



**Australian Government**

**Department of Education and Training**

**Department of Employment**

Shared Services Centre

# Service Catalogue

Complete list of services provided by the  
Shared Services Centre

Updated 23 January 2015

# Table of Contents

<b>Introduction</b>	<b>4</b>
<b>Assurance – Business Continuity</b>	<b>5</b>
<b>Assurance – Emergency Management</b>	<b>6</b>
<b>Assurance – Fraud Investigation Services</b>	<b>7</b>
<b>Assurance – Fraud Prevention Services</b>	<b>9</b>
<b>Customer Assist – Audio and Video Collaboration</b>	<b>10</b>
<b>Customer Assist – Building Access</b>	<b>11</b>
<b>Customer Assist – Computers and Peripherals</b>	<b>12</b>
<b>Customer Assist – Contact Centre</b>	<b>14</b>
<b>Customer Assist – Mobile Services</b>	<b>15</b>
<b>Customer Assist – Service Desk</b>	<b>17</b>
<b>Customer Assist – Telephone</b>	<b>19</b>
<b>Digital Solutions – Audiovisual and Theatre</b>	<b>20</b>
<b>Digital Solutions – Design</b>	<b>21</b>
<b>Digital Solutions – Social Media Support</b>	<b>23</b>
<b>Digital Solutions – Websites</b>	<b>24</b>
<b>Finance – Accounts Payable</b>	<b>25</b>
<b>Finance – Accounts Receivable</b>	<b>26</b>
<b>Finance – Asset Management</b>	<b>27</b>
<b>Finance – Credit Card Management</b>	<b>29</b>
<b>Finance – Financial Viability</b>	<b>30</b>
<b>Finance - Procurement and Grants Support</b>	<b>31</b>
<b>Finance – Taxation</b>	<b>32</b>
<b>Finance – Travel</b>	<b>33</b>
<b>Finance – Treasury</b>	<b>34</b>
<b>HR – APSC Indigenous Cadets</b>	<b>35</b>
<b>HR – Indigenous Australian Government Development Programme (IAGDP)</b>	<b>36</b>
<b>HR – Interactive Learning Services</b>	<b>37</b>
<b>HR – Pay and Conditions</b>	<b>38</b>
<b>HR – Payroll Administration</b>	<b>39</b>
<b>HR – Recruitment</b>	<b>40</b>
<b>Information - Business Analytics</b>	<b>41</b>
<b>Shared Services Centre</b>	<b>2</b>

<b>Information - Library</b>	<b>42</b>
<b>Information - Mailroom Services</b>	<b>43</b>
<b>Information - Records Management</b>	<b>45</b>
<b>IT – Applications Maintenance - Corporate</b>	<b>46</b>
<b>IT – Applications Solutions - Corporate</b>	<b>47</b>
<b>IT – Connect (SAP)</b>	<b>48</b>
<b>IT – Desktop Platform and Remote Access Services</b>	<b>49</b>
<b>IT – Geospatial Services</b>	<b>51</b>
<b>IT – ICT Infrastructure Services</b>	<b>52</b>
<b>IT – ICT Platform Services</b>	<b>54</b>
<b>IT – Internet Gateway Service</b>	<b>55</b>
<b>IT – IT Security Services</b>	<b>57</b>
<b>IT – Network Services LAN/WAN</b>	<b>59</b>
<b>IT – Testing as a Service</b>	<b>61</b>
<b>Property – EVS Fleet Management</b>	<b>62</b>
<b>Property – Property and Facilities</b>	<b>63</b>
<b>Property – Protective Security</b>	<b>64</b>
<b>Property – Relocations and Fitouts</b>	<b>65</b>
<b>Service Managers</b>	<b>66</b>

## Introduction

---

This catalogue contains descriptions of the services provided, and service levels for those services, by the Shared Services Centre (SSC) to its partner departments and client agencies.

### Authority

This catalogue is approved by the SSC Governance Board. Ongoing maintenance of the catalogue including renegotiation of service descriptions and service levels, inclusion of new services and removal of service offerings will be approved by the CEO of the SSC following consultation with the Partners Forum and the Business and Performance Sub-committee. The SSC Governance Board will undertake an annual formal review of all components of the catalogue.

### Service Lines

Service lines are grouped by functions:

- Assurance,
- Customer Assist,
- Digital Solutions,
- Finance,
- HR,
- Information,
- IT; and
- Property Services.

### Services

A Service is an activity or job performed for delivering an output or meeting a customer's request. A service may have several components, service levels and performance metrics. Each service has a dedicated Service Manager. Work is underway to map high level processes for each service. The maps will focus on customer experience and will provide increased clarity on each service. The process maps are intended to be pre-requisites for the services, inclusions and exclusions, exceptions, inputs and outputs and will show SSC and customer's areas of responsibilities and what each must do to result in a successful outcome.

### Service Levels

Each Service has an agreed Service Level. This Service Level presumes that all required documentation and delegate approvals relating to the work request have been received by the responsible Service Manager and are correct. Service Levels are expected timeframes; urgent requests can be negotiated with the responsible Service Manager.

Some services need to have the delivery time negotiated with the customer at the time of request for that service. These are detailed in the catalogue as schedule agreed with customer.

Where there is a threat or an immediate risk to the health and safety of people, security or property these should be reported in accordance with the Emergency Procedures Manual.

The SSC Customer Service Policy details what customer can expect from the SSC.

### Measuring Customer Satisfaction

Customer satisfaction with SSC services will be measured by:

- Use of an email Stakeholder Engagement Survey to identify the level of customer satisfaction and identify areas of strength and weakness and areas with a gap in expectation.
- A single question survey on the satisfaction of every customer immediately at the conclusion of the service.
- A regular and more detailed survey of satisfaction, engagement and opportunities.

## Assurance – Business Continuity

Coordinate registration and testing of Business Continuity Plans (BCPs). Support ICT areas to develop Disaster Recovery Plans (DRPs), including providing a central point for the coordination and monitoring of business and programme disruptions and potential disruptions to customers business.

Service	Description	Service Level
Australian Government Disaster Recovery Committee	Represent partner departments on or provide assistance to representatives of the Australian Government Disaster Recovery Committee (AGDRC) Disseminate information from and provide feedback on issues to the AGDRC.	As agreed with customer.
Business Continuity Plan Development	Provide assistance to customers to develop business continuity plans.	As agreed with customer.
Business Continuity Testing	Develop and facilitate business continuity scenarios to test continuity and recovery plans.	As agreed with customer.
Business Criticality Review	Review of critical activities by assessing the continuity plans of customers , the summary of this review allows the continuity response to quickly focus on the customers most important functions in the event of a major business disruption.	As agreed with customer.
Business Impact Analysis workshops	Conduct workshops to identify critical business processes, dependencies and resource requirements.	As agreed with customer.
Monitoring business disruptions	Provides a central point for the coordination and monitoring of business and programme disruptions and potential disruptions to the customers' business.	As agreed with customer.
Whispir	Whispir is an online communications tool utilising SMS, email and voice mail. Administration and the provision of training for this externally hosted communication tool is available.	As per operational requirements.

**Service Manager:** [Peter Glynn](#)

**Branch Manager:** Aloka Sinha

### Performance Information

- Reporting as required but at least annually
- Post incidence reports

## Assurance – Emergency Management

Emergency Management is the development, implementation and maintenance of policy, procedures and organisational arrangements for the immediate handling and management of an emergency situation, security incident or other incidents within the workplace.

Service	Description	Service Level
Emergency Control Organisation (ECO) - managing and maintaining	Monitor requirements of ECO membership, including wardens and first-aid officer numbers. Advertising ECO vacancies on behalf of the customer.	As agreed with customer.
Emergency Control Organisation (ECO) - supplies and signage	Ensure evacuation diagrams are correctly displayed and source supplies for first aid kits. Contact lists are kept up to date and distributed to floor wardens for display.	As agreed with customer.
Emergency Control Organisation (ECO) - training and accreditation	Arrange training for ECO including coordination of evacuation exercises.	As agreed with customer.
Emergency Planning	Ensure Emergency procedures and assembly areas are in place.	As agreed with customer.

**Service Manager:** [Peter Glynn](#)

**Branch Manager:** Aloka Sinha

### Performance Information

- Reporting as required but at least annually
- Post incidence reports

## Assurance – Fraud Investigation Services

Provision of fraud investigation services from the point of the initial pre-referral discussion through to criminal prosecution (where warranted). The fraud referral threshold for acceptance of a matter for assessment is that there has been *non-compliance (a breach) with a legally enforceable obligation and it appears more likely than not that dishonesty is the cause (as opposed to incompetence, mistake or misinterpretation of contractual or legislative parameters)*. All fraud investigations are conducted by formally qualified investigators, to the criminal standard (beyond reasonable doubt) in accordance with the requirements of all relevant legislation, and Commonwealth standards, guidelines and policies.

Note: IT Forensic services can be found under IT – IT Security Services.

