

From: [ITSM Executive Support](#)
To: [Due Diligence](#)
Cc: [S. 22\(1\)\(a\)\(ii\)](#); [Jennifer BARDSLEY](#); [S. 22\(1\)\(a\)\(ii\)](#)
Subject: Due Diligence for transition of System Owner Functions from IT Service Management Branch to Corporate Case Systems Branch [SEC=OFFICIAL]
Date: Wednesday, 6 September 2023 10:19:19 AM
Attachments: [Due Diligence Form - ITSM CCS System Owner transition V1.0.docx](#)
[Position-and-organisational-management - ITSM CCS System Owner transition - V1.0.XLSX](#)
[Due Diligence Handover Minute - V1.0 Signed.pdf](#)

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Good Morning Due Diligence,

We are currently working through the transition of System Owner Functions from IT Service Management Branch to Corporate Case Systems Branch and have completed the Change details and approval (step 1) of the Organisational change process

Please find attached the completed Due Diligence form and Organisational Position Management forms, along with signed Handover Minute.

We look forward to working through this process with you.

Feel free to contact me if you need anything further,

Kind regards,

[S. 22\(1\)\(a\)\(ii\)](#)
Business Manager, IT Service Management
IT Service Management Branch | ICT Division
Technology and Major Capability Group
Department of Home Affairs
P: [S. 22\(1\)\(a\)\(ii\)](#)
E: [S. 22\(1\)\(a\)\(ii\)](#) @homeaffairs.gov.au

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Organisational Change: Due Diligence Form

How to use this Form

This form assists with bringing the proposed change to the attention of relevant enabling areas so they can support you with implementing the change.

A: Change Details/Approval (Step 1)

Part A is used to outline the necessary information related to the organisational change. This includes **name** changes, **functional** changes and **structural** changes.

Who completes this Part? The Change Originator (line area undergoing organisational change).

Next step? Send completed form to [s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

B: Consultation (Step 2)

Part B is used to capture consultation responses, including identification of any issues or further action to be completed to give effect to the change.

Who owns this Part? The Due Diligence Team ([s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)) will provide a Content Manager/TRIM version of this form (with a completed Part A) to all stakeholders (Tranches 1, 2 and 3). Each individual stakeholder is responsible for updating the Content Manager/TRIM document with their consultation response.

C: Implementation Checklist (Step 3)

Part C contains a checklist as a tool for the Change Originator to assist with ensuring all aspects of the change have been implemented.

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OFFICIAL: Sensitive**PART A – CHANGE DETAILS/APPROVAL**

STEP 1: Change Originator to complete Part A and send the form to S. 22(1)(a)(ii)@homeaffairs.gov.au

What is the organisational change?**A1. Type of organisational change:**

☐ *Name change only*—no other change → **please go to Table 1** below, complete it, copy and paste the table into an email to S. 22(1)(a)(ii)@homeaffairs.gov.au. You will also need to action **A7** in relation to the functional directory.

☐ *Structural*

☒ *Functional*

☐ *Creation / Delimiting*

A2. Organisational unit(s) affected:

☒ *Section*

☐ *Branch*

☐ *Division*

☐ *Group*

Is the creation of an SES position number required?

☐ *Yes*

☒ *No*

If so, has TMAC approval been sought?

☐ *Yes*

☐ *No*

A3. Delegations impacted

Are any instruments of delegation impacted by the proposed change?

☐ *Yes*

☒ *No*

If Yes, please provide details below.

N/A

A4. Date of effect for proposed change (should be at a minimum six weeks from the date this form is submitted, particularly for complex changes, if operational delegations and authorisations require changing, and to allow for appropriate staff consultation):

1 October 2023

A5. Description of the change

Transfer of functions, accountability and people and positions where applicable from IT Service Management (ITSM) Branch to Corporate and Case Systems Branch (CCSB), including ServiceNow Platform support, Genesys (ITSM Strat Tech Enabling Org Unit: 11582011) and Assistive Technology (ITSM Operations Org Unit: 11582014).

OFFICIAL: Sensitive**A6. Business case / Reason for change** (*outline the drivers for change and benefits*):

Central to this proposal is to establish clear delineation and separation of the role of Business Owner (ITSM) and System Owner (CCSB) for the ServiceNow Platform (Connected Services). The Business Owner represents the users of the system, and works across stakeholder-groups to define the requirements for a system. The System Owner undertakes the technical work on the platform to deliver fixes, enhancements, project scope and to support operations of the system and its users. This is consistent with the model we have established across the organisation for other systems, and the separation of duties is also fundamental to traceability and auditability.

Further, transferring Assistive Technology and Genesys systems is for a better alignment with the skills and focus of CCSB and to enable ITSM Branch to remain focused on maturing this capability and position the ITSM Branch to scale to meet requirements and demand, consistent with the CIO pillars *Improving ICT services and customer satisfaction* – and – *Building the workplace of the future*, putting the customer at the centre of our service offering.

Table 1: FOR NAME CHANGES ONLY

Details of Name Changes (complete and email to [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).
(Do not fill out this table if the org change relates to a structural or functional change)

Cost centre changes must comply with the Financial Master Data PS (FM-1760) and with the Internal Budget PS (FM-5124).

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Confirm that only a name change is required (no other changes)	☐ Confirmed
Current Org Unit Name and Number	(ServiceNow Platform support & Genesys) ITSM STRATEGY TECH ENABLING ORG UNIT: 11582011 (Assistive Technology) IT SERVICE MANAGEMENT OPERATIONS ORG UNIT: 11582014
Current Cost Centre Name and Number	(ServiceNow Platform support & Genesys) ITSM STRATEGY TECH ENABLING Cost Centre: 10591 (Assistive Technology) IT SERVICE MANAGEMENT OPERATIONS Cost Centre: 13940
New Name (Org Unit and Cost Centre)	Org Unit: TBA Cost centre to be created – refer to other paperwork
Is the name of the Current Org Unit listed in any instrument of delegation or authorisation?	☒ No ☐ Yes → please contact the Due Diligence Team for advice
Are changes required to the Functional Directory as a result of the name change?	☒ Yes ☐ No
<i>If yes, please provide an updated description of the organisational unit:</i>	To be provided
Date of effect	1/10/2023

A7. Internal Communications

It is recommended that you prepare an Executive Hub announcement and/or Staffing Message for significant changes to branches, divisions and groups and SES moves.

The template is at **Appendix A**, and the due diligence team will provide this to the **s. 22(1)(a)(ii)** @homeaffairs.gov.au and/or **S. 22(1)(a)(ii)** @homeaffairs.gov.au on your behalf, if required.

A8. Functional Directory

The Functional Directory includes a description of all org units, including roles and responsibilities, key functions and keywords. For **name**, **structural** and **functional** changes, you are required to update the Functional Directory for all affected organisational units. You can do this by following the instructions at **ADD2022/4784105**.

However, if you would prefer the Due Diligence Team to action this on your behalf, please use **Appendix B**.

Budget and Staffing

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- A9. Provide the budget amount transferring, current financial position if transferring in-year, financial risks, current commitment and details of funding provided by government across at least the current budget and three forward years. Ensure that terminating NPPs are clearly articulated and any current costing exercises that are being undertaken for the new NPPs are provided and associated Average Staffing Levels (ASL) (including full-time, part-time, Higher Duties Allowance (HDA), vacant funded positions) in Table 2 below.

