



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Disclosure Log Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

Application Details		
Ref. No.		
Date of Application		
Date of Decision		
Processing time (in working days)		
Fees		
Decision on Access		
Information Requested (summary)		
Publication Details		
Original application	Published	N/A
Decision notice	Published	N/A
Documents and schedule	Published	N/A
Decision made by Ombudsman		
Additional information identified by Ombudsman		
Decision made by ACAT		
Additional information identified by ACAT		

From: no-reply@act.gov.au
To: [CMTEDD FOI](#)
Subject: Freedom of Information request
Date: Friday, 19 January 2024 12:23:46 PM

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

Your details

All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.

Title:
First Name:
Last Name:
Business/Organisation
Address:
Suburb:
Postcode:
State/Territory:
Phone/mobile:
Email address:



Request for information

(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)

Under the Freedom of Information Act 2016 I want to access the following document/s (*required field):

Position Descriptions of the Central Costing Unit role (P39264) between October 2020 to October 2014 and any other Position Description related to the Central Costing Unit function. Note: the position number may be different prior to October 2017 as the Central Costing Unit role was at a SOGA classification prior to then and became a SOGC role from October 2017. The roles: 1: Assistant Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD 2: Senior Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD The roles were occupied prior to October 2017 by the people below: 1. [REDACTED] 2. [REDACTED] Can you confirm if the people 2 individuals mentioned above were engaged to do the Central Costing Unit roles as ACTPS staff or contractors? I would also like to see any business plans which covered the objectives of the Central Costing Unit during that time period.

I do not want to access the following documents in relation to my request: n/a.

Thank you.
Freedom of Information Coordinator



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2024-021

Dear Mr Moneke

FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 19 January 2024, in which you sought access to the following:

“Position Descriptions of the Central Costing Unit role (P39264) between October 2020 to October 2014 and any other Position Description related to the Central Costing Unit function. Note: the position number may be different prior to October 2017 as the Central Costing Unit role was at a SOGA classification prior to then and became a SOGC role from October 2017. The roles: 1: Assistant Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD 2: Senior Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD. The roles were occupied prior to October 2017 by the people below: 1. [REDACTED] 2. [REDACTED]. Can you confirm if the people 2 individuals mentioned above were engaged to do the Central Costing Unit roles as ACTPS staff or contractors? I would also like to see any business plans which covered the objectives of the Central Costing Unit during that time period.”

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 4 March 2024.

Decision on access

Searches were completed for relevant documents and 40 documents were identified that fall within the scope of your request. Duplicate of documents have been excluded. Excluding exact duplicates is in line with the objects of the Act, which is to provide access to government information at the lowest reasonable cost for all parties involved.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant access in full to 32 documents relevant to your request. I have decided to refuse access to seven documents, and partial access to one (1) document as I consider them to be:

- contrary to the public interest information under schedule 1; or
- information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decisions is below.

Statement of Reasons

In reaching my access decisions, I have taken the following into account:

- the Act
- the scope of your requested information
- the content of the documents that fall within the scope of your request
- *Human Rights Act 2004*
- *Information Privacy Act 2014*
- ACT Ombudsman FOI Guidelines.

Exemption claimed

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

Contrary to the public interest information under schedule 1 of the Act

No documents within the identified documents contain information that is considered to be contrary to the public interest under schedule 1 of the Act. Therefore, this factor has not been considered a relevant factor.

Information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act

Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interest lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are

relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure in the public interest under Schedule 2, section 2.1 of the Act:

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
 - (i) *promote open discussion of public affairs and enhance the government's accountability.*
 - (iii) *inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.*
 - (iv) *ensure effective oversight of expenditure of public funds.*

I have placed substantial weight on the above factors favouring disclosure. It is reasonable to expect that information about this topic may be of interest to others within the community and contribute to informed debate about issues of interest, especially as within the ACT region there are a high number of public servants.

I note that the requested documents include business plans of the central costings unit and includes accountability for public spending related to the activities of the Central Costings Unit (CCU) and the position descriptions of positions for people working for the ACT government related to carrying out activities of the CCU, which is publicly funded.

Factors favouring nondisclosure in the public interest: under Schedule 2, Section 2.2 of the Act:

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
 - (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*
 - (viii) *prejudice the economy of the Territory.*
 - (xi) *prejudice trade secrets, business affairs or research of an agency or person.*
 - (xiii) *prejudice the competitive commercial activities of an agency.*
 - (xvi) *prejudice a deliberative process of government.*

Having reviewed the information, I consider that the protection of an individual's right to privacy, is a significant factor. Release of information concerning individuals working within the ACT Public Service is generally not considered to prejudice the protection of an individual's right to privacy. However, I have decided to redact information relating to the employment and or contracted work where it could or would reasonably be expected to prejudice an individual's right to privacy under the *Human Rights Act 2004*.

I have also redacted information relating to any confirmation of employment for third parties noting it would be contrary to the public interest to release details for the employment status of individuals. I have decided to release in full position description information, noting this information does not provide details of occupants of these positions. Where public servants' personal information is included in a document because of their usual duties or responsibilities, it would not be unreasonable to disclose unless

special circumstances existed. This is because the information would reveal only that the public servant was performing their public duties.

I have redacted information in Folio 20 where it contains information that I have decided it outside of the scope of the request as it relates to the processing of the Freedom of information request itself, not the requested information scope.

I have also refused access to information in Folio 20 where the information relates to personal information of third parties relating to details relating to employment status.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury* [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person.

A deliberative process in government has been defined as a 'thinking processes - the process of reflection, for example, upon the wisdom and expediency of a proposal, a particular decision or a course of action.'

I have decided to redact the documents where the information shows confidential business information that included business plans and policy documents that are working documents, that could reasonably be expected to prejudicially impact on the deliberative process and decisions that would impact on the operations of the territory and the economy of the territory. These documents are regarded as commercially sensitive, and I have decided it would be contrary to the public interest to release this information.

Businesses undertaking development activities in the ACT may expect that any sensitive business information they provide to the Government will be held in confidence. However, businesses that provide information to government do so with the knowledge that government held information may be subject to an access application made under Freedom of Information legislation. Those who do business with government must also recognise that governments have to balance the commercial interests of businesses with the principles of openness and transparency, and that the weight of the public interest in protecting business information will depend on a variety of factors, including how commercially sensitive the information is, its age, its current relevance and the extent to which it has entered the public domain.

Section 23 of the Act includes defining what is *open access information*. Under section 23(1)(a) this does include policy papers. Under section 23(2)(a) a ***policy document*** includes:

- (i) *a document containing interpretations, rules, guidelines, statements of policy, practices or precedents;*
- (ii) *a document containing a statement about how an Act or administrative scheme is to be administered;*
- (iii) *a document describing the procedures to be followed in investigating a contravention or possible contravention of an Act or administrative scheme;*

- (iv) another document of a similar kind used to assist the agency to exercise its functions; but
(b) does not include a draft of a document mentioned in paragraph (a).

Therefore, I have decided to refuse access to documents where they are considered draft documents under section 23(2)(b). I have refused access to these documents as they are outside the scope ("Outside scope") of the requested information because they are draft documents. This includes Folios 30, 31, 32, 36, 28 and 39.

I note these exempt documents also contain confidential business information, which would make them exempt from release under schedule 2, sections 2.2(a)(viii), 2.2(a)(xi), 2.2(a)(xiii), and 2.2(a)(xvi) of the Act.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Folios 30, 31, 32, 35, 35, 38, 39 and 40 of the identified documents contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act or they contain information which is out of scope.

Additional Information

The scope of your requested information

Records relating to positions within ACT Government are held according to position numbers. Searches have been undertaken using the scope of your requested information to best identify related position numbers.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73

of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Katharine Stuart
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

4 March 2024



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST

Reference NO.

"Position Descriptions of the Central Costing Unit role (P39264) between October 2020 to October 2014 and any other Position Description related to the Central Costing Unit function. Note: the position number may be different prior to October 2017 as the Central Costing Unit role was at a SOGA classification prior to then and became a SOGC role from October 2017. The roles: 1: Assistant Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD 2: Senior Director, Central Costing Unit, Strategic Business Branch, Shared Services ICT, Shared Services, CMTEDD The roles were occupied prior to October 2017 by the people below: 1. [REDACTED] 2. [REDACTED] Can you confirm if the people 2 individuals mentioned above were engaged to do the Central Costing Unit roles as ACTPS staff or contractors? I would also like to see any business plans which covered the objectives of the Central Costing Unit during that time period."

CMTEDDFOI 2024-021

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-5	Position Description - P39264	06/09/2017	Full release		Yes
2	6-11	Position Description - P39264	29/10/2018	Full release		Yes
3	12-17	Position Description - P27608	22/03/2021	Full release		Yes
4	18-19	Position Description - P28168	07/08/2013	Full release		Yes
5	20-21	Position Description - P28168	09/11/2012	Full release		Yes
6	22-23	Position Description - P16521	09/11/2012	Full release		Yes
7	24-25	Position Description - P16986	09/11/2012	Full release		Yes
8	26-27	Position Description - P27489	09/11/2012	Full release		Yes
9	28-29	Position Description - P17515, P17550	11/06/2009	Full release		Yes
10	30-31	Position Description - P24121	03/06/2013	Full release		Yes
11	32-33	Position Description - P24121	26/05/2011	Full release		Yes
12	34-38	Position Description - P27608	10/05/2023	Full release		Yes

13	39-40	Position Description – P00418	07/07/2014	Full release		Yes
14	41-42	Position Description – P00418	09/11/2012	Full release		Yes
15	43-44	Position Description – P14086	09/11/2012	Full release		Yes
16	45-46	Position Description – P27423	09/11/2012	Full release		Yes
17	47-48	Position Description – P28177	09/11/2012	Full release		Yes
18	49-50	Position Description – P28188	09/11/2012	Full release		Yes
19	51-52	Position Description – P13616	08/10/2013	Full release		Yes
20	53-54	Position Description – P16337	09/11/2012	Full release		Yes
21	55-56	Position Description – P15782	09/11/2012	Full release		Yes
22	57-58	Position Description – P16473	09/11/2012	Full release		Yes
23	59-60	Position Description – P17223	09/11/2012	Full release		Yes
24	61-62	Position Description – P17727	09/11/2012	Full release		Yes
25	63-64	Position Description – P27089	09/11/2012	Full release		Yes
26	65-66	Position Description – P27424	07/07/2014	Full release		Yes
27	67-68	Position Description – P27424	09/11/2012	Full release		Yes
28	69-70	Position Description – P27513	09/11/2012	Full release		Yes
29	71-72	Business Plan - 2019-20 FY Business Plan Review	undated	Full release		Yes
30	73-91	Draft Document – Appspace Digital Content Management – Service Plan	07/07/2021	Refused	Outside scope Exempt – s 23(2)(b)	No
31	92-96	Benefits Management Plan – Guidelines – unapproved document - Initial draft	undated	Refused	Outside scope Exempt – s 23(2)(b)	No

32	91-111	Draft Document – Service Development Plan and Costing Analysis Service - Service Development Plan	19/02/2020	Refused	Outside scope Exempt – s 23(2)(b)	No
33	112-114	Business Plan 2019-2020	undated	Full release		Yes
34	115-134	Strategic Plan for ICT 2011 to 2015	undated	Full release		Yes
35	135-142	Business Plan	undated	Refused	Sch 2 s 2.2(a)(viii) Sch 2 s 2.2(a)(xi) Sch 2 s 2.2(a)(xiii) Sch 2 s 2.2(a)(xvi)	No
36	143-150	Draft Projects Front Door and Partnerships Work Plan	undated	Refused	Outside scope Exempt – s 23(2)(b)	No
37	151	Strategic Business Branch Plan 2019-20	undated	Full release		Yes
38	152-159	Draft Projects Front Door and Partnerships Business Plan	undated	Refused	Outside scope Exempt – s 23(2)(b)	No
39	160-166	Draft Projects Front Door and Partnerships Business Plan	undated	Refused	Outside scope Exempt – s 23(2)(b)	No
40	167-168	Email chain – Subject: “ ... HR General Enquiry - Position management..”	02/02/2024- 29/02/2024	Partial Access	Outside scope Sch 2, s 2.2(a)(ii) Sch 2, s 2.2(a)(xi)	Yes
Total No of Docs						
40						



ACT
Government

Chief Minister, Treasury and
Economic Development

1

ICT POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and
Economic Development

Portfolio: Treasury

Division: Shared Services

Business Unit: Strategic Business

Branch Unit: Portfolio Hub

Position Title: Central Costing Specialist

Position Number: P39264

Classification: SOGC

Location: Winyu House

Last Reviewed: 6 September 2017

Job Family:

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

PORTFOLIO OVERVIEW

Treasury, within the Chief Minister, Treasury and Economic Development Directorate, is responsible for collecting and managing taxation revenue; managing the Government's financial assets and liabilities, including superannuation liabilities and investments; and providing advice to the Government and ACT agencies on the Territory's budget and financial management, economic and revenue policy, federal financial relations, and workers compensation policy. Treasury is also responsible for Shared Services which provides financial, IT and HR support across Government.

DIVISION OVERVIEW

Shared Services provides strategic, technical, tactical and transactional support for ICT, finance, human resource and commercial services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as having responsibility for critical ICT infrastructure on behalf of the ACT Government.

BUSINESS UNIT OVERVIEW

Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology. Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.

BRANCH UNIT OVERVIEW

The Strategic Business branch delivers professional business change services that enable the ACT Government to deliver quality outcomes for the Territory. Key focus areas include: optimising investment through change initiatives; identifying, supporting and enabling multi-directorate solutions; and delivering quality services that enable business areas to realise significant benefits.

ROLE PURPOSE

- Coordinate directorate ICT requests for review and input into annual budget bids
- Provide assistance to directorate in the preparation of annual concept briefs and budget bids
- Ensure credibility of cost estimates by maintaining a cost estimation documentation.
- Provide assurance of cost estimates to the Projects Front Door
- Provide assistance to project managers in the preparation of project proposal cost estimates
- Represent Shared Services and contribute to a range of Whole of Government forums and initiatives.
- Provide guidance and support to branch senior managers for issues relating to central costing.

ROLE SCOPE

Shared Services workforce roles and skills are aligned to:

- [The Shared Services Capability Framework](#) which describes the skills, knowledge and behaviour for all Shared Services employees; and
- the [Skills Framework for the Information Age \(SFIA\)](#) – for those roles that require an ICT knowledge base and skill set.

This role profile corresponds to a SFIA generic [level of responsibility \(LOR\) 4](#)

Shared Services Team Leader/Semi Autonomous staff are expected to demonstrate a range of behaviours found in the Shared Services Capability Framework including:

- Develop shared knowledge that contributes to effective coordination, improved team performance and enhanced service outcomes
- Design and implement improvements to business processes policies or ways of working to support broader organisational efficiencies.

DUTIES / RESPONSIBILITIES

- **Analytics INAN 5** - Specifies and applies appropriate analytical techniques to create information which supports business decision-making. Formats and communicates results, using textual, numeric, graphical and other.
 - **Consultancy CNSL 5** - Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed.
 - **Financial Management FMIT 4** - Monitors and maintains all required financial records for compliance and audit to all agreed requirements. Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures. Contributes to financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision making.
 - **Research RSCH 3** - Within given research goals, builds on and refines appropriate outline ideas for research, i.e. evaluation, development, demonstration and implementation. Uses available resources to gain an up-to-date knowledge of any relevant field. Reports on work carried out and may contribute sections of material of publication quality
 - **Identifies individual objectives for quality customer service and high end user experience.**
-
- This position does not require a pre-employment medical
 - This position **does not** require a Working with Vulnerable People Check.
 - This position **does not** involve direct supervision of personnel.

SELECTION CRITERIA

Interested candidates are to provide not more than 2 pages summary on the following: -

1. Claims against duties/responsibilities outlined above; and.
2. Demonstrated ability to consistently display commitment and leadership in high quality customer service environments.

Further information on working at CMTEDD can be found at:

http://www.jobs.act.gov.au/_data/assets/pdf_file/0010/839467/Working-in-CMTEDD.pdf

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Central Costing Specialist (position number P39264) and indicates how frequently each of these requirements would be performed. Please note that CMTEDD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: P39264

Division: Shared Services

Classification: SOGC

Business Unit: Shared Services ICT

Location: Winyu House Gungahlin

Position Title: Costing Analyst

Last Reviewed: 29/10/2018

Position Requirements: Current baseline security clearance or ability to obtain and hold a baseline security clearance is mandatory.

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

DIVISION OVERVIEW

Within the Treasury stream of Chief Minister, Treasury and Economic Development Directorate, the Commercial Services and Infrastructure Group brings together functions responsible for the delivery of commercial services to the ACT Government, including capital works projects and accommodation, insurance, corporate services (HR, Finance, ICT, records and publishing) and procurement.

Shared Services provides strategic, technical, tactical and transactional support for ICT, finance, human resource and commercial services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as having responsibility for critical ICT infrastructure on behalf of the ACT Government.

BUSINESS UNIT OVERVIEW

Shared Services ICT [SSICT] provides a comprehensive range of ICT and allied services to all ACT Government Directorates, ACT Government schools, and the Canberra Institute of Technology. It delivers a modern ICT environment including cloud provision, data centres and an extensive optical-fibre voice and data network backed with high quality server and desktop support. SSICT also provides ICT project management, application development, and teams of staff co-located in directorate locations providing contextual advice and guidance as well as business system support services.

POSITION OVERVIEW

The Strategic Business branch delivers professional business change services that enable the ACT Government to deliver quality outcomes across government. Key focus areas include: optimising investment through change initiatives; identifying, supporting and enabling multi-directorate solutions; and delivering quality services that enable business areas to realise significant benefits.

The Shared Services Project Front Door is a trusted advisor and partner to ACT Government Directorates in understanding their business problems and the technology and cost options to address these. Through the provision of these services the business will be able to make better informed investment decisions and ultimately achieve more successful project outcomes.

The role of the Costing Analyst is to engage with Directorates to facilitate annual budget bids and concept briefs.

WHAT YOU WILL DO

1. Undertake costing analysis and modelling of current and future business systems and ICT solutions on behalf of external and internal clients.
2. Coordinate budget bid walk-through, review and sign offs, verifying with stakeholders and ICT Subject Matter Experts that cost models are accurately reflected and align with business requirements.
3. Actively support clients navigate the budget bid process by providing timely advice and input to the directorate in the preparation of annual concept briefs and budget bids.
4. Maintain the credibility of cost estimation by establishing and managing central costing documentation with periodic reviews with Subject Matter Experts.

5. Utilise costing expertise to provide assurance of cost estimates to the Projects Front Door and project proposal cost estimates.
6. Attend and represent Shared Services at a range of Whole of Government forums and initiatives providing advice and expertise on ICT costing and the budget bid process.
7. Working in a multi-disciplinary team you will assume responsibility for assigned tasks and outcomes and ensure they are completed in a timely fashion
8. This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Knowledge of a diversity of project management methodologies (for example: PRINCE2, PMBOK, Agile or Lean etc.)
2. Advanced knowledge of accounting and financial concepts and principles, with specific expertise in costing

Shared Services utilises the Skills Framework for the Information Age (SFIA) to define the required ICT skill set. The following generic SFIA skills apply to this role. Further information on SFIA skills can be found at: <https://www.sfia-online.org/en/framework/sfia-7/a-to-z-skills-collection>.

3. **Financial management FMIT 4:** Monitors and maintains all required financial records for compliance and audit to all agreed requirements. Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures. Contributes to financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision

Behavioural Capabilities

1. Ability to proactively establish and maintain effective and diverse strategic business partnerships, including with senior stakeholders; through collaboration, engagement, responsiveness and influence.
2. Analytical and problem resolution skills, particularly the ability to understand financial data and how issues integrate and impact the overall business
3. Take an innovative and holistic approach to problem solving, design and delivery for improved outcomes.
4. Adaptability to changing circumstances and multiple priorities and demands, and resilience while managing a constantly changing environment

5. Awareness of technical and business market trends and using this knowledge and expertise to enhance collective growth.

Compliance Requirements / Qualifications

1. An ACT Government CMTEDD Baseline clearance is required for this position.
2. Driver's license class C is essential.
3. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Costing Analyst (position number P39264) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Never
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never

Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never



POSITION DESCRIPTION

Directorate: Chief Minister, Treasury and Economic Development

Position Number: P27608

Division: Digital, Data & Technology Solutions

Classification: SOGA

Business Unit: Strategic Business Branch

Location: Winyu House, Gungahlin ACT

Position Title: Senior Director, ICT Strategic Finance

Last Reviewed: 22 March 2021

Position Requirements: Current Baseline security clearance or ability to obtain and hold a baseline security clearance is mandatory.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

DIVISION OVERVIEW

The Digital, Data and Technology Solutions (DDTS) Group is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. The Group is led by the Chief Digital Officer and provides technical, tactical and transactional support for whole of government ICT.

The Group ensures alignment of government ICT and digital priorities and initiatives across the ACT Government. It has responsibility for:

- guiding the future direction of ACT Government business operations, including service delivery to the ACT community;
- strategic direction, policy and standards for whole of government ICT;

- improving whole of government ICT investment management;
- integration of ACT Government services to make it more convenient for citizens and businesses to connect and do business with the government;
- driving the use of data to inform evidence-based decision making, leading to delivery of better services for citizens, and building a sustainable data capability in the ACTPS;
- delivering end user services for all ACT government directorates and agencies;
- managing and maintaining several whole of government business systems, and maintaining technology infrastructure;
- undertaking research and analysis to support strategic policy advice on current and emerging ICT and digital policy issues and initiatives; and
- shaping and sponsoring the development of digital capability at a whole of government level.

BUSINESS UNIT OVERVIEW

The Strategic Business Branch in DDTS delivers professional business change services that enable the ACT Government to deliver quality outcomes for the Territory. Key focus areas include: optimising investment through change initiatives; identifying, supporting and enabling multi-directorate solutions; and delivering quality services that enable business areas to realise significant benefits.

Within Strategic Business Branch, ICT Strategic Finance is responsible for the provision of financial management, advice and support services to the Business Units. It undertakes day-to-day financial management activities such as financial reporting and budget development and management, as well as providing advice on strategic matters.

POSITION OVERVIEW

The Senior Director, ICT Strategic Finance reports directly to the Executive Branch Manager. The role is accountable for leading, reporting, budgeting, costing, business analysis, internal assurance. Additionally, the role is responsible for driving the development, maintenance and implementation of financial policies and procedures relevant to the delivery of services and business improvement activities in DDTS.

This role oversees the formulation of DDTS Financial Plans, Business Plans, monitoring service portfolios, redefining of cost recovery services, optimising funding allocations, cost modelling and a comprehensive understanding of the future operating/cost recovery models, ensuring alignment across the organisation and the Government.

WHAT YOU WILL DO

1. Provide high-level leadership, mentoring, support and strategic guidance; giving direction and performance through skills and knowledge development and provide professional services to DDTS and directorates.
2. Develop and manage an information architecture for cost recovery, strategic financial planning, business planning, service cost modelling and monitoring, service benchmarking and funding management.

3. Develop, maintain and manage DDTS internal assurance framework and related processes including co-ordination of DDTS external and internal audit functions. Undertake and deliver high quality audit and assurance services, review and clear internal audit findings, recommendations, investigations and audit report sign-off and report to Executives.
4. Manage the operations of the Financial Services team including accounts payable, accounts receivable, debtor management and cost recovery processes.
5. Collaborate with DDTS business Managers and external stakeholders to ensure an effective compliance, governance and monitoring process and applicable mitigation strategies are in place for addressing key operational business and financial risks, and meeting business objectives.
6. Drive the development, maintenance and implementation of financial policies and procedures relevant to the delivery of services in DDTS.
7. Assist in the development, implementation and monitoring of strategies that enable effective interaction and communication with DDTS clients and drive continuous improvement in relation to financial management.
8. Undertake the overall management, motivation and leadership of the ICT Strategic Finance team to ensure the team's objectives are achieved and individual team members reach their full potential.
9. Provide strategic and operational support to the Executive Branch Manager Strategic Business in setting and meeting local, organisational, Directorate and ACT Government wide objectives. The role may have to work with other senior leaders to manager the ICT Strategic Finance function.
10. Promote and support DDTS policies, procedures, mission, values, and standards of ethics and integrity.

This position does involve direct supervision of staff

WHAT YOU REQUIRE

The information below describes the capabilities that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Extensive experience in the technical aspects of accounting, costing, auditing, financial management in the public sector context with the proven ability to interpret.
2. Proven experience in leading and managing all aspects of a diverse finance team while working independently with limited direction and guidance and provide appropriate direction to other team members in order for team members to reach their full potential.
3. Experience in ERP/financial information systems (Oracle & ClearCost desirable).

4. Exhibit strong leadership and liaison skills needed to sell ideas and obtain management buy-in for constructive change to cost recovery models, internal processes, policies and procedures.
5. Good understanding of internal auditing standards, COSO and risk assessment practices.

Behavioural Capabilities

1. Strong planning, organisational and time management skills, and proven ability to absorb new information, manage multiple tasks, prioritise competing tight deadlines, switch priorities and projects quickly and comfortably in response to meet business requirements and deliver agreed business outcomes.
2. Proven ability to think objectively and keep calm under pressure, especially when there are tight deadlines and stand firm on difficult issues. Innovative, forward-thinker with ability to review data analysis and search for potential loopholes and vulnerabilities, and report on audit findings together with audit recommendations, and costings billing data analysis.
3. Well-developed verbal and written communication skills, including a proven ability to effectively liaise, negotiate with and influence a range of key stakeholders.
4. Demonstrated ability to establish and maintain effective and diverse business and cross functional partnerships, including with senior stakeholders, through collaboration, engagement, responsiveness and influence.
5. Strong attention to detail and accuracy, particularly with numerical financial information, analytical and problem skills.

Compliance Requirements / Qualifications

1. Tertiary qualification in accounting/finance, Commerce Audit is required or a related field is essential, and/or previous reporting, budgeting, costings/cost recovery and audit experience essential.
2. Membership and professional accreditation of a peak Australian accounting body such as CPA or CA is highly desirable.
3. An ACT Government CMTEDD Baseline clearance is required for this position.
4. This position does not require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never

Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally

Position Details	
Position title:	Associate Business Analyst
Position number:	P28168 (Temporary)
Classification:	AS06
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	07 August 2013
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Provide assistance and support to business analysts.	
Provide assistance and support to business analysts.	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil	

Principal responsibilities

1. Attend client meetings with consultants, draft minutes and requirements document if required.
2. Assist with the development of business requirement specifications for clients.
3. Capture workflows, data relationships and business processes diagrammatically.
4. Plan, undertake and document results of testing on developed applications as required.
5. Assist with workshop facilitation and the coordination of activities between the client team and ICT service provider.

Selection criteria

6.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Position Details	
Position title:	CRM Analyst
Position number:	P28168 (Temporary)
Classification:	AS06
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Collect, collate and analyse data and information concerning clients and stakeholders.	
Reporting relationships	
This position reports directly to the Engagement Office Manager.	
Supervising responsibilities	
Nil	

Principal responsibilities

1. Manage the development, review and update of data and information concerning clients and stakeholders.
2. Mine data to identify trends and find correlations among different data points.
3. Drawing on mined data assist clients to forecast budgets and to make key business decisions pertaining to their use and demand for ICT services.
4. Support CRM system users and provide CRM training and materials.
5. Analyse CRM data to ensure accuracy and consistency of data.
6. Provide reports on pipeline, prospects, marketing, segment, project activity, etc.

Selection criteria

1. Demonstrated sound conceptual and analytical skills including highly developed ability to understand the business intent and to identify key database information.
2. Highly developed ability to gather, organise, analyse, and process information to identify key issues and trends.
3. Strong practical experience and understanding of Customer Relationship Management techniques, methodologies and systems.
4. Extensive experience in maintaining information databases to ensure integrity, accuracy and reporting capabilities.
5. Demonstrated ability to deliver and develop training courses.
6. Demonstrated strong commitment to providing and delivering high quality customer service.
7. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Position Details	
Position title:	Associate Business Analyst
Position number:	P16521
Classification:	ITO 2 / ASO6
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Provide assistance and support to business analysts.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil	

Principal responsibilities

1. Attend client meetings with consultants, draft minutes and requirements document if required.
2. Assist with the development of business requirement specifications for clients.
3. Capture workflows, data relationships and business processes diagrammatically.
4. Plan, undertake and document results of testing on developed applications as required.
5. Assist with workshop facilitation and the coordination of activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated good analytical skills including the ability to contribute to solving business problems.
2. Proven experience in researching aspects of business requirements documentation.
3. Demonstrated knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated knowledge and understanding of basic project management standards.
5. Demonstrated sound communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.
7. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Position Details	
Position title:	Associate Business Analyst
Position number:	P16986
Classification:	ITO 2 / ASO6
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Provide assistance and support to business analysts.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil	

Principal responsibilities

1. Attend client meetings with consultants, draft minutes and requirements document if required.
2. Assist with the development of business requirement specifications for clients.
3. Capture workflows, data relationships and business processes diagrammatically.
4. Plan, undertake and document results of testing on developed applications as required.
5. Assist with workshop facilitation and the coordination of activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated good analytical skills including the ability to contribute to solving business problems.
2. Proven experience in researching aspects of business requirements documentation.
3. Demonstrated knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated knowledge and understanding of basic project management standards.
5. Demonstrated sound communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.
7. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Position Details	
Position title:	Associate Business Analyst
Position number:	P27489
Classification:	ITO 2 / ASO6
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Provide assistance and support to business analysts.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil	

Principal responsibilities

1. Attend client meetings with consultants, draft minutes and requirements document if required.
2. Assist with the development of business requirement specifications for clients.
3. Capture workflows, data relationships and business processes diagrammatically.
4. Plan, undertake and document results of testing on developed applications as required.
5. Assist with workshop facilitation and the coordination of activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated good analytical skills including the ability to contribute to solving business problems.
2. Proven experience in researching aspects of business requirements documentation.
3. Demonstrated knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated knowledge and understanding of basic project management standards.
5. Demonstrated sound communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.
7. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Position Description

Position details

Position title:	Senior Specialist Project Manager
Position number:	P17515, P17550
Classification:	SOG B
Group:	Planning and Development
Branch:	N/A
Section:	Program Office
Security clearance:	Highly Protected
Date of review:	11 June 2009

Organisational environment

InTACT is a shared ICT service organisation providing a comprehensive range of ICT and allied services to the ACT Government including ICT infrastructure, business systems development and support, ICT policy, ICT project services, publishing and records management.

InTACT is a business unit of Shared Services within the ACT Department of Territory and Municipal Services with approximately 500 staff, with many physically located within ACT Government departments and agencies. InTACT operates on a cost recovery basis with an annual operating budget of around \$110m.

InTACT manages a modern ICT environment that includes four major computer centres, over 1,100 Windows, UNIX and Linux servers, more than 140TB of data storage, over 1,500 network devices, Government-wide IP telephony, an integrated fibre-optic voice and data network, and high-speed Internet connectivity. This infrastructure supports more than 1,500 key business applications used by 18,000 public servants, 20,000 tertiary students and 35,000 school students across the ACT.

Further information on InTACT's role, structure and operations can be obtained from www.intact.act.gov.au.

Position objective

To lead and manage InTACT's high profile, complex, high risk projects, especially projects in difficulty or crisis, and lead and assist in development of mature processes for the effective and efficient delivery of new capability to InTACT's clients.

Reporting relationships

This position reports to the Program Office Manager.

Supervising responsibilities

This position will directly supervise a number of staff members involved in projects.

Principal responsibilities

1. Establish, and manage high profile, high risk projects, especially those projects in crisis, to ensure the delivery of business benefit IT and infrastructure solutions to InTACT's customers.
2. Provide high level leadership, strategic advice and policies relating to the provision of whole-of-government project management and business analysis capabilities and associated services.
3. Manage relationships in regard to internal and external suppliers and providers of ICT products and services.
4. Specify, prioritise and manage project and assist in pre-project based work.
5. Provide representation at internal forums and committees to ensure effective communication and collaboration.
6. Ensure compliance with relevant public sector legislation and policies, including EEO, OHS, anti-discrimination, equity and diversity.

Selection criteria

1. Demonstrated high-level leadership skills and management experience in developing and managing a team of ICT professionals dedicated to delivering project outcomes and business solutions.
2. Demonstrated strategic, conceptual and analytical skills with the ability to provide business-focussed advice and decision-making relating to the effective use of ICT technologies across a diverse client base.
3. Proven organisational awareness and the ability to develop productive relationships and networks.
4. Demonstrated experience, and/or knowledge of contemporary business analysis techniques.
5. Proven high-level representational, negotiation, and communication skills with the ability to engage stakeholders at a whole-of-government level.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Knowledge of MSP, PRINCE2, and ITIL frameworks would be highly advantageous.

Professional membership of the Australian Computer Society or similar organisation would be highly regarded.

Position Details

Position title:	Business Applications and Support Manager
Position number:	P24121
Classification:	SITO A
Division:	Shared Services ICT
Branch:	Business Development
Section:	Business Applications and Support
Security clearance:	Protected
Date of review:	3 June 2013

Organisational environment

Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.

Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.

Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.

Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.

Further information relating to Shared Services can be found at <http://www.sharedservices.act.gov.au>.

Position objective

Business Applications and Support Section manages a number of key business and government critical applications, through provision of defects management, application support and maintenances and custom software and development.

This position leads Shared Services ICT's application software development and management teams in the provision of effective business systems to the ACT Government by acquiring, developing, enhancing and supporting robust, fit-for-purpose software solutions.

Reporting relationships

This position reports directly to the Director Business Development.
Supervising responsibilities
This position directly supervises four staff and is indirectly responsible for a further 50 positions.
Principal responsibilities
<ol style="list-style-type: none"> 1. To lead the Business Applications and Support Section including the development of appropriate business plans, the setting of strategic directions and goals and managing allocated human physical and financial resources in accordance with ACT Government legal and administrative frameworks, policies and procedures. 2. In consultation with business system owners, plan and develop innovative, robust and responsive business solutions for the ACT Government. Maintain and support a number of business and Government critical applications as per the SLA, with business system owners. 3. Promote software development methodologies and standards that support the ACT government enterprise architecture. <p>Provide representation at internal forums and committees to ensure effective communication and collaboration.</p>
Selection criteria
<ol style="list-style-type: none"> 1. Demonstrated highly developed strategic, conceptual and analytical skills with the ability to provide business focussed advice and decision-making relating to the effective use of ICT technologies in a business situation. 2. Demonstrated ability to achieve results in a complex and diverse ICT environment. 3. Demonstrated high-level leadership skills and management experience, especially on how to deal with uncertainties in the environment. 4. Proven high-level representational, negotiation, and communication skills with the ability to engage a range of different stakeholders at all levels. 5. Understanding of public service values covering ethical standards and a demonstrated self-awareness, professionalism and a proven commitment to Respect, Equity and Diversity in the workplace and health and safety principles and practices.
Additional information
<p>Educational and professional qualifications checks may be undertaken prior to employment.</p> <p>Knowledge of MSP, PRINCE2, and ITIL frameworks would be highly advantageous.</p> <p>Professional membership of the Australian Computer Society or similar organisation would be highly regarded.</p> <p>Knowledge of SDLC and key development methodologies, especially in RAD, Extreme, spiral model, throwaway prototyping model, incremental/iterative development, would be highly advantageous.</p>

Position Details	
Position title:	Business Applications and Support Manager
Position number:	P24121
Classification:	SITO A
Division:	Shared Services
Business Unit:	Shared Services ICT
Branch:	Business Development
Section:	Business Applications and Support
Security clearance:	Protected
Date of review:	26 May 2011
Organisational environment	
<p>Shared Services Information and Communication Technology (ICT) provides a comprehensive range of ICT and allied services to the ACT Government including ICT infrastructure, business systems development and support, ICT policy, ICT project services, and publishing.</p> <p>Shared Services ICT is part of the ACT Treasury Directorate with approximately 600 staff, with many physically located within other ACT Government Directorates. Shared Services ICT operates on a full cost recovery basis with an annual operating budget of around \$120m.</p> <p>Shared Services ICT manages a modern ICT environment that includes four major computer centres, over 2,200 Windows, UNIX and Linux servers, more than 500 terabytes of managed data storage, over 3,000 network devices, Government-wide IP telephony, an integrated fibre-optic voice and data network, and high-speed Internet connectivity. This infrastructure supports more than 3,500 key business applications used by 18,000 public servants, 20,000 tertiary students and 35,000 school students across the ACT.</p> <p>Further information on the role, structure and operations of Shared Services ICT can be obtained from <www.intact.act.gov.au>.</p>	
Position objective	
<p>To lead Shared Services ICT's application software development and management teams in the provision of effective business systems to the ACT Government by acquiring, developing, enhancing and supporting robust, fit- for-purpose software solutions.</p>	
Reporting relationships	
<p>This position reports directly to the Director Business Development.</p>	

Supervising responsibilities

This position directly supervises four staff and is indirectly responsible for a further 50 positions.

Principal responsibilities

1. To lead the Business Applications and Support Section including the development of appropriate business plans, the setting of strategic directions and goals and managing allocated human physical and financial resources in accordance with ACT Government legal and administrative frameworks, policies and procedures.
2. In consultation with business system owners, plan and develop innovative, robust and responsive business solutions for the ACT Government.
3. Promote software development methodologies and standards that support the ACT government enterprise architecture.
4. Provide representation at internal forums and committees to ensure effective communication and collaboration.

Selection criteria

1. Demonstrated high-level leadership skills and management experience in developing, managing and supporting complex and diverse ICT environments relevant to the role.
2. Demonstrated highly developed strategic, conceptual and analytical skills with the ability to provide business focussed advice and decision-making relating to the effective use of ICT technologies.
3. Proven strong organisational awareness including the ability to develop productive relationships and networks.
4. Proven high-level representational, negotiation, and communication skills with the ability to engage stakeholders at a whole of government level.
5. Demonstrated success as a manager or sole-contributor in the technical area/s of expertise covered by the role.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Knowledge of MSP, PRINCE2, and ITIL frameworks would be highly advantageous.

Professional membership of the Australian Computer Society or similar organisation would be highly regarded.

Knowledge of SDLC and key development methodologies, especially in RAD, Extreme, spiral model, throwaway prototyping model, incremental/iterative development, would be highly advantageous.

POSITION DESCRIPTION



Directorate: Chief Minister, Treasury and Economic Development

Position Number: P27608

Division: Digital, Data & Technology Solutions

Classification: SOG A

Business Unit: Strategic Business Branch

Location: Winyu House, Gungahlin ACT

Position Title: Senior Director, DDTS Finance Partners

Last Reviewed: 10 May 2023

Position Requirements: Current baseline security clearance or ability to obtain and hold a baseline security clearance is mandatory.

The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

Chief Minister, Treasury and Economic Development Directorate (CMTEDD) leads the ACT Public Service and provides strategic advice and support to the Chief Minister, Treasurer, Minister for Economic Development and the Cabinet on policy, financial and economic matters, service delivery and whole of government issues. The Directorate facilitates the implementation of government priorities and drives many new initiatives, including Access Canberra which provides a range of ACT Government shopfront and regulatory services. The Directorate is also responsible for Shared Services which provides financial, ICT and HR support across Government. The Director-General of CMTEDD is also the Head of Service.

GROUP OVERVIEW

The Digital, Data and Technology Solutions (DDTS) Group is responsible for driving the ACT's digital agenda and leading the whole of government strategic direction for ICT. The Group is led by the Chief Digital Officer and provides technical, tactical and transactional support for whole of government ICT.

The Group ensures alignment of government ICT and digital priorities and initiatives across the ACT Government. This includes setting the strategic direction, policy and standards for whole of government ICT, improving whole of government ICT investment management, delivering end user services for all ACT government directorates and agencies, and maintaining several key whole of government business systems and underlying infrastructure.

BUSINESS UNIT OVERVIEW

The Strategic Business Branch in DDTS delivers project management and enabling business services that support ACT Government in delivering deliver quality ICT outcomes for the Territory. Services provided by the branch include procurement, contracts and licensing, finance, communications, change management, project management, and portfolio management.

Within Strategic Business Branch, DDTS Finance Partners is responsible for the provision of financial management, advice, and support to the whole Division. It undertakes day-to-day financial management activities such as financial reporting, budget development and management, asset management, cash management, and client billing. Additionally, it provides analysis and advice on strategic matters including capital investment planning, funding and cost recovery model development, and business case analysis/costing.

POSITION OVERVIEW

The Senior Director, DDTS Finance Partners reports directly to the Executive Group Manager.

In this role, you will be responsible for leading a team of finance professionals (~15 staff) in the provision of reporting, budgeting, asset management, finance partnering, costings, AP/AR, and technical accounting support.

You will have a high level of freedom in determining how the key outputs of the team are delivered and will be strongly supported in pursuing opportunities for business process improvements. You will also have the opportunity to experience a team culture which values a positive work-life balance without compromising on delivery.

There is a strong focus on professional development within the team and opportunities are available for Territory supported studies in addition to informal coaching and mentoring opportunities available within the Division. You will also have the opportunity to coach and mentor staff within the team with a focus on continued improvement and succession planning.

WHAT YOU WILL DO

1. Provide strong leadership, mentoring, and support to staff in delivering routine financial services including monthly reporting, budgeting, journals preparation/processing, and asset management activities including disposals, revaluations, and impairments.
2. Provide independent assessment and recommendations to the executive on the strategic view of the financial environment, future budgets and other financial and business issues as they arise. Provide high-level representation at both internal and multi-agency meetings and forums.
3. Provide ongoing coaching and support to staff across the team with a focus on building soft and technical skills that allow for staff growth and succession planning.
4. Drive the automation of routine tasks and the adoption of new technologies (i.e. Excel, Power BI, Clearcost) to modernise the delivery of financial analysis and insights to key stakeholders within DDTS.
5. Drive the development, maintenance and implementation of a robust recovery framework and develop financial policies and procedures that support a mature approach to prioritising resource allocations and exercising financial delegations.
6. Establish a mature finance partnering function that is able to deliver tailored analysis and insights that support executive decision making and builds stakeholder trust in our services.
7. This position will involve supervision of up to 15 staff including 3 direct reports.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Extensive experience in the technical aspects of accounting, financial management reporting, and budget management in a public sector context. This includes a strong understanding of, and experience with, interpreting and applying accounting standards, public sector legislation, and financial management best practice.
2. Ability to adapt and lead a team in a demanding and changing work environment including developing and motivating staff to achieve quality and timely outcomes.
3. Demonstrated experience in developing, implementing, and maintaining integrated financial management information systems utilising a variety of tools such as MS Excel, TM1, Oracle, SAP, Power BI and ClearCost.
4. Ability to lead workshops and provide high level specialist advice with different areas across the Territory to educate on correct financial procedures and processes.

Behavioural Capabilities

1. Strong planning, organisational and time management skills with a proven ability to manage multiple competing priorities with tight timeframes to deliver on business outcomes. Keeps calm and thinks objectively under pressure.
2. Proven ability to absorb new information quickly and can quickly and confidently synthesize complex financial information into key insights and analysis that drive operational and strategic decision making. Has well-developed verbal and written communication skills that support effective communication with senior executive audiences with non-accounting backgrounds.
3. Demonstrated ability to establish and maintain effective and diverse partnerships across business-lines through collaboration and positive engagement.

Compliance Requirements / Qualifications

1. Tertiary qualification in an accounting/finance discipline and a minimum of 5 years relevant experience in reporting, budgeting, costings, or audit is essential.
2. CAANZ or CPA Australia membership or substantial completion of required coursework is highly desirable.
3. Successful applicants will be required to currently hold or be able to obtain and maintain an ACT Government Baseline Security Clearance.
4. This position **does not** require a pre-employment medical.
5. This position **does not** require a Working with Vulnerable People Check.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Director, Reporting, Budgeting and Assets (position number P01906) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Never
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally

Position Details	
Position title:	Senior Business Analyst
Position number:	P00418
Classification:	SITO B
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	7 July 2014
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services to the ACT Government.	
Reporting relationships	
This position reports directly to the Director, Business Development, Shared Services ICT.	
Supervising responsibilities	
This position has supervisory responsibilities.	

