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Public Infrastructure Inquiry  
Productivity Commission  
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### **AIIA RESPONSE TO PRODUCTIVITY COMMISSION ISSUES PAPER: PUBLIC INFRASTRUCTURE**

The Australian Information Industry Association (AIIA) is the peak national body representing Australia's information technology and communications (ICT) industry. We represent over 400 member organisations nationally including hardware, software, telecommunications, ICT service and professional services companies. Our membership includes global brands such as Apple, EMC, Google, HP, IBM, Intel, Microsoft, PWC, Deloitte, and Oracle; international companies including Telstra; national companies including Data#3, SMS Management and Technology, Technology One and Oakton Limited; and a large number of ICT SME's.

We would like to take this opportunity to respond briefly to the Productivity Commission's Issue Paper on Public Infrastructure. While we understand the focus of the paper is on the provision, funding and financing of major public infrastructure and the scope for reducing the costs associated with such infrastructure, AIIA would like to raise the important role of technology in enabling smart infrastructure for the future. In our view ICT can play an important role in enhancing the capability of public infrastructure, including for users; improving the efficiency of infrastructure and infrastructure maintenance and hence reducing the cost; and improving the overall longevity of public infrastructure. These are not themes captured by the current Issues Paper.

In the area of application, ICT is being incorporated into public infrastructure to, for example:

- better manage the use, cost and ultimately the sustainability of utilities such as energy and water, including empowering consumers to make informed decisions regarding energy and water consumption;
- support environmental and sustainability objectives such as enabling the integration of locally generated renewable energy into the electricity grid;
- support modern wastewater systems;
- manage public spaces, including lighting and safety features;
- develop water resource and flood information and management response systems;
- deliver transport congestion management and safety solutions, such as through the aggregation of data from multiple devices (e.g. cameras, radar and under-road loop detectors, as well as systems based on Bluetooth or mobile phone technology) that identify and measure traffic speed and volume on city roads;

- manage road and rail transport networks;
- monitor the performance and maintenance cycles of communications networks;
- support remote facility and asset management.

As evidenced in these examples, ICT can be applied to both enhance the capability of infrastructure (i.e. enable it to do or deliver more than is conventionally possible) and hence deliver higher value benefits to users or provides/owners of the infrastructure. Where ICT can be applied to support the management of an infrastructure asset, maintenance cycles and costs can be reduced - ICT can be used to alert faults prior to end user impact; monitor and manage maintenance lifecycles to ensure maintenance activities are appropriately targeted and scheduled; and ultimately improve the overall longevity of infrastructure.

Given the increasing capability of technology coupled with its scope of application in an infrastructure development and support context, AIIA believes that consideration of how ICT can be applied to improve the performance, enhance the capability, reduce the cost or extend the longevity of public infrastructure should be integral to the business case of all new infrastructure projects.

We welcome the opportunity to discuss this further with the Commission. For further detail please contact the AIIA General Manager for Policy and Advocacy, Suzanne Roche on 0408232862 or [s.roche@aiaa.com.au](mailto:s.roche@aiaa.com.au) .

Yours sincerely



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