Table 2: Budget/Staffing Details**ASL to be transferred**

EMPLOYMENT STATUS	STAFF NUMBER(S)
Ongoing Full-Time	1 x EL1 2 x APS6 1 x APS4 1 x contractor (project funded)
Ongoing Part-Time	0
Higher Duties	0
Vacant Positions	0
Total	5

Budgets

As agreed the following budget is being transferred for this structural and functional change:

Expense	Description	Current Budget Year (2023-24)
Total	For the management of service providers and BAU resources	s. 47D

Note: The Group Finance Partner has recommended CCSB create a new Cost Centre to support these functions. Cost Centre 10591 will not shift over, as it contains complex assets which need ongoing management and there are staff in this cost centre who will remain in ITSM after the organisation change.

- A10. With **Part A** of this form, please complete and provide the **Position and Organisational Management form** located in Content Manager/TRIM (ADD2018/2975773) to provide details of proposed position and organisational unit changes.

NOTE: For large-scale restructure changes, please contact s. 22(1)(a)(ii) @homeaffairs.gov.au for other options to capture required structural changes, including through the provision of a custom organisational unit report reflect the changes. Further discussion with the Due Diligence and Organisational Management Teams may be required.

Consultation with affected workers

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A11. Has consultation occurred with affected workers?

☐ No ☒ Yes

NOTE: *Genuine and effective consultation with employees and unions is sound management practice. It is expected consultation to occur with affected workers on ALL change relating to workplace matters that affect them before a final decision has been made.*

A12. Major changes (refer below) and as outlined in the [Workplace Determination 2019](#) and Workplace Determination 2020/01 requires mandatory consultation with all potentially affected workers prior to the change taking effect.

Please indicate if the organisational change will result in:

- ☐ potentially excess employees and/or termination of the employment of employees
- ☐ major change to the composition, operation or size of the Department's workforce or skills required e.g. machinery of government changes
- ☐ the elimination or diminution of job opportunities e.g. reduction in job roles, reclassification of a job role/s to lower classification levels
- ☐ changes to ordinary hours of work
- ☐ the need to retrain employees e.g. Due to redeployment, work redesign, technological changes
- ☐ the need to relocate employees to another work place (i.e. this refers to a different building in a different physical location, rather than moving floors in an existing building)
- ☐ the restructuring of jobs and associated duties/responsibilities
- ☒ None of the above – requires no further action.

NOTE: If any of the above are applicable to the requested change, please contact the Industrial Relations Team for further advice on consultation requirements.

A13. Has mandatory consultation with affected workers, and where required their Health and Safety Representative, already commenced (*allow 4-6 weeks for consultation ahead of proposed changes taking effect*)?

☒ Yes – July 2023 ☐ No - Date to commence:

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Please provide details below of the **consultation arrangements** and **change management plans** to implement changes.

The first written consultation commenced in June 2023 from Senior Director ITSM and verbal consultation took place in early August 2023, with the last meeting wrapping up on 9 August. There were 4 Consultation meetings that took place with the following areas:

- ITSM Leadership Group - August 2 2023
- ServiceNow Platform Support Team - 4 August 2023
- Assistive Technology Support Team - 7 August 2023
- ITSM Branch - 9 August 2023

These meetings were to outline the proposed changes, timeframes and provide opportunities for staff to provide feedback, ask questions or raise any concerns. We also mentioned in the meetings that staff can reach out to the AS/Exec support team directly. No negative feedback was mentioned and any questions that were raised in meetings were addressed.

Meeting minutes for the consultations were recorded and have been provided in the TRIM references below.

- ADD2023/4973534 - ITSM Leadership Meeting Minutes
- ADD2023/4973584 – Genesys and ServiceNowPlatform Support Meeting Minutes
- ADD2023/5162176 - Assistive Technology Support Meeting Minutes
- ADD2023/4978042 - ITSM Branch Meeting Minutes

A14. If consultation under the Workplace Determination is required, have workers advised of an appointed employee representative under clause 7.4 of the Workplace Determination?

☒ No ☐ Yes

If Yes, please provide details below.

A15. Have affected workers been advised about support available to assist them through the change process, including work health and safety and mental health considerations, and flexible work arrangements?

☐ No ☒ Yes

Please provide details below e.g. ergonomic assessments, employee assistance program sessions, specific learning and development support etc.

AS CCSB encourages staff development opportunities and workplace flexibility.

SES APPROVAL

What level of approval is required?

- Section level change – SES Band 1 approval
- Branch level change – SES Band 2 approval
- Division level change – SES Band 3 / Group Manager approval
- Group level change – Secretary / ABF Commissioner approval

If written approval is held, please attach a copy and/or supply the Content Manager/TRIM reference. Otherwise, please complete **Table 2** below.

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Where Branches or Divisions are to move across groups, both Group Heads must agree to the change through **Table 3** (or other documentary evidence).

Table 2: SES Approval

☐ Approved the changes outlined in Part A ☐ Not Approved
<u>Name/Title:</u> <u>Group/Division/Branch/Command:</u> Telephone: Date: Click or tap to enter a date.
Contact Officer Name and Title: Telephone:

OR Content Manager/TRIM Reference to SES Approval: ADDXX/XXXX

Table 3: Agreement to transfer functions or org units between SES Officers

SES Officer Transferring Functions or Org Units	Receiving SES Officer
☒ Agree to the transfer as outlined in Part A ☐ Not agreed	☒ Agree to the transfer as outlined in Part A ☐ Not agreed
<u>Name/Title:</u> s. 22(1)(a)(ii), Senior Director <u>Group/Division/Branch/Command:</u> TMCG / ICT Division/ IT Service Management Branch Telephone: s. 22(1)(a)(ii) Date: 4/9/2023	<u>Name/Title:</u> Jennifer Bardsley, Assistant Secretary <u>Group/Division/Branch/Command:</u> TMCG / ICT Division/ Corporate & Case Systems Branch Telephone: Date: Click or tap to enter a date.
Contact Officer Name and Title: s. 22(1)(a)(ii), Business Manager Telephone: s. 22(1)(a)(ii)	Contact Officer Name and Title: s. 22(1)(a)(ii), Business Manager Telephone: s. 22(1)(a)(ii)
Attachments	Attachments

OFFICIAL: Sensitive**PART B – CONSULTATION (Stakeholders to complete)**

STEP 2: Stakeholders listed in Table 4 below to review Part A, and advise in the table below whether any delegations are impacted by the org change. If so, next steps to be included in the right column.

Table 4: Tranche 1 Stakeholders

Consultation Topic (email contact)	Consultation Response	Describe any outstanding action to be completed by Change Originator (or other area)
Delegations/Authorisations/Financial		
Operational Delegations s. 22(1)(a)(ii) @homeaffair s.gov.au		
HR Delegations s. 22(1)(a)(ii) @homeaffairs. gov.au		
Finance Delegations s. 22(1)(a)(ii) @homeaffair s.gov.au		
Financial Systems s. 22(1)(a)(ii) @homeaffair s.gov.au		
Group Finance Partner <i>(For consultation of financial management)</i>		
Integrity Delegations s. 22(1)(a)(ii) @homeaffair s.gov.au		
Authorisations regarding secrecy and disclosure provisions s. 22(1)(a)(ii) @homeaffairs.gov.au		

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STEP 3: Stakeholders listed in Table 5 below to review Part A, and advise in the table of any concerns/equities/future action required to give effect to the org change. If so, next steps to be included in the right column.

