

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Budget Estimates 2015 - 2016

Shared Services

Department of Employment Question No. EMSQ15-000107

Senator Cameron asked on 01 June 2015 on proof Hansard page 36

Question

SSC - Service catalogue

and cost effectively.

Senator CAMERON: Do you have a standard offering that you make to departments?

Ms Leon: We have a service catalogue that outlines all of the services we can provide across finance, corporate and IT. Then there is a process whereby agencies can choose to take some or all of those services.

Senator CAMERON: Can you table the offering document?

Ms Leon: The service catalogue?

Senator CAMERON: Yes.

Ms Leon: We will have to take that on notice, but I think we can.

Answer

The bundles of services each customer consumes varies significantly. The Shared Services Centre's catalogue of services is attached. The catalogue was last updated in 23 January 2015 and is currently under review.