

Service Tasmania Business Plan 2012–13

Developed by the Service Tasmania Unit
May 2012

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1. Service Tasmania objectives

Service Tasmania is responsible for the development and delivery of services through three service delivery 'channels' – a network of 27 shops, a telephone channel, and the Service Tasmania Online website.

Service Tasmania works closely with State Government agencies to identify new services, and forms partnerships with Commonwealth and Local Government organisations to deliver their services through Service Tasmania's channels.

2. Organisational context

The overall direction and major initiatives of Service Tasmania are governed by the Service Tasmania Board. These activities are carried out or overseen by the Service Tasmania Unit within the Department of Premier and Cabinet (DPAC).

The Service Tasmania Unit works closely with the Lead Agencies responsible for operational management of Service Tasmania's three service delivery channels. The Board has a Master Level Agreement with each Lead Agency, covering operational and business standards across the Service Tasmania organisation.

The Department of Primary Industries, Parks, Water and Environment (DPIPWE) is the Lead Agency for shop services. This Lead Agency manages the day-to-day operations of the 27 Service Tasmania shops around Tasmania. The Shops are supported by the Shop Operations Group which provides administrative and systems support.

The Telecommunications Management Division (TMD) in DPAC is the Lead Agency for phone services. TMD is responsible for managing the day-to-day operations of the Service Tasmania One Number for Government, including the Government Contact Centre which handles enquiries to government made over the telephone and through the online 'Ask Service Tasmania' help desk.

The Department of Education is the Lead Agency for Service Tasmania Online. This Lead Agency is responsible for strategic development and day-to-day management of the Service Tasmania Online website.

3. Role of the Service Tasmania Unit

The Service Tasmania Unit within DPAC undertakes a variety of functions under direction from the Service Tasmania Board. These include:

- identifying and developing new business opportunities across the three Service Tasmania service delivery channels;
- Coordinating of services across the Lead Agencies;
- managing, and ongoing operation of, the Tasmanian Government Personal Information Card and the Tasmanian Government Client Update Service;
- managing, and the ongoing operation of, Service Tasmania's Procedural Information Management System, Quest; and
- providing executive support to the Service Tasmania Board, including:
 - coordinating marketing activities;
 - Financial management of Service Tasmania; and
 - Negotiation and ongoing management of Partnership Agreements.

4. Planning approach

This Business Plan was developed by the Service Tasmania Unit in May 2012.

5. Strategic focus areas 2010–2015

Service Tasmania planning priorities are guided by the *Service Tasmania Strategic Plan 2010–2015*. This Plan focuses on four areas:

- **Our business** – To have a business that is sustainable and provides a 'front door' to government services.
- **Our customers** – Delivery of customer focussed government services to the Tasmanian community that are contemporary, accessible and of a consistent quality.
- **Our people** – Service Tasmania staff will be skilled, valued, courteous and informed customer service professionals.
- **Our partners** – Service Tasmania will foster relationships with our Partners in a collaborative way and will seek to provide a 'value for money' service.

These focus areas are supported by the strategic priorities 2012–2013 outlined in Section 10 of this document, as well as the ongoing, routine activities of the Service Tasmania Unit, which are also included in Section 10.

6. Stakeholders/clients

The following table identifies Service Tasmania's key clients/stakeholders/ service providers and relationships:

Client/Stakeholder/Service Provider	Relationship
<ul style="list-style-type: none"> Minister and Government Tasmanian Government 	<ul style="list-style-type: none"> Policy advice Strategic development, including support and coordination of service delivery activities
<ul style="list-style-type: none"> Tasmanian Public 	<ul style="list-style-type: none"> Service delivery to the Tasmanian community via the three Lead Agencies and the Service Tasmania Unit.
<ul style="list-style-type: none"> Service Tasmania Board 	<ul style="list-style-type: none"> Strategic development, including support and coordination of service delivery activities Implementation of Business and Strategic Plan activities
<ul style="list-style-type: none"> Lead Agencies: <ul style="list-style-type: none"> DPAC – TMD (Phones) DPIPWE (Shops) DOE – LINC Tasmania (Online) 	<ul style="list-style-type: none"> Service delivery implementation and support Service delivery improvement Cooperation in pursuing related activities
<ul style="list-style-type: none"> Tasmanian Government agencies (Client Agencies) 	<ul style="list-style-type: none"> Service development/enhancement Facilitation, coordination, establishing linkages Participation in whole-of-government projects Support of relevant activities
<ul style="list-style-type: none"> Local Government (Councils) Local Government Association of Tasmania (LGAT) 	<ul style="list-style-type: none"> Service development/enhancement Partnership development and ongoing review/management
<ul style="list-style-type: none"> Commonwealth Government Other State Governments 	<ul style="list-style-type: none"> Service development/enhancement Partnership development and ongoing review/management Exchange of best practice service delivery and benchmarking information
Contractors and suppliers: <ul style="list-style-type: none"> Westpac (and Australia Post) Eclipse TMD Marketing Service Providers Panel ABnote Developer of existing Personal Information Card system Geomatic Technologies Department of Primary Industries Parks Water and Environment (DPIPWE) 	<ul style="list-style-type: none"> Whole of Government Banking contract and revenue collection contract (Westpac) Eclipse provides maintenance support for the Quest application (and is the proposed developer for PIMS) TMD provