

# Proposed Changes for Technology Operations

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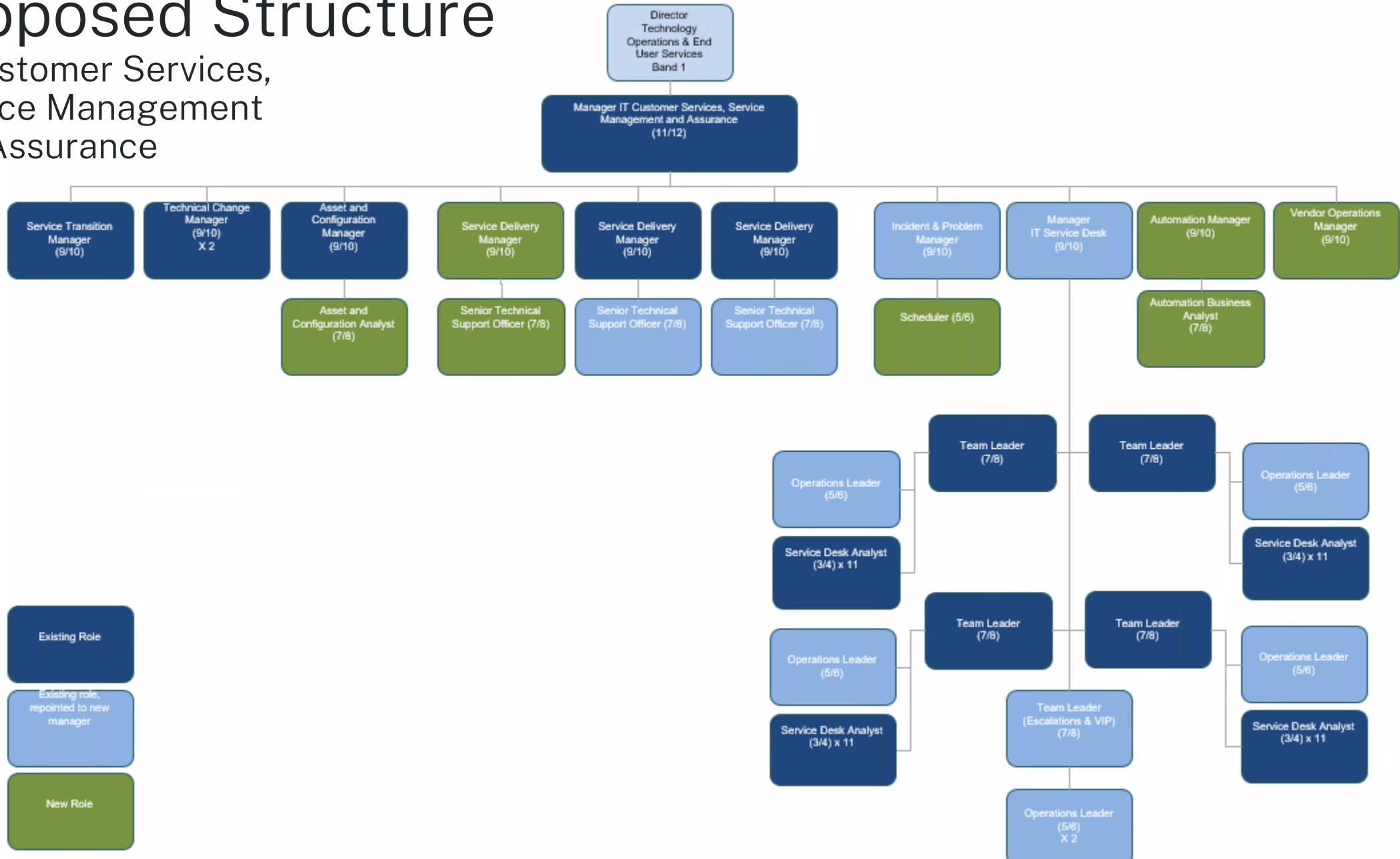
19 September 2023

# The need for change

- The structure and operating model of Technology Operations was designed in 2019 upon the merger of the Department of Family and Community Services and Department of Justice.
- Since then, progress has been made to consolidate technology and processes. Additionally, emerging technology is changing the way in which customers engage and with new capabilities, further improvements in efficiency and customer satisfaction can be achieved.
- Demand in IT Services has increased, and a better allocation of resources is needed to service demand and also to leverage technology to automate and deflect low value transactions.
- A new draft structure has been proposed that takes into consideration these factors. The structure combines the Service Management and Assurance team and IT Customer Services teams to a single group – IT Customer Services, Service Management and Assurance.

