

2015-16 Budget Estimates
Education and Employment Committee
1 June 2015
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Tabled by: **Ms Renée Leon**

Shared Services - 01
SB15-000174

Attachment C

Shared Services Centre customer service provision

- The following table does not include ad-hoc services.
- Partner departments have been separately providing select services to restricted client agencies since 1 July 2014. These services include ministerial and parliamentary services, internal audit, budget and reporting and legal services. These are not shown below.

	Assurance	Customer Assist								Digital Solutions	Corporate Services							HR	Information	Property						
		Audio and Video Collaboration	Building Access	Computers and Peripherals	Contact centre	Mobile Services	Service Desk	Telephone	Finance		Finance	Finance	Finance	Finance	Finance	Finance	Finance				Finance	Finance				
Partner Departments																										
Education and Training	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Employment	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Customer Agencies																										
Asbestos Safety and Eradication Agency		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Australian Electoral Commission			Y**							Y**		Y**												Y**		
Australian Public Service Commission		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Australian Skills Quality Authority		Y	Y	Y	Y	Y	Y	Y	Y	Y															Y	
Australian Taxation Office									Y**																	
Comcare																										
Dept of the Prime Minister and Cabinet					Y					Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Department of Social Services									Y						Y											
Fair Work Building & Construction		Y	Y	Y	Y	Y	Y	Y	Y	Y															Y	
Fair Work Ombudsman		Y	Y	Y	Y	Y	Y	Y	Y	Y																
IP Australia																										
Sate Work Australia		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
Workplace Gender & Equality Agency		Y	Y	Y	Y	Y	Y	Y	Y																	

*This service technically being provided by the Department of Education and Training; however, is included within the SSC MoU. This has alleviated the need for multiple MoU documents and has been agreed by both the Department of Education and Training and the Department of Prime Minister and Cabinet.

**New services being provided.

IT services											
Partner Departments	Connect (SAP)	Desktop Platform and Remote Access Services	Geospatial Services	Application Maintenance - Corporate	Application Solutions - Corporate	ICT Infrastructure Services	ICT Platform Services	Internet Gateway Service	IT Security Services	Network Services (LAN/WAN)	Testing as a Service
Education and Training	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Employment	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Customer Agencies											
Asbestos Safety and Eradication Agency	Y	Y				Y	Y	Y	Y	Y	
Australian Electoral Commission		Y**								Y**	
Australian Public Service Commission	Y	Y				Y	Y	Y	Y	Y	Y
Australian Skills Quality Authority	Y	Y				Y	Y	Y	Y	Y	Y
Australian Taxation Office		Y**						Y**	Y**		
Corncare						Y					
Dept of the Prime Minister and Cabinet	Y	Y		Y*		Y	Y	Y	Y	Y	
Department of Social Services		Y				Y		Y	Y		
Fair Work Building & Construction	Y	Y		Y	Y	Y	Y	Y	Y	Y	
Fair Work Ombudsman	Y	Y				Y	Y	Y	Y	Y	Y
IP Australia								Y			
Safe Work Australia	Y	Y				Y	Y	Y	Y	Y	
Workplace Gender & Equality Agency	Y	Y				Y	Y	Y	Y	Y	

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