

ICT Sites Review

Final Recommendations

Version 1.8 – 25 January 2013

STAFF IN CONFIDENCE

Prepared by:	
Version:	Version 1.8
Date:	25 January 2013
Project Manager:	
Lead Senior Executive	Marcus Markovic A/g General Manager Employment, Families, Child Support and Older Australians Systems
Division:	Employment, Families, Child Support and Older Australians Systems
Group:	CIO Group

s47F

Contents

1. Overview.....	3
2. Background.....	4
3. Consultation process summary	5
3.1. Consultation	5
3.2. Consultation Process.....	5
3.2.1. General Managers engaged with teams on 8 November 2012.	5
3.2.2. A positional mailbox was established.....	5
3.2.3. An ICT Sites Review Report summary was distributed.	5
3.2.4. A consultation team was established.	5
3.2.5. A consultation wiki page was created.	5
3.2.6. Consultation with employee representatives.....	6
3.2.7. Consultation with potentially affected employees.....	6
4. ICT Sites Review reports.....	7
4.1. Department Consultation Report.....	7
4.2. CPSU Response to DHS ICT Sites Review.....	7
5. CIO Group response to feedback	8
5.1. Overview	8
5.2. Summary of CIO Group Management response to feedback.....	8
6. Final Recommendations.....	9
7. Implementation.....	10
8. Attachments.....	11
9. Document Management.....	12
10. Approval	13

1. Overview

On 3 April 2012 the Chief Information Officer (CIO), Gary Sterrenberg, advised CIO Group employees of a proposed review of ICT sites. Extensive field work was conducted between 11 April 2012 and 30 May 2012, and an ICT Sites Review Report (**Attachment A**) was produced in October 2012.

On 8 November 2012 the CIO advised ICT employees by email of the completion of the report and the commencement of the consultation phase.

A comprehensive consultative process was subsequently undertaken with potentially affected ICT employees and employee representatives, the Community and Public Sector Union (CPSU).

As a consequence an 'ICT Sites Review Consultation Report' (**Attachment B**) was produced that summarised all the feedback both written and verbal from ICT employees. The purpose was to accurately capture and reflect the feedback provided by ICT employees.

The CPSU provided a feedback document based on their consultation with ICT employees in which they consulted with (**Attachment C**). The CPSU document also contained recommendations proposed by the CPSU.

The 'Feedback Consideration Department Response Report' (**Attachment D**) summarised the department's consideration of, and response to, the feedback from ICT employees and the CPSU.

This report contains the final recommendations of the ICT Sites Review. They have been developed after taking into consideration all feedback provided throughout the consultation process balanced with the business need for a more consolidated and sustainable structure that is better able to manage the strategic challenges facing the CIO Group.

The following table lists the reports and attachments mentioned above:

Attachment	Title/Description
A	ICT Sites Review Report and Recommendations
B	ICT Sites Review Department Consultation
C	CPSU Response to DHS ICT Sites Review
D	Feedback Consideration Department Response

2. Background

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

This review was carried out over the period 11 April to 30 May 2012 and the 'ICT Sites Review Report' was completed in October 2012.

The proposed recommendations were considered by the CIO and the Senior Executive Management team. The proposed recommendations were endorsed for consultation. 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*.

3. Consultation process summary

3.1. Consultation

Consultation was undertaken in accordance with Clause A7 of the *Department of Human Services Agreement 2011-2014* (the Agreement).

To commence the process, the Chief Information Officer (CIO), Gary Sterrenberg, communicated by email to all ICT 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 and genuine consultative process the CIO Group adopted a number of different channels for employees to provide feedback or seek further clarification around issues.

3.2.1. General Managers engaged with teams on 8 November 2012.

These meetings communicated the proposed recommendations to potentially affected employees. The meetings were facilitated as follows:

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

s47F

The sessions included a representative from the People Team at each meeting.

3.2.2. A positional mailbox was established.

This provided a single point of contact to receive and respond to feedback from employees.

3.2.3. An ICT Sites Review Report summary was distributed.

This was distributed by email to all potentially affected employees on 21 November 2012.

3.2.4. A consultation team was established.

To facilitate an independent consultation process the team was led by an Assistant Director in People Support Victoria, People Services Division. The team managed the consultation process with the view to enabling consideration of comprehensive feedback. Contact with this team was open to all ICT employees.

s47F

3.2.5. A consultation wiki page was created.

This provided access to all available information and regular updates, and was accessible by potentially affected employees and other interested ICT employees.