# Proposed Structure

IT Customer Services,  
Service Management  
and Assurance



Existing Role

Existing role, repointed to new manager

New Role

# Rationale



- A Single Senior Manager to oversee our IT Customer Service, Service Management and Assurance function (Incident, Request Fulfillment, Problem, Change, Release)
- A single **IT Service Desk Manager** - The merge of the IT Service Desk teams and functions and technology has made it easier for 1 Manager to oversee operations.
- An **additional Service Delivery Manager** - will permit better customer engagement, SLA reporting, and drive in knowledge inputs and process improvements.
- An **additional Senior Technical Support Officer** – Demand for critical and urgent support requests has increased, feedback on services is positive.
- New **Automation Manager** - As more automation is desired to help promote more self-service and speed up processes, a role is required to focus on this work, as well as managing Knowledge to support self-service..
- New **Vendor Operations Manager** – As software is managed by differing teams across IDS, the role is more suited to manage Software specific only to IDS that can't be managed by individual teams as its spans several areas or is of a smaller nature to not have a direct owner, such as ZoomText or Articulate360.
- New **Asset and Configuration Analyst** - To ensure licenses are managed and assigned to users correctly, a Asset Analyst role is to be created reporting to the Asset & Configuration Manager to ensure all software assets are tracked and those that we are responsible are audited for accurate usage for the VOM to renew.
- New **Scheduler** - As we have 44 SDA having a dedicated scheduler will ensure rosters are set according to forecast, meetings and 1 on 1 are scheduled

# Repoints of positions

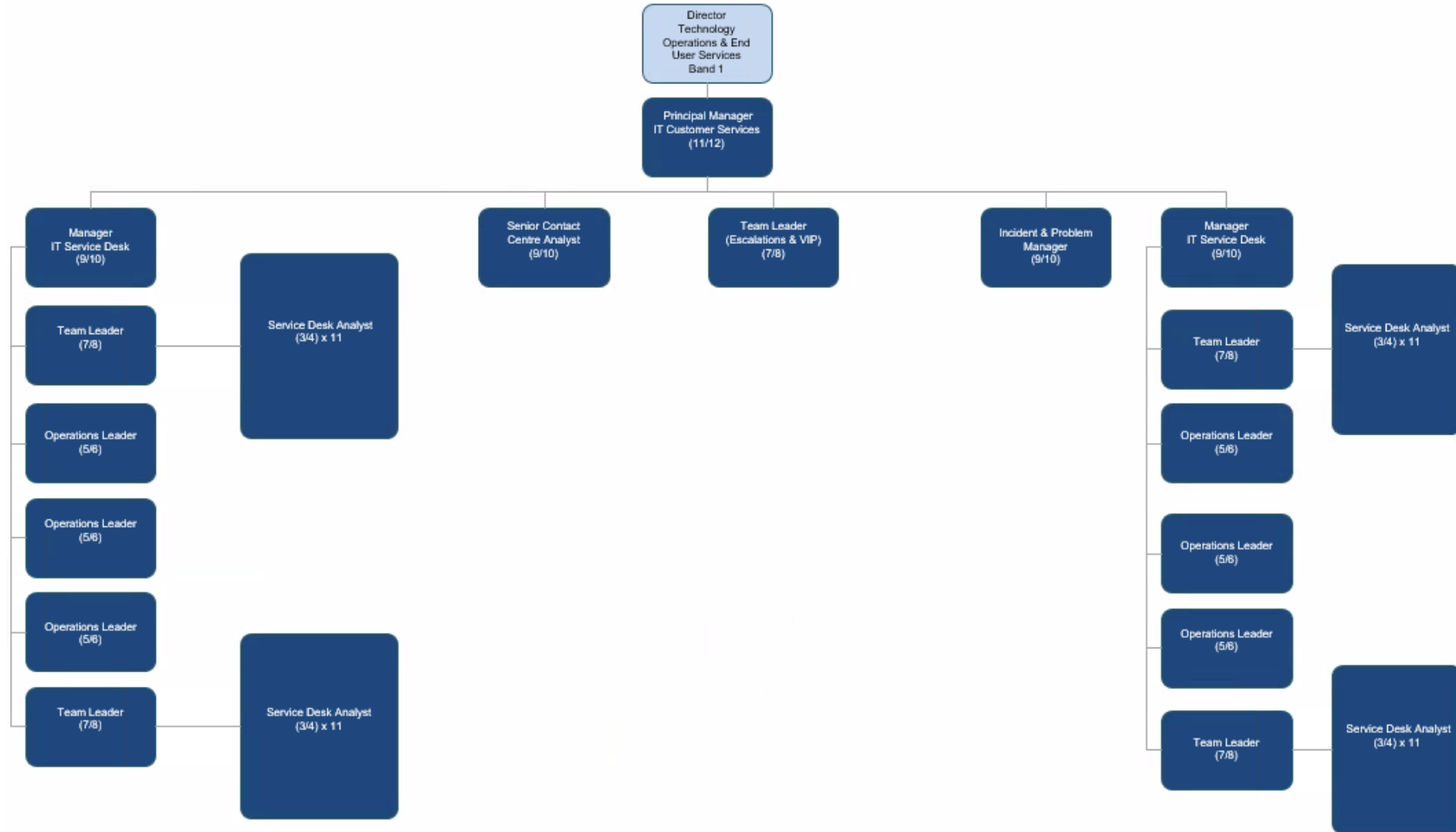
- **Operations Leaders (6 FTE roles currently)**
  - 2 Operations leaders will report into the Team Leader (Escalations & VIP) – to provide support in managing escalations and resolution of issues and complaints.
  - 1 Operations leader will report into a Team Leader, each Team Leader will have 1 Operations leader. The OL becomes the team 2IC, team leaders responsible for their overall service delivery.
- **Team Leader (Escalations & VIP)** to report into the IT Service Desk Manager – All team leaders report into a single manager to ensure alignment of goals and objectives and deliverables.
- **Senior Technical Support Officers** will report into a Service Delivery Manager, 1 for 1 – Provides support to the SDM's while supporting our senior executives.
- **Service Continuity Manager** moves out of SMA into Cyber Team – due to the close nature of the work completed with the Cyber team.

# Next Steps

- The consultation period commences on 19 September 2023 and concludes at close of business on 3 Oct 2023.
- Natalie will be speaking one on one with individuals that are being reappointed to a new supervisor or have new direct reports.
- Please submit your questions and feedback through Microsoft Forms.
- Feedback will be considered, and responses to questions and amendments will be published by 9 October 2023.
- The new structure will commence on 16 October 2023.

# Appendix

# Current Structure – IT Customer Services



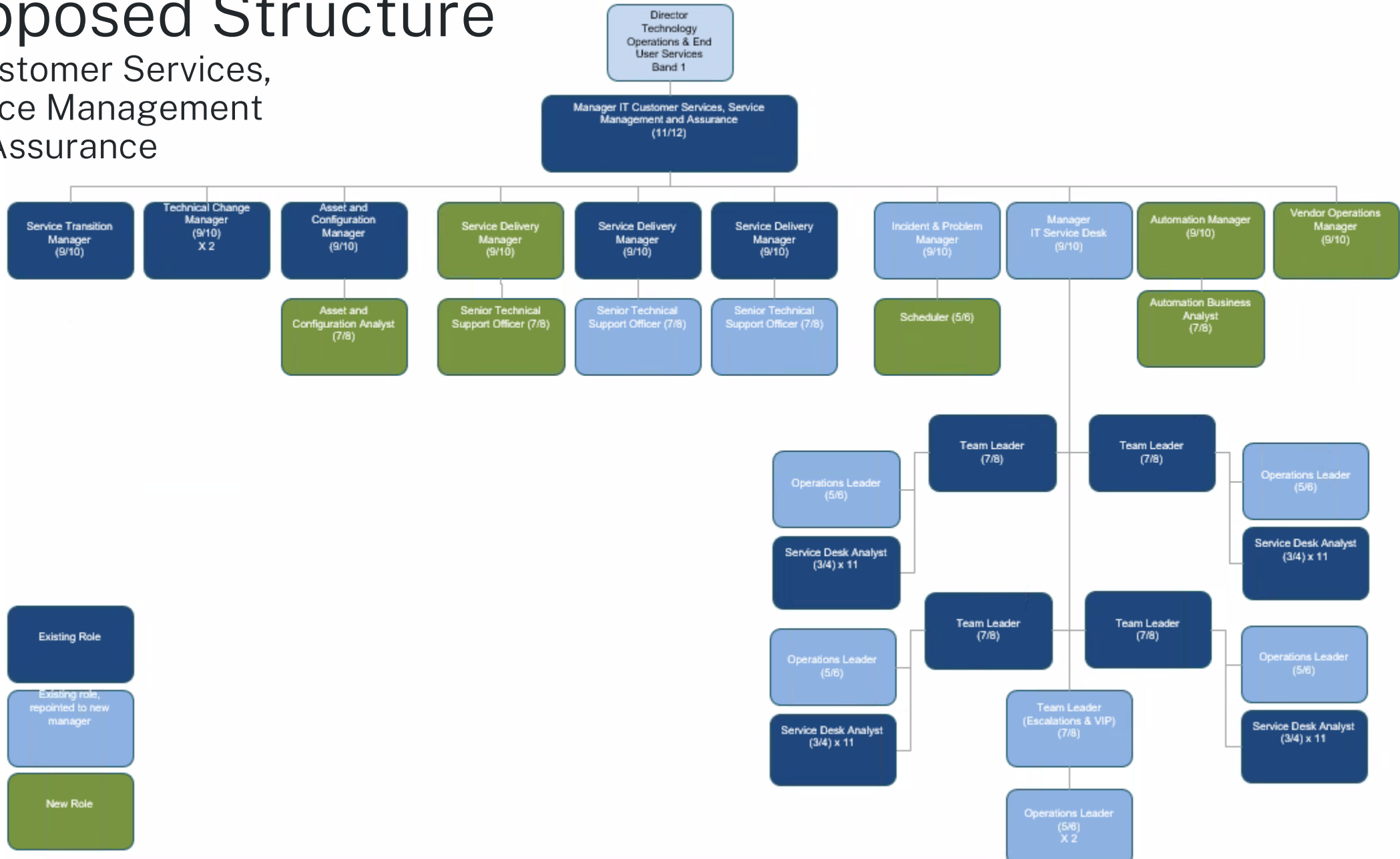


# Current Structure – IT Service Management and Assurance



# Proposed Structure

IT Customer Services,  
Service Management  
and Assurance



# Summary of Proposed Changes

- Delimit the 11/12 IT Customer Services Manager and reappoint direct reports to the 11/12 Manager, IT Service Management and Assurance – now retitled to **Manager, IT Customer Services, Service Management and Assurance**.
- Delimit one 9/10 IT Service Desk Manager role, and reappoint all 7/8 Team leaders to a single 9/10 IT Service Desk Manager.
- Reappoint 5/6 Operations leaders from the 9/10 IT Service Desk Managers to the 7/8 Team Leaders.
- Delimit one 9/10 Software Asset Manager and Create one 9/10 Vendor Operations Manager.
- Delimit one 9/10 Senior Contact Centre Analyst and Create one 9/10 Service Delivery Manager.
- Create one 7/8 Senior Technical Support Officer to report into a 9/10 Service Delivery Manager.
- Reappoint two 7/8 Senior Technical Support Officers to existing 9/10 Service Delivery Managers.
- Creation of new roles to address capability gaps:
  1. Creation of **9/10 Automation Manager**
  2. Creation of **7/8 Automation Business Analyst** that reports to the 9/10 automation manager
  3. Creation of **7/8 Asset & Configuration Analyst** that reports to the Asset & Configuration Manager
  4. Creation of **5/6 Scheduler** that reports to the IT Incident and Problem Manager

# Roles & Responsibilities

- **IT Service Desk Manager (9/10) - Existing RD to be remain, no changes required**
  - Responsible for the smooth running of the entire Service Desk, from Operations to staff wellbeing (People issues, grievances, conduct and performance issues) Manage the overall establishment of the entire Service Desk
  - Manage the entire Establishment for the Service Desk, including TAA and correct allocation of roles in SAP
  - Briefing Notes as required for Service Desk related funding or approvals
  - Ensure projects or updates to existing BAU services has adequate Support and Operating Level agreements and SDA Training
- **Automation Manager (9/10) – New RD to be created**
  - Managing and maintaining all automations for service desk, including Virtual Agent
  - Managing all ServiceNow updates that impact Service Desk
  - Identify areas of knowledge requiring updating and working with various other teams to facilitate to aid in automation.
- **Automation Business Analyst (7/8) – New RD to be created**
  - Reporting to support areas of automation and improvements
  - Updating Knowledge articles
- **Team Leader (Escalations & VIP) (7/8) – Existing RD to remain, no changes required**
  - Has 2 Ops Leaders to aid in progressing escalations
  - Manages IDS escalations in ServiceNow, including proactive follow-up
  - Identifying problems for Incident & Problem Manager
  - Identifying process improvements for SDM or Automation Manager

# Roles & Responsibilities

- **Team Leader (7/8) – existing RD to remain, no changes required**
  - Has 1 Ops Leader dedicated to certain area in IT Service Desk (Live Chat/TIE/Calls)
  - Responsible for their area of SLA and people management of SDA inc Call Coaching and queue management
  - Escalate point for any leave disputes
  - Fortnightly 1 on 1 meetings with staff inc detailed review of KPI's
  - Running fortnightly team meetings
  - Review SDA performance to identify areas of improvements and actively work with them to achieve these
  - Assist with Real Time monitoring/Majors if required
- **Scheduler (5/6) – new RD to be created**
  - Ensuring all SDA are rostered according to forecast
  - Manage on call roster
  - Real Time Monitoring and reactive management of skillsets throughout service desk, not just call flows
  - Daily allocation of duties for SDA in consultation with Team Leaders to clear workloads
  - Scheduling of meetings and 1 on 1 according to forecast
  - Managing Leave proactively and fairly across the IT Service Desk
- **Operations Leaders (5/6) – existing RD to remain, no changes required**
  - Assisting SDA with any complex issues or real time assistance
  - Managing Majors
  - Real Time Monitoring of call flows and work items
  - Training of new staff
  - Completing Audits
  - Quality Assurance checks

# Roles & Responsibilities

- **Asset & Configuration Manager (9/10) – Existing role no change to RD expect now a direct report**
  - Manage the entire CMDB ensuring all aspects in ServiceNow are at a 95% accuracy level
  - Monitor the automation between CMDB and Axonius
  - Continually work to develop and evolve the CMDB building the relationships of CI's to assist with Incident and Change Management
- **Asset and Configuration Analyst (7/8) – New RD to be created**
  - Manage Asset Transfers that can't be completed by automation
  - Manage lifecycle of both software and hardware assets in the CMDB
  - Audit software licenses for those managed by TO&EUS to ensure accurate usage is required for renewals and compliance
  - Assist with reporting to ensure a 95% accuracy in the CMDB
- **Vendor Operations Manager (Software) (9/10) – New RD to be created**
  - Manage the lifecycle for software specific to IDS that can't be managed by individual teams as it spans several areas or is of a smaller nature, such as ZoomText and Articulate360
  - Engage in procurement activities as required for the license renewals of IDS managed software
  - Assist the Clouds Operations Team with managing of Microsoft, OKTA and Adobe contracts and yearly renewals and true ups
  - Point of contact for Software related escalations for TO&EUS Teams
  - Point of contact for Service Transition Readiness for new projects and if existing contracts can be leveraged or new ones need to be created