Principal responsibilities

1. Lead, manage and co-ordinate a team of business analysts.
2. Assist clients as they develop plans for their future business and related ICT needs.
3. Undertake analysis and modeling of clients' current and future business and information management environments.
4. Actively support clients as they analyse their requirements for proposed business solutions.
5. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
6. Provide advice to business managers on information management challenges.
7. Act as a facilitator, coordinating activities between the client team and ICT service providers.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modeling and documentation.
3. Demonstrated high level knowledge and understanding of project management standards.
4. A commitment to the customer service standards of the ACT Government Service, particularly the ability to manage sensitive and confidential issues and deliver quality services and products to a wide range of customers.
5. Model and demonstrate the ACT Government Code of Conduct and lead safe work practices that are in accordance with the Directorate's Work Health and safety policies, procedures and responsibilities.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.
Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Senior Business Analyst
Position number:	P00418
Classification:	SITO B
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of IT program Office services for the Directorate.	
Reporting relationships	
This position reports directly to the Executive Director, Shared Services ICT.	
Supervising responsibilities	
This position has supervisory responsibilities.	

Principal responsibilities

1. Facilitate, enable and support IM planning and governance processes in the Directorate.
2. Assist in the formulation of ICT policies and standards for the Directorate.
3. Facilitate the dissemination and implementation of ACT Government ICT policies and standards.
4. Provide advice to business managers on cost-effective use of ICT.
5. Act as Project Manager, coordinating activities between the client team and software vendor personnel.

Selection criteria

1. Demonstrated high level knowledge and understanding of current and emerging trends in Information, Computing and Telecommunications (ICT) technologies.
2. Demonstrated high level analytical and conceptual skills.
3. Demonstrated high level knowledge and understanding of project management standards as applied to business application systems projects.
4. Demonstrated high level communication, negotiation, liaison and representation skills.
5. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P14086
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P27423
Classification:	SITO C / SOG C
Division:	Shared Services
Business Unit:	Shared Services Information and Communication Technology (ICT)
Branch:	Executive
Section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Estimates Manager
Position number:	P28177
Classification:	SITO C / SOG C
Division:	Shared Services
Business Unit:	Shared Services Information and Communication Technology (ICT)
Branch:	Executive
Section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
Manage and co-ordinate estimates and proposals provided to clients.	
Reporting relationships	
This position reports directly to the Engagement Office Manager.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. In consultation with key stakeholders, coordinate and develop cost estimates and pre-project proposals for clients' ICT related activities.
2. Facilitate the organisation's responses to clients seeking assistance in developing business cases, budget estimates and strategic plans.
3. Manage the development and delivery of key publications for internal and external stakeholders.
4. Where appropriate, evaluate tender responses and submissions from suppliers for clients.
5. Assist clients in modelling the total cost of ownership for ICT related activities.
6. Assist clients in undertaking cost/benefit analysis of ICT related activities.
7. Assist clients in developing budgets for ICT related activities.

Selection criteria

1. Demonstrated knowledge and understanding of information technology infrastructure and application development in order to develop cost estimates.
2. Demonstrated knowledge and understanding of information technology infrastructure and application development to identify the total cost of ownership of business systems.
3. Demonstrated highly developed strategic, conceptual and analytical skills with the ability to provide business focussed advice and decision-making relating to the effective use of ICT.
4. Demonstrated high level written and verbal communication and negotiation skills and the ability to influence stakeholders and engage appropriate resources within Shared Services ICT.
5. Proven ability to analyse, document and develop a range of publications such as business cases, budget estimates and strategic plans.
6. Demonstrated commitment to providing excellent customer service and encouraging ICT best practice.
7. Proven organisational awareness and significant experience in developing and sustaining strong networks and relationships.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Professional membership of the Australian Computer Society or similar organisation would be highly desirable.

Position Details	
Position title:	Business Analyst
Position number:	P28188
Classification:	SITO C / SOG C
Division:	Shared Services
Business Unit:	Shared Services Information and Communication Technology (ICT)
Branch:	Executive
Section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Senior Business Analyst
Position number:	P13616
Classification:	SITO B
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Business Development
Sub-section:	Business Analysis
Security clearance:	Protected
Date of review:	8 October 2013
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Business Analysis Section Manager.	
Supervising responsibilities	
This position has supervisory responsibilities.	

Principal responsibilities

1. Lead, manage and co-ordinate a team of business analysts.
2. Assist clients as they develop strategic plans for their future business and related ICT needs.
3. Undertake analysis and modelling of clients' current and future business and information management environments.
4. Actively support clients as they analyse their requirements for proposed business solutions.
5. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
6. Provide advice to business managers on information management challenges.
7. Act as a facilitator, coordinating activities between the client team and ICT service providers.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Knowledge of MSP, PRINCE2, and ITIL frameworks would be highly advantageous.

Professional membership of the Australian Computer Society or similar organisation would be highly regarded.

Position Details	
Position title:	Shared Services ICT Engagement Manager
Position number:	P16337
Classification:	SOG B
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	Protected
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
<p>To develop and maintain Shared Services ICT's reputation as the trusted partner of agencies by preparing and undertaking pre-project activities and to build and maintain Shared Services ICT's capabilities to provide pre-project services to agencies within allocated resources.</p>	
Reporting relationships	
<p>This position reports directly to the Business Analysis and Customer Engagement Manager.</p>	
Supervising responsibilities	
<p>This position has supervisory responsibilities.</p>	

Principal responsibilities

1. Lead a team within Shared Services ICT, responsible for engaging our clients to ensure that the project start-up phase is of an appropriate quality in terms of requirements specification, budget and governance.
2. Develop a consulting capability within the group to help develop proposals and business cases which will effectively utilise the Shared Services ICT 'centres of Excellence' model.
3. Develop a plan of activities which outlines a 'pipe-line' of activities that enables better resource planning across whole of Government investment in ICT.
4. Facilitate early engagement of Shared Services ICT services by our clients.
5. Liaise on an ongoing basis with clients regarding the use of the service and plan pro-actively to identify and cater for future initiatives that could make use of the service.

Selection criteria

1. Demonstrated ability to lead and manage a team of professionals in the delivery of pre-project services.
2. Proven experience with undertaking general ICT consultancy including the understanding of business requirements processes and analysis and how technology can be used to increase business productivity and effectiveness.
3. Demonstrated ability to define problems and clearly present options using cost-benefit and risk analysis, concept briefs, business cases and similar techniques and documents.
4. Proven high-level representational, negotiation and communications skills with the ability to engage stakeholders at a whole-of-government level.
5. Demonstrated understanding and experience of Investment Management and Project Management principles and practices.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Qualifications in Business Analysis, Accounting, Economics, ICT or Project Management would be an advantage.

Position Details	
Position title:	Business Analyst
Position number:	P15782
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P16473 (Temporary)
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.
Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P17223 (Temporary)
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.
Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P17727
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst (MyShift project)
Position number:	P27089 (Temporary)
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	N/A
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P27424
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	7 July 2014
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Supervises team of business analysts.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated sound verbal and written communications skills, including an ability to build effective relationships with key stakeholders.
6. A commitment to the customer service standards of the ACT Government Service, particularly the ability to manage sensitive and confidential issues and deliver quality services and products to a wide range of customers.
7. Model and demonstrate the ACT Government Code of Conduct and lead safe work practices that are in accordance with the Directorate's Work Health and safety policies, procedures and responsibilities.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P27424
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Supervises team of business analysts.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Position Details	
Position title:	Business Analyst
Position number:	P27513
Classification:	SITO C / SOG C
Division:	Shared Services
Branch:	Shared Services Information and Communication Technology (ICT)
Section:	Executive
Sub-section:	Business Analysis and Customer Engagement
Security clearance:	TBA
Date of review:	9 November 2012
Organisational environment	
<p>Shared Services is a Division of Commerce and Works that provides tactical and transactional finance and human resources services, publishing and record services and comprehensive procurement and ICT services to ACT Government Directorates. Shared Services manages several whole-of-government business systems, as well as controlling critical ICT infrastructure on behalf of the ACT Government.</p> <p>Shared Services ICT provides a comprehensive range of ICT and allied services to all ACT Government Directorates and their staff as well as to ACT Government schools and the Canberra Institute of Technology.</p> <p>Shared Services ICT operates within a modern ICT environment which includes four major data centres, and an extensive private optical-fibre voice and data network. Other services provided include desktop support, ICT project management and business system development and support.</p> <p>Shared Services provides staff with flexible working arrangements, access to a range of varied and interesting roles and training that is tailored to their career goals. Staff working within Shared Services are expected to demonstrate quality customer service and team work skills, be willing to continuously improve, be outcome focused and accountable for their actions.</p> <p>Further information relating to Shared Services can be found at http://www.sharedservices.act.gov.au.</p>	
Position objective	
The provision of business analysis services for the clients of Shared Services ICT.	
Reporting relationships	
This position reports directly to the Senior Business Analyst.	
Supervising responsibilities	
Nil.	

Principal responsibilities

1. Undertake analysis and modelling of clients' current and future business and information management environments.
2. Actively support clients as they analyse their requirements for proposed business solutions.
3. Analyse client requirements and collaborate with technical specialists to develop fit-for-purpose solutions to business problems.
4. Provide advice to business managers on information management challenges.
5. Act as a facilitator, coordinating activities between the client team and ICT service provider.

Selection criteria

1. Demonstrated high level analytical and conceptual skills.
2. Demonstrated proficiency in business process modelling and documentation.
3. Demonstrated high level knowledge and understanding of current and emerging trends in business analysis and Information, Computing and Telecommunications (ICT) technologies.
4. Demonstrated high level knowledge and understanding of project management standards.
5. Demonstrated high level communication, negotiation, liaison and representation skills.
6. Demonstrated commitment to high quality customer service.

Additional information

Educational and professional qualifications checks may be undertaken prior to employment.

Relevant tertiary/professional qualifications desirable.

Business enablement and analysis services 2019 – 2020

Business Enablement and Analysis Services (BEAS) is a trusted advisor and partner to Directorates. We understand their business problems and identify the best-suited technology options for

STRENGTHENING PARTNERSHIPS

Key deliverables	Responsible officer	Supporting officers	Critical dates	Success measures	Achievements (CCU)	Outstanding Items (CCU)	Focus for 2020 (CCU)
Section Management <ul style="list-style-type: none"> > Budget Management > Strategic Relationship Management (Shared Services and Directorates) > Maintain neutrality and customer first focus. > Facilitation of change and uplift in alignment of new functionalities 	Senior Manager	All Staff	Ongoing	<ul style="list-style-type: none"> > Section on budget. > Higher Directorate project satisfaction measured via customer survey. > Section Communication Plan developed 	N/A Yes, based on the recent CCU survey of the 20-21 FY Business Case Assessment, there were improvements from last year. However, more improvements could be made. Yes, neutrality and a customer first focus was maintained when dealing with Directorates and Internal SME's. Yes, facilitation of change and uplift in alignment of new functionalities/processes were made.		Continue evolving, understanding clients needs and expectations delivering a positive outcome.
Transformation <ul style="list-style-type: none"> > Process Mapping work package <ul style="list-style-type: none"> o Define and Categorise Request Types (PFD) o Update Process Documents (All) o Develop Core Service Process Documents (CCU) o Structured client request process (BA) 	Senior Manager	All Staff	Q4 FY19/20	<ul style="list-style-type: none"> > PFD categorisations system updated > Process Documents reviewed, re-aligned and updated > Standard Operating Procedures for each sub team > Pilot and implement formal Business Analyst engagement process 	Yes, core service process documents were developed. Working with the Service Management team to formalise the service. Yes, SOP completed.		
Industry Relationships <ul style="list-style-type: none"> > Maintain the pool of partners from the Consult IT Panel. > Update panel documents to use the DTA Marketplace and replacement panels as they become available > Align with the Office of the Chief Digital Officer on solution options and Service Design approach. 	Senior Analysts	Business Analyst Coordinators	Ongoing	<ul style="list-style-type: none"> > Panel of suppliers for both PFD and BA cases operating for the year > Increased engagement with OCDO 	N/A		

GREAT PEOPLE

Key deliverables	Responsible officer	Supporting officers	Critical dates	Success measures	Success measures	Outstanding Items (CCU)	Focus for 2020 (CCU)
Transformation <ul style="list-style-type: none"> > Workforce Plan work package <ul style="list-style-type: none"> o Analyse workforce and client demands (All) o Recruitment strategy (PFD & CCU) o Define recruitment process (All) o Formalise Learning & Development Catalogue (All) o Team Management (All) 	Senior Manager	Senior Analysts	Q3 FY19/20	<ul style="list-style-type: none"> > Analyse and document team demands. Develop strategy for workforce elasticity > Formal recruitment strategy and defined processes > SkillsTX in place to analyse and prioritise staff development requirements. > Skills Matrix and training catalogue developed > KPIs reviewed to align with strategic outcomes 	Yes, training and upskilling staff to address a workforce plan (continuation) risk was completed. Yes, workforce and client demands were mapped out and a future state of work was prepared. Yes, recruitment strategy attained as CCU AD appointed permanently. Future recruitment is possible. Yes, Team Management seemd to go well. Improvements could always be made.	Learning and Development catalogue yet to be finalised.	
Learning and Development <ul style="list-style-type: none"> > Provide staff with an engaging work environment that fosters the opportunity to build upon individual capabilities, skills and behaviours (through workforce planning, the application of the Skills Framework for the Information Age (SFIA), and the Behavioural Capability Framework). 	Senior Manager	All Staff	Q1 FY19/20	<ul style="list-style-type: none"> > PDPs to support required analysis skills > Mentor structure to support on the job up skilling and support. > Staff training needs clearly identified to meet required skill sets 	Yes, PDPs supported the discussions/progressions to required analysis skills. Yes, CCU expanded to 2+ resources. Yes, accounting technical and behavioural soft skills are required.		
Recognition <ul style="list-style-type: none"> > Recognise and celebrate the achievements of our Branch and Team. Foster an inclusive culture that values the contribution of all team members 	Senior Manager	All Staff	Ongoing	<ul style="list-style-type: none"> > Provide opportunities and forums to recognise the achievements of our Branch and Team. > Identify and support team members to seek opportunities to develop skills and experience. 	Yes, our work was adequately recognised in forums and other scenarios. Yes, BEAS SD and SB EBM are supportive of the CCU's growth.		