Service	Description	Service Level
External Fraud investigations	<p>Conduct of external fraud investigations to the criminal standard - External frauds are those that are suspected as being committed by entities external to the agency and include (but are not limited to) allegations of:</p> <ul style="list-style-type: none"> <li>• dishonestly obtaining a benefit or causing a loss to the Commonwealth;</li> <li>• provision of false or misleading information;</li> <li>• bribery etc.</li> </ul>	Dependent on complexity of investigation.
Internal Fraud investigations	<p>Conduct of internal fraud investigations to the criminal standard - Internal frauds are those that are suspected of being committed by internal agency staff and include (but are not limited to) allegations of:</p> <ul style="list-style-type: none"> <li>• dishonestly using a corporate credit/travel card;</li> <li>• unauthorised access to information;</li> <li>• corruption;</li> <li>• abuse of office;</li> <li>• misuse of Commonwealth assets;</li> <li>• providing false or misleading information etc.</li> </ul>	Dependent on complexity of investigation.
Pre-referral advice	<p>The provision of pre-referral advice to assist staff in managing fraud issues and to avoid unnecessary work and the assessment of a subsequent fraud referral to assess:</p> <ul style="list-style-type: none"> <li>• Whether it meets the fraud referral threshold; and</li> <li>• For those that meet the threshold, whether the SSC will investigate the matter, by considering the Case Selection and Prioritisation Model.</li> </ul>	Assessment of fraud referrals within 20 business days (excluding time taken for referring area to provide any additional information requested) or an alternate time period where an extension is negotiated.

**Service Manager:** [Darrell Jeffrey](#)

**Branch Manager:** Shayne Howard

## Performance Information

- Investigation services are conducted in a timely, cost effective and operationally efficient manner – as per the Investigation Branch Indicative Timeframes guide.
- Investigations services are conducted in accordance with relevant Commonwealth requirements, policies and legislation.
- Quarterly reports provided to stakeholders regarding investigations and any identified fraud risks. Adhoc reports provided to stakeholders, including identified emerging fraud risks - as required.
- Positive feedback regarding investigations from stakeholders, including the CDPP, the AFP and customers.
- Majority of Briefs of Evidence submitted to the CDPP accepted for prosecution.
- Management of prosecution processes conducted in a timely, cost effective and efficient manner.
- Indicative Investigation timeframes are available on the SSC Intranet.



## Assurance – Fraud Prevention Services

Provision of fraud prevention services to minimise the opportunity for fraud against an agency in accordance with Commonwealth standards, guidelines and policies via fraud control planning and fraud awareness training. In addition, for partner agencies only the provision of reporting, policy advice, monitoring of the partner agencies Fraud inbox and the provision of strategic fraud risk projects.

Service	Description	Service Level
Fraud Awareness Training	Provision of fraud awareness eLearning sessions; and deliver tailored fraud awareness face to face presentations. Fraud awareness training is a key element of a fraud prevention strategy in educating staff in respect to what fraud is, what their roles and responsibilities are, what to look for and how fraud happens, enables staff to detect, prevent and report fraud accordingly.	In accordance with mandatory Commonwealth requirements.
Fraud Control Planning	The Fraud Control Plan establishes the framework for the management of fraud risk for the department. The plan includes a policy statement reinforcing the partner department's commitment to prevent, detect and investigate fraud as well as a range of other policies, procedures and practices for fraud risk identification and control.	In accordance with mandatory Commonwealth requirements.
Reporting and Policy Advice Partner departments only).	<p>Provision of Commonwealth fraud reporting, reporting to executives and Ministerial briefs.</p> <p>Australian Institute of Criminology: Fraud Against the Commonwealth survey, survey incorporating statistics on all referrals and cases with the Investigation Branch during the relevant financial year. The survey includes a case study on a particular internal case, as well as partner departments' statistics.</p> <p>Provision of fraud control policy advice (including development and maintenance of relevant Secretary's Instructions), and manage and monitor the Fraud Inbox.</p> <p>Provision of strategic fraud risk projects where required (these projects analyse fraud risks, or patterns of fraud risk, across a programme or service and are usually conducted where there is a strong pattern/history of fraud or significant fraud risks),</p>	<p>Commonwealth fraud reporting to comply with mandatory Commonwealth Reports on external and internal investigations to be provided quarterly.</p> <p>Reports to partner departments Audit Committees to be provided at agreed timeframes.</p>

**Service Manager: Felicity Rowe**

**Branch Manager: Shayne Howard**

### Performance Information

- Fraud Control Plans completed within agreed timeframes.
- Fraud Awareness Training completed within agreed timeframes.
- All Fraud Inbox queries responded to within two business days.
- Reporting, policy advice and strategic fraud risk projects completed within agreed timeframes.
- Positive feedback regarding investigations from stakeholders, including the CDPP, the AFP and customers.

## Customer Assist – Audio and Video Collaboration

Provision of audio and video collaboration technology and support.

Service	Description	Service Level
Audio and Video Conferencing	Provision of video and audio conferencing capability to hold a video or telephone conference with staff in other locations.	Within 2 working days of receipt of request.
Desktop Video Conferencing	Provides ability to host conferences at your desktop with multiple attendees both internal and external.	Within 2 working days of receipt of request.
Desktop Video Streaming	Provision of video streaming of multiple TV channels including the Marcus Clarke theatre and parliamentary TV services over the network for viewing on work computer.	Within 2 working days of receipt of request.
Telepresence	Provision of Secure video conferencing system allows conversations at higher security classification level.	Within 2 working days of receipt of request.
Video Portal	Provides on-demand versions of events recorded in the theatre streamed via the intranet.	Within 2 working days of receipt of request.

**Service Manager:** [Darren Banfield](#)

**Branch Manager:** Fiona O'Brien

### Performance Information

- Volume Information Reporting

## Customer Assist – Building Access

Provision of access to buildings, parking and restricted areas.

Service	Description	Service Level
After-hours building access	Provision of after-hours building access for limited or longer period for work purpose.	Within 3 working days of receipt of request.
Basement Access	Provision of basement access for the purposes of parking, bike cage and lockers.	Within 3 working days of receipt of request.
Building Access - passes	Provision and management of security passes to control physical access to State and National offices.	Within 3 working days of receipt of request.
Building Access for contractors	Provision of a building access pass for contractors who require State or National office access on an ongoing basis.	Within 3 working days of receipt of request.
Modification of Building Access	Modification of building access privileges applied to a pass. Options include: After Hours access, Restricted areas access or extend expiry date.	Within 3 working days of receipt of request.
Restricted Area access	Provision of access to restricted areas.	Within 3 working days of receipt of request.

**Service Manager:** [Darren Banfield](#)

**Branch Manager:** Fiona O'Brien

### Performance Information

- Volume Information Reporting

## Customer Assist – Computers and Peripherals

The provision of computers and peripherals capable of allowing users with an active IT Account to successfully log on to the organisation's IT network. Additional equipment including assistive technologies, speakers and headsets are available upon request.

Service	Description	Service Level
Assistive Technologies	Provision of assistive technologies to fulfil recommendations made from WHS assessments.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Conference and Event Support	The provision of onsite support and assistance for Audio Visual (AV) and Video Conferencing (VC) systems during high profile events.	As agreed with customer.
Desktop Support	Provision of general day to day second level desktop support services including support for printing.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
New Office Computer	Provision and setup of a new office computer.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Office in a Box (oBox)	Provision of a transportable office designed for off-site activities such as conferences/ events throughout Australia. Request requires 4 week lead time. Also available for disaster recovery.	As agreed with customer.

Service	Description	Service Level
Office Machines (Multi-function devices)	Provision, maintenance and replacement of office machines for printing, scanning, photocopying and faxing.	As per the Office Machine Policy. 75% of requests processed within 10 working days, 100% of requests (without supplier dependency) within 30 days
Premier Support	Provision of a flexible 24 x 7 IT support service for Ministerial and Executive Staff (Band 2 and above including their Executive Assistants and Executive Officers).	Requests are picked up within two hours and 75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Short Term Loan Equipment	Provision of short term loan of a variety of ICT Equipment listed in the Definitive Hardware List (DHL). This includes laptops, data cards, projects, portable printers, international travel kits.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days

**Service Manager: Jason Williams**

**Branch Manager: Fiona O'Brien**

**Performance Information**

- Volume Reporting Information

## Customer Assist – Contact Centre

Overarching management and liaison services in relation to the Contact Centre contract. The service includes management of White Pages listing of customer departments.

Service	Description	Service Level
Contact Centre Management	Management of Contact Centre services. Services including: <ul style="list-style-type: none"><li>• Answering enquiries from the general public via multiple channels including, phone, fax, email, webchat, social media or letters.</li><li>• Quality assurance of job vacancies prior to uploading onto the Australian Jobsearch website</li></ul> Individual service requirements are negotiated with each customer.	As agreed in contract service levels.
White Pages Listings	Manage the process for listing customer's details in the White Pages.	In accordance with White Pages timeframes.

**Service Manager: Tracy Campisi**

**Branch Manager: Aloka Sinha**

### Performance Information

- Monthly reporting against agreed service levels from service portal.

## Customer Assist – Mobile Services

Provision of mobile phones, Smartphones, mobile solutions and mobile broadband data services

Service	Description	Service Level
Good for Enterprise	Provision of access to corporate email, calendar and contacts from a compatible smart phone or tablet device. Supports BYOD devices. Service availability is progressively reducing from 1 July 2014 due to XenMobile replacing Good For Enterprise.	75% of requests processed within 10 working days, 100% of requests (without supplier dependency) within 30 days Subject to carrier service SLA.
International Roaming Solutions	Provision of international data and voice roaming services for staff that are travelling overseas for work purposes.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Mobile Phones and Smartphones	Provision of mobile telephony device for work purposes including mobile carrier service connection. The service entails replacement of a lost or faulty device.	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Wireless Broadband Services	Provision and support of wireless broadband devices (data card).	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days

Service	Description	Service Level
XenMobile	Provision of access to corporate email, calendar and contacts including secure browsing of departmental or portfolio agency intranet sites, access to shared drives & SharePoint sites and document editing & PDF annotation from a compatible smart phone or tablet device. Supports BYOD devices.	75% of requests processed within 10 working days, 100% of requests (without supplier dependency) within 30 days Subject to carrier service SLA.

