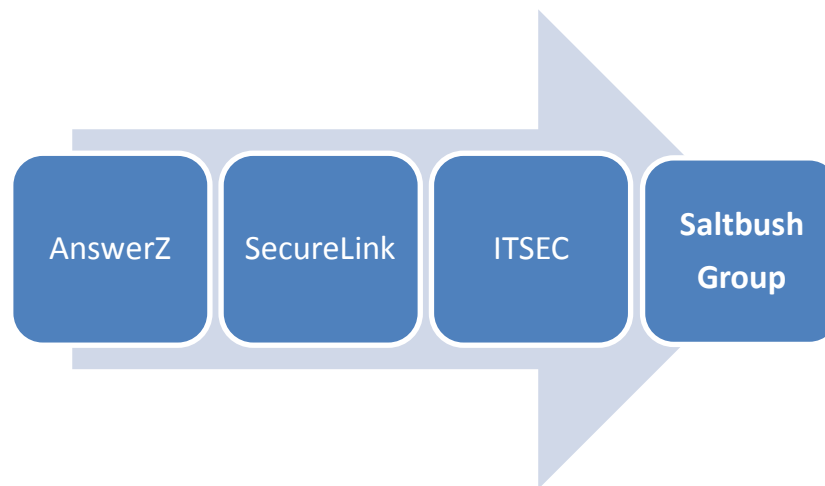
Fax: 1300 853 975

Overview

The Origins of the Saltbush Group

A 100% Australian owned company

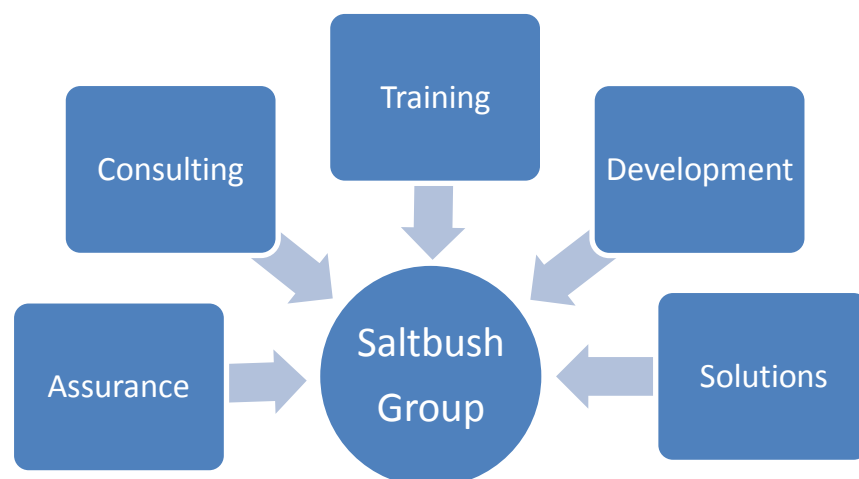
The Saltbush Group was formed through a merger between established Australian IT Services and Information Security companies AnswerZ Pty Ltd, SecureLink Pty Ltd and ITSEC Training Services Pty Ltd. The merger was undertaken to grow the capabilities of the original companies allowing us to provide an expanded range of services to our clients.



Our Merged Company Structure

A fully integrated ICT solutions provider

The Saltbush Group has established an organisational structure to deliver focussed services. Saltbush Group has five service arms, ICT consulting services (Saltbush Consulting), structured testing services (Saltbush Assurance), software development services (Saltbush Development), ICT service delivery (Saltbush Solutions) and training services (Saltbush Training).



Over 60 experienced practitioners located in Canberra, Sydney, Melbourne, Brisbane, Perth and Auckland

With a Head Office located in Canberra, the company has a physical presence in Canberra, Sydney, Melbourne, Brisbane, Perth and Auckland. We now employ in excess of 60 personnel.

Our highly respected and experienced practitioners have a strong focus on service delivery and providing practical, comprehensive services that align technology with our client business needs. We pride ourselves on the delivery of solutions that our clients value.