TRANSFORM SERVICE DELIVERY

Key Deliverables	Responsible officer	Supporting officers	Critical dates	Success Measures	Success Measures	Outstanding Items (CCU)	Focus for 2020 (CCU)
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<p>Transformation</p> <ul style="list-style-type: none"> > Technology Transformation work package <ul style="list-style-type: none"> o Collaborative technology toolset for team and client engagement (All) o Utilise technology to increase costing accuracy (CCU) 	<p>Senior Analysts/ Costing Analysts</p>	<p>Business Analyst Coordinators</p>	<p>Q4 FY 19/20</p>	<ul style="list-style-type: none"> > Migration to strategic platform for case management and collaboration > Interactive and automated reporting in place > Effort Cost Ratio Calculator updated 	<p>Yes, SharePoint online, ServiceNow, Teams and the CCU inbox have been used in collaboration within CCU and the greater BEAS and SB branch.</p> <p>Yes, effort calculator updated. However, access to live data is required from other areas within SB to analyse efforts on SSICT Project costs.</p>	<p>Reporting is not yet automated, however, it is quick and easy to export/run reports.</p>	
<p>External Partners</p> <ul style="list-style-type: none"> > Engage with key industry suppliers through adhoc engagements or enhanced procurement methods to leverage industry expertise regarding emerging technologies. 	<p>Senior Manager</p>	<p>All Staff</p>	<p>Q2 FY18/19</p>	<ul style="list-style-type: none"> > Update panel documents to use the DTA Marketplace and replacement panels as they become available > Maintain the pool of partners from Consult IT Panel > Operation of Business Analyst Panel 	<p>N/A</p> <p>N/A</p> <p>N/A</p>		
<p>Internal Partners</p> <ul style="list-style-type: none"> > Work in partnership with Strategic Business teams to implement new service models and offerings; including: <ul style="list-style-type: none"> > Proofs of Concepts and Experiments, in alignment with strategic approach and predictive emerging technologies. > Adoption of P3M ideation and demand management processes > Alignment with Vision 2020+ in operational outcomes. > Alignment with Central Costing functionality and budget bid processes 	<p>Senior Manager</p>	<p>All Staff</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> > Implement a scalable cost model to support the implementation of new services, including POCs/ Experiments, and the inclusion of Business Analysis capability. > Allocation of \$50,000 in funding to POCs/ Experiments 	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>Yes, CCU aims to align it's process to the budget bid process.</p>		

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BUSINESS ENABLEMENT AND ANALYSIS SERVICES 2019 – 2020

Business Enablement and Analysis Services (BEAS) is a trusted advisor and partner to Directorates. We understand their business problems and identify the best-suited technology options for their needs.

STRENGTHENING PARTNERSHIPS

Key deliverables	Responsible officer	Supporting officers	Critical dates	Success measures
Section Management <ul style="list-style-type: none"> > Budget Management > Strategic Relationship Management (Shared Services and Directorates) > Maintain neutrality and customer first focus. > Facilitation of change and uplift in alignment of new functionalities 	Senior Manager	All Staff	Ongoing	<ul style="list-style-type: none"> > Section on budget. > Higher Directorate project satisfaction measured via customer survey. > Section Communication Plan developed
Transformation <ul style="list-style-type: none"> > Process Mapping work package <ul style="list-style-type: none"> o Define and Categorise Request Types (PFD) o Update Process Documents (All) o Develop Core Service Process Documents (CCU) o Structured client request process (BA) 	Senior Manager	All Staff	Q4 FY19/20	<ul style="list-style-type: none"> > PFD categorisations system updated > Process Documents reviewed, re-aligned and updated > Standard Operating Procedures for each sub team > Pilot and implement formal Business Analyst engagement process
Industry Relationships <ul style="list-style-type: none"> > Maintain the pool of partners from the Consult IT Panel. > Update panel documents to use the DTA Marketplace and replacement panels as they become available > Align with the Office of the Chief Digital Officer on solution options and Service Design approach. 	Senior Analysts	Business Analyst Coordinators	Ongoing	<ul style="list-style-type: none"> > Panel of suppliers for both PFD and BA cases operating for the year > Increased engagement with OCDO

🔍 GREAT PEOPLE

Key deliverables	Responsible officer	Supporting officers	Critical dates	Success measures
Transformation > Workforce Plan work package <ul style="list-style-type: none"> ○ Analyse workforce and client demands (All) ○ Recruitment strategy (PFD & CCU) ○ Define recruitment process (All) ○ Formalise Learning & Development Catalogue (All) ○ Team Management (All) 	Senior Manager	Senior Analysts	Q3 FY19/20	> Analyse and document team demands. Develop strategy for workforce elasticity > Formal recruitment strategy and defined processes > SkillsTX in place to analyse and prioritise staff development requirements. > Skills Matrix and training catalogue developed > KPIs reviewed to align with strategic outcomes
Learning and Development > Provide staff with an engaging work environment that fosters the opportunity to build upon individual capabilities, skills and behaviours (through workforce planning, the application of the Skills Framework for the Information Age (SFIA), and the Behavioural Capability Framework).	Senior Manager	All Staff	Q1 FY19/20	> PDPs to support required analysis skills > Mentor structure to support on the job up skilling and support. > Staff training needs clearly identified to meet required skill sets
Recognition > Recognise and celebrate the achievements of our Branch and Team. Foster an inclusive culture that values the contribution of all team members	Senior Manager	All Staff	Ongoing	> Provide opportunities and forums to recognise the achievements of our Branch and Team. > Identify and support team members to seek opportunities to develop skills and experience.

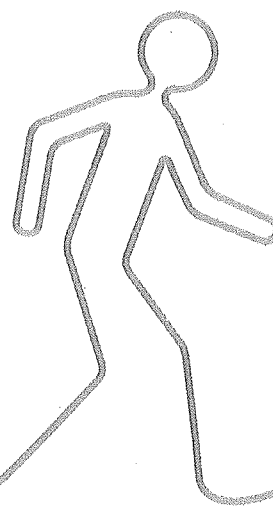
🔍 TRANSFORM SERVICE DELIVERY

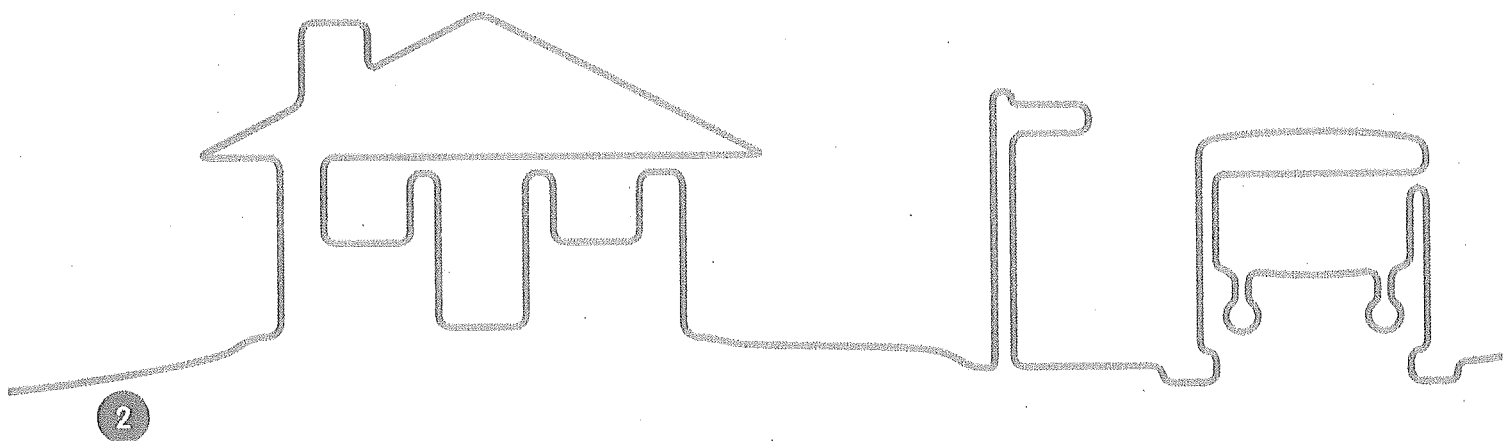
Key Deliverables	Responsible officer	Supporting officers	Critical dates	Success Measures
Transformation > Technology Transformation work package <ul style="list-style-type: none"> ○ Collaborative technology toolset for team and client engagement (All) ○ Utilise technology to increase costing accuracy (CCU) 	Senior Analysts/ Costing Analysts	Business Analyst Coordinators	Q4 FY 19/20	> Migration to strategic platform for case management and collaboration > Interactive and automated reporting in place > Effort Cost Ratio Calculator updated
External Partners > Engage with key industry suppliers through adhoc engagements or enhanced procurement methods to leverage industry expertise regarding emerging technologies.	Senior Manager	All Staff	Q2 FY18/19	> Update panel documents to use the DTA Marketplace and replacement panels as they become available > Maintain the pool of partners from Consult IT Panel > Operation of Business Analyst Panel
Internal Partners > Work in partnership with Strategic Business teams to implement new service models and offerings; including: <ul style="list-style-type: none"> > Proofs of Concepts and Experiments, in alignment with strategic approach and predictive emerging technologies. > Adoption of P3M ideation and demand management processes 	Senior Manager	All Staff	Ongoing	> Implement a scalable cost model to support the implementation of new services, including POCs/ Experiments, and the inclusion of Business Analysis capability. > Allocation of \$50,000 in funding to POCs/ Experiments

<p>> Alignment with Vision 2020+ in operational outcomes. > Alignment with Central Costing functionality and budget bid processes</p>				
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The Strategic Plan for ICT 2011-15







Foreword from the Chief Minister

Nowadays, information and communications technology (ICT) is interwoven into just about everything we do, whether it be studying at a college, paying our bills or simply catching a bus. ICT has grown in importance in our lives because of its ability to transform the way we do things both at work and at home.

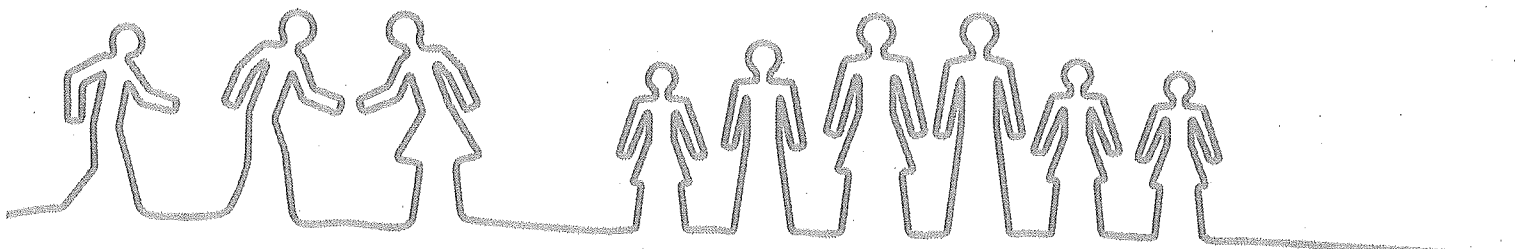
The ACT Government has a good track record of investing in ICT for the benefit of the community. Over the last decade, we have invested in ICT with a wide range of programs ranging from streamlining access to services with Canberra Connect through to support for an online schools community with the Smart Schools/Smart Students program. Alongside the ANU, we have also been a foundation member of the ICT Research Lab at National ICT Australia (NICTA), creating world-class breakthrough ICT technology here in Canberra.

In many ways however, the story has only just begun.

We have the immediate prospect of a new digital world with readily available high-speed broadband and mobile connections, linking individuals, organisations, our homes, workplaces, shops, services and entertainment; together with powerful online social networking and collaboration technology and reliable real-time video communication.

This new world of information and communications holds the promise of tackling some of the most difficult problems facing us today; such as how to reduce our carbon emissions and the need to provide infrastructure to support more and more physical travel. It also offers new ways to participate and collaborate as a community in which the ACT Government will play more of a partnership role.

The Strategic Plan for ICT 2011-15 sets strategic objectives for the ACT Public Service to begin the journey down this road using all the transformational possibilities that ICT can provide.

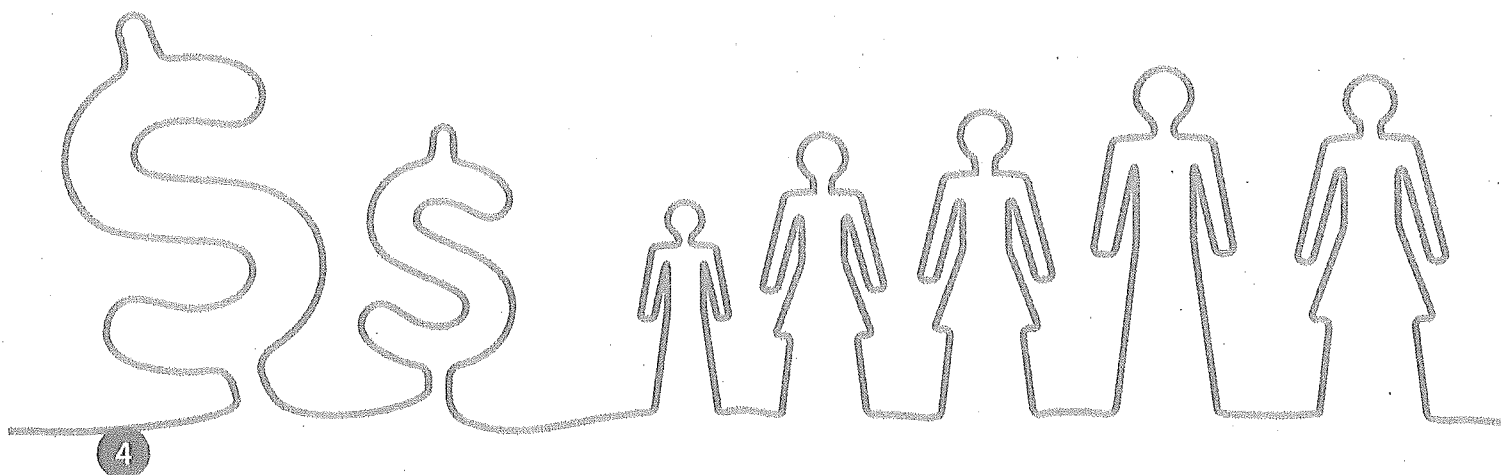


ICT in the ACT Government

The acronym "ICT" (Information Communications Technology) has widespread use far beyond the concept of electronic machines managing digital data across networks. ICT has become inextricably linked with the idea of continuous improvement and business change through its ability to accelerate, amalgamate and replace processes which in the past may have happened separately.

It is critical that the ACT Government keeps pace with the possibilities and community expectations created by the rapid rate of technological change we are experiencing. The ACT Government is committed to improving the economic, social and environmental welfare of the Canberra community through its proactive use of ICT in delivering its services and managing its administration.

