



ICT Sites Review

Feedback Consideration Department Response

Version 1.2 – 14 January 2013

STAFF IN CONFIDENCE

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Date:	
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Group:	CIO Group

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1. Executive Overview

On 8 November 2012, the CIO, Gary Sterrenberg, sent an email to all ICT employees to advise that the ICT Sites Review was *'now complete and its recommendations were reviewed with my endorsement and that of the Senior Executive. The next step is to consult you and your representatives regarding the proposed recommendations.'*

A comprehensive consultative process was subsequently undertaken with all potentially affected ICT employees and the CPSU on the proposed recommendations.

A report was produced that summarised all feedback both written and verbal from ICT employees. The purpose of the report was not to make recommendations but to accurately reflect the feedback provided by the potentially affected ICT employees.

This report summarises the department's consideration of and response to the feedback from both the potentially affected ICT employees and the CPSU captured during the consultation period.

2. Background

In April 2012, all CIO Group employees were advised that a review would be carried out within the group that would look at its capability, sustainability against the department's future business needs.

This review was carried out over the period 11 April to 30 May 2012 and included all CIO Group employees not located within the three major ICT hubs (Canberra, Adelaide and Brisbane) or the smaller ICT site in Hobart.

The *ICT Sites Review* report was completed and its proposed recommendations were reviewed with endorsement by the CIO and the Senior Executive. The proposed recommendations were:

Consolidation of ICT Staff.

Recommendation 1:

The CIO Group will work actively and decisively towards the *Technology Plan 2012-16* objective to 'locate optimally'.

This will see the vast majority of CIO Group employees situated in designated ICT hubs in Canberra, Brisbane and Adelaide.

Remote Teams and Employees

Recommendation 2:

The CIO Group will work towards consolidating current remote teams and employees into the designated ICT hubs.

There will be no further creation or engagement of remote teams and/or employees other than in the designated ICT hubs.

Outposted Employees

Recommendation 3:

All future deployment of CIO Group employees on outposted assignments will occur in accordance with *DHS Outposting Arrangements*.

All existing outposting assignments will be reviewed in accordance with *DHS Outposting Arrangements*.

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3. Consultation Process Summary

3.1. Consultation Obligations

The department has obligations to consult with employees and the CPSU as mandated under the *Fair Work Act 2009* and Clause 7, DHS Agreement 2011-2014 prior to a decision being made around these recommendations.

Therefore, to commence this process, the CIO, Gary Sterrenberg, sent an email to all CIO Group employees on 8 November 2012 to advise that the ICT Sites Review was *'now complete and its recommendations were reviewed with my endorsement and that of the Senior Executive. The next step is to consult you and your representatives regarding the proposed recommendations.'*

3.2. Consultation Process.

To facilitate a comprehensive consultative process the department adopted a number of different channels for employees to either provide feedback or seek further clarification around specific issues. These being:

3.2.1. General Managers addressed teams on 8 November 2012.

The purpose of these meetings was to communicate the proposed recommendations. At each meeting there was a representative from a People Support team.

- Perth: Marcus Markovic and
- Melbourne: Luke Woolmer and
- Sydney: Mike Brett and
- Canberra: Alaine King and

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3.2.2. A positional mailbox was established.

A positional mailbox was established (ICTSITESREVIEW) to facilitate an email channel to receive and respond to feedback from employees.

3.2.3. The ICT Sites Review Report summary was distributed.

The ICT Sites Review Report Summary was distributed to all potentially affected staff on 21 November 2012.

3.2.4. A Consultation team identified.

The team was led by _____, an Assistant Director in People Support Victoria, People Services Division

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3.2.5. A Wiki page was created.

A Wiki page was established to provide access to all available information and regular updates to potentially affected employees and all other interested ICT employees.

<http://wiki.csa.gov.au/dhswiki/display/ciog/ICT+Sites+Review>

3.2.6. Consultation was held with the CPSU.

During the consultation period two meetings were held with the CPSU to inform on the progress of the consultation process. The meetings were attended by representatives from the CPSU, Workplace Relations, Consultation and Review team members and CIO Group.

3.2.7. Consultation sessions were conducted with potentially affected CIO Group employees.

The consultation sessions commenced on 30 November 2012 with a final teleconference for those who had been absent at their allocated time on 11 December 2012

It was identified that there were potentially affected employees located in over locations. Therefore, wherever practicable the sessions were conducted on a face-to-face basis otherwise they were via teleconference. This was also to ensure the sessions were carried out in a timely manner.

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employees were on leave during this period with most not due back at work until 2013.

The consultation sessions contained:

- A recap on past year and review process –including a summation of the work that was undertaken by the ICT Sites Review Team and the review rationale.
- Discussion on the proposed change/vision reasons and went through the summary in the review around the Technology Plan and departmental vision.
- Discussion on the definitions of outposting and remote for the purposes of this review.
- Information on the outposting principles and examples to explain.
- Discussion around each of the 3 recommendations
- Collation and summary of group feedback.

At all meetings extensive notes were taken of the issues raised and further questions that were posed. A copy of this feedback was then provided back to the participants of each group to ensure that it was a true reflection of the issues that were raised during their session. These comments were incorporated into the ICT Sites Review Consultation Report. They were also placed in the Wiki page for access by all employees.

4. ICT Sites Review Reports

4.1. Department Consultation Report

A comprehensive report covering all feedback was collated and sent to Marcus Markovic on 21 December 2012 (Attachment A). The purpose of the report was not to make recommendations but to accurately reflect the feedback provided by ICT employees on the proposed recommendations.

A copy of this report was forwarded to
on 24 December 2012.

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The report was published on the ICT Sites Review WIKI page on 7 January 2013 for all interested and/or potentially affected ICT employees to access.

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6. Attachments.

Attachment	Title/Description
A	ICT Sites Review Consultation Report
B	CPSU Response to DHS ICT Sites Review

7. Document Management

Document Location	Top1fs6\Data\Shared\lcsites\
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Document History

Document history/Version	Date	Author(s)/Reviewer(s)	Comments
1.0	3 January 2012		Create template and incorporate drafted comments/feedback
1.1	8 January 2012	Marcus Markovic	Incorporate comments from Workplace Relations
1.2	14 January 2012		Update minor comments

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8. Approval

This report is approved for release by the following signatory:



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Date: 29/11/13

Marcus Markovic
A/g General Manager
Employment, Families, Child Support & Older Australians Systems Division