Table 5: Tranche 2 Stakeholders

Consultation Topic (email contact)	Consultation Response	Describe any outstanding action to be completed by Change Originator (or other area)
Staffing and Property		
SES Unit s. 22(1)(a)(ii) @homeaffairs.gov.au		
Workforce Design s. 22(1)(a)(ii) @homeaffairs.gov.au		
Common Security Services s. 22(1)(a)(ii) @homeaffairs.gov.au		
Spatial Management s. 22(1)(a)(ii) @homeaffairs.gov.au		
Industrial Relations Team s. 22(1)(a)(ii) @homeaffairs.gov.au		
Workforce Health and Safety s. 22(1)(a)(ii) @homeaffairs.gov.au		
Staff Mental Health and Wellbeing s. 22(1)(a)(ii) @homeaffairs.gov.au		

STEP 4: Organisational Management and relevant Group Finance Partner are advised by the Due Diligence team that the requested organisational change/s can be actioned.

STEP 5: Once the organisational change has been actioned, the Due Diligence Team will circulate the form to the stakeholders identified in Table 6 below for advice on any changes to accountabilities/responsibilities.

OFFICIAL: Sensitive**Table 6: Tranche 3 Stakeholders**

Corporate Accountabilities / Responsibilities	
Topic	List any changes to accountabilities/responsibilities as a result of the change
Audit or Parliamentary recommendations (or similar) s. 22(1)(a)(ii) @homeaffairs.gov.au	
PPCF Document Ownership s. 22(1)(a)(ii) @homeaffairs.gov.au	
Organisational Compliance – Control Framework ownership s. 22(1)(a)(ii) @homeaffairs.gov.au	
Business Continuity Plans s. 22(1)(a)(ii) @homeaffairs.gov.au	
Performance Planning and Reporting Accountabilities s. 22(1)(a)(ii) @homeaffairs.gov.au	
Enterprise Risk Control Ownership Arrangements s. 22(1)(a)(ii) @homeaffairs.gov.au	
Governance committees membership s. 22(1)(a)(ii) @homeaffairs.gov.au	
Internal and External Webpages s. 22(1)(a)(ii) @homeaffairs.gov.au	
Information Handling Management s. 22(1)(a)(ii) @homeaffairs.gov.au	
Ministerial, Parliamentary & PDMS s. 22(1)(a)(ii) @homeaffairs.gov.au	
LEGEND Policy s. 22(1)(a)(ii) @homeaffairs.gov.au	

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STEP 6: Once Tables 4, 5 and 6 have been completed, the Due Diligence Team will provide the completed form to the Change Originator, with clear advice on any outstanding action to be completed.

PART C – IMPLEMENTATION CHECKLIST

STEP 7: Checklist to be used to monitor all required action to give effect to the change. Change Originator should use this checklist following date of effect of the change, to identify any outstanding action and/or required next steps.

Table 7: Implementation Checklist

ACTION	Completed (Y/N)
Org units and position numbers have been updated to reflect the change.	
Cost centre information is correct.	
All financial systems have been updated with correct financial information, including budget, actuals and forecast.	
Confirm any Purchase Orders linked to old cost centres have been transferred.	
Work Value Assessments have been updated/created as required.	
Staff have access to required information and ICT systems.	
Spatial management issues are resolved.	
Industrial Relations advice in relation to consultation requirements has been actioned.	
Workforce Health and Safety advice in relation to consultation requirements has been actioned.	
Affected workers have been provided with relevant information about support services.	
Affected workers hold and are aware of relevant operational delegations, and understand that it is illegal to exercise powers/functions without an appropriate delegation.	
Affected workers hold and are aware of relevant HR delegations.	
Affected workers hold and are aware of relevant Financial delegations.	
Affected workers hold and are aware of relevant Integrity delegations.	
Affected workers hold and are aware of relevant Secrecy and Disclosure delegations under the ABF Act.	
Affected workers are aware of any affected accountabilities and/or responsibilities as a result of the organisational change.	
All relevant records in Content Manager/TRIM have been transferred and are accessible.	
Affected workers have updated signature blocks, if necessary.	
Affected workers have updated PDAs, if necessary.	
Any other required action identified through consultation	

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APPENDIX A: EXECUTIVE HUB / STAFFING ANNOUNCEMENT TEMPLATE

Executive's name here

Deputy Secretary XXX Group

Title

Message

(no word limit)

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OFFICIAL: Sensitive**APPENDIX B: FUNCTIONAL DIRECTORY UPDATE**

Please complete this table for all affected organisational units.

Org Unit Name:	Org Unit Number: <i>For new organisational units, this can be left blank.</i>
[Name]	[Number]
Description: <i>Please provide an updated description of the function of the org unit below (100-200 words) below.</i>	
Keywords: <i>Please provide a list of key words related to the activities of the Org Unit below.</i>	

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Minute

To: Jennifer Bardsley, Assistant Secretary, Corporate & Case Systems Branch

Cc: Radi Kovacevic, First Assistant Secretary (CIO), Information Communication Technology Division.
Due Diligence [S. 22(1)(a)(ii)]@homeaffairs.gov.au

Date: 4 September 2023

Organisational Change Due Diligence – Handover Minute for ServiceNow System Owner Functions, Genesys (Org Unit 11582011) and Assistive Technology (Org Unit 11582014)

Timing

As agreed, I write to formalise the transfer of the ServiceNow System Support, Genesys and Assistive Technology functions and functional accountability to Corporate and Case Systems Branch, and to advise the following resources and funding will transfer as soon as possible.

Purpose

To:

1. Provide you with a description of functions, accountabilities, key deliverables and other matters of significance to assist with the ongoing management of ServiceNow System Support, Genesys and Assistive Technology functions following their transfer to Corporate and Case Systems Branch (CCSB).

Please refer to the Profile Summaries for ServiceNow System Owner functions at **Attachment A**, Genesys at **Attachment B** and Assistive Technology at **Attachment C**. These attachments include relevant detailed information for the gaining Branch CCSB, including a description of functions, priorities, key deliverables, accountabilities and other key information.

OFFICIAL: Sensitive**Recommendation**

It is recommended that you:

Agree to the handover of the ServiceNow System Support, Genesys and Assistive Technology functions to CCSB.

Agreed

s. 22(1)(a)(ii)

Jennifer Bardsley Digitally signed by
Jennifer Bardsley
Date: 2023.09.04
13:29:49 +10'00'

s. 22(1)(a)(ii)

Senior Director, IT Service Management
Branch
4 September 2023

Jennifer Bardsley
Assistant Secretary, Corporate and Case Systems
Branch
September 2023

Contact Officer: s. 22(1)(a)(ii)

Division/branch: IT Service Management Branch

Phone: s. 22(1)(a)(ii)

Attachments:

Attachment A: Profile Summary for ServiceNow System Owner functions

Attachment B: Profile Summary for Genesys

Attachment C: Profile Summary for Assistive Technology

OFFICIAL: Sensitive**Attachment A: Profile Summary for ServiceNow System Owner functions**

Name: ServiceNow System Owner Functions

Detailed description of functions

ServiceNow platform technical management and ServiceNow resource engagement with External Service Providers (ESP's) for BAU and projects. The following resources and roles will move from IT Service Management (ITSM) to Corporate and Case Systems Branch (CCSB), to ensure the success of this transition.

Service Request Management

- **Service Catalogue Practice Lead**, s. 22(1)(a)(ii) EL1) – This role is responsible for ensuring efficient and effective management of the Service Catalogue and Service Request Fulfilment process for the Department.
- **Service Catalogue and Request Fulfilment Developer** s. 22(1)(a)(ii) APS6, s. 22(1)(a)(ii) s. 22(1)(a)(iii) APS6 and s. 22(1)(a)(ii) contractor) – These roles are responsible for maintaining the service catalogue to ensure the Department's active services remain up to date, and managing the lifecycle of user requests through to fulfilment. The contractor role is not BAU funded,
- **Business Analyst** (s. 22(1)(a)(ii) APS4) – This role is responsible for liaising with business stakeholders to determine catalogue item requirements, schedule work packages and co-ordinate User Acceptance Testing.