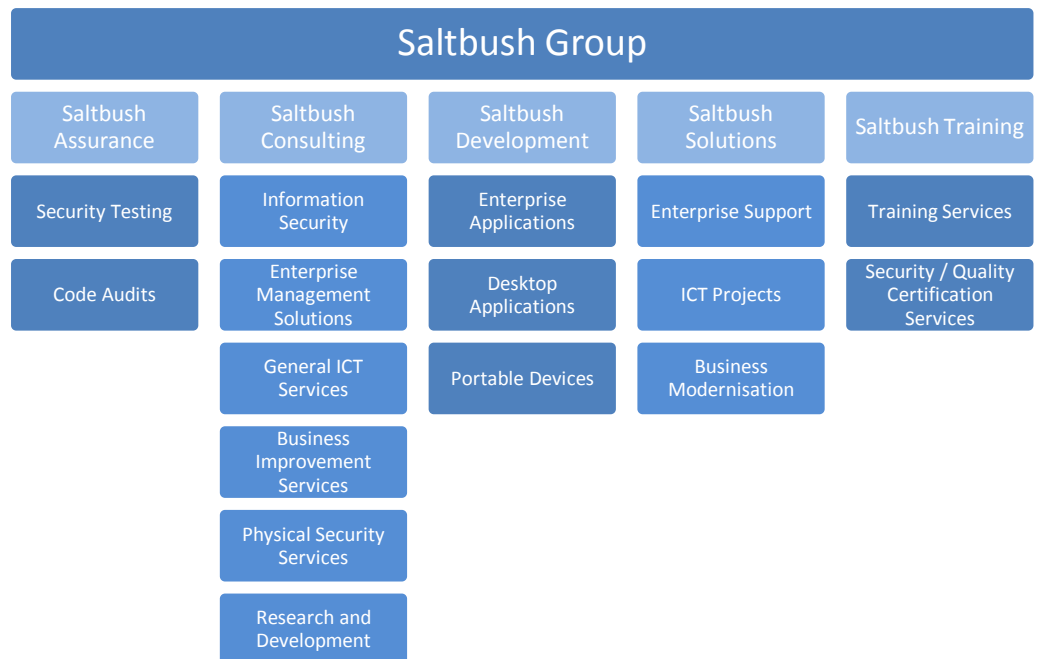
ISO 9001 Quality Management System

Our business operations draw upon an internal ISO 9001 compliant Quality Management System designed specifically to meet the needs of our company and our clients into the future.

Our Capabilities

The Saltbush Group of companies provides a one-stop shop for the integration and operation of ICT systems and the management components necessary to ensure that systems are effectively implemented and operated over time.

An ICT one-stop shop



Our People

Experienced, motivated and expertly trained

Saltbush Group offers employment conditions that attract the highest calibre people and motivate them to deliver an extremely high quality of service to our customers.

Our staff retention rate is evidence of our ability to provide a working environment our people appreciate. We employ the best people and offer them employment conditions in excess of normal industry standards.

This can be demonstrated by our ability to grow to a 60+ company without the need to publicly advertise for personnel at any time during our corporate growth cycle. Our skill sets include:

I-RAP Trainers / Implementers and AISEP Evaluators	CISSP / CISM Professionals	SCEC-Endorsed Consultants	CISA/CPA/CPP Professionals
ITIL Professionals	MCSE/MCP/CCNE Consultants	Cert IV Qualified Trainers/Instructors	JAS/ANZ Qualified Auditors
ISO 27001 Certification Auditors	Java ME / Symbian / iPhone / Windows Mobile / Android Portable Device Application Developers	Prince 2 / PMBok Project Managers	UNIX / Network / Firewall Administrators

Our Clients

Our clients represent a broad range and size of organisations from Government, Defence and Industry sectors.

Just a sample of our recent clients...

Government	Defence	Industry
Attorney General	CIO Group	Country Energy
DEEWR	DSD	Optus
Centrelink	Navy	BAE Systems
ANSTO	I-RAP Program	Macquarie Telecom
VicRoads	DMO	NSW Businesslink

Our Achievements

Repeat business and client referrals are a testament to our achievements in our fields of expertise.