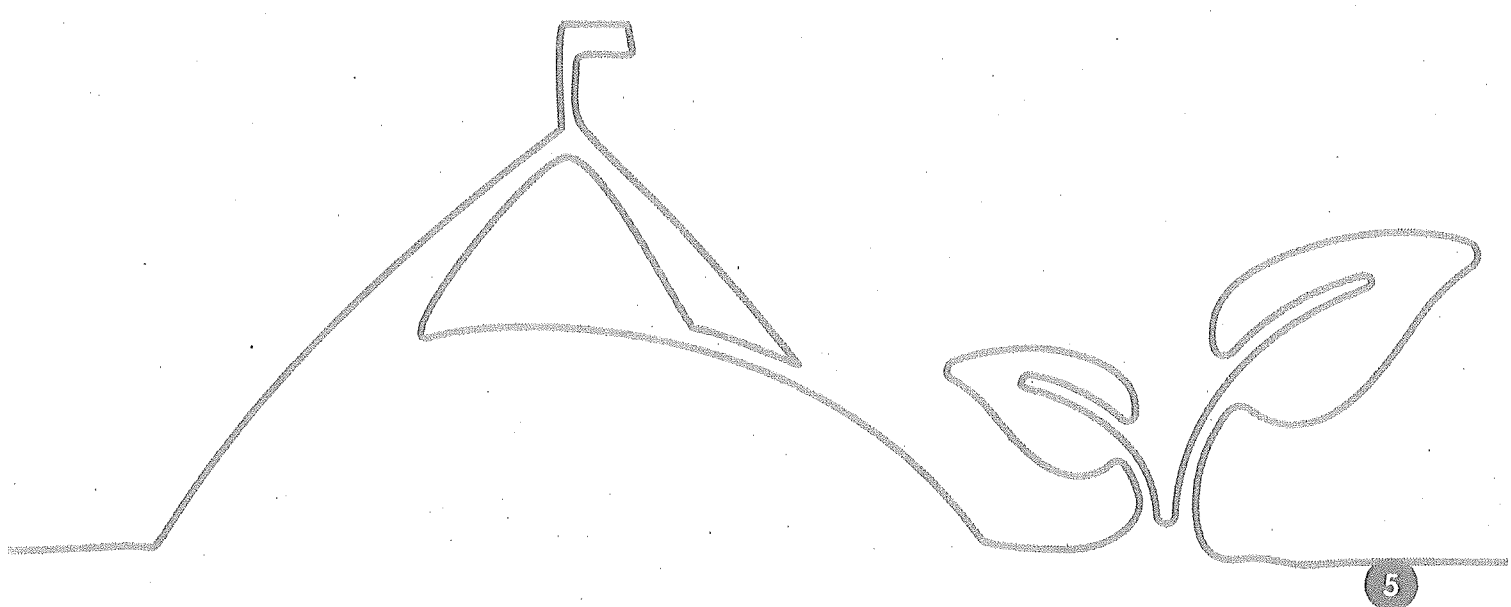
The Strategic Plan for ICT 2011–15 sets the ACT Government's direction to focus our ICT investment on five key objectives which aim to make the relationship between the Community and its Government easier and more collaborative, while managing our financial and energy resources even more closely.



Summary of the five key objectives:

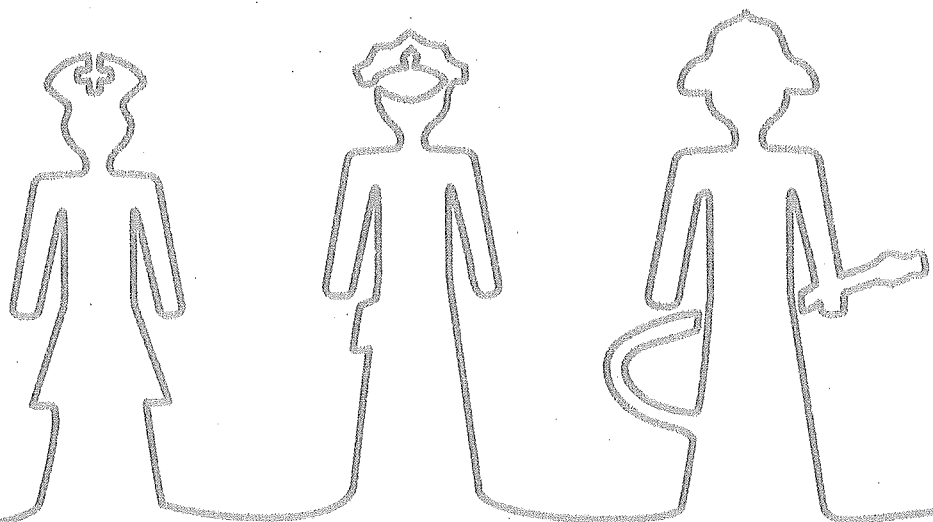
The ACT Government will:

- 1** make living in Canberra easier by developing, with the community, an integrated, comprehensive and affordable range of readily accessible online services.
- 2** improve return on investment on public expenditure on ICT through implementing and sharing higher quality, more resilient systems.
- 3** use ICT to promote Open Government and online community engagement.
- 4** contribute to the achievement of its environmental targets by improving the energy efficiency of its ICT infrastructure and promoting the use of ICT to assist other sustainability initiatives.
- 5** develop its workforce and partnerships to provide the future capacity and skills to implement its ICT programs and strategies.



The ICT Strategic Plan

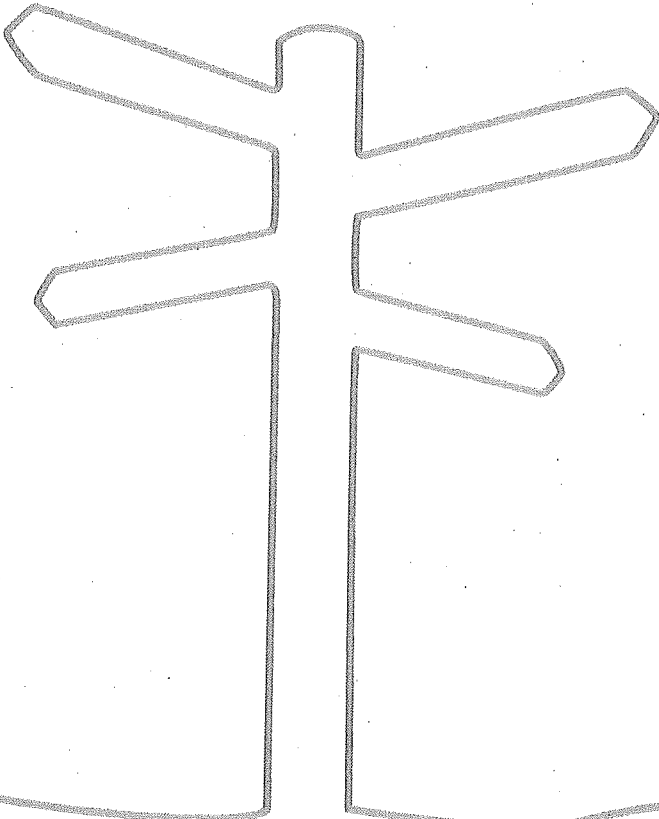
- applies to all areas of the ACT Government.
- establishes a vision and clear business objectives for the ACT Government's use of and investment in ICT.
- establishes principles to guide managers making ICT decisions.
- points to ways of achieving the objectives through a range of whole of government programs and strategies.
- serves as an overarching framework for individual agency ICT planning.



Governing principles

ACT Government ICT:

- Investment should support Government policy and service delivery priorities.
- should be of a professional quality, lifecycle managed and supportable.
- investment should create improved performance, greater efficiency and/or better community services.
- should be shared wherever possible across Government.
- should be acquired on a basis of value for money and total cost of ownership and be accessible to the ACT Government as a whole.
- should be supported by a level of targeted Research and Development investment to help Directorates realise the potential benefits of ICT.
- enabled business projects will be project managed, steered and governed by ICT trained and experienced staff.
- principles should be communicated and followed at all levels in a directorate.
- investment must have measurable outcomes.

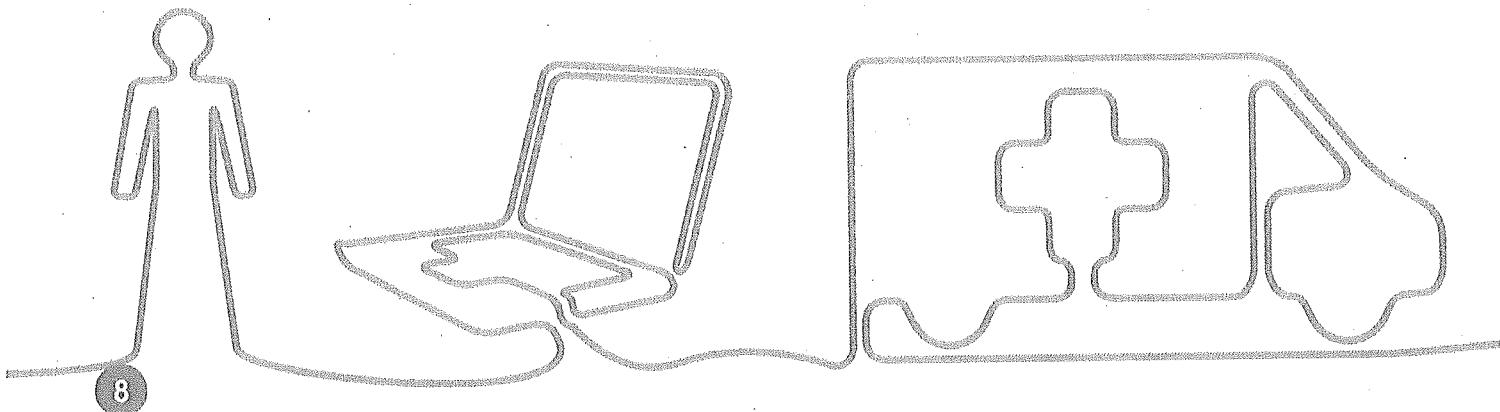


1

Making living in Canberra easier with better, affordable on-line services

The ACT Government:

- will develop, in consultation with the community, better and affordable online health, transport, education, community and municipal services.
- commits to simple, intuitive community access to online information considered most important by citizens.
- will focus across government on using ICT to reduce its administrative cost and to improve efficiency.
- will use ICT to provide simpler citizen-centric services, integrated across Directorates.



Imagining the future

Fred's quality of life – patient care in the home

Fred, who lives in Yass, is a long-term patient of The Canberra Hospital (TCH) Renal Unit and a keen gardener. In the old days Fred saw his TCH-based specialist regularly every three months when he and his wife would have to sometimes stay overnight in Canberra. Fred was and still is in the care of his Yass-based GP, but had to travel three days a week to Canberra to the Dialysis Unit run by the community care-based team. The travel was hard on him and his wife and it always seemed that he had to be away just when something important needed doing in his garden.

Keeping things in sync between his GP, the specialist and the community team was no easy matter either. Pathology results and medications were late sometimes and occasionally only arrived after his visit to the clinic or the hospital. Everyone tried their best though and he was thankful for their troubles.

Nowadays things are a whole lot simpler. He gets most of his treatment at home in Yass and is under close remote supervision of his medical carers in Canberra. He does his own dialysis at home now and the machine automatically tells his carers how he is doing. The hospital, the Renal Unit and his GP all have access to the same up-to-date records.

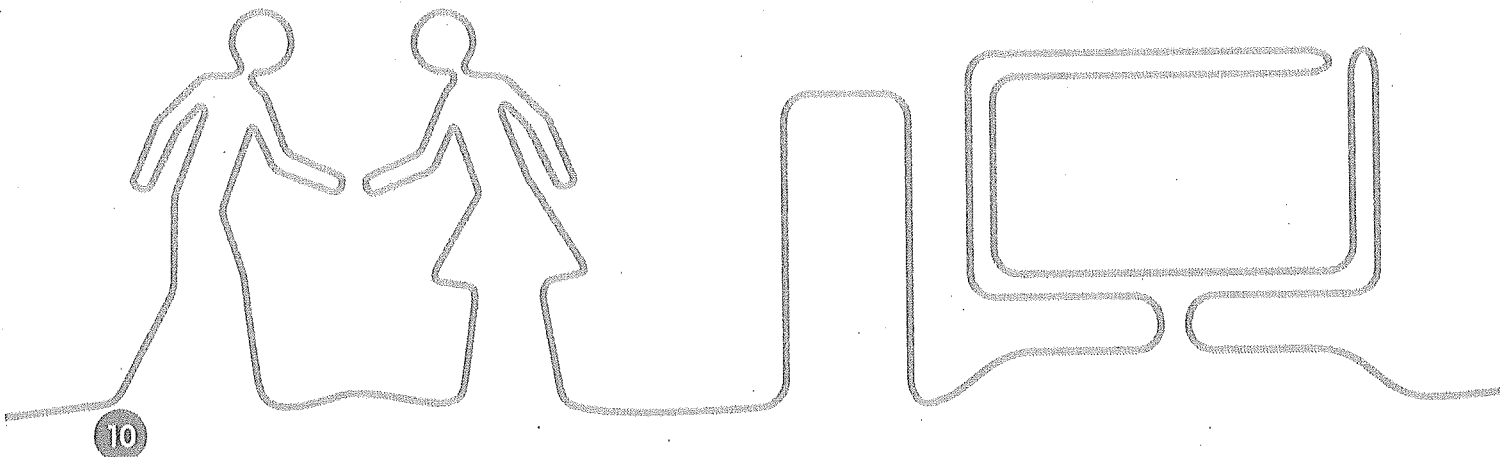
Last month the clinical nurse specialist in Canberra was a little worried about some of the readings and called a remote telepresence meeting, with the specialist at TCH, Fred and his GP in Yass. They managed to sort it out and he was back in the garden in an hour.

2

Improving return on investment by sharing higher quality, more resilient ICT

The ACT Government:

- commits to ensuring that all our ICT is robust and supportable in case of failure. This includes proactive lifecycle management of all legacy systems.
- commits to the creation of governance and processes to ensure that ICT is shared across Government wherever possible.
- will actively seek efficiencies through shared ICT infrastructure that enables cooperation and coordination of work across Directorates.
- acknowledges that a highly shared technical environment leads to complexity and system interdependence requiring collaborative prioritisation.
- commits to introducing annual capacity planning and prioritisation through governance at a whole of government level.
- commits to the need for technical risk management and an ongoing program of simplification and risk reduction.
- will improve program and project delivery outcomes by requiring staff working as project managers and on governing committees to have training and experience with ICT enabled projects.
- will continue to promote a *value for money* approach to ICT procurement where cost will be measured as *total cost of ownership* and Free and Open Source Software (FOSS) solutions will be actively considered alongside proprietary solutions.



Imagining the future

Jordan the handyman – ACT geospatial data at work

Jordan's kitchen door has jammed. It's Saturday and he wants to fix it. If he is like most of us, he will get in his car, drive to the DIY store, look for something useful, talk to a more or less helpful employee, spend too much, drive home and try and repair it.