ASL

EMPLOYMENT STATUS	STAFF NUMBER(S)
Ongoing Full-Time	1 x EL1 2 x APS6 1 x APS4 1 x contractor (project funded)
Ongoing Part-Time	0
Higher Duties	0
Vacant Positions	0
Total	5

Priorities

The ServiceNow System Owner priorities include:

- Overall management of the ServiceNow Managed Service engagement with the selected vendor, including platform upgrades, patches, optimisation of the incident process.
- Coordinating project resources for ServiceNow work packages including staff on boarding, billing and charge backs. This includes of External Service Providers.
- Management of the Connected Services backlog, which includes service catalogue items, enhancements, incidents and support requests.
- Implementing and embedding a new business process to manage the Connected Services backlog including a process to obtain business funding to deliver systems enhancements.
- Management of the ServiceNow licence true-up process which is run quarterly.

OFFICIAL: Sensitive**Key Deliverables/Projects**

Key deliverables and projects include:

- The quarterly licence true-up to ensure effective utilisation of licence funding.
- Management of the Connected Services backlog to reduce the number of open tickets for enhancements and catalogue requests to ensure that business requests can be acted upon in a timely manner. Currently there are over 500 tickets, some which are up to 2 years old.
- Implementation of Service Catalogue changes.

Budgets

As agreed the following budget is being transferred for this structural and functional change:

Expense	Description	Current Budget Year (2023-24)
Total	For the management of service providers and BAU resources	s. 47D

Note: The Group Finance Partner has recommended CCSB create a new Cost Centre to support these functions. Cost Centre s. 47D will not shift over, as it contains complex assets which need ongoing management and there are staff in this cost centre who will remain in ITSM after the organisation change.

Liabilities \$(‘000)

- s. 47G(1)(a) Managed Service (12 Month Contract) s. 47D
- External Service Provider engagements for s. 47G(1)(a) delivery services required for project activities (RFQ DM-17321 ServiceNow Implementation and Support).

The following vendors have contracts that will need to move to the new cost centre:

s. 47G(1)(a)



- s. 47G(1)(a) hosting and product licencing under the change order 14 for the twelve month extension.

ITSM Cost centre s. 47D manages the overall reconciliation of the Home Affairs licencing costs and management of the department's budget pressure. This will move to the new cost centre in Corporate Case Systems Branch.

For 2023/24 financial year the identified funding sources and budget pressures are:

Department of Home Affairs	Cost Centre/WBS	Expenditure 2023/2024 (GST Exc)	Cost Centre Manager
Business funded - management to be transferred to CCSB			
Migrant English and Language Services	s. 47D	s. 47D	s. 22(1)(a)(ii) - AMEP Governance and Assurance
ServiceNow Implementation on ASN	s. 47D	s. 47D	s. 22(1)(a)(ii) - Classified Systems Delivery
Air and Sea Approval Portal	s. 47D	s. 47D	arah Nicolson – ABOC/Commander

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Visa Refund Portal	s. 47D	s. 47D	s. 22(1)(a)(ii) SD Visa Support Centre
HSP	s. 47D	s. 47D	s. 22(1)(a)(ii) – HSP Contract Management
Evaluation, Planning and Reporting	s. 47D	s. 47D	s. 22(1)(a)(ii) – Evaluation, Planning and Reporting
NEMA - MoG	s. 47D	s. 47D	s. 22(1)(a)(ii) – Tech and Major Capability GFP
Cyber Security - Cyber Risk Services	s. 47D	s. 47D	s. 22(1)(a)(ii) – Cyber Risk Management
TMCG - MCD	s. 47D	s. 47D	s. 22(1)(a)(ii) – Procurement and Panel Management
Unfunded pressures – to be transferred to CCSB			
ITSM -Increase User based on Change order 04 (23 Nov 2021) - 2600 Users	s. 47D	s. 47D	s. 22(1)(a)(ii) – ICT Service Management
ITSM – Budget Pressure	s. 47D	s. 47D	s. 22(1)(a)(ii) – ICT Service Management

Delegations

There are no delegation changes resulting from this transfer.

Other Key Information

TOPIC	KEY INFORMATION
Key Stakeholders	s. 47G(1)(a)
Cabinet/Budget Submissions in train	Nil
Ministerial Submissions/correspondence/briefs in train/with the Minister	Nil
Items out for consultation currently (and due date)	Nil
Intranet pages	<u>Connected Services Portal (bcz.gov.au) Remains with ITSM (Business Owner)</u>
External website content	Nil
Information Technology, Equipment and Supplies	Specific accountabilities include: - Service request catalogue resolver groups - Connected Services Support Lvl 2 - Connected Services Support Lvl 3

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TOPIC	KEY INFORMATION
	- Ownership of forms - Generic Front Door (Soft deployed into prod) - Connected Services Group Management - User Group Creation - Catalogue Service Request - Catalogue example questions - Connected Services Enhancement Request
PPCF documents	Nil
Business Continuity Plans	BCMF0001443
Organisational Compliance – Control Framework(s)	Nil
Enterprise Risk Control(s)	Nil
Recommendations	Central to this proposal is to establish clear delineation and separation of the role of Business Owner (ITSM) and System Owner (CCSB) for the ServiceNow Platform (Connected Services). The Business Owner represents the users of the system, and works across stakeholder-groups to define the requirements for a system. The System Owner undertakes the technical work on the platform to deliver fixes, enhancements, project scope and to support operations of the system and its users. This is consistent with the model established across the organisation for other systems, and the separation of duties is also fundamental to traceability and auditability. Further, transferring Assistive Technology and Genesys systems creates a better alignment with the skills and focus of CCSB and to enable ITSM Branch to remain focused on maturing this capability and position the ITSM Branch to scale to meet requirements and demand. This is consistent with the CIO pillars Improving ICT services and customer satisfaction – and – Building the workplace of the future, and puts the customer at the centre of our service offering.
Group mailboxes	s. 22(1)(a)(ii) [redacted] @homeaffairs.gov.au s. 22(1)(a)(ii) [redacted] @homeaffairs.gov.au s. 22(1)(a)(ii) [redacted] @homeaffairs.gov.au s. 22(1)(a)(ii) [redacted] @homeaffairs.gov.au
External accountabilities	Nil
Significant contract and procurement matters	PRJ0021373 - RFQ DM-17321 ServiceNow Implementation and Support s. 47G(1)(a)
WHS hazards with the work or physical location	Transferring ServiceNow System Owner functions to CCSB, complies with departmental WHS Hazard Management. None to report at this time.

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TOPIC	KEY INFORMATION
WHS risk assessments and any other issues	Transferring ServiceNow System Owner functions to CCSB, complies with departmental WHS risk assessment. None to report at this time.

Record Keeping

Existing record keeping practices will not be impacted by this change.

OFFICIAL: Sensitive**Attachment B: Profile Summary for Genesys****Name:** Genesys**Detailed description of functions**

The Department of Home Affairs contact centre platform resides on premise, and uses owned and hosted by the Department. The platform is a Genesys platform which is managed by ^{s. 47G(1)(a)}. The s. 47G(1)(a) contract is managed by the Vendor Management Office, Sourcing and Vendor Management Branch (SVMB).

There is one contractor Service Delivery Manager Role, which is currently vacant for Genesys support.

Note: The Genesys work is unfunded. The contracted Service Delivery Manager has left the Division. The role for Genesys support will be filled by the new Cost Centre to be created in CCSB.

Priorities**Key Deliverables/Projects**

There are no current projects or funding. The Technology and Enabling Program attempted to secure funding from the 2021/22 Capital Investment Program for moving Genesys to updated cloud infrastructure. This bid was unsuccessful.