**Service Manager: Jason Williams**

**Branch Manager: Fiona O'Brien**

**Performance Information**

- Volume Information Reporting



## Customer Assist – Service Desk

The Service Desk is the first point of contact for IT resources, IT Access, Finance, HR, Workplace Information, Communications, Assurance, Connect, Travel and Procurement related enquires.

Service	Description	Service Level
Customer Service	Providing first point of contact for access, restoration and general assistance for new and established services to customers via multiple channels including, phone, fax, email, such as: <ul style="list-style-type: none"> <li>• Incident management</li> <li>• Problem management</li> <li>• Service Requests</li> <li>• General enquiries and support</li> </ul>	70% of calls answered within 30 seconds. 80% of contacts resolved at first level. 6% or less abandonment rate. 98.5 % forms/emails processed within 3 working days. All unresolved first contact requests referred/escalated to appropriate service area within 1 working day.
Staff Notices	Communicate information to customers about services including changes and impacts to services.	Actioned within 1 working day.
Switchboard	Receives phone calls and directs enquires to relevant business areas. Self-assist option is also available where voice recognition can connect the caller to the person they want to reach within the organisation.	70% of calls answered within 30 seconds. 80% of contacts resolved at first level. 6% or less abandonment rate. Availability: 08:00 – 18:00 (AEST)– Mon – Fri (Excluding scheduled maintenance periods and national public holidays)

Service Manager: Tracy Campisi

**Branch Manager: Aloka Sinha**

**Performance Information**

- Volume Information Reporting from service management tool.

## Customer Assist – Telephone

Provision of phones and related services.

Service	Description	Service Level
Call Forward Request	Provides setup, modification or removal of call forwarding to another telephone number.	Within 3 working days.
Call Pickup Group (hotlines)	Provides setup, modification or removal of call pick up (hotline) groups.	Within 3 working days.
Desk Phones	Provision <b>and installation</b> of desk phones	Within 3 working days.
International Direct Dial (IDD)	Provides setup, modification or removal of access to make International phone calls.	Within 3 working days.
Secondary Telephone Line	Provision of an additional telephone line and or modification or removal of second phone line.	Within 3 working days.
Speed Dial Modification	Updates speed dials on expansion module telephones.	Within 3 working days.

**Service Manager: Tracy Campisi**

**Branch Manager: Aloka Sinha**

### Performance Information

- Volume Information Reporting from service management tool.

## Digital Solutions – Audiovisual and Theatre

Provision of audio visual and theatre services.

Service	Description	Service Level
Audiovisual Productions	Provision of audio visual productions in the 50 Marcus Clarke St Theatre or external to it, to agreed standards and at agreed times – incorporating lighting, camera and audio operation, editing, transcripts and captions.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Live Event Shoot/Stream/Webcast	Provision of live event shoots to an agreed standard and at agreed times – with or without an audience, in the 50 Marcus Clarke St Theatre or external to it. As a recording, and/or internal stream or external webcast, incorporating variants including production of branded webcast portals, pre/post event marketing, synchronised slideshows, social media integration and live transcripts.  Dependant on complexity, some external activities may require up to 3 weeks lead time.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
On-demand video/webcast hosting	Provision of new on-demand videos and webcasts, accessible from the websites of partner departments, customer agencies and external customers.  Dependant on complexity, some external activities may require up to 3 weeks lead time.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Theatre Hire/Usage	Provision of 50 Marcus Clarke St Theatre as a venue for events, live shoots and webcasts to an agreed standard and at agreed times. The venue can also be used as a production studio or screening facility.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.

**Service Manager:** [José Robertson](#)

**Branch Manager:** Tim Pigot

### Performance Information

- Volume Information Reporting

## Digital Solutions – Design

Provision of design services.

Service	Description	Service Level
Brand solutions, style guides and advice on branding	Develop branding solutions and style guides if required in consultation with programme and policy areas. Advice on managing branding.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Develop creative advertising campaign materials	Manage conceptualisation and presentation for the development of visuals for advertising campaigns.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Graphic Design	Conceptualisation and preparation of targeted design concepts and materials for new and existing programme and policy areas, including typesetting, illustration, infographics, products and printed and online materials.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Print Management Solutions	Provide print management services including low cost print option solutions, quotations, distribution and supplier management.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Visual Identity and Logo Creation	Create visual identities and logos with collaborative research, development and testing. Develop branding solutions in consultation with programme and policy areas. Trademarking advice.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.

**Service Manager: Antoinette Fiumara**

**Branch Manager: Tim Pigot**

**Performance Information**

- Volume Information Reporting

## Digital Solutions – Social Media Support

Provide social media governance, policy, training and support.

Service	Description	Service Level
Governance and Policy	Provision of governance and policy frameworks for social media presences.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.
Training, advice and support	Provide advice and support around platforms, policies, services, solutions and online engagement.	Customer contacted within 1 working day to determine requirements and timeframe. As per agreement and schedule.

**Service Manager: Liz Smith**

**Branch Manager: Tim Pigot**

### Performance Information

- Volume Information Reporting

## Digital Solutions – Websites

Provision of web solutions based on customer requirements. Internal or externally (cloud) hosted websites, accessible, responsive design products for the web.

Service	Description	Service Level
Cloud Infrastructure	Linux based cloud hosting environment for websites and other web services using external cloud infrastructure. Infrastructure tailored to support the primary website platform, Drupal, and other custom web services developed, including the media administration service that handles video encoding and hosting services to internet sites.	In accordance with specific service level agreements.
Development	Development of accessible, responsive design products and content for web in multiple platforms such as Drupal and develop web services using HTML5, JavaScript, Python and PHP. Drupal is offered as SaaS (Software as a Service) to our customers enabling customers the ability to manage the CMS if they choose.	As per agreement and schedule.
Information Architecture and Information Design	Information architecture (information structure, navigation and pathways used by users to locate information) and information design for digital products.	As per agreement and schedule.
Web Accessibility	Practical advice, support and training in digital accessibility, to align products and services with policy and legislative requirements.	Customer contacted within 2 working days to determine requirements and timeframe. As per agreement and schedule.
Web Content Management	Content support, advice and training for both Drupal and SharePoint.	Customer contacted within 2 working days to determine requirements and timeframe. As per agreement and schedule.
Web Design	Design of websites and digital products for all devices from desktop to hand held devices.	As per agreement and schedule.

**Service Manager: [Jeremy Dwyer](#)**

**Branch Manager: Tim Pigot**

### Performance Information

- Volume Information Reporting



## Finance – Accounts Payable

Full range of Accounts Payable services including payment of direct and purchase order related payments, overseas payments and associated advice to suppliers.

Service	Description	Service Level
Accounts Payable - Processing	Processing of both direct invoices and purchase order related payments and overseas payments.	Process 98% of all AP invoice requests within 2 working days. 98% of vendor accounts paid within 30 calendar days.
Accounts Reconciliation	Undertake monthly reconciliation of accounts.	Reconciliation of all accounts by the 15 <sup>th</sup> of the next month.
Master Data Management	Creation, variation and mark for deletion functions for all vendor master records.	95% of all vendor master data requests processed within 2 working days.
Payrun	Undertake payruns including generation, transmittal to the RBA and rectifying any rejected payments.	Payruns run each working day. Rejected payruns reset and affected line area advised within 2 working days.
Reporting	Reporting for Senate Estimates HIB's and BPB's and completion of QON's (Partner departments only)	As agreed with customer.

**Service Manager:** [Troy Cousins](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Monthly report based on measurable activities.

## Finance – Accounts Receivable

Full range of Accounts Receivable services including raising, adjustment, cancellation and write off, debt chasing, external debt collector engagement and legal action when required.

Service	Description	Service Level
Accounts Receivable - Processing	Processing of all requests to raise debts and all associated follow-up collection activities and where required, write-off functions.	98% of all AR invoice requests within 2 working days. 95% of all Administered deposits receipted within 30 days. Monthly notification of outstanding receipting items over 30 days.
Account Reconciliation	Undertake monthly reconciliation of accounts.	Reconciliation of all accounts by the 15 <sup>th</sup> of the next month.
Master Data Management	Creation, variation and mark for deletion functions for all customer Master records.	95% of all customer master data requests processed within 2 working days.
Receipting	Receipt all incoming payments including cash, cheque, BPAY, EFT and Credit Cards and bank daily.	Receipting of vendor payment within 2 working days.

**Service Manager:** [Troy Cousins](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Monthly report based on measurable activities.

## Finance – Asset Management

Advice and services relating to: asset creation; asset project accounting; asset register maintenance; asset reviews; stocktakes; asset disposals and asset reports.

Service	Description	Service Level
Asset Creation	Creation of assets in Connect and the allocation of asset numbers for asset purchases.	Connect Asset shell created within 2 working days.
Asset Disposals	Provide advice to business areas on appropriate asset disposal methods, obtain delegate approval for disposal and pass approval on to business area to arrange for disposal. Manage the financial transactions for asset disposals including removal from the asset register.	Respond to requests for advice within 2 working days. Removal from register dependent on complexity.
Asset Ledger Reconciliations	Reconciliation of the asset registers held by each department.	Within 15 days of the end of the period except June workday 8.
Asset Monitoring	Monitor Assets under construction.	As agreed with customer.
Asset Movement Tables	Provision of monthly asset movement tables to each department for inclusion in monthly reports to the Department of Finance	Within 6 working days of the end of the period except for June – workday 8.
Asset Project Accounting	Record assets created by approved IT Investment and other capital projects via SAP project accounting.	As agreed with customer.
Asset Register Maintenance	Maintenance of asset registers includes processing of changes to assets records (e.g. location, caretaker).	Dependent on complexity.
Asset Reports	Provide monthly and annual assets movement tables for external financial statements reporting. Provide list of monthly and annual capital acquisitions for internal management reporting. Provide reports for answers to Parliamentary Questions/Briefs, capital acquisition drawdowns, capital budgets, capital management plans, Comcover Asset Schedules and other ad-hoc reports upon request.	Adhoc reports as required by customer.
Stocktakes	Undertake an annual stocktake of assets to ensure existence of assets.	As agreed with customer.
Valuations, Useful Lives and Impairment Reviews	Reviews of asset useful lives and values to ensure they are depreciating and are appropriately valued in accordance with the Australian Accounting Standards Board and Finance Minister's financial reporting requirements.	As agreed with customer.