ISO 27001 Information Security Management

- We have assisted many Australian organisations to obtain 27001 certification
- We prepared and continue to assist Country Energy, one of the world's largest power distribution organisations, to obtain and maintain 27001 certification
- We provide expert 27001 certification resources to Standards Australia and the British Standards Institute

Infosec-Registered Assessor Program (I-RAP)

- We prepared and assisted Comcare to obtain the first certification under the program
- We were engaged directly by Defence Signals Directorate (DSD) in 2005 to operate and administer the program

Information Security Training

- We developed and deliver a Certificate IV Information Security Management course in conjunction with Canberra Institute of Technology
- We provide specialist training resources to the Attorney General's Protective Security Coordination Centre (PSCC) and the British Standards Institute

Our Service Arms

Refer to the capability descriptions for each of our constituent service delivery organisations on the pages to follow.

Saltbush Consulting

Information Security

**Recognised
Information
Security specialists**

Our Information Security expertise is recognised across Government, Defence and Industry sectors. We have assisted more Australian organisations to achieve formal ISO 27001 Information Security Management System certification than any other Australian-based Information Security services company.

We excel at helping organisations to satisfy ISM, PSM and DSM security standards. We train the I-RAP Assessors – there is no better source for advice when it comes to implementing a compliant security solution.

Compliance	<ul style="list-style-type: none"> •ISO 27001 - Information Security Management •ISM, PSM and DSM •I-RAP Checklists •ISO 9001 - Quality Management
Consultancy	<ul style="list-style-type: none"> •Information Security •Physical Security •AISEP Pre-Evaluation Consultancy
Audit & Assessment	<ul style="list-style-type: none"> •Threat and Risk Assessments •Risk Management Plans •Security Reviews and Audits
Governance	<ul style="list-style-type: none"> •Security Policy and Frameworks •Information Security Management Systems •Security Risk Management
Operational Security	<ul style="list-style-type: none"> •Security Architecture and Design •Security Management •Security Implementation and Operation •Security Documentation

Enterprise Management Solutions

Product agnostic

**Many long-term
client relationships**

Our Enterprise Management expertise can be demonstrated through our long-term engagements with clients to deliver services in a reliable and professional manner with quantifiable, measurable benefits. As a product agnostic organisation, our expertise in this area is not influenced by commercial considerations or unsubstantiated product claims.

<p>Network Management</p>	<ul style="list-style-type: none"> •COTS and Open Source Products •Platform and Product Agnostic •Maintainable, Timely and Accurate Monitoring •Service-centric Monitoring Solutions
<p>Systems Management</p>	<ul style="list-style-type: none"> •Methodology based on a solid Systems Administration Background •Long History in providing Value for Money Services that deliver Quantifiable Benefits
<p>Integration Services</p>	<ul style="list-style-type: none"> •Long record of delivering Timely, Accurate and Intuitive Dashboard Status Capabilities

General ICT Services

Extensive experience across many ICT platforms and systems

We have highly experienced and disciplined ICT personnel, with a diverse range of skills including systems administration, software / hardware installation and configuration, and active network equipment installation and management. Our general ICT skills underpin the delivery of the majority of all our ICT related disciplines.

<p>Systems Administration</p>	<ul style="list-style-type: none"> •Extensive Experience •Strong Focus on Business Requirements and Documentation •Proactive Commitment to SLA-Focused Transparent Monitoring Services
<p>Operations</p>	<ul style="list-style-type: none"> •Demonstrated Experience •Long Record of Delivering Timely, Accurate and Intuitive Dashboard Status Capabilities

Business Improvement Services

Trusted providers to Government and Industry clients

We have experienced business and management consultants that apply recognised standards and methodologies. We deliver project management, organisational change, business process re-engineering and service management services to a range of clients. The calibre of our work and our timely response in meeting client needs have established us as trusted suppliers to a number of Government and Industry organisations. Our Quality Management System helps ensure that our service delivery targets are met.

Project Management	<ul style="list-style-type: none"> • International and Large-Scale Project Management Experience • PRINCE 2 / PMBOK
Business Improvement	<ul style="list-style-type: none"> • ITIL • ISO 20000 IT Service Management
Business Continuity Management	<ul style="list-style-type: none"> • BCM • Disaster Recovery Planning • Testing and Simulation

Physical Security Services

SCEC-Endorsed Consultants

We have extensive experience with accepted physical security standards including the Attorney General’s Protective Security Manual (PSM), Defence security requirements, and the standards and guidelines promulgated by ASIO. We employ qualified SCEC-endorsed physical security personnel from ASIO’s physical security training program. We assess data centers, “Intruder Resistant” zones and “Secure Areas”. We count many Agency Security Advisers (ASAs) amongst the clients who find our Physical Security services valuable. We often act as the link between the ASA and the IT Security Adviser (ITSA) to produce a single, cohesive security framework.