Policy/Program Accountability

There are no identified Specific Accountabilities impacted by the change.

Projects/Bids

Not applicable

ASL

EMPLOYMENT STATUS	STAFF NUMBER(S)
Ongoing Full-Time	0
Ongoing Part-Time	0
Higher Duties	0
Vacant Positions	1 x Contractor PM
Total	1 x Contractor PM

Budgets

The Genesys work is unfunded. No budget will transfer with this function.

Delegations

There are no delegation changes resulting from this transfer.

OFFICIAL: Sensitive**Other Key Information**

TOPIC	KEY INFORMATION
Key Stakeholders	s. 47G(1)(a)
Cabinet/Budget Submissions in train	Nil
Ministerial Submissions/correspondence/briefs in train/with the Minister	Nil
Items out for consultation currently (and due date)	Nil
Intranet pages	Nil
External website content	Nil
Information Technology, Equipment and Supplies	The Service Delivery Manager is an escalation co-ordination point only The platform is supported by s. 47G(1)(a) under a contract and Home Affairs engages s. 47G(1)(a) to resolve incidents as they arise.
PPCF documents	Nil
Business Continuity Plans	Nil
Organisational Compliance – Control Framework(s)	Nil
Enterprise Risk Control(s)	Nil
Recommendations	Nil
Group mailboxes	Nil
External accountabilities	Nil
Significant contract and procurement matters	Nil
WHS hazards with the work or physical location	Transferring Genesys System Owner functions CCSB, complies with departmental WHS Hazard Management. None to report at this time.
WHS risk assessments and any other issues	Transferring Genesys System Owner functions CCSB, complies with departmental WHS risk assessment. None to report at this time.

OFFICIAL: Sensitive**Record Keeping**

Existing record keeping practices will not be impacted by this change.

TITLE	TRIM Reference Number	Other Repository Reference
Genesys – handover documents	ADF2022/268467	N/A

OFFICIAL: Sensitive**Attachment C: Profile Summary for Assistive Technology**

Name: Assistive Technology Support

Detailed description of functions

Assistive Technology (AT) is an umbrella term for assistive, adaptive and rehabilitative devices and applications.

AT promotes greater independence and enables people to perform tasks by enhancing or changing methods of interacting with technology.

The AT Support function facilitates user access for the following list of applications are available through the Service Request Catalogue:

- Dragon Naturally Speaking — speech recognition software that turns talk into text and continually improves as you use it.
- Jaws (Jobs Access With Speech) — Screen Reader software that allows visually impaired users to read the screen. They can use either text-to-speech output or a refreshable Braille display.
- Zoomtext — enlarges and enhances content on the computer screen.
- Open Book — a scanning and reading system that converts printed materials to speech or large print output on the computer for the visually impaired.

The AT Q&A Monthly Forum is chaired by the Team Lead of the AT Support Team in collaboration with the Culture, Diversity and Inclusion Team. This meeting is an open forum for all AT users with the intent to discuss any issues with user experience, system performance and ideas for improvements.

Priorities

Remaining high spec laptops being rolled out to AT users:

- This process will involve liaising with Unisys and Users.
- Identifying users which require a high spec laptop.
- Facilitate return of standard devices, in line with the Single Device Procedural Instruction.

Key Deliverables/Projects

- Commence the rollout of Dragon version 16.
- Commence the rollout of ZoomText version 23.

Policy/Program Accountability

Specific accountabilities including business and/or technical ownership:

- Policy/program accountability for specific activities:
 - Software licence and procurement approval and recommendation to cost centre manager
 - Management of the software implementation cycle.
 - Co-ordinate UAT:
 - Identify testing users.
 - Approval of software for rollout.

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- Operational accountabilities:
 - Ongoing management of incidents including:
 - Monitoring and maintaining incident register.
 - Liaising with Desktop services and vendors to facilitate resolution.
 - Knowledge base articles required as a result of the resolution.
 - Chairing the AT Q&A forum.
 - Attendance at intergovernmental agency forums.

ASL

EMPLOYMENT STATUS	STAFF NUMBER(S)
Ongoing Full-Time	-
Ongoing Part-Time	-
Higher Duties	-
Vacant Positions	-
Total	-

Budgets

No budget will transfer with this function.

Delegations

There are no delegation changes resulting from this transfer.

Other Key Information

TOPIC	KEY INFORMATION
Key Stakeholders	s. 47G(1)(a)
Cabinet/Budget Submissions in train	Nil.
Ministerial Submissions/correspondence/briefs in train/with the Minister	Nil.
Items out for consultation currently (and due date)	N/A
Intranet pages	<u>Support and services for staff with disability (bcz.gov.au)</u> This page is owned and managed by the Culture, Diversity and Inclusion Team.

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TOPIC	KEY INFORMATION
External website content	<u>N/A</u>
Information Technology, Equipment and Supplies	Specific accountabilities include: - Service request catalogue resolver groups: - Approvers for Dragon, Zoomtext and JAWS requests. <u>More details will be provided as part of the hand over.</u>
PPCF documents	<u>N/A</u>
Business Continuity Plans	<u>N/A</u>
Organisational Compliance – Control Framework(s)	<u>N/A</u>
Enterprise Risk Control(s)	<u>N/A</u>
Recommendations	Nil
Group mailboxes	<u>Assistive Technology Management Team:</u>
External accountabilities	<u>N/A</u>
Significant contract and procurement matters	<u>More details will be provided as part of the hand over.</u>
WHS hazards with the work or physical location	Transferring the Assistive Technology functions to CCSB, complies with departmental WHS Hazard Management. None to report at this time.
WHS risk assessments and any other issues	Transferring the Assistive Technology functions to CCSB, complies with departmental WHS risk assessment. None to report at this time.

Record Keeping

All records must be transferred to correct unit heads, this includes –

- Digital records be filed in Content Manager/TRIM or an identified business systems (EasySAP, ICSE etc.). Records must not be left on network or home drives, email accounts or other systems which will result in them being inaccessible by those with a need to know, now and into the future.
- All active physical records must be assigned to the correct owner in Content Manager/TRIM. This individual is responsible for ensuring the file is correctly stored when not in use and can be located when required.
- Relevant access controls are updated in TRIM to ensure users / workgroups are not locked out of records.
- All inactive physical records must be sent to Records Management for suitable storage. For more information, see ADD2015/1183552 - TRIM Help Card - 22 - File Put Away (PA).

TITLE	TRIM Reference Number	Other Repository Reference
Assistive Technology Q&A Forum	ADF2022/241023	
Assistive Technology Support Hub	ADF2018/17867	



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ITSM Consultation – Assistive Technology Team

Date: 7 August 2023

Time: 4:00pm – 4:30pm

Attendees

Branch	Attendees
Corporate and Case Systems Branch	Jennifer Bardsley – AS Corporate and Case Systems Branch (CCSB) s. 22(1)(a)(ii) – A/g Director CDCS s. 22(1)(a)(ii) – Business Manager CCSB
IT Service Management	s. 22(1)(a)(ii) – SD ITSM Branch s. 22(1)(a)(ii) – Director ITSM Operations s. 22(1)(a)(ii) – Business Manager ITSM s. 22(1)(a)(ii) – Team Leader VIP Support/Assistive Tech ITSM Apologies – s. 22(1)(a)(ii), ITSM Operations/Assistive Tech ITSM