Service Manager: Sharon Haines

**Branch Manager: Kristina Hopkins**

**Performance Information**

- Volume Information Reporting

## Finance – Credit Card Management

Provision and management of Credit Cards for account changes, cancellation, transaction upload and card movement files and acquittal process.

Service	Description	Service Level
Accounts Reconciliation	Undertake monthly reconciliation of accounts.	Reconciliation of all accounts by the 15 <sup>th</sup> of the next month.
Acquittals	Acquittals are required monthly for the previous month through Connect. Payment of credit cards is done monthly on receipt of invoices from the bank.	On time payment of all credit card monthly accounts.
Advice	Advice on credit card policy, authorised and unauthorised use of the cards, monthly acquittals, dispute transactions and frequently asked questions.	Within 2 hours for critical and one working day for general.
Credit Cards	Provision of cards for use in accordance with partner departments or agencies' Appropriate Authority Instructions (AAIs). Cards are issued in the name of an individual only; cards cannot be issued to teams or branches.	Ordering of new credit cards or changes to card details actioned once per week.
Lost or Stolen Cards	Provision of timely cancellation of lost or stolen cards.	Cancellation within 1 working hour.
Reporting	Reporting for Senate Estimates HIB's and BPB's and completion of QON's (Partner departments only)	As agreed with customer.

**Service Manager:** [Troy Cousins](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## Finance – Financial Viability

The Financial Viability team provides full commercial risk management services through the assessment and monitoring of entities that are applying to, or are, receiving funding, providing services to, or delivering programs for, the Australian Government.

Service	Description	Service Level
Advice	Specialist advice on corporate structures, governance, financial management, accounting policy and risk issues in relation to tenderers, suppliers and funding recipients.	Basic phone advice same day, complex advice within 5 working days.
Credential Assessment	Verification of legal existence and ownership of entities and commercial history checks of entities and individuals who exert financial and management control of those entities.	Ad Hoc assessments within 5 working days. Project Assessments within agreed timeframes.
Financial Assessment	Full financial assessment service to provide risk ratings for entities and to suggest, if applicable, appropriate risk mitigation strategies.	Ad Hoc assessments within 5 working days. Project Assessments within agreed timeframes.
Monitoring	Ongoing monitoring of entities currently delivering programs for customers.	Within 15 working days.
Panel Management	Management of the Commercial Information Reports panel.	Access to the panel within 5 working days.

**Service Manager:** [Ross Innes](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Workflow monitoring on date of request vs. date of delivery basis.

## Finance - Procurement and Grants Support

Specialist advice to line areas on complex procurement, grant and contract management issues.

Service	Description	Service Level
Advice - General	Advice on basic interpretation of the Commonwealth Procurement and Grant Frameworks requirements, including advice on undertaking procurement and grant activities and access to proforma documentation.	98% Within 1 working day
Advice - Specialist	Assistance includes all aspects of procurement and grants activities including: Specialist advice on options for undertaking procurement processes, assistance drafting documentation for Request for Quote (RFQ) or Request for Tender (RFT) and associated documents, being part of evaluation panels, conducting reviews of outcomes, managing all Austender requirements, assistance with developing Grants guideline and assistance with contract management.	90% Within 3 working days
Procurement process	Undertake procurement process - either complete end to end process or parts of a process. Including: development of supporting and tender documentation, project planning and management, governance controls, probity and other support, tender evaluation and establishment of panels for goods and/or services.	As agreed with customer.
Reporting and coordination	Providing reports as required for annual reports and coordination of Senate orders. Coordinate the partner departments' response to various Parliamentary Questions, Questions on Notice including Ministerial and ANAO reports where they relate to procurement and or grants.	As required by Parliament or other pre-established requirements.
Tender Design	Provide information on strategy, processes, tools etc., in relation to a planned or actual procurement processes. Information and support such as: key steps or approach options, common risks and opportunities, strategies, document templates, and systems and other tools.	As agreed with customer.
User and System Support	Advice on using Connect procurement module. Quality control of procurement data entered into system. Development of training materials and training for individuals or teams.	98% Within 1 working day.

**Service Manager:** [Ross Innes](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## Finance – Taxation

Provide a broad range of Taxation services. This service is only available to partner departments.

Service	Description	Service Level
Account Reconciliation	Undertake monthly reconciliation of accounts.	Completed by the 15th of each month.
BAS Submission	Monthly submission of BAS to the ATO	Lodgement with the ATO by 15th of the next month.
FBT Accruals	Preparation of monthly FBT accruals	Within 2 working days of the end of the month.
FBT and GST Management	FBT is undertaken 3 times per year for the periods 1 April-31 July, 1 August – 30 November and 1 December to 31 March.	Provision of workbooks to GAU's for completion within 10 working days of the end of a tri-mester. 10 working days for GAU's to return completed workbooks. 15 working days for analysis and completion of each tri-mester return. FBT return compiled and audited for submission by 21 June each year.

**Service Manager:** [Troy Cousins](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting



## Finance – Travel

Contract management of flight, hotel and car-hire booking through third party providers, under Whole of Australian Government travel arrangement. The services will be provided by the third party providers under contractual agreement.

Service	Description	Service Level
Advice	Advice on domestic and international travel policy, travel rates, incidental expenses and frequently asked questions.	Provide general advice on travel issues within 2 hours and complex advice on travel issues within 2 working days.
Contract Management	Contract management of flight, accommodation and care hire providers, ensuring semi-automated booking systems support users to conform to customer travel policies.	Self-service through externally hosted portal.
International Travel	Manage passport acquisition, maintenance, renewals and cancellation; manage visa applications, calculation of Overseas Travel Allowance (OSTA) and acquittal upon return.	Passports within 5 working days. Visas within 10 working days. OSTA - calculations within 3 working days - acquittals within 10 working days
Reporting	Reporting for Senate Estimates HIB's and BPB's and completion of QON's (Partner departments only)	As agreed with customer.

**Service Manager:** [Troy Cousins](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## Finance – Treasury

Provide a broad range of Treasury services including bank account management, funds drawdowns, rejected payment and stale cheque processing and ACM Management.

Service	Description	Service Level
Account Reconciliation	Undertake monthly reconciliation of accounts.	Reconciliation of all GL accounts monthly.
Bank Account Management	Open and close RBA bank accounts, load daily banking statements into SAP, reconcile accounts, classify receipts, rectify rejected payments and stale cheques and undertake Appropriation and Cash Management (ACM) reconciliations as required.	Bank accounts opened or closed within 3 working days. Bank statements loaded to SAP every working day. Resolve rejected payments and stale cheques within 2 working days.
Bank Account Reconciliation	Undertake monthly reconciliation of all bank accounts.	Reconciliation of all bank accounts by the 15 <sup>th</sup> of the month.
Funds Drawdown	Daily drawdown of funds to match payment runs.	Funds drawn down to match out-going pay run values by 2:00 pm each day.

**Service Manager: Troy Cousins**

**Branch Manager: Jenny Harrison**

### Performance Information

- Volume Information Reporting

## HR – APSC Indigenous Cadets

Management and maintenance of Australian Public Service (APS) Indigenous Cadet Programme for customer.

Service	Description	Service Level
Administration	Administration of APS Indigenous cadets whilst on programme and liaison with the Australian Public Service Commission (APSC) and customers.	As agreed with customer.
Cadet and Supervisor Support	Provision of support to cadets and supervisors in regard to programme expectations, requirements and outcomes.	Customer contacted within 3 working days to determine requirements and timeframe.
Recruitment	Liaise with the APSC and customer for the engagement and commencement of APSC Indigenous Cadets.	Customer contacted within 3 working days to determine requirements and timeframe.

**Service Manager:** [Kylie Tregea](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## HR – Indigenous Australian Government Development Programme (IAGDP)

Management and maintenance of Indigenous Australian Government Development Programme (IAGDP). This includes; engagement of and liaison with APS Agencies, research and analysis of indigenous recruitment and the support and placement of participants.

Service	Description	Service Level
Event Management	Arrangement of all logistical details of Significant IAGDP Events, such as Orientation Week and the Graduation Ceremony. Includes Diploma training and other learning and development opportunities.	As agreed in project plan.
Marketing	Research and design of advertising to be used for the IAGDP recruitment process.	Strategy delivered within agreed timeframe and budget.
Participant Management	Manage participants training, care and placement throughout programme.	As agreed with customer.
Programme Management	Management and continuous improvement of the IAGDP programme.	All contact actioned with 3 working days.
Recruitment	Design, implement and evaluate the recruitment process for Indigenous candidates for IAGDP.	Customer contacted within 3 working days to determine requirements and timeframe.
Reporting	Provide IAGDP information for publications including the Annual Report for both customer agencies, the State of the Service Report, Senate Estimates Briefs and internal committees.	Commencement / completion statistics to examine effectiveness of the programme to be reported in APS annual reports and other external publications.