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

3.2.6. Consultation with employee representatives

Three separate meetings were held with representatives of the CPSU. The meetings provided up to date information and progress of the process. These meetings provided a forum for genuine consultation, discussion of the review and an opportunity for employees to provide their feedback and raise concerns. The meetings were attended by representatives from the CPSU, the CIO Consultation and Review Team, Workplace Relations, and senior CIO Group representatives.

3.2.7. Consultation with potentially affected employees

Based on the proposed recommendations, potentially affected employees in over locations were identified. Consultation sessions were held with all of those who were not on leave . Wherever practicable the sessions were conducted face to face otherwise they were via teleconference.

s47F

Eight consultation sessions were held commencing on 30 November 2012 and were completed on 11 December 2012.

All ICT employees have been included in all written communication and have access to both the wiki page and the positional mailbox.

The employee consultation sessions included:

- A recap on the past year and review process, including a summary of the work undertaken by the ICT Sites Review Team and the review rationale.
- Discussion of the reasoning behind the review, and its relationship with the *Technology Plan 2011 – 2016*.
- Discussion of outposting and remote positions; and the principles involved.
- Discussion of each of the proposed recommendations.
- Collation and summary of group feedback.
- Opportunity was provided for questions and discussion.

During meetings, notes were taken of the issues raised and questions asked, to align with the feedback and consultation process. A copy of the notes was provided to the participants to provide a true reflection of the issues raised and maintain transparency. Notes were also placed on the consultation wiki page for access by ICT employees, which created ease of reference for employees and incorporated into the ICT Sites Review Consultation Report.

4. ICT Sites Review reports

4.1. Department Consultation Report

A report covering all feedback was prepared, to ensure feedback was accurately reflected. Copies were provided to Marcus Markovic, A/g General Manager, Employment, Families, Child Support and Older Australians Systems, on 21 December 2012 (Attachment B) and to _____ and _____ on 24 December 2012.

s47F

The report was also published on the ICT Sites Review wiki page on 7 January 2013.

s47E(d)

6. Final Recommendations

The Final Recommendations are as follows:

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.

Recommendation 2:

As per Recommendation 1, 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.

Recommendation 3:

Any future deployment of CIO Group employees on outposted assignments will be considered in accordance with DHS outposting principles. All existing outposting assignments will be reviewed in accordance with DHS outposting principles.

7. Implementation

Further consultation will be undertaken with affected individuals in relation to the implementation of the final recommendations. The implementation plan will have regard to feedback, consultation outcomes business needs. It will include a communication plan and ongoing evaluation. In the interests of all parties, the implementation discussions will commence immediately.

8. Attachments

Attachment	Title/Description
A	ICT Sites Review Report and Recommendations
B	ICT Sites Review Department Consultation
C	CPSU Response to DHS ICT Sites Review
D	Feedback Consideration Department Response

9. Document Management

Document Location	Top1fs6\Data\Shared\Icbsites\Final Recommendations
--------------------------	--

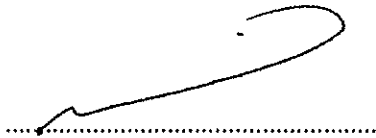
Document History

Document history/Version	Date	Author(s)/Reviewer(s)	Comments
1.0	9 January 2013	ICT Sites Review Team	Draft version for executive review.
1.1	14 January 2013	Marcus Markovic	Updates.
1.2	16 January 2013		Updates.
1.3	17 January 2013		Workplace Relations edits
1.4	22 January 2013		Workplace Relations edits
1.5	23 January 2013	Workplace Relations	Final edits
1.6	23 January 2013		Additional Final edits
1.7	24 January 2013		Additional edits following further Workplace Relations input
1.8	25 January 2013		Inclusion of additional details as requested by Workplace Relations.

s47F

10. Approval

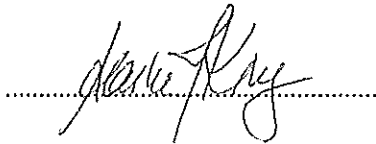
This report is approved for release by the following signatory:



.....

Date: 29/1/13

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



.....

Date: 30/1/2013

Alaine King
A/g Chief Information Officer
CIO Group