Minutes

- Introductions from AS CCSB to the attendees
 - AS CCSB provided an overview of the proposed changed, including timelines and rationale, and context for this meeting. This meeting is an opportunity for staff to learn more about the changes, ask questions and raise concerns or provide feedback.
- Background:
 - Discussion occurred with attendees about the consultation process
 - AS CCSB and SD ITSM requested feedback on the proposed change
 - Proposed timeframes were outlined
- Discussion and explanation of why the changes are proposed:
 - AS CCSB provided further information surrounding the CIOs vision and where the change is coming from
 - SD ITSM mentioned they have also discussed this with the impacted staff in other forums
- Discussion occurred on what the Assistive Technology support is currently looking like.
- Proposed changes:

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- The Assistive Technology function be moved from ITSM to CCSB to align to the Branch Delivery Model.
 - The AT function will be moving to an established section within the Branch, the Corporate Digital Collaboration Services section
- Questions/Concerns:
 - s. 22(1)(a)(ii) highlighted the need for continuity for the clients, in transfer of assistive technology. Meeting attendees agreed this is a priority for all.
 - Assistive Tech team mentioned they have been preparing for four weeks and have documented as much as they can
 - Attendees discussed and agreed the need for a smooth transition period, rather than a cutover date, in order to ensure continuity of support and knowledge transfer
 - Discussion on support arrangements:
 - Unisys are the first and second level support for AT related queries and reported issues
 - The assistive support team are usually the escalation point
 - Platinum tickets come through as P3 to the Unisys helpdesk/desktop support
 - Noting that platinum users are not supported by VIP Support
 - Regular meetings are held with Unisys surrounding AT support
 - Full time APS6 FTE would most likely be required
 - Mailbox management is required
 - Meetings are also held with partner agencies to provide advice and guidance for AT
 - Once the function has moved across to CCSB this function is proposed to move to our TEAMS support team.
 - The documentation for processes is ready to share
 - Meeting to be held with Diversity (Main Business Stakeholder) and CDCS for introductions
 - Formalisation:
 - Due Minute under development from ITSM. Timeframe TBC but noting both areas want this actioned as quickly as possible and the Due Diligence team can take up to four weeks to process
 - **Action Items**

Item	Action	Responsibility	Status
C.1	ITSM to provide documentation on Assistive Tech	s. 22(1)(a)(ii)	In Progress
C.2	ITSM to develop the formal minute and due diligence forms	s. 22(1)(a)(ii)	In Progress

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Item	Action	Responsibility	Status
C.3	Meeting to be organised with Diversity and CDCS for introduction	Jennifer Bardsley s. 22(1)(a)(ii)	In Progress

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ITSM Consultation – ITSM Branch

Date: 9 August 2023

Time: 11:00 – 11:30am

Attendees

Branch	Attendees
Corporate and Case Systems Branch	Jennifer Bardsley – AS Corporate and Case Systems Branch (CCSB) s. 22(1)(a)(ii) – Business Manager CCSB
IT Service Management	s. 22(1)(a)(ii) – SD ITSM Branch ITSM Branch

Minutes

- Introductions from AS CCSB to the ITSM Branch
 - AS CCSB provided an overview of the proposed changes, including timelines and rationale, and context for this meeting. This meeting is an opportunity for staff to learn more about the changes, ask questions and raise concerns or provide feedback.
- Background:
 - Discussion occurred with attendees about the consultation process
 - AS CCSB and SD ITSM requested feedback on the proposed change
 - Proposed timeframes were outlined
- Discussion and explanation of why the changes are proposed:
 - AS CCSB provided further information surrounding the CIOs vision and where the change is coming from
 - SD ITSM mentioned they have also discussed this with the impacted staff in other forums
- Discussion occurred on what managed service and operation management is currently looking like, acknowledging it is being shaped through the transition
- Proposed changes:
 - Plan to establish a new section in CCSB with a new cost centre dedicated to the service now system support
 - Recognising the need for contract management expertise

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- Complexities with the environment means managing service providers along with ongoing projects
- Questions/Discussion/Feedback to attendees
 - s. 22(1)(a)(ii) : (Feedback) Comms team is very happy to be maintaining the work on all the projects, e.g. Teams/M365.
 - AS CCSB has confirmed that will not change
 - s. 22(1)(a)(ii) : (Question) Privileged access/elevated access: what considerations have occurred to maintain the privileged access for the staff in ITSM
 - AS CCSB answered that if technical changes are being made to the platform that could impact other users (not just ITSM), this should go through the System Owner. However, if the changes being made are only impacting ITSM, then staff with privileged access in ITSM could do these. These boundaries can be refined over time as we work out the best arrangements.
 - s. 22(1)(a)(ii) (Question): is there a centralised POC
 - Direct contact with AS CCSB - SD ITSM or emailing CCSB/ITSM Exec Support
 - All feedback to be provided by 14 August
 - s. 22(1)(a)(ii) : (Question) The Assets/Mobile Team could be classified as Technical Support team, will the section be considered to move as they are a technical and first level (hybrid) support team? s. 22(1)(a)(ii) who sits under CDCS (CCSB) currently runs the platform and MobileIron. Where will Mobile/Assets fit in to wider picture?
 - AS CCSB clarified that the technical system owner role being discussed at the moment is only for Service Now, not for assets. Assets will remain in ITSM.
 - If there is benefit of that section being moved, all parties are open to a discussion, but that move hasn't been on the radar so far
 - SD ITSM mentioned that the MNS project may influence what this looks like
- Summary of meeting and a thank you from AS CCSB for the questions that have been raised
- A further email to go out from AS CCSB and has since gone out this finalising of these notes
- Meeting closed

Action Items

Item	Action	Responsibility	Status
	Nil		I



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ITSM Consultation – ITSM Leadership Team

Date: 2 August 2023

Time: 11:00am – 11:30am

Attendees

Branch	Attendees
Corporate and Case Systems Branch	Jennifer Bardsley, AS Corporate and Case Systems Branch (CCSB) s. 22(1)(a)(ii) – Business Manager CCSB
IT Service Management	s. 22(1)(a)(ii) ITSM Branch s. 22(1)(a)(ii) – Director ITSM Delivery s. 22(1)(a)(ii) – Director ITSM Operations s. 22(1)(a)(ii) – Team Leader ITSM Tech Enabling s. 22(1)(a)(ii) – Business Manager ITSM

Minutes

- AS CCSB provided an overview of the proposed changes, including timelines and rationale, and context for this meeting. This meeting is an opportunity for staff to learn more about the changes, ask questions and raise concerns or provide feedback.
- SD ITSM said that a few ITSM Branch Forums have already taken place and staff are aware of the changes, but were not documented.
- The planned meetings for consultation are:
 - Leadership team
 - Service Now Development
 - Assistive Tech
 - ITSM Branch Forum
- ITSM team members said they had no concerns about the changes.
- Timeframe; most likely to take another 4 weeks to finish consultation and submit paper work.
- Finance (s. 22(1)(a)(ii)) prefers for start of the month movements - aiming for 1 September.