Consider another possible scenario in the not too distant future. Jordan accesses the DIY store online using his mobile tablet. As the familiar store branding appears on the screen he is offered some specials. He says the word "assistance" to the tablet and instantly the face of a DIY store employee appears. Jordan explains his problem. He shows the employee the door using the tablet's camera. Success! The door is a standard fitting and simply needs a replacement runner. The employee checks to see whether the part is in stock at the closest warehouse to Jordan. Yes it is. Jordan is a regular customer of the DIY store and his debit card details and home address are on the DIY store system. The employee double checks the address and the order is placed. "You should have it in 45mins" says the employee, "see you later!"

A local transport company provides an electric vehicle which carries both people and packages, called a Transporter, travelling around Jordan's suburb. It's an "on demand" service and connects to interchange routes across Canberra.

The delivery note on the DIY parcel is electronic and through its wireless connection, accesses the ACT Government's geospatial information service to locate itself. Once the parcel is despatched it organises the connecting Transporter service and sends an SMS message to Jordan as it comes down his street.

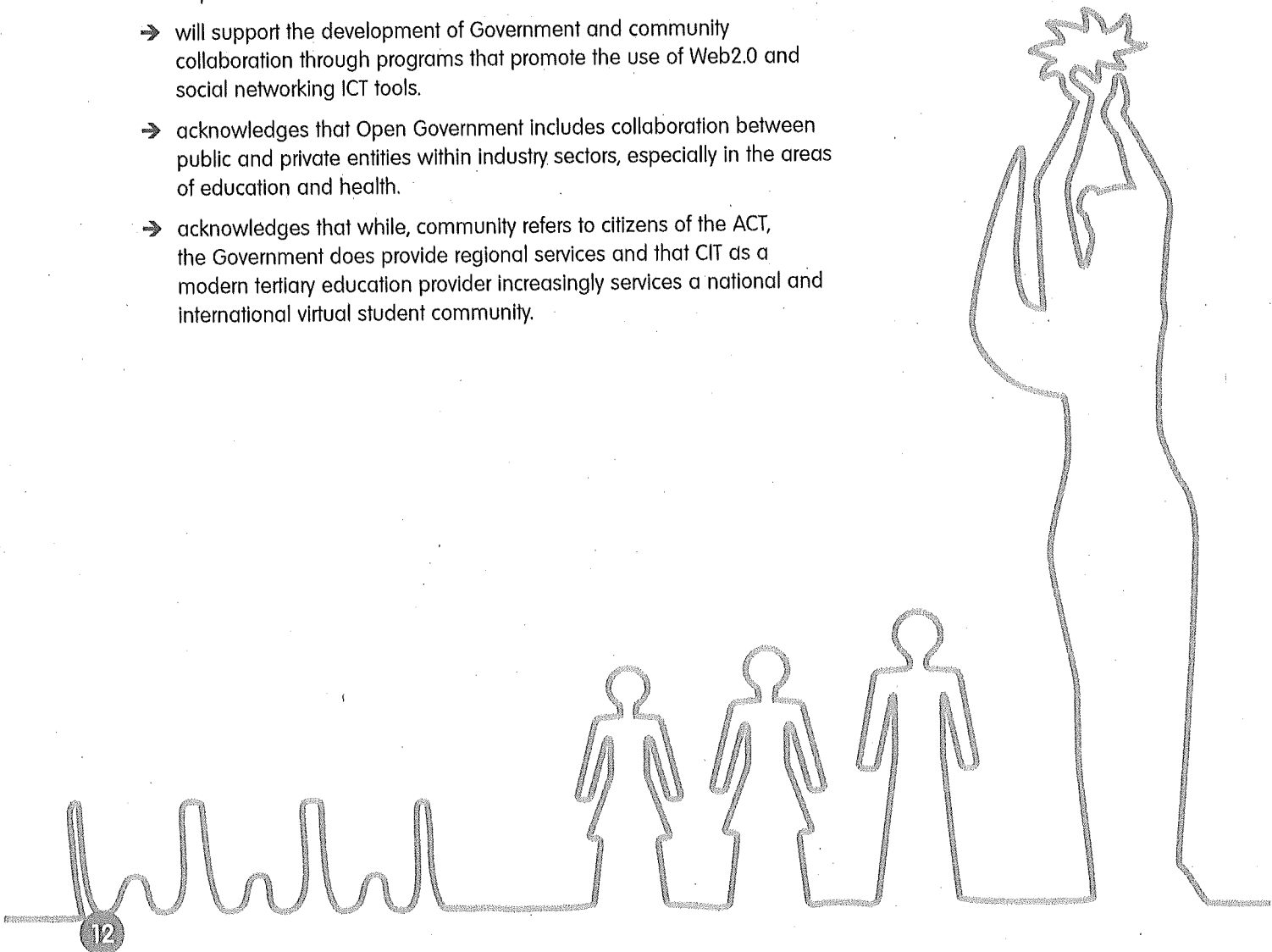
Jordan has not had to use his car; a win for the environment. Only the package travelled, and then on a shared vehicle. The DIY store can optimise its logistics and Jordan has more time to play with his kids.

3

Promoting Open Government and online community engagement

The ACT Government:

- will use ICT to support it moving further towards the Open Government goals of transparency, community participation and collaboration.
- will introduce incremental and ongoing programs to map, link and make data available in usable form on a DATA.ACT.GOV portal website, consistent with the global trend towards viewing Government data as a public asset. As with other jurisdictions, the provision of access to datasets online must conform to prevailing privacy and security requirements.
- will support the development of Government and community collaboration through programs that promote the use of Web2.0 and social networking ICT tools.
- acknowledges that Open Government includes collaboration between public and private entities within industry sectors, especially in the areas of education and health.
- acknowledges that while, community refers to citizens of the ACT, the Government does provide regional services and that CIT as a modern tertiary education provider increasingly services a national and international virtual student community.



Imagining the future

Danni goes to work – a telecommuting Government employee

Danni works in marketing and communications for the ACT Government. She spends most of her working day developing ideas, writing, talking and going to meetings in a busy, collaborative environment with lots of deadlines. Danni has two children, one boy at a local school and a girl, in a childcare centre in the suburb where she lives.

Danni travels physically to meet her co-workers on average about once a fortnight at the department's hub in Civic. The visit usually includes a social event, such as a lunch when new members join her work team. The rest of the time she uses her tablet from home.

Her working day usually starts at 9.00am when each team member and her manager hold a teleconference to discuss the issues of the day. Often non-government people working in the community are also logged in to the meeting. Throughout the day, her colleagues, sometimes in groups, will teleconference her and she them. The conversations are not just about work but also catching up with everyday things just as colleagues located in an office would. All her records and "paperwork" are held online and can be shared with her fellow workers.

She works with a wide group of people and is currently doing a project with one person from the Commonwealth Government and another from overseas in Canberra's sister city in Nara, Japan.

One of the things Danni likes most about working this way is the fact that she can also keep an occasional eye on her daughter at childcare through the online CCTV system. With her son and daughter close by in the suburb she can be with either of them in minutes if one of them gets sick and not having a car has saved her a great deal of money.

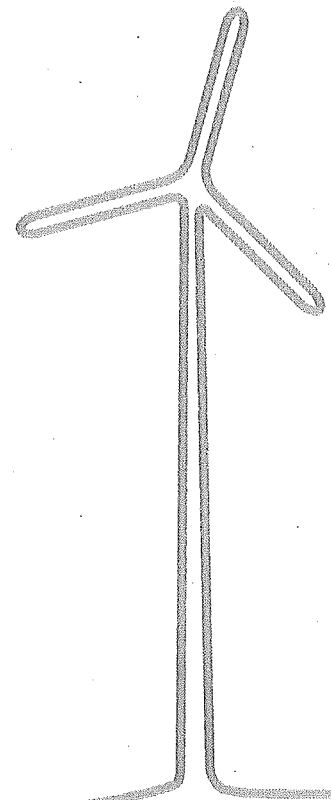
At lunch time she ordered shopping from the online market that arrived in the transporter later that afternoon.

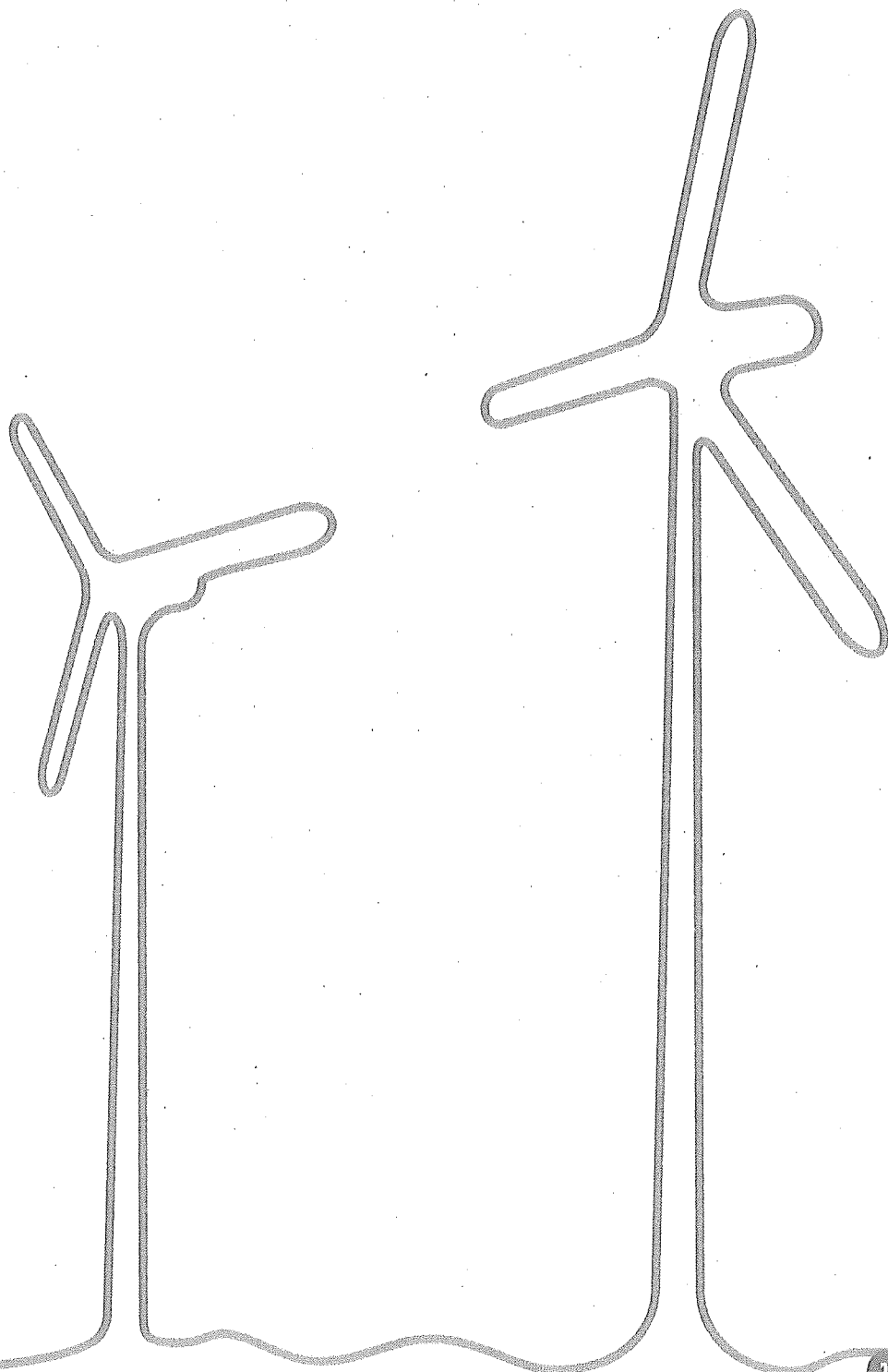
4

Improving the energy efficiency of ACT Government ICT infrastructure and using ICT in other sustainability initiatives

The ACT Government:

- will build on current ICT initiatives to reduce the carbon footprint of ACT Government ICT, which include the use of energy efficient hardware at the desktop and server levels, virtualisation and thin-client technology. It will continue to support the move to more energy efficient data centres and uphold its rigorous standards for the disposal of obsolete equipment.
- is committed to ICT innovation in energy efficiency and in particular to finding ways to more accurately measure its ICT carbon footprint. This will assist in achieving measurable reduction targets which contribute to overall Government sustainability commitments.
- is committed to raising awareness of the environmental implications of ICT choices and usage. It understands that by changing traditional attitudes to individual "ownership" of office based ICT equipment and sharing, significant energy reductions can be achieved.
- understands that the contribution ICT can make in providing and linking the environmental information to enable better management of energy usage is as important as the energy efficiency of the Government's ICT itself. Whether by mashing real-time meteorological information with watering rosters or using smart-meters to optimise power usage, ICT will play an important part.



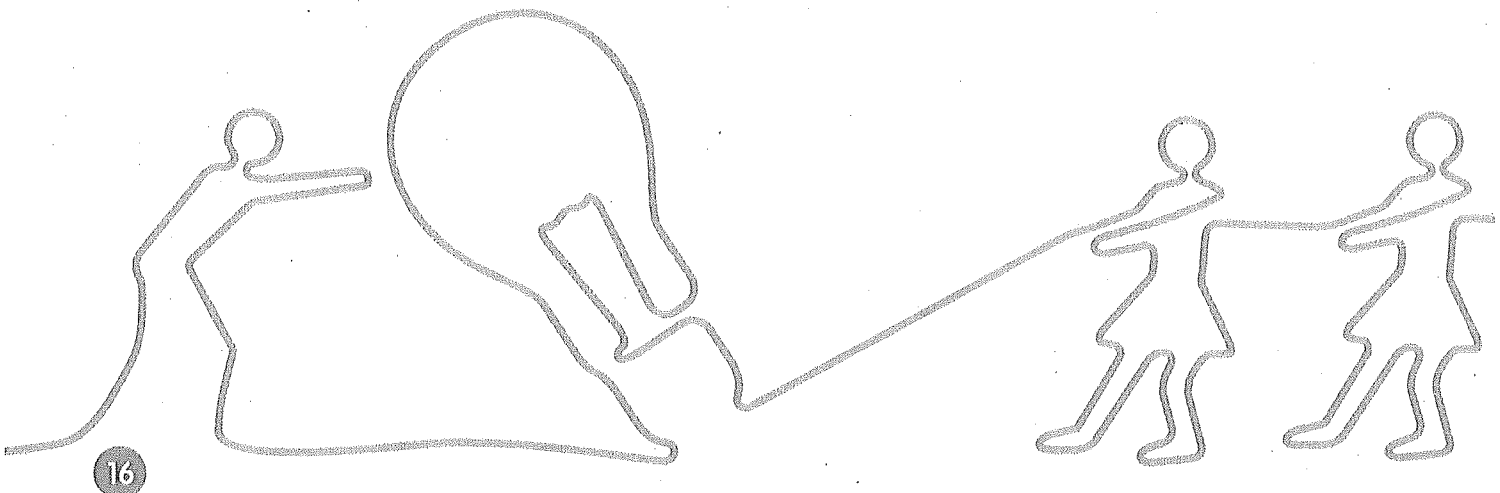


5

Develop the ACT Government workforce and partnerships to provide the future capacity and skills to implement its ICT programs and strategies

The ACT Government:

- acknowledges that provision of the necessary capacity to undertake ICT support and development requires a wide range of ICT skills and competencies both inside and external to Government and that agility and understanding of the ICT industry in all human resource matters is critical.
- acknowledges that, in a rapidly changing technology environment, ICT workforce planning requires a balance between permanent employees and contract staff and active management of which ICT functions are best undertaken "in house" and which are best accomplished through partners.
- acknowledges that the ICT people needed to be recruited and retained to implement the Plan are part of a highly mobile ICT workforce and that there remains an underlying ICT skills shortage in Australia.
- acknowledges that ICT has become a major part of the working lives of our staff and commits to the innovative use of ICT to improve the workplace and the training of all our staff to optimise their use of ICT.
- commits to the development of formal programs to develop skills in ICT project governance for Directorate staff tasked with commissioning ICT enabled projects.