SCEC-Endorsed Consultancy	<ul style="list-style-type: none"> • Physical Security Assessment and Advice • Fedlink Assessments • Site Security Plans
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Research and Development

Our personnel have significant experience in both hardware and software development and are working with clients to develop leading edge solutions such as cryptographic systems across a variety of communications media and interfaces.

Hardware and Software Development	<ul style="list-style-type: none"> •Experienced and Proficient with Major COTS and Open Source Products •Platform and Product Agnostic •Maintainable, Timely and Accurate Monitoring Solutions
Systems Management	<ul style="list-style-type: none"> •Methodology has a solid grounding in Systems Administration •Long History in Providing Value For Money Management Services
Integrated Services	<ul style="list-style-type: none"> •BCM •Disaster Recovery Planning •Testing and Simulation

Saltbush Training

Training Services

I-RAP trainers on behalf of DSD

Saltbush Training was created specifically to address the lack of specialist training services in information security related disciplines. We offer a recognised Certificate IV Information Security Management course in conjunction with the Canberra Institute of Technology as well as other specialist courses including introductory and refresher courses in the Commonwealth Government’s Information Security Manual (ISM – previously known as ACSI 33). Our course instructors are able to draw upon their considerable hands-on industry experience to enhance their training presentations.

Development	<ul style="list-style-type: none"> •Training Needs Analysis •Training Course Design
Delivery	<ul style="list-style-type: none"> •In-House Training Courses •Off-Site Training •PSCC Course Delivery
DSD-Approved Training	<ul style="list-style-type: none"> •I-RAP Certification Training •Cert IV in Information Security Management

Security / Quality Certification Services

JAS/ANZ
Accredited
Auditors

Through relationships with standards bodies including Standards Australia and the British Standards Institute, Saltbush Training provides a number of auditors that are JAS/ANZ accredited for ISO 9001 Quality Management, ISO 27001 Information Security Management and ISO 20000 IT Service Management standards certification. We also provide experienced training personnel to standards bodies to run training courses targeting audiences wishing to understand and obtain standards compliance.

Standards-Based Certification

- ISO 27001 Information Security Management
- ISO 20000 IT Service Management
- ISO 9001 Quality Management

Saltbush Development

Enterprise Applications

Solutions that scale
across
organisations

We have experience in the technologies, systems and practices necessary to deliver large-scale applications capable of servicing Enterprise-level needs. Our history of developing offerings for use in large-scale systems, both internal and public-facing, means that we can confidently provide solutions that scale across organisations.

Development

- Industry best practice techniques
- C, C++, C#, Java, Groovy, Delphi

Standards Based

- J2EE
- Spirngs
- Grails ... and more

Desktop Applications

Rapid desktop
application
implementation

We are a strong advocate of agile design, involving the customer with evolving prototypes from the very beginning of the development cycle. This philosophy serves us particularly well with Desktop Applications, where a clean, intuitive and functional user interface can influence the success or failure of a solution. Combined with our focus on testing and our expertise in a range of technologies such as Java, Delphi, .Net and C++, we can rapidly implement desktop applications to meet our client needs.

Development	<ul style="list-style-type: none"> • Industry best practice techniques • Full lifecycle review and testing
Environment	<ul style="list-style-type: none"> • Windows • Unix • Mac • Mobile Platforms

Portable Device Development

Applications for many mobile platforms...

We offer development services across a range of mobile platforms including Symbian, Windows Mobile, Android and iPhone. The breadth of our skills in the portable device arena, with its rapid change and diverse range of platforms, has proven a distinctive advantage for our customers.