Issues/Feedback

- s. 22(1)(a)(ii) AT forum to be held on 24/25 August. Will this be run by CCSB?
 - CCSB to be in attendance but to be jointly run between both Branches
- No concerns from the AT section. s. 22(1)(a)(ii) has had 3 months' notice of the changes and is happy to assist when needed.
- No further issues raised at this time

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ITSM Consultation – ServiceNow Platform

Date: 4 August 2023

Time: 09:30am – 10:00am

Attendees

Branch	Attendees
Corporate and Case Systems Branch	Jennifer Bardsley, AS Corporate and Case Systems Branch (CCSB) s. 22(1)(a)(ii) – Director Delivery Management s. 22(1)(a)(ii) – Business Manager CCSB
IT Service Management	s. 22(1)(a)(ii), SD ITSM Branch s. 22(1)(a)(ii) – Team Leader ITSM Tech Enabling s. 22(1)(a)(ii) – ITSM Strategy Tech Enabling s. 22(1)(a)(ii) – ITSM Strategy Tech Enabling s. 22(1)(a)(ii) – ITSM Strategy Tech Enabling s. 22(1)(a)(ii) – ITSM Strategy Tech Enabling

Minutes

- Introductions from all attendees
 - AS CCSB provided an overview of the proposed changes, including timelines and rationale, and context for this meeting. This meeting is an opportunity for staff to learn more about the changes, ask questions and raise concerns or provide feedback.
- Background:
 - Discussion with members surrounding the consultation process
 - Requesting feedback or issues of the proposed change
 - To be discussed at the end of meeting
 - 1 September timeline (TBC)
- Discussion and explanation of why the changes are proposed:
 - SD ITSM has also discussed with the impacted staff
 - AS CCSB provided further information surrounding the CIOs vision
 - Staff in attendance today are proposed to be moved into Corporate and Case Systems Branch, as CCSB will be the technical owner of the platform
- Discussion on what managed service and operation management is looking like
- Proposed changes:
 - Plan to establish a new section in CCSB with a new cost centre dedicated to the service now system support
 - Recognising the need for contract management expertise

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- Complexities with the environment means managing service providers along with ongoing projects
- Feedback:
 - s. 22(1)(a)(ii) Q) *is there a reason [REDACTED] isn't moving to CCSB? This isn't a model from other teams.*
 - A) The thinking was that the Business Analyst role will need to manage the business requests on the business side. However, both AS CCSB and SD ITSM are open to this role moving to CCSB with remain with the rest of the team.
 - Discussion occurred on different options. A decision was made to further consider this offline to decide.
 - s. 22(1)(a)(ii) [REDACTED] Raised concerns with overheads, the amount of work and lack of resources. A senior technical manager will be required in the team as there is gap in this space at the moment
 - s. 22(1)(a)(ii) [REDACTED] agreed with [REDACTED] concerns and mentioned:
 - Staff are managing a large of amount of incidents and enhancements. These resourcing gaps need to be addressed
 - AS CCSB said that addressing the gaps is a priority, and encouraged staff just to do what is manageable and to escalate issues that cannot be managed or resolved.
 - s. 22(1)(a)(ii) [REDACTED] *raised to below points:*
 - They are happy to move, or happy to stay within the ITSM space. Due to being quite new to the role and still learning, support in the role is essential.
- AS CCSB asked if any additional meetings with this development (Strategy Tech Enabling) team need scheduled
 - Attendees No further meetings required.
- Meeting closed

Action Items

Item	Action	Responsibility	Status
B.1	To confirm if the business analyst role will move to CCSB	s. 22(1)(a)(ii) Jennifer Bardsley	Open

Welcome to Position and Organisational Management!

- Did you know you can make changes to your own position in easySAP?

- EL2s can also make changes on behalf of any position in their organisational unit!

This is the fastest and easiest way, and ensures the correct workflows occur for these topics:

The screenshot shows the easySAP interface for the Australian Government Department of Home Affairs. The navigation menu at the top includes Home, Employees, Managers, Contracts and Purchasing, Finance, and Finance Reports. The 'Managers' tab is selected, and the 'Organisational Management' > 'Position Management Forms' path is highlighted. Below this, the 'Employees' > 'Jobs / Roles' > 'Position Management Forms' path is also shown. The main content area displays the 'Status - All' section with a 'Hide Quick Criteria Maintenance' button. There are filters for 'Process Status' and 'Process Start Date'. A 'Create' dropdown menu is open, showing options: Create Position, Change Reporting Line, Delimit a position, Position Cost Distribution, Assign WWCC to Position, and Change Job for a Position. The 'Process Name' field is also visible.

Need help??

Visit our MyHR pages for advice and how to guides

[Position management \(bcz.gov.au\)](http://bcz.gov.au)

[Organisational unit management \(bcz.gov.au\)](http://bcz.gov.au)

Are you an EA/EO or responsible for your areas administration?

You can apply for access to action a number of changes

Apply for B3HR-ASR POSITION ADMIN in easySAP

For changes outside your organisational unit, please see the option on the following tabs



 Australian Government Department of Home Affairs		Position Management - Position Update Form Use this form to request a change to job role allocation and/or move the position between organisational units. Requests for position updates should be emailed to 6.22(1)ca@homeaffairs.gov.au with "Position Update[s]" in subject line.					
Requesting person Section Phone			Approving Delegate¹ Title Phone			Please use the Bulk Position Updates tab if you wish to update more than 5 positions	
	Position 1	Position 2	Position 3	Position 4	Position 5		
Position number to be updated						For help on changing reporting lines in easySAP, visit Position Management on MyHR	
Date of effect							
Does position need to be moved between org units? ²							
New org unit number (e.g. 11552030)							
New org unit name							
Losing delegate name ³							
Receiving delegate name ³							
End date (if applicable)							
Does position require a change to reporting lines?							
New supervisor position number							
New supervisor name						Location ensures that the correct allowances are paid e.g. public holidays, location allowances.	
End date (if applicable)							
Does position require a job role update?							
Vocational stream							
Job family							
Job role							
Does position require a new location?							
Location (state)							
Location (sub-area)							
Notes: ¹ The delegates approval must be visible in the email trail of the request (EL2 level or above) ² If a position is being moved between organisational units, both the losing delegate and receiving delegate must approve the move. If this movement relates to a Contractor, the Purchase Order must reflect this change. Neglecting to do so will result in incorrect costs being incurred against your cost centre. Contact your Group Finance Partner.							

 Australian Government Department of Home Affairs		Position Management - Bulk Position Updates Form	
Requests for position updates should be emailed to: s.22(1)(a)(ii).homeaffairs.gov.au with "Bulk Position Updates - (Reporting Lines/ Org Units)" in subject line. Allow up to 10 days for processing.			
Please only complete columns with the required changes; information is not required in columns where no changes are required.			
Requesting person Section: Jennif or Bordley Phone: Corporate and Case Systems Branch S. 22(1)(a)(ii)		Approving Delegate Title: s. 22(1)(a)(ii) Phone: s/g SD IT Service Management S. 22(1)(a)(ii)	