**Service Manager:** [Kylie Tregoe](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## HR – Interactive Learning Services

Provision and development of interactive learning solutions that enables complex information to be conveyed simply to maximise the learning experience. Products include infographics, animation, smart phone applications, print media and software simulations. This service also incorporates advice on eLearning including procurement and learning management systems.

Service	Description	Service Level
eLearning Advisory Services	Advice to customers on development of Interactive Learning Solutions. Includes advice on purchase, the assistance in creation, reporting, technical support of all types of interactive training (online, , videos, Infographics, maps).	As agreed with customer.
eLearning Capability Training	Providing training in the design, development and delivery of eLearning products. Instructional design, project management, graphic design, accessibility, software development. Software available is Adobe CC, Captivate, Lectora, Camtasia and SAP Authoring tool.	As agreed with customer.
eLearning Procurement Advice	Advice on the procurement of eLearning solutions, including representation on tender panels.	As agreed with customer.
Infographics (on-screen and print)	Infographics to take information and present it in a visual format. They are concise, easily digestible, and aesthetically appealing, incorporating clever visual elements to highlight key information.	As agreed with customer.
Interactive Tools	A range of interactive tools to meet a training requirement e.g. room bookings room locations maps.	As agreed with customer.
L&D Alert & iLS eMailer	Monthly L&D update on available products launched, workshops, articles and research.	As agreed with customer.
Learning Management Systems (LMS)	Learning Management System (LMS) provides an interface for all e-learning courses. Courses are uploaded and accessed through LMS.	As agreed with customer.
Online Training Modules (eLearning programs)	Interactive eLearning programs enable a user to interact with content on a page per page basis. They can incorporate a number of elements including video, quizzing and activities. These programs are made available through the partner departments learner tab and completions are recorded. They are recommended for large bodies of content or where there is a compliance element attached to completion.	As agreed with customer.
Smartphone Applications	Mobile learning applications for Apple and Android devices. Can be developed as a standalone tool or support tool to eLearning program.	As agreed with customer.
Training Videos and Simulations	Training videos on any required topic. These videos can range from software simulations to information videos. These videos can be animated or filmed. They can also be made interactive.	As agreed with customer.
Usability Lab	Provision of Usability Lab containing specialist software, computers for accessibility, user, & product testing.	As agreed with customer.

**Service Manager: Kylie Tregoe**

**Branch Manager: Jenny Harrison**

### Performance Information

- Volume Information Reporting

## HR – Pay and Conditions

Management of the pay and conditions ensuring employees' pay and their associated entitlements are provided in accordance with the customers Enterprise Agreement. This includes the administration of salary, allowances, leave and working arrangements, pay system administration, conditions of service advice, managing customer's establishment records, and supporting HR system data integrity and reporting.

Service	Description	Service Level
Advice and Support	Assist all staff on Recruitment services, Pay and Conditions and the application of policies and legislation.  General payroll advice to staff and management, advice and support to Pay team and Establishments in connect.	Customer contacted within 3 working days to determine requirements and timeframe.
Entitlements	Covers all activities associated with employee leave. This includes advice to staff and management and the processing of Leave Liability in accordance with the PGPA Act 2014. Other services are the processing of Annual leave, Maternity leave, Long Service leave, recognition of prior service, Superannuation administration and Workers compensation leave.	Changes processed within 5 working days.
Manage and Maintain HR data	Manage and maintain the customers HR records and supporting the HR systems data integrity.	Changes processed within 5 working days.
Overseas Management	Overseas Management provides advice and support in all Pay and Conditions activities associated with employees working overseas.	Requests for advice and support answered within 3 working days.
People Portal Maintenance	Management of relevant information on the People Portal to ensure timeliness and ease of accessibility and use.	Updates done fortnightly.
Remuneration Overpayments	Calculate, provide advice and negotiate recovery of employee remuneration overpayments.	Overpayments are calculated, checked and Employee is notified within five working days of overpayment discovery.

**Service Manager:** [David Bradley](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## HR – Payroll Administration

Management and administration of human resource data, including technical support for the structure of the organisation and staff in Connect/SAP; reporting to internal and external agencies.

Service	Description	Service Level
Establishment Services	Establishment Services creates and manages the structures in Connect/ SAP. This includes organisation structures, personnel numbers, cost centres and the links between these components.	Establishment services within 3 working days. Advance salary payment within 2 working days. Salary packaging within 1 working day. 100% of pay run transactions processed. Lead time: Minimum of two working days prior to pay cut-off. 80% first contact calls for advice and support answered by a person not voicemail.
Payroll Activities	All activities associated with running the fortnightly payroll, adjustments, pay increments, packaging, commencement and separations; ad-hoc complex pay processing; end-of-year activities such as payment summaries and ATO files; activities associated with MoG transfers; vendor payroll including reconciliation and reporting on amounts received and superannuation.	All staff paid in an accurate and timely manner.
Reporting	Internal and external reporting on regular and ad-hoc basis.	As agreed with customer.
Salary Advancements	Processing of ad-hoc employee salary advancements (increments) on the Connect pay system.	As agreed with customer.
Salary Packaging	Process salary packaging adjustments on provision of data from salary packaging provider.	As agreed with customer.

**Service Manager:** [Kylie Tregoe](#)

**Branch Manager:** Jenny Harrison

### Performance Information

- Volume Information Reporting

## HR – Recruitment

Recruitment services assists in identifying, selecting and bringing into teams appropriately skilled personnel.

Service	Description	Service Level
Advice and Support	Advice and support to employers and employees as requested including use of tools and guides.	Customer contacted within 3 working days to determine requirements and timeframe.
Delegate Service	Advice and support throughout the process to managers and line areas – phone, email, online advice - initial email.	Actions completed within policy requirements.
Recruitment Non-ongoing Employees and Transfers	Support the customer agencies to administer their non-ongoing and s26 transfer recruitment processes, including checking of APSC Redeployment Register and preparation of candidate letters of offer.	New starters commenced on payroll system within 5 working days.
Recruitment Operational Support	Support for entry level and general (both internal and external) recruitment processes, APSC Redeployment Register including placement of job information on intranet and external website, advertising on APS jobs or other approved external medium (through the master media agency), packaging of candidate information to selection panels, uploading shortlisting and final selection report on recruitment system (eRecruit) and preparation of candidate letters of offer. Administer range of pre-commencement processes including Police checks, health assessments etc.	New starters commenced on payroll system within 5 working days.
Recruitment Reporting	Design, development and distribution of reports to assist customers evaluate recruitment practices and processes including APSC on non-ongoing employee numbers. Reporting to APSC monthly on non-ongoing employees for the customer.	Customer contacted within 3 working days to determine requirements and timeframe.
Recruitment System (NGA.net) Management	Provision of a recruitment system to manage the customer's recruitment activity. Provide advice, support and technical assistants to all staff on NGA.Net eRecruit related issues. This includes answering individual enquires, creation of guidelines for system admin and users and training in the use of the NGA.Net eRecruit system and data input from eRecruit online tool for reporting of external and internal recruitment activity.	Requests for technical assistance within 1 working day. Guidelines and training as agreed with customer.
Strategic Recruitment Design	Develop and design campaign and non-campaign recruitment to facilitate customer requirements for recruiting.	As agreed with customer.

**Service Manager: David Bradley**

**Branch Manager: Jenny Harrison**

### Performance Information

- Volume Information Reporting



## Information - Business Analytics

Provision of advice and support in relation to business intelligence and advanced analytics services, including tools to create visual interfaces through SAS Visual Analytics (SAS VA) to inform complex decision making using data sourced from customer's applications and external data providers.

Service	Description	Service Level
Development and Production Support	Providing Level 2 support and training support to business areas to maximise their use of SAS VA. Facilitate technical access to SAS VA, including data loading – including Level 3 support. Providing self-service training and other support / documentation for the use of SAS VA.	Support and training as agreed with customer. Technical access requests forwarded for action within 2 working days.
Reporting, Research, and Business Analysis	Direct support for some business areas in their development of reporting, research and business analysis services using SAS VA.	Simple requests actioned within 2 working days. Complex requests - Customer contacted within 2 working days to determine requirements and timeframe.
Scoping Assistance	Support to business areas to scope potential application and presentation of data / outputs with a visual and interactive interface, particularly SAS VA.	Simple requests actioned within 2 working days. Complex requests - Customer contacted within 2 working days to determine requirements and timeframe.

**Service Manager: [Bill Bovill](#)**

**Branch Manager: Kristina Hopkins**

### Performance Information

- Volume Information Reporting

## Information - Library

Library service includes access to library collection, acquisition of books, reports and subscriptions on customer request, advice and assistance with reference and literature research and management ISBN for customer publications.

Service	Description	Service Level
Acquisition Management	To ensure the viability of the collection over time, liaise with relevant fora in participating agencies to develop and implement an acquisitions strategy that provides intellectual leadership and anticipates users' needs across the print and non-print collections. Manage the acquisition of monographs, subscriptions and other materials on behalf of customer including payment and making the subscription available electronically if possible.	Subscriptions paid on time. Review subscriptions with the customer annually.
Electronic Alerts	Provide alert service on topics of interest. These are negotiated with the customer as required.	As agreed with customer.
ISBNs	Manage ISBNs for customer's publications.	ISBN requests within 3 working days. Urgent requests within 1 working day.
Library Advice & Assistance	Provide advice & assistance with library resources as per the customer's needs.	As agreed with customer.
Library Collection	In consultation with relevant customer provide physical, whether on-site or off-site, and online access to the library collection. Loans and document delivery is also available from within the library's collection or from external source.	Basic within 2 working days, Urgent within 2 working hours.
Library Collection & Resources	Include customer initiated acquisition of the library collection i.e. books, reports & subscriptions. These inclusions are maintained in accordance with customer's requirements.	As agreed with customer.
Library Intranet	Provision of library information on Intranet pages.	As agreed with customer.
Management of ABS datasets	Management of Australian Bureau of Statistics' (ABS) Confidential Unit Record Files (CURFs) and Tablebuilder licences on behalf of the customer.	As agreed with customer.
Management of DSS datasets	Manage the acquisition and access to DSS Longitudinal datasets (HILDA, LSAC & LSIC) on behalf of the customer.	As agreed with customer.
Reference and Research	Provide comprehensive reference and research service using most appropriate library and information resources.	As agreed with customer.
Training - Library	Training on library services & resources and research skills.	As agreed with customer.