Applications	<ul style="list-style-type: none"> • PDAs • Mobile Phones • Other Portable Devices
Supported Platforms	<ul style="list-style-type: none"> • Java ME • Symbian • iPhone • Windows Mobile • Android

Saltbush Assurance

Security Testing

Test reports that both Managers and Technicians can understand

We understand what security testing means to your business - identifying and mitigating immediate and systemic issues to avert disaster. Therefore, we approach security testing not in isolation, but rather as part of a systemic security strategy. We provide our clients with full data captures and video captures of any security assurance work that we perform. This allows system owners to analyse the specific exploits that Saltbush Assurance used during our testing, to better defend against similar exploits. The video captures allow senior management to properly understand how the vulnerabilities in their infrastructure can be exploited, without the need to read through a large amount of technical documentation.

Security Testing	<ul style="list-style-type: none"> • Integration into the System Development Lifecycle • Ongoing Test Regimes
Vulnerability Assessment	<ul style="list-style-type: none"> • Web Applications and Services • Gateways • Networks and Infrastructure • SCADA • OWASP and OSSTMM Compliant Testing
Penetration Testing	<ul style="list-style-type: none"> • Web Applications and Services • Gateways • Networks and infrastructure • Performed to Client Security requirements and Budgets

Code Audits

High assurance testing and Digital Forensics capability

Application code reviews are another service offered by Saltbush Assurance. These are a more in-depth form of technical assurance that can discover hard to find vulnerabilities even before the application has gone into production. We can also perform digital forensics to discover evidence left behind on computers and other devices as part of a technical risk assessment or an incident response. Our analysts can locate traces of sensitive information left behind by your organisation's applications, or reconstruct the actions of malicious software.

Application Reviews	<ul style="list-style-type: none"> • Business Logic Review • Source Code Review
Digital Forensics	<ul style="list-style-type: none"> • Incident Response • Binary Reverse Engineering • Evidence Collection

Saltbush Solutions

Enterprise Support

Need to contract out IT management and support in a cost effective manner?

Saltbush Solutions allows the customer to hand the management of all their ICT systems to a skilled and experienced team focused on helping the customer to achieve their business goals. With the strength of the Saltbush Group behind us, we are able to support most systems and technologies in the marketplace, and our

internal processes are based on good service delivery practice as described in the IT Infrastructure Library (ITIL) specification. Our excellent staff retention helps us maintain a high degree of your corporate knowledge and our high customer retention is a testament to the quality and value of the service we provide.

Fixed Price Management	<ul style="list-style-type: none"> •Peace of Mind for Known Costs •Service Level Agreements with KPIs
Service Desk	<ul style="list-style-type: none"> •Job Tracking System •Immediate Access to Level 2 / 3 Expertise
Change Management	<ul style="list-style-type: none"> •Formal CM Processes •Asset Management •Configuration Management
Network Systems Monitoring	<ul style="list-style-type: none"> •Capacity Planning and Management •Reliable Service Delivery •Network Performance Management
High Availability Environments	<ul style="list-style-type: none"> •Pragmatic Solutions •Design, Implement and Support •Cost Effective
Gateway Management	<ul style="list-style-type: none"> •Government and Industry Experience •ISM / ISO 27001 Compliant Environments

ICT Projects

Delivering what your business requires

Within Saltbush Solutions, we implement a pragmatic light-weight project management methodology based on the Prince 2 methodology. You can have confidence that our skilled and experienced team will deliver what you require to support your business needs. We will also keep you abreast of, and advise you of, project risks using our pragmatic and no-nonsense approach.

Project Management	<ul style="list-style-type: none"> •Methodology based on Prince 2 •Project Risk Management
Quality Technical Resources	<ul style="list-style-type: none"> •Experienced and Pragmatic •Excellent Communicators •Inventive •Mission Focused
Systems Integration, Design and Review	<ul style="list-style-type: none"> •Design Peer Review Processes •Internal Technical Standards and Architectures

Business Modernisation

Use technology to leverage your other business assets

Having reliable systems is only part of the story. To make your organisation a competitive and efficiency business you need to use technology to leverage your other assets. Our business modernisation team can help you identify inefficient processes and help you implement information systems to achieve efficiency gains.

Tailored Information Management Solutions	<ul style="list-style-type: none">• Cost-effective Workflow Based Systems• Information Tracking and Compliance• Platform Agnostic
Communications Unification and Integration	<ul style="list-style-type: none">• VoIP• Click to Dial Technology• Automated Messaging
Business Efficiency Review and Improvement	<ul style="list-style-type: none">• Business Process Identification and Analysis• Opportunities for Efficiency Gains