Position Details		Req Roll Update					Job Role Update					Detail Position	
Position Number	Req ID	New Req Roll * Job(11111111)	New Req Roll Name	New experience position number	Role of Effect	Effective End Date (if any)	Req ID	Functional stream	Job family	Job role	Role of Effect	Req ID	Effective End Date
60032926	Yes		Digital Workflow Systems		60045573	1/10/2023							
60097327	Yes		Digital Workflow Systems		60045573	1/10/2023							
60097329	Yes		Digital Workflow Systems		60045573	1/10/2023							
60097333	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103505	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103508	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103540	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103548	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103555	Yes		Digital Workflow Systems		60045573	1/10/2023							
60103561	Yes		Digital Workflow Systems		60045573	1/10/2023							
60104092	Yes		Digital Workflow Systems		60045573	1/10/2023							
60104095	Yes		Digital Workflow Systems		60045573	1/10/2023							
60104098	Yes		Digital Workflow Systems		60045573	1/10/2023							
60105000	Yes		Digital Workflow Systems		60045573	1/10/2023							
60110786	Yes		Digital Workflow Systems		60045573	1/10/2023							
60112544	Yes		Digital Workflow Systems		60045573	1/10/2023							
60117138	Yes		Digital Workflow Systems		60045573	1/10/2023							
60124119	Yes		Digital Workflow Systems		60045573	1/10/2023							
60124448	Yes		Digital Workflow Systems		60045573	1/10/2023							
60124761	Yes		Digital Workflow Systems		60045573	1/10/2023							
60126245	Yes		Digital Workflow Systems		60045573	1/10/2023							
60133467	Yes		Digital Workflow Systems		60045573	1/10/2023							
60135027	Yes		Digital Workflow Systems		60045573	1/10/2023							
60135222	Yes		Digital Workflow Systems		60045573	1/10/2023							
60135355	Yes		Digital Workflow Systems		60045573	1/10/2023							
60135547	Yes		Digital Workflow Systems		60045573	1/10/2023							
60135570	Yes		Digital Workflow Systems		60045573	1/10/2023							
60139447	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140428	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140431	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140430	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140433	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140436	Yes		Digital Workflow Systems		60045573	1/10/2023							
60140439	Yes		Digital Workflow Systems		60045573	1/10/2023							
60142174	Yes		Digital Workflow Systems		60045573	1/10/2023							
60142914	Yes		Digital Workflow Systems		60045573	1/10/2023							
60142432	Yes		Digital Workflow Systems		60045573	1/10/2023							
60147728	Yes		Digital Workflow Systems		60045573	1/10/2023							
60148377	Yes		Digital Workflow Systems		60045573	1/10/2023							
60150162	Yes		Digital Workflow Systems		60045573	1/10/2023							
60152510	Yes		Digital Workflow Systems		60045573	1/10/2023							
60152711	Yes		Digital Workflow Systems		60045573	1/10/2023							
60152784	Yes		Digital Workflow Systems		60045573	1/10/2023							
60153091	Yes		Digital Workflow Systems		60045573	1/10/2023							
60153140	Yes		Digital Workflow Systems		60045573	1/10/2023							
60153149	Yes		Digital Workflow Systems		60045573	1/10/2023							
60153229	Yes		Digital Workflow Systems		60045573	1/10/2023							
60154132	Yes		Digital Workflow Systems		60045573	1/10/2023							
60154135	Yes		Digital Workflow Systems		60045573	1/10/2023							
60154228	Yes		Digital Workflow Systems		60045573	1/10/2023							
60154957	Yes		Digital Workflow Systems		60045573	1/10/2023							
60155110	Yes		Digital Workflow Systems		60045573	1/10/2023							
60157060	Yes		Digital Workflow Systems		60045573	1/10/2023							
60157592	Yes		Digital Workflow Systems		60045573	1/10/2023							
60159504	Yes		Digital Workflow Systems		60045573	1/10/2023							
60163031	Yes		Digital Workflow Systems		60045573	1/10/2023							
60163036	Yes		Digital Workflow Systems		60045573	1/10/2023							
60163040	Yes		Digital Workflow Systems		60045573	1/10/2023							
60163043	Yes		Digital Workflow Systems		60045573	1/10/2023							
60163091	Yes		Digital Workflow Systems		60045573	1/10/2023							
60165410	Yes		Digital Workflow Systems		60045573	1/10/2023							
60169241	Yes		Digital Workflow Systems		60045573	1/10/2023							
60170406	Yes		Digital Workflow Systems		60045573	1/10/2023							
60172785	Yes		Digital Workflow Systems		60045573	1/10/2023							
60173492	Yes		Digital Workflow Systems		60045573	1/10/2023							
60173844	Yes		Digital Workflow Systems		60045573	1/10/2023							
60174423	Yes		Digital Workflow Systems		60045573	1/10/2023							
60174437	Yes		Digital Workflow Systems		60045573	1/10/2023							
60174511	Yes		Digital Workflow Systems		60045573	1/10/2023							
60184472	Yes		Digital Workflow Systems		60045573	1/10/2023							
60175907	Yes		Digital Workflow Systems		60144472	1/10/2023							
60184917	Yes		Digital Workflow Systems		60144472	1/10/2023							
60167007	Yes		Digital Workflow Systems		60144472	1/10/2023							
60017439	Yes		Digital Workflow Systems		60144472	1/10/2023							

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 Australian Government Department of Home Affairs		You must consider and comply with the due diligence guidance for organisational structural changes.	
Further information regarding Due Diligence is available here			
Create an Organisational Unit			
Section/Branch/Division creations: Complete this form; attach to your Due Diligence Organisational Change form (ADD2021/6652170) and submit both forms as your request to s. 22(1)(a)(ii)@homeaffairs.gov.au Due Diligence will review and approve your request, then forward for actioning to the required teams.			
Unit/Team creations: email this form directly to s. 22(1)(a)(ii)@homeaffairs.gov.au with 'Organisational Creation' in subject line. Allow up to 10 days for processing.			
Requesting person Section Phone		Approving delegate ¹ Title Phone	
Date of effect	1/10/2023	Level of Org Unit	Cost Centre
Org unit name ²	Digital Workflow Systems		
Will report to which org unit name?	CORPORATE & CASE SYSTEMS		
Will report to which org unit number?	11587000		
Will staff be residing in this org unit?	Yes		
Personnel area/Personnel subarea			
New org unit managers name ³	Jennifer BARDSLEY		
New org unit managers position number	60014043		
Additional Comments			
Notes: ¹ The delegates approval must be visible in the email trail of the request (EL2 level or above) ² Organisational unit names can be a maximum of 35 characters in length (including spaces) ³ The head of org unit can only be an APS employee (i.e. not a Contractor, Consultant, External or LEE)			

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Update an Organisational Unit			
Section/Branch/Division updates: Complete this form; attach to your Due Diligence Organisational Change form (ADD2021/6652170) and submit both forms as your request to s. 22(1)(a)(ii)@homeaffairs.gov.au Due Diligence will review and approve your request, then forward for actioning to the required teams.			
Unit/Team updates: email this form directly to s. 22(1)(a)(ii)@homeaffairs.gov.au with 'Organisational Update' in subject line. Allow up to 10 days for processing.			
Requesting person Section Phone		Approving delegate ¹ Title Phone	
Org unit number (e.g. 11530330)			
Org unit name			
Date of effect of changes			
Does org unit require a new name?			
New org unit name ²			
Is a new head of org required?			
New head of org position number ³			
New head of org name			
Is the Org Unit changing cost centres?			
Current cost centre no:			
New cost centre no:			
Is the Org Unit changing who it reports to? ⁴			
Currently reports to which Org Unit No?			
Needs to report to Org Unit No?			
Notes: ¹ The delegates approval must be visible in the email trail of the request (EL2 level or above) ² Organisational unit names can be a maximum of 35 characters in length (including spaces). ³ This will only update the name of the org unit. To update the name of the cost centre, you must contact your Finance manager/officer. ⁴ The head of org unit can only be an APS employee (i.e. not a Contractor, Consultant, External or LEE) ⁴ This will only update who the org unit reports to in the HR structure. To update the cost centre move in the FI hierarchy, contact Finance.			

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Delimit an Organisational Unit Form					
Section/Branch/Division delimits: Complete this form; attach to your Due Diligence Organisational Change form (ADD2021/6652170) and submit both forms as your request to S. 22(1)(a)(ii)@homeaffairs.gov.au Due Diligence will review and approve your request, then forward for actioning to the required teams.					
Unit/Team delimits: email this form directly to S. 22(1)(a)(ii)@homeaffairs.gov.au with 'Organisational Delimit' in subject line. Allow up to 10 days for processing.					
Requesting person Section Phone		Approving delegate ¹ Title Phone			
Org unit number (e.g. 11530330)					
Org unit name					
Is Org Unit vacant? ²		☐ Yes	☐ Yes	☐ Yes	☐ Yes
Date of effect					
Notes: ¹ The delegates approval must be visible in the email trail of the request (EL2 level or above) ² An Org Unit cannot be delimited if it has positions in it.					