Imagining the future

Alicia finds a way – great community ideas for Government data

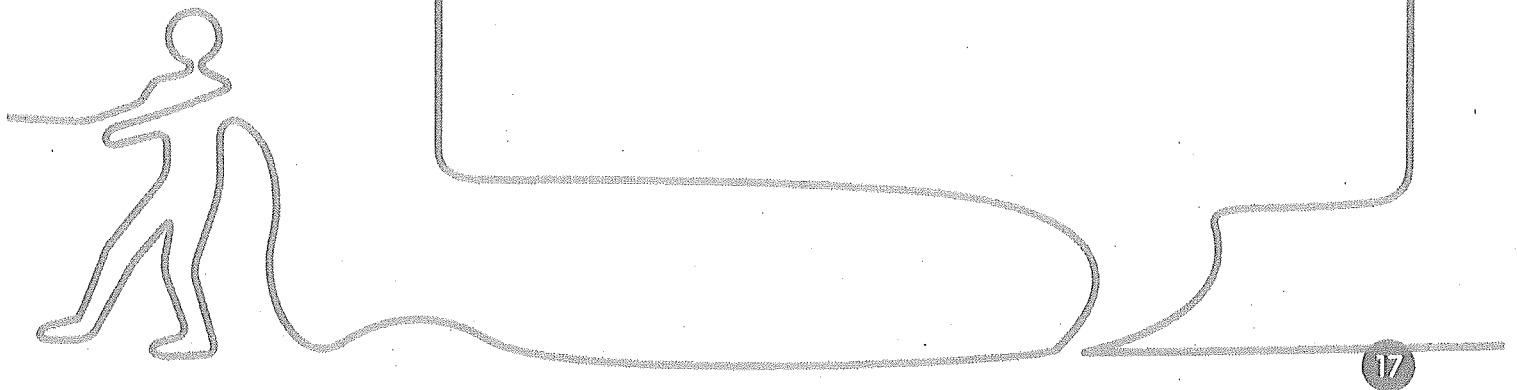
Alicia was in year 12 at an ACT college, doing well and hoping to get to university to study her favourite subject, information science. Alicia is particularly fond of her grandmother, Elizabeth, now confined to a wheelchair, though she has lost none of her zest for life.

Up until a few years ago, Alicia and her grandmother loved to go on walks together. The few occasions they had tried to go to some of the old places with the wheelchair it had proven almost impossible with steps and other obstacles to the point where they had given it up.

One evening while working on an IT assignment Alicia had an idea. If she could get the right data it might be possible to create a mash-up to show where walks with a wheelchair might be possible. Throw in places of interest information, facilities, botanic registers and weather information and things could get really interesting. She discovered the DATA.ACT.GOV portal and a few others and began to mash.

Alicia now maintains the "Canberra Wheelchair Walks" website which links into local, national and international tourism networks and is used by thousands of residents, tourists and aged care centres every year to design outings. She is even getting income from the site as advertisers place product information in this specialised marketplace.

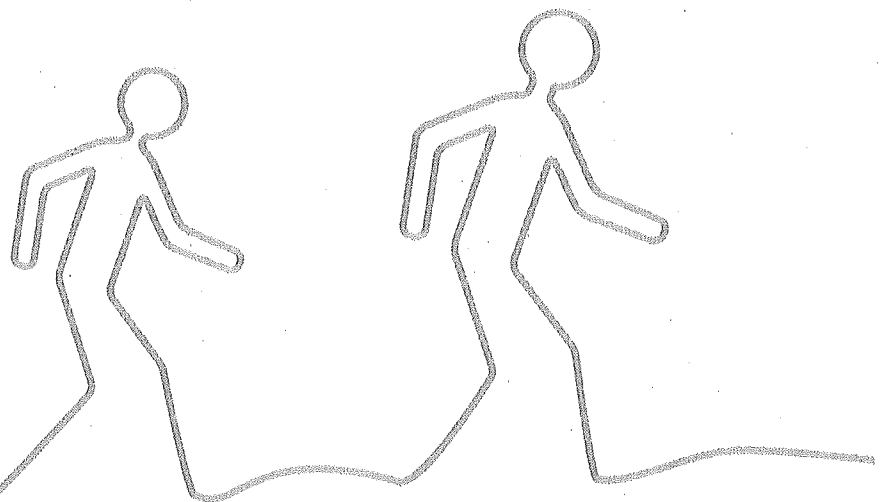
Imagination and energy, skills and access to data can lead to new businesses, great social outcomes as well as better outings.

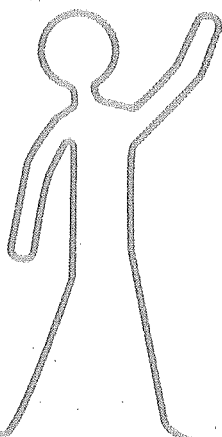
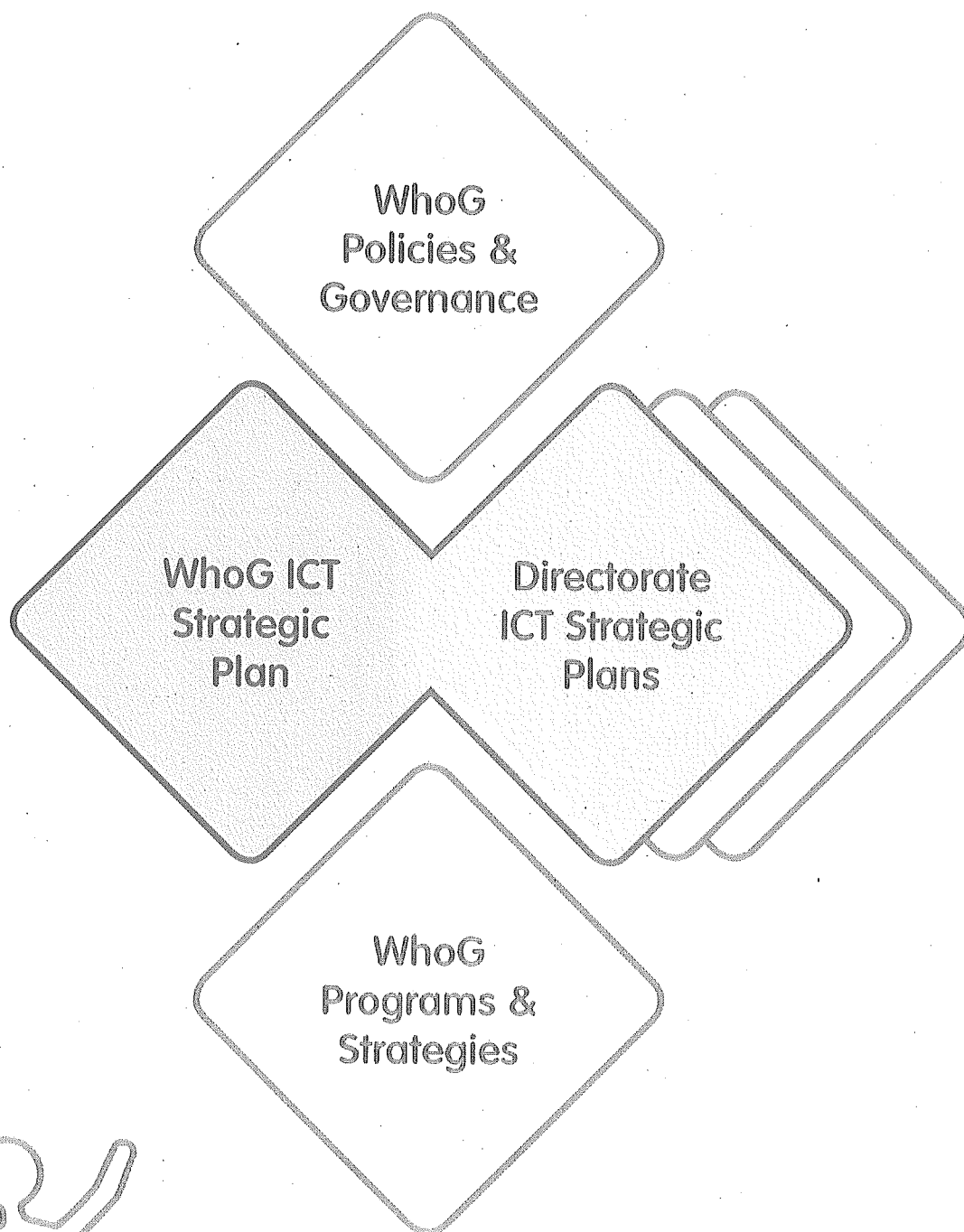


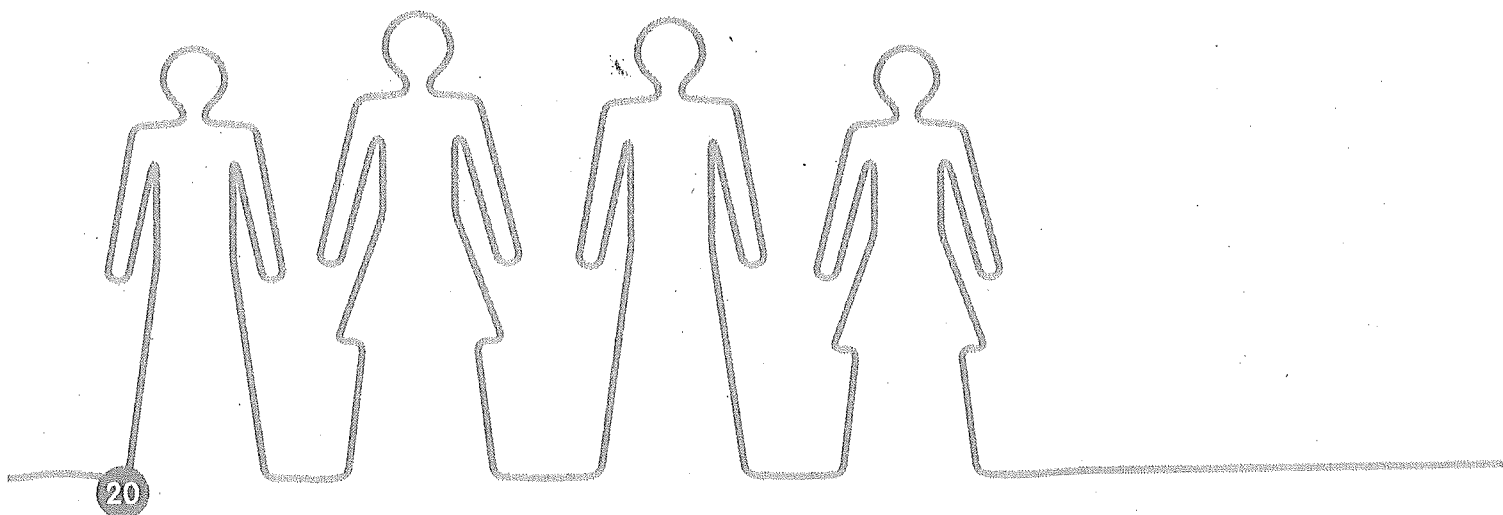
ACT Government ICT Strategic Framework

- *The Strategic Plan for ICT 2011-15* is a high-level strategic plan supported by other planning and policy documents:
- Each directorate is responsible for the creation of a business-focussed plan detailing programs and projects to support its particular business plans.
- This plan has been created on behalf of the ACT Treasury Directorate and the ACT Chief Minister and Cabinet Directorate through workshops and consultation with representatives from all ACT Directorates.

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PRIORITIES > STRENGTHENING PARTNERSHIPS

**BUSINESS
ENABLEMENT
& ANALYSIS
SERVICES**

- *Implement recommendations for Business Enablement and Analysis Services re-establishment and promote capability.*
- Process Mapping work package
 - Define and Categories Request Types
 - Update Process Documents
 - Develop Core Service Process Documents
 - Structured client request process (BA)
- Customer Focus
 - Maintain neutrality and customer first focus.
 - Increase customer awareness of services whilst maintaining service levels
 - Champion directorate demand drivers from directorates within ICT/ OCDO.
- Industry Relationships
 - Maintain the pool of partners from the Consult IT Panel.
 - Update panel documents to use the DTA Marketplace and replacement panels as they become available
 - Align with the Office of the Chief Digital Officer on solution options and Service Design approach.

GREAT PEOPLE

- Workforce Plan work package
 - Analyse workforce and client demands
 - Recruitment strategy
 - Define recruitment process
 - Formalise Learning & Development Catalogue
- Provide staff with an engaging work environment that fosters the opportunity to build upon individual capabilities, skills and behaviours (through workforce planning, the application of the Skills Framework for the Information Age (SFIA), and the Behavioural Capability Framework).
- Enable an inclusive and engaged workforce by providing a positive influence and leading by example in the workplace.

TRANSFORMING SERVICE DELIVERY

- Technology Transformation work package
 - Collaborative technology toolset for team and client engagement
 - Utilise technology to increase costing accuracy
- Engage with key industry suppliers through adhoc engagements or enhanced procurement methods to leverage industry expertise regarding emerging technologies.
- Work in partnership with stakeholders to implement new service models and offerings; including:
 - Proofs of Concepts and Experiments, in alignment with strategic approach and predictive emerging technologies.
 - Adoption of P3M ideation and demand management processes
 - Ensure the Technology and Scope of Vision 2020+ is included in the team's operations.
 - Alignment with **Central Costing functionality** and budget bid processes

Content in blue italic text comes directly from the Shared Services Major Activities and Projects – 2018-2020 document (Strategic Business Branch section).

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outside scope

outside scope

outside scope

PDs are stored by Position Number and not title, consequently I cannot ascertain related Position Numbers based on respective roles.

Sch 2.2(a)(ii), Sch 2.2(a)(xi), outside scope

