Education and Employment Committee 1 June 2015 Document number: 3
Tabled by: Mo Renée Leon 2015-16 Budget Estimates

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.

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	^			0	nor l	reciet			Digital Solutions				IJ	inance					長	Information	Property
	Assurance			Chai	Custoffiel Assist	Jeice			Digital Columnia		A	1							APSC Indigenous Cadets		EVS Fleet
	Business Continuity))	n a))	၁	M	3		Audiovisual and	ວວ∀	ccor	18 4-							Indigenous Australian Government Development	Business Analytics	Management
	Emergency	oibu SlloO	iplin		ajuoc	elidol	viəS	ləT	Theatre	unoc	sjun					хвТ	ηT	.enT	Programme (IAGDP)	Library	Property and Facilities
	Fraud Investigation	and abora	A gn	neter: ipher	o jor	i9S e	□ əɔi	oyde	Social media	s9 et	рес		sO iii megi		uəw uəw	noite	avel	นทระ	Interactive Learning Services	Services	Protective Security
	Services Fraud Prevention Services	Video	ccess	s and	entre	vices	эегк	əu	Support Websites	yable	eivable	jnəmə		yillity	t and port	ι		/	Pay and Conditions Payroll Administration Recruitment	Records Management	Relocations and Fitouts
Faither Departments									<	<	<	<	<	<	<	≺	<	≺ —	~	~	~
Education and	~	~	~	~	~	~	~	~	~	~	~	~	۲	٦	-	-	-	-	-	<	<
Employment	~	~	~	~	~	~	Y	~	Υ	_	~	~				~		Ľ	1	-	-
Customer Agencies											5										
Asbestos Safety and Eradication		~	~	~		~	~	~	~	~	~	~	~		~		≺	<u> </u>	~	~	~
Agency																		_		3	Y**
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Australian Public				:		<	<	<	<										~	~	~
Service Commission		Y		~		~	~	~	-												<
Australian Skills Quality Authority		Y	~	~		~	~	~											~		-
Australian Taxation Office							∀ **														
Comcare																					
Dept of the Prime					≺		≺			~	~			~				≺	γ**		~
Cabinet																				<	
Department of							~							~						-	
Fair Work Building		~	~	~		~	~	~												~	~
& Construction		:	:	:		<	<	<	<											~	~
Ombudsman	~	~	~	~		~	4	-													
IP Australia																				*	
Safe Work Australia		~	~	~		~	~	~	~	~	~		~	~				_ <	~	-	
Workplace Gender		~	~	~		~	~	~											~	-	
& Equality Agency						•						•		•				L			

^{*}This service technically being provided by the Department of Education and Training; however, is included within the SSC MoU. This has alleviated the Department of Education and Training and the Department of Prime Minister and Cabinet.

^{**}New services being provided

					IT services						
	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
Partner Departments	nts										
Education and Training	~	~	~	~	۲	~	~	~	~	~	~
Employment	~	~	~	~	~	~	~	~	~	~	~
Customer Agencies	S.										
Asbestos Safety and Eradication Agency	~	~				Y	~	~	~	¥	
Australian Electoral Commission		Υ**								Υ**	
Australian Public Service Commission	~	*				Y	~	* Y	. ≺	*	~
Australian Skills Quality Authority	~	Y				Υ	Y	Υ	Υ	Υ	~
Australian Taxation Office		Y**						Y**	Y **		
Comcare						~					
Dept of the Prime Minister and Cabinet	~	~		Y *		~		~	~		
Department of Social Services		~				~		~	~	33	
Fair Work Building & Construction	~	Υ		~	Υ	~	Υ	~	Υ	~	
Fair Work Ombudsman	~	Υ				4	۲	4	٧	~	~
IP Australia								~			
Safe Work Australia	~	~				~	~	~	~	~	
Workplace Gender & Equality Agency *This service technic	Y heing r	Workplace Y Y Y Y Y Y Y Y Y Y Y Y Y		The state of the s	A Company of the Comp	∀	A	Y Y	∀	→	-
*This service techni	cally being r	irouided by the Denortment of	Education and	Training housener is in	of ideal within the ppo M	all This has alleviate	d the need for	multiple Moll do	and bac stramit	hoop oarood by	10+h +h)

^{*}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.