

## 1. Service Delivery

Impacted Positions	Function Mapping to Proposed Structure
Group Manager, Service Management & Project Delivery Services	<ul style="list-style-type: none"> <li>• Cloud Program functions and activities moved under Director Service Delivery</li> <li>• Operational risk and improvement functions and activities moved under Director Strategy &amp; Governance</li> <li>• Technical Architecture functions and activities moved to GM Development and Design and Enterprise Architecture to GM Custom Solutions (Customer Engagement)</li> <li>• Business Analysis, Capacity Planning and Automation functions and activities moved under GM Development and Design.</li> <li>• Project Delivery functions and activities from across Service Operations will transfer to GM Project Delivery</li> <li>• Project Management Office (PMO) functions and activities moved to GM Delivery Assurance.</li> <li>• Service transition, integration, asset and configuration management, change and release and monitoring functions and activities moved to GM Service Management</li> <li>• Remedy functions moved under GM Operations</li> </ul>
Group Manager, Workplace & Business Application Services (WBAS)	<ul style="list-style-type: none"> <li>• Business Application Services functions and activities moved to GM Operations (Business Applications, SQL and Oracle Databases and Platform Services).</li> <li>• End User Computing functions and activities moved to GM Operations (Application Packaging &amp; Tools, Desktop Development, Citrix, Hardware and Field Support).</li> <li>• Service Centre and Incident Management functions and activities will move to General Manager Service Management.</li> <li>• Project functions and activities currently in WBAS moved to Project Delivery section.</li> </ul>
Group Manager Infrastructure Services	<ul style="list-style-type: none"> <li>• All project delivery related functions and activities moved to the GM Project Management.</li> <li>• All BAU IT operations (i.e. 'run') functions and activities from across Service Delivery moved to the General Manager Operations</li> <li>• The GM Operations also have responsibility for all Business Application Services</li> </ul>

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IT Manager EPA	<ul style="list-style-type: none"> <li>• EPA support functions and activities moved under GM Operations (Systems support and Admin, Projects, Lotus Notes, Network and Security)</li> </ul>
Service Manager Networks	<ul style="list-style-type: none"> <li>• Network service availability, performance and service delivery functions and activities moved to Operations Manager Network and Security</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>
Service Manager Security	<ul style="list-style-type: none"> <li>• Operational information security controls, incidents and monitoring and reporting activities moved to Operations Manager Network and Security</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>
Service Manager Storage & Backup	<ul style="list-style-type: none"> <li>• Storage and Backup functions and activities moved to Operations Manager Server, Storage &amp; Directory</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>

Impacted Positions	Function Mapping to Proposed Structure
Service Manager Server & Operating Systems Services	<ul style="list-style-type: none"> <li>• Server &amp; Operating Systems Services functions and activities moved to Operations Manager Server, Storage &amp; Directory</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>
Service Manager, Business Application Services	<ul style="list-style-type: none"> <li>• Business Application functions and activities moved to Operations Manager Platform and Application Services</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>
Service Manager, Groupware Services	<ul style="list-style-type: none"> <li>• Groupware Services functions and activities moved to Operations Manager Platform and Application</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> <li>• Project functions and activities moved to Project Delivery section.</li> </ul>
Service Manager, Plan, Design & Project Delivery	<ul style="list-style-type: none"> <li>• Cloud Program functions and activities moved under Director Service Delivery</li> <li>• Technical Architecture functions and activities moved to GM Development and Design and Enterprise Architecture to GM Custom Solutions (Customer Engagement)</li> <li>• Business Analysis, Capacity Planning and Automation functions and activities moved under GM Development and Design.</li> <li>• Project Delivery functions and activities from across Service Operations will transfer to GM Project Delivery</li> <li>• Project Management Office (PMO) functions and activities moved to GM Delivery Assurance.</li> </ul>

Impacted Positions	Function Mapping to Proposed Structure
	<ul style="list-style-type: none"> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> </ul>
Service Manager, Monitoring & Automation Services	<ul style="list-style-type: none"> <li>• Monitoring functions and activities, including event management, moved under GM Service Management</li> <li>• Automation Services functions and activities moved to Team Lead Capacity &amp; Automation</li> <li>• Remedy functions moved under Team Lead Business Application Services (GM Operations)</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> </ul>
Service Manager Service Transition & Integration Services	<ul style="list-style-type: none"> <li>• Service Integration functions and activities moved under GM Service Management</li> <li>• Asset &amp; Configuration Management moved to GM Service Management</li> <li>• Change &amp; Release Management to GM Service Management</li> <li>• Problem Management moved to Service Management</li> <li>• Accountability for strategy planning and roadmap development for services moved to Development &amp; Design</li> <li>• Testing functions and activities moved to General Manager Project Delivery</li> <li>• Accountability for Customer Solution proposal review and approval moved to Development &amp; Design</li> </ul>
Team Lead Level 2, Storage & Backup	<ul style="list-style-type: none"> <li>• L2 &amp; L3 Storage and Backup functions and activities have been combined into one team and moved under responsibility of Team Leader, Storage and Backup</li> <li>• Project functions and activities transferred to Project Delivery</li> </ul>

Impacted Positions	Function Mapping to Proposed Structure
Team Lead Level 3, Storage & Backup	<ul style="list-style-type: none"> <li>• L2 &amp; L3 Storage and Backup functions and activities have been combined into one team and moved under responsibility of Team Leader, Storage and Backup</li> <li>• Project functions and activities transferred to Project Delivery</li> </ul>
Team Lead L3 Support Networks	<ul style="list-style-type: none"> <li>• Network an DCF functions and activities have been combined into one team under the responsibility of one Team Leader, Network and DCF</li> <li>• Project functions and activities of DCF transferred to Project Delivery</li> </ul>
Team Lead L2/L3 DCF	<ul style="list-style-type: none"> <li>• Network an DCF functions and activities have been combined into one team under the responsibility of one Team Leader, Network and DCF</li> <li>• Project functions and activities of DCF transferred to Project Delivery</li> </ul>
Team Lead SQL Server DBA	<ul style="list-style-type: none"> <li>• SQL an Oracle Database functions and activities have been combined into one team under the responsibility of one Team Leader, Database.</li> <li>• Project functions and activities of databases transferred to Project Delivery</li> </ul>
Team Lead Oracle DBA	<ul style="list-style-type: none"> <li>• SQL an Oracle Database functions and activities have been combined into one team under the responsibility of one Team Leader Database.</li> <li>• Project functions and activities of databases transferred to Project Delivery</li> </ul>
Team Lead Service Management Systems Support	<ul style="list-style-type: none"> <li>• Activities and functions relating to remedy moved to Team Lead Applications</li> </ul>
Team Lead Transition Support & Integration	<ul style="list-style-type: none"> <li>• Testing functions and activities moved to General Manager Project Delivery</li> <li>• Transition Support and Integration resources moved to report to Team Lead Transition</li> <li>• Reporting function moving under Team Lead PMO</li> </ul>

## 2. Customer Engagement

Impacted Positions	Function and Activity Mapping to Proposed Structure
Service Managers	<ul style="list-style-type: none"> <li>• All existing functions and activities from Service Managers moved to proposed Service Delivery Managers + Service Delivery positions.</li> <li>• New formalised authority and accountability to lead customer virtual teams through prioritising, coordinating and leading service delivery to customers through virtual teams</li> <li>• New formalised rostered responsibility for 24/7 customer support for major incidents i.e. something that significantly impacts customer's line of business</li> <li>• New formalised accountability for driving customer satisfaction improvement</li> </ul>
Account Managers	<ul style="list-style-type: none"> <li>• All existing functions and activities from Account Managers have transferred to either GMs or New Account Manager roles.</li> <li>• New formalised accountability to deliver end to end service delivery outcomes that meet customers' expectations.</li> <li>• New formalised accountability for driving growth</li> <li>• New formalised accountability for revenue targets</li> <li>• New accountability for forecasting of customer demand to effectively manage workforce planning and capacity to meet expectations</li> <li>• New empowerment to make decisions about anything relating to the service delivered to customers</li> <li>• New accountability for uptake of new services</li> <li>• New expectation to be sought out externally for opinion at conferences etc.</li> <li>• New accountability to engage beyond the CIO role i.e. Deputy Secretary level rather than stopping at CIO level</li> <li>• New formalised accountability for customer satisfaction ratings</li> </ul>

Impacted Positions	Function and Activity Mapping to Proposed Structure
Senior Manager Corporate Comms	<ul style="list-style-type: none"> <li>• Responsibility for strategy and implementation of internal and external communications, publications, media responsibilities and branding moving under Manager Customer Satisfaction and Communications</li> <li>• Responsibilities for FOI, Ombudsman, IBAC, Protected Disclosure and Privacy functions moving under Strategy and Governance</li> <li>• Web Content Coordination function moving under Manager Business Technology</li> <li>• In addition to coordinating the customer satisfaction survey, new responsibility to create action plans to respond to results</li> </ul>

### 3. Finance and Business Services

Impacted Positions	Function and Activity Mapping to Proposed Structure
Financial Controller	<ul style="list-style-type: none"> <li>• Financial Services functions and activities from this position has been split between the General Manager Finance and Procurement (Compliance and governance oversight) and Manager Finance and Procurement Transactions (General Ledger and Reporting).</li> </ul>
Chief Procurement Officer	<ul style="list-style-type: none"> <li>• Procurement functions and activities has been split between the General Manager Finance and Procurement (Sourcing and strategic vendor management, Commercial Legal) and Manager Finance and Procurement Transactions (Category contract management)</li> </ul>