**Service Manager: Amanda Harris**

**Branch Manager: Jenny Harrison**

### Performance Information

- Volume Information Reporting

## Information - Mailroom Services

Receipt and processing of daily mail, freight and courier items.

Service	Description	Service Level
Bulk Mail Outs	Provision of bulk mail services for 100 plus items.	1-4 working days depending on location.
Classified Mail (Safe Hand)	Provision of classified mail processing and handling services.	Overnight, working days only.
Courier Mail Freight	Provision of courier mail freight services including processing, handling and booking arrangements.	1-2 working days.
Dispatching Outgoing Mail (Partner Departments National Office Only)	Processing and handling of outgoing mail items.	Each business day.
Express Post	Provision of express post processing and handling services.	Next business day delivery within the Express Post delivery network.
Incoming Mail and Packages (Partner Departments National Office Only)	Processing and distribution of incoming mail.	Each business day.
International Mail and Freight (Partner departments National Office Only)	Provision of international mail and freight processing and handling.	Twice a week to DFAT, for DFAT to despatch.
Mail Runs (Partner Departments National Office Only)	Undertake mail delivery services throughout National Office.	Twice each business day.
Registered Post	Processing of registered post items.	1-7 working days.
Same Day Service	Provision of same day mail processing, handling and delivery services.	1 business day but dependent on flights.
State Office Overnight Service	Provision of mail services between National Office and State Offices.	Each business day.

**Service Manager: Darren Banfield**

**Branch Manager: Fiona O'Brien**

**Performance Information**

- Quarterly report on measurable activities.

## Information - Records Management

Provision of a records management system and support for organisational recordkeeping to meet legislative requirements.

Service	Description	Service Level
File creation	Creation of electronic or paper files (where business need has been approved) in TRIM. Includes Quality Assurance process and bulk file creations.	Standard – 98% within 1 working day. Bulk – 98% within 3 working days.
File management	File management includes sentencing, archiving, and destruction of records in accordance with legislative requirements. Secondary storage management (i.e. file holdings, manage accounts, retrieval & returns, provide labels & boxes, imports). Includes returns from service providers.	Customer contacted within 3 working days to determine requirements and timeframe. Urgent requests within working 1 day by prior arrangement.
File Transfers	Coordination and support for the transfer of physical and electronic files (and associated metadata) between agencies.	As agreed with customer.
FOI and Subpoena Searches and Support	Undertaking searches for records in TRIM as required through FOI or subpoena. Arrange for the conversion of documents to an accessible format for publication on the FOI – IPS Website (Costs may be charged back).	Within 3 working days.
Guidelines and Procedures	Development and maintenance of policy, guidelines, advice and procedures for the best practice creation and maintenance of corporate records.	As agreed with customer.
Recordkeeping Support	Operational support (i.e. Recordkeeping advice, using TRIM, document management, returning files, access control). TRIM technical support (i.e. error messages, connection issues, file creation form issues).	General support - within 1 working day. Complex support - as agreed with customer.
Senate and Adhoc reporting	Coordinate the Response to Senate Procedural Orders of Continuing Effect: Indexed lists of partner departments and client agency files. Adhoc reports to business areas on file holdings.	As required by Parliament or other pre-established requirements.
Training - TRIM and Recordkeeping	Provide training in record management procedures and the use of TRIM. This can be delivered for individuals, power users, or teams; in a classroom or remotely.	As agreed with customer.

**Service Manager: Amanda Harris**

**Branch Manager: Jenny Harrison**

### Performance Information

- Volume Information Reporting

## IT – Applications Maintenance - Corporate

This service provides second and third level support to corporate bespoke applications and third party products to ensure effective and efficient system operations.

Service	Description	Service Level
Applications Support	Evaluation and implementation of patches, hot fixes and upgrades released by vendors in collaboration with business application owners.	Customer contacted within 4 working hours to determine requirements and timeframes.
Issue and Problem Solving	Provision of bug fixes, configuration/customisation changes, and general technical problem solving and escalation of support issues to vendors as required.	Customer contacted within 4 working hours to determine requirements and timeframes.
System Administration	Provision of technical support, system software upgrades, and troubleshooting.	Customer contacted within 4 working hours to determine requirements and timeframes.
System Recovery	Disaster Recovery strategies and testing.	Customer contacted within 4 working hours to determine requirements and timeframes.

**Service Manager:** [Rajni Sharma](#)

**Branch Manager:** Yvonne Solecka

### Performance Information

- Volume Information Reporting from service management tool.

## IT – Applications Solutions - Corporate

This service is responsible for designing, development and implementation of new corporate bespoke business applications; enhancing functionality of existing applications; and configuring/extending third party applications functionalities.

Service	Description	Service Level
Business Analysis	User requirements gathering, business process analysis including process improvement and re-engineering advice.	As agreed with customer.
Project Management	Project management services in relation to application solution development and implementation.	As agreed with customer.
Systems Design, Development, Testing and Deployment	System design and development including solution architecture, user-centric interface design, application software development, testing and deployment services.	As agreed with customer.
Systems Integration	Development and support of functional and physical linkages between existing and new systems to deliver desired overarching functionality.	As agreed with customer.
Technical Analysis and Advice	Technical advice and identification of available technology solution options ('re-use, buy, build') that meet business requirements; liaison with Share Services Centre infrastructure specialists and/or vendors regarding infrastructure requirements.	As agreed with customer.
Third Party System Customisation and Configuration	Configuration, customisation and upgrades to 3rd party applications through vendor tools and API's.	As agreed with customer.
User-centric Interface Design and Testing	User-centric and accessible system interface design and testing.	As agreed with customer.

**Service Manager:** [Rajni Sharma](#)

**Branch Manager:** Yvonne Solecka

### Performance Information

- Reporting against schedule or work plan

## IT – Connect (SAP)

Deliver new business applications, extend functionality of existing applications, develop, maintain and support Human Resources (HR), Finance and Controlling (FICO) and other associated modules of the ERP Connect (SAP) system including Business Intelligence Reporting suite.

Service	Description	Service Level
Advice and Support (Connect Helpdesk)	Advice and support for Connect (SAP) system related issues or queries for staff and customers on Finance, Controlling, HR and Business Intelligence (BI) Reporting	Simple queries resolved within 1 working day. 95% of complex queries resolved within one working week, dependent on complexity.
Business Intelligence (BI) Reporting Suite	Business Intelligence Reporting suite provides the ability to create / display reports for the various business processes to analyse and interpret data; with the ability to present this information in both an interactive and static format.	As agreed with customer.
Development and Enhancements	This service provides development and enhancement of Connect (SAP) Human Resources (HR), Finance and Controlling (FICO) and other associated modules including Business Intelligence reporting (BI) modules on request.	As agreed with customer.
Finance and Controlling (FICO)	FICO refers to Finance (FI) and Controlling (CO) modules of Connect that tightly integrate with Materials Management (MM) module (offering Purchasing functionality). The FI module provides functionality to process Accounts Payable, Accounts Receivable, Assets, Banking, General Ledger and Funds Management. The CO module offers functionality that represents the internal accounting viewpoint of an organisation.	As agreed with customer.
Human Resources (HR) Management	Provision of HR functions based on core components of Personnel Administration, Time Management, Payroll Processing and Organisational Management to assist employees and managers with the ability to access HR information and run HR reports (ie Leave, Time, Performance).	As agreed with customer.

**Service Manager:** [Fiona Spora](#)

**Branch Manager:** Kristina Hopkins

### Performance Information

- Monthly project reporting



## IT – Desktop Platform and Remote Access Services

Desktop platform services support the core desktop software for all customers. The service also provides remote access to internally hosted applications.

Service	Description	Service Level
Desktop Anywhere	Development and maintenance of mobile laptop platform.	Customer contacted within 4 working hours to determine requirements and timeframes.
Fortress - Secure Protected Enclave	The support, development and enhancement of partner departments PROTECTED level enclave including application upgrades, access, and 3rd level problem resolution.	Customer contacted within 4 working hours to determine requirements and timeframes. 98.5% Availability excluding scheduled maintenance periods.
LAN Drive Data	Provision and manage LAN drive data.	Customer contacted within 4 working hours to determine requirements and timeframes.
Mobility	The support, development and enhancement of mobility solutions for smart phones and tablets.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Xenmobile availability
Remote Access Systems (RAS)	The design, enhancement and day to day administration of the Customer's remote access solutions including the maintenance, development and enhancement of the externally available Citrix gateways that provide access to internal technology resources.	Customer contacted within 4 working hours to determine requirements and timeframes. 98.5% Availability excluding scheduled maintenance periods.
Software Licence Management	Software technical evaluation and assessment, provisioning and licence management.	As agreed with customer.

Service	Description	Service Level
Tender Management System	The development and maintenance of the Tender Management System (TMS). TMS is an isolated enclave developed to enable the secure processing of tender submissions. (Dept of Employment only)	Customer contacted within 4 working hours to determine requirements and timeframes. 98.5% Availability excluding scheduled maintenance periods.
Unified Communications	Telephony, messaging and contact centre services.	Customer contacted within 4 working hours to determine requirements and timeframes.
Workstation Standard Operating Environment (SOE)	Development and maintenance of the Workstation Standard Operating Environment (SOE). This includes the core operating system and Tier 1 applications.	Customer contacted within 4 working hours to determine requirements and timeframes.

**Service Manager:** [Brad Bastow](#)

**Branch Manager:** Chris Jagers

**Performance Information**

- Availability of desktop platform and Remote Access Services excluding scheduled maintenance periods.
- Response timeframe to Severity 1 incidents.
- The number of Severity one incidents caused by SSC changes.
- Volume Information Reporting from service management tool.

## IT – Geospatial Services

Provides geocoding and mapping capabilities to development teams for integration into business applications. Also includes ad-hoc and standalone geocoding utilities and information in support of government outcomes and customer reporting requirements.

Service	Description	Service Level
Geocoding and Address Management Services	Provision of Intech IQ address geocoding and boundary tagging services. Includes interactive web-based address validation and self-serve geocoding tools.	As agreed with customer.
Mapping/Spatial Tools & Services	Provision of capability to display corporate data over web based maps (e.g Google Maps). Includes development of end-user tools for map file formatting and latitude and longitude data tagging	As agreed with customer.
Spatial Analysis, Advice and Training	Consultation services on spatial issues and standards, advice on enabling IT systems with spatial capability and mapping tools training.	As agreed with customer.
Spatial Data and Business Data Services	Provision of spatial boundaries based on ASGS (Australian Statistical Geography Standard), extraction of ABS CENSUS data by boundary type, automated geospatial dimension solutions for data warehouses and spatial ETL processing. Includes boundary correspondences and concordances services.	As agreed with customer.

**Service Manager:** [Reece Guihot](#)

**Branch Manager:** Yvonne Solecka

### Performance Information

- Reporting against work plan

## IT – ICT Infrastructure Services

This service provides end-to-end infrastructure services for applications and websites, utilising compute, storage and operations, Microsoft technologies, including Operating System. ICT Infrastructure services provided in development, pre-production, production, virtual and cloud environments.

Service	Description	Service Level
Application Availability Monitoring	Provision of monitoring to validate application responsiveness. This monitoring is initiated upon receipt of request and is offered for all applications with various support arrangements available.	Customer contacted within 4 working hours to determine requirements and timeframes. 30 minute response to all critical monitoring alerts.
Application Performance Monitoring	Monitoring of the performance of the application or system from a user perspective. This monitoring is made available upon receipt of appropriate request and is offered for all applications. Note: This form of monitoring requires input from the application team to map Business Transactions to Application Transactions.	Customer contacted within 4 working hours to determine requirements and timeframes. 30 minute response to all critical monitoring alerts.
Batch Processing	Batch processing is the processing of automated tasks to a predefined schedule. Reporting and alerts can be established based on request.	Customer contacted within 4 working hours to determine requirements and timeframes.
Infrastructure Monitoring	Basic health monitoring, including but not limited to server down (heartbeat); memory utilisation; processor utilisation, is provided for all production servers.	30 minute response to all critical alerts
Operational Support	Management of incident responses and assessment across all development, pre-production and production IT systems and infrastructure.	Support – Response within 30 minutes to all critical production alerts.
Performance Reporting	Performance reports can be generated for various Infrastructure components such as CPU, memory, disk usage and are available upon receipt of request. Regular reports can be provided, or requested at an ad-hoc level.	Customer contacted within 4 working hours to determine requirements and timeframes. Regular reports provided by 5 <sup>th</sup> working day of the month.

Service	Description	Service Level
Server Provisioning	Provision of new and replacement servers for the development, pre-production and production environments. The service includes design, build, support, install SOE and IIS for web hosting where required. Includes installation of the Operating System and System Centre Products.	Customer contacted within 4 working hours to determine requirements and timeframes.
Storage	Provision of new and replacement servers for the development, pre-production and production environments. The service includes installation of the Operating System and System Centre Products.	Customer contacted within 4 working hours to determine requirements and timeframes.
System Backups and Restores	Manage data backups and restores in line with Local Area Network (LAN) data storage standards and technical owner requirements. Critical database backup failures are notified as they occur. System and server reports can be established based on request.	Customer contacted within 4 working hours to determine requirements and timeframes.
Webstats Reporting	Provide webstats for various websites that are registered for reporting. Service includes page tag generation and reports as requested.	Customer contacted within 4 working hours to determine requirements and timeframes. Scheduled reports as agreed with client.

**Service Manager: Chanele Davis**

**Branch Manager: Chris Jagers**

**Performance Information**

- Server availability excluding scheduled maintenance periods.
- Application availability excluding scheduled maintenance periods.
- Application performance based on User Experience.
- Response timeframes to requests/incidents.
- Response timeframe to resolve Severity 1 incidents.
- The number of Severity one incidents caused by SSC changes.
- Backup and recovery success rates.

## IT – ICT Platform Services

This service provides software platforms solutions for ICT Servers in the development, pre-production and production environments. ICT Platforms services provided in development, pre-production, production, virtual and cloud environments. The service include following components.

Service	Description	Service Level
Database	<p>Installation, configuration and maintenance of Microsoft SQL Server software and related third party software including security configuration.</p> <p>Investigation and resolution of database related incidents and outages.</p> <p>Implementation of database tasks relating to application releases in pre-production and production environments.</p> <p>Database performance monitoring and tuning.</p> <p>Backup and recovery of production databases.</p>	<p>Customer contacted within 4 working days to determine requirements and timeframes.</p> <p>Backup and recovery as per Application rating and agreed with customer.</p>
Platform Software	<p>Provision, maintenance and administration of customer's software platform offerings for servers including SharePoint, SAS, CRM and Project Server.</p>	<p>Customer contacted within 4 working hours to determine requirements and timeframes.</p>
Release Management	<p>Provision and manage application hosting for production bound applications on partner department's platforms.</p>	<p>Customer contacted within 4 working hours to determine requirements and timeframes.</p>

**Service Manager: John Marinov**

**Branch Manager: Chris Jagers**

### Performance Information

- Availability of Platform environments excluding scheduled maintenance periods.
- Response timeframes to requests/incidents.
- Response timeframe to resolve Severity 1 incidents.
- The number of Severity one incidents caused by SSC changes.

## IT – Internet Gateway Service

The Internet Gateway Service provides connectivity between public internet and SSC network. SSC is a lead Managed Internet Gateway service provider for AGIMO. We provide, maintain and provide 2nd, 3rd level support.

Service	Description	Service Level
Connectivity for External Facing Applications	Manage network infrastructure that provides the data centre hosting environment for external facing applications (routers, switches, firewalls, access-lists and load balancers).	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
External Domain Name Services (DNS)	Provide external Domain Name Services including name resolution, creation and changes to domain names and IP addresses. Registration and maintenance of Internet domain names.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
External Email Services, including SPAM filtering	Delivery of external emails including spam filtering, anti-virus scanning and content filtering. Respond to calls related to email delivery.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
FEDLINK Access	FEDLINK provides secure inter-departmental access to web sites, email and other services. Manage the hardware, support, incident and change management for services.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.

Service	Description	Service Level
FTP File Transfer Services	Provide file transfer facilities to allow files to be transported into and out of partner departments and client agencies systems.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
Internet Access at the Desktop (proxy and content filtering)	Provide access to the internet from supported customer devices for web browsing. Manage web content filtering services as per IT Security policy. Manage bandwidth utilisation and respond to policy or technical issues reported by staff.	Customer contacted within 4 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
Monitoring and Reporting (as a gateway lead agency)	Produce monthly reporting on utilisation of gateway and security related trends. Report security incidents detected at the gateway.	As agreed with customer.
Secure Network Services	Support and respond to customers as required with regard to the Cyber Security incident response plan.	Customer contacted within 2 working hours to determine requirements and timeframes.

**Service Manager: Kay Paik**

**Branch Manager: Chris Jagers**

**Performance Information**

- Availability of Internet gateways excluding scheduled maintenance periods.
- Response timeframes to requests/incidents.
- Response timeframe to resolve Severity 1 incidents.
- The number of Severity one incidents caused by SSC changes.



## IT – IT Security Services

Provision of third level information security services.

Service	Description	Service Level
Cryptography	Provision of security certificate's and key management to protect data in transit for internal and external web applications	10 working days notice to provide external certificates
Cyber Incident Response	Respond and provide primary support for cyber security incident on the SSC network	Within the agreed and documented time frames with client
Identity and Access Management	Enabling authorised user management and access control to systems hosted by the SSC <ul style="list-style-type: none"> <li>• Provision of federated identity management user access control to SSC hosted systems.</li> <li>• Provision of identity authorization and authentication including user access control to SSC hosted systems.</li> <li>• Privileged access management</li> <li>• Account life cycle</li> </ul>	Within the agreed and documented time frames with client
IT Forensics	Provision of E-discovery in support of Freedom of Information (FOI) requests, subpoena requests or internal investigations. The identification, collection, preservation and analysis of electronic evidence in support of Crimes Act 1914 Section 3E search warrants.	Within the agreed and documented time frames with customer.
Security Event and Information Management (SIEM)	Monitoring and logging of network and user security events <ul style="list-style-type: none"> <li>• Reporting unauthorised activities</li> </ul>	Within the agreed and documented time frames with customer.
Security Governance	Enabling best practice security governance <ul style="list-style-type: none"> <li>• Development of partner and SSC IT Security Policies</li> <li>• Support and guidance for the development of Information Security documentation including Standard Operating Procedures, Risk assessments etc</li> <li>• Guidance and support for the application of whole of government security instructions (PSPF / ISM)</li> <li>• Provision of mandatory reporting to ASD / CSOC</li> <li>• User awareness – sharing and distributing IT related security notices and conducting training sessions</li> <li>• Monitoring and responding to ASD security (Red and Amber) alerts and advisories</li> </ul>	Within the agreed and documented time frames with customer.

**Service Manager: George Bruce**

**Branch Manager: Chris Jagers**

**Performance Information**

- Volume Information Reporting on:
  - IT Security Ops team
    - # of known successful breaches
    - # VSM of tasks per staff member / month
  - Endpoint Protection (A/V, HIDS, HIPS)
    - % of Endpoints with A/V
  - Data Leakage Prevention (DLP)
    - Total email sent over classified / un-scannable
    - Total email with classified / sensitive content
    - Quantity of data copied to USB (TB)
  - Security Patching
    - % of Workstations patched within 5 days of patch release
  - Privileged Access
    - % of all users with privileged access
  - Gateway
    - # of requests to blacklisted sites
    - % of email containing spam - detected / prevented
- Identity and Access management systems
  - Availability
  - 90% of severity 1 incidents actioned within 4 business hours.
  - Reported issues resolved within agreed timeframe

## IT – Network Services LAN/WAN

The provision of managed LAN/WAN network infrastructure delivering connectivity between all sites and the customer's data centres.

Service	Description	Service Level
Data Centre Network connectivity for servers and storage	Provision and management of switching and routing equipment for data connectivity to servers and storage in data centres and connectivity between data centres via ICON fibres and optical equipment.	Customer contacted within 2 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
Desktop TV	Provision of media streaming services for viewing video broadcasts from customer department desktops including Parliamentary TV, Theatrette broadcasts and supported TV channels.	Customer contacted within 2 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
DNS (domain-name services) and DHCP (network address allocation) for LAN devices	Provide support for internal DNS services including name resolution, creation and changes to domain name records.	Customer contacted within 2 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
Monitoring and Reporting of LAN/WAN services	Monitoring of network availability and performance and utilisation for all LAN and WAN sites and provision of monthly reports on network availability.	As agreed with customer.
Network Connectivity for PCs and printers (LAN)	Provision and maintenance of structured cabling and equipment for data connectivity to PCs and printers at customer departmental offices and support for data connectivity between offices via ICON links.	Customer contacted within 2 working hours to determine requirements and timeframes.

Service	Description	Service Level
Network Links to State and Regional Offices (WAN)	Provision and management of wide-area network links and routing equipment for connectivity to state and regional offices. Provision of WAN optimisation services and Quality of Service (QoS) services to manage network performance and utilisation.	Customer contacted within 2 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.
Specialist Advice - data communications	Provision of specialist advice regarding data communications.	As agreed with customer.
Wireless Network Services	Provision, configuration and management of wireless access points and access controllers. Provision and management of authentication servers for the creation and management of wireless access accounts.	Customer contacted within 2 working hours to determine requirements and timeframes. 99% Availability excluding scheduled maintenance periods.

**Service Manager: Kay Paik**

**Branch Manager: Chris Jagers**

**Performance Information**

- Availability of the network excluding scheduled maintenance periods.
- Response timeframes to requests/incidents.
- Response timeframe to resolve Severity 1 incidents.
- The number of Severity one incidents caused by SSC change.

## IT – Testing as a Service

Provides testing services, independent from development areas, that ensures the quality and integrity of developed, enhanced and amended systems.

Service	Description	Service Level
Accessibility Testing	Accessibility Testing assesses a system's conformance against Web Content Accessibility Guidelines (WCAG) version 2.0 endorsed by the Australian Government; it also provides advice on how to meet the standard through a report that includes practical approaches on solving accessibility issues.	As agreed with customer.
Performance Testing	This testing includes Load Tests, Stress Tests, Failover Tests, Endurance (Soak) Tests, Volume Tests and Test Data Creation	As agreed with customer.
Usability Testing	Usability Testing evaluates a system and its interfaces by testing it with representative users and assessing basic usability components (learnability, efficiency, memorability, errors, satisfaction); the service provides advice on how to achieve improvements in the ease-of-use during the design process.	As agreed with customer.
Vulnerability Testing	Vulnerability Assessment identifies real and potential security vulnerabilities in web applications and web services in Pre-production and lower environments. The service is available for static websites with static contents, small to large size web applications.	As agreed with customer.

**Service Manager:** [Tori May](#)

**Branch Manager:** Yvonne Solecka

### Performance Information

- Reporting against work plan.

## Property – EVS Fleet Management

Provide management of and support for the Executive Vehicle Scheme (EVS).

Service	Description	Service Level
Executive Vehicle Scheme (EVS) - Advice/Assistance	Advice and assistance in response to requests relating to the EVS and fleet vehicles as required (as part of total remuneration package).	75% of requests processed within 3 working days, 100% of requests (without supplier dependency) within 30 days
Executive Vehicle Scheme (EVS) - Orders	Placement of EVS and other fleet vehicle orders for ongoing SES officers who may elect to be provided with a fully maintained vehicle as part of the EVS - the vehicle will be considered an official Commonwealth vehicle. The Commonwealth has a contractual arrangement with SG Fleet (managed by Department of Finance) to provide leased vehicles.	All requests are completed within agreed timeframes, and subject to waiting periods for ordered vehicles.
Executive Vehicle Scheme (EVS) - Reporting	Compilation of EVS reporting requirements for SES	Adhoc Reports – as agreed with customers. Regular reports - Biannually

**Service Manager:** [Wayne Kelty](#)

**Branch Manager:** Fiona O'Brien

### Performance Information

- Monthly report on measurable activities.

## Property – Property and Facilities

Encompasses all areas of responsibility for the physical facilities occupied by our customers including partner departments. Property leasing involves the negotiation, strategy and formal securing of leased office space for departmental use. Property Finance involves the budgeting of, and payment of, expenditure relating to leases, MOUs and licenses.

Service	Description	Service Level
Cleaning	Management of the contract for cleaning of office areas.	In accordance with contract.
Facilities Management (Contract Management)	Includes the creation, setup, monitoring and day to day management of property facilities service contracts with external vendors.	In accordance with relevant contract.
Facilities Management (Incident Resolution/Repairs)	Building issues relating to air conditioning, plumbing, lifts, and electrical etc. also called 'Incidents' (building faults). Please log a Building Fault/Maintenance Request form via the Intranet, should you need to report an Incident.	75% of jobs issued with relevant external service contractor or building manager within 24 hours. 100% of jobs issued with relevant external service contractor or building manager within 3 working days.
Parking	Management of parking allocation.	In accordance with parking policy.
Property Finance Management	Includes the management and payment of rental, repairs, maintenance and property operating expense (POE) costs, together with property budget (rental/POE) preparation and analysis.	Within agreed timeframes.
Property Lease Management	Includes the negotiation of prospective new leases, lease renewals, or lease terminations relating to customer premises, leasing strategy/strategic advice, undertaking market rent reviews on behalf of the customer, and lease valuations.	Within agreed timeframes.
Property Maintenance	Arranging for general repair and maintenance of facilities, including room setup and furniture relocations. Please log a Building Fault/Maintenance Request form ('Service Request') via the Intranet for this service.	Within agreed timeframes.
Waste Management / Recycling	Services relating to the recycling of property items/the disposal of waste items.	In accordance with contract.

**Service Manager: Wayne Kelty**

**Branch Manager: Fiona O'Brien**

### Performance Information

- Monthly report on measurable activities.

## Property – Protective Security

Provision of physical security measures designed to protect the customer and its resources from security threats.

Service	Description	Service Level
Adhoc Security Guard support	Adhoc Security Guard service e.g. 50 MC Theatre and function room events.	All requests will be actioned within 3 working days of receipt.
After hours support	Provision of after-hours support in relation to building access and security.	All requests will be actioned within 3 working days of receipt.
Electronic Security	The provision of building access control systems and closed circuit TV systems for the management of authorised access and audit trail of building entry points.	All requests will be actioned within 3 working days of receipt.
Forensic Material	Provision of electronic material including proximity reader reports and CCTV footage for authorised purposes.	All requests will be actioned within 3 working days of receipt.
Mobile and Alarm Monitoring	Provision of mobile and alarm monitoring services as required/ where available.	All requests will be actioned within 3 working days of receipt.
Protective Security and IT Security Incident Report	Security incidents involving assets are reportable to Comcover for insurance purposes.	All requests will be actioned within 3 working days of receipt.
Security Advice	Provision of protective security advice.	All requests will be actioned within 3 working days of receipt.
Security Guards	Provision of security guard services as required/where available.	All requests will be actioned within 3 working days of receipt.

**Service Manager: Darren Banfield**

**Branch Manager: Fiona O'Brien**

### Performance Information

- Monthly report on measurable activities.



## Property – Relocations and Fitouts

Relocations and Fitouts involve the strategic preparation, management and completion of minor/major property fitouts within customer premises (utilising property project managers and outsourced property contractors - builders, architects, etc).

Service	Description	Service Level
Minor and Major Relocations	Provision of minor and major staff relocations.	All requests completed within agreed time frames.
Office fitout	Fitouts include the demolition of an existing office space (e.g. removal of partitions and offices) and/or construction of replacement walls, partitions, new desks, offices, rooms, and other items consistent with fitout standards and guidelines.	All requests completed within agreed time frames.
Setup of Purpose-Built Function Rooms	Setup of purpose built function rooms and meeting rooms on request.	All requests completed within agreed time frames.

**Service Manager:** [Wayne Kelty](#)

**Branch Manager:** Fiona O'Brien

### Performance Information

- Monthly report on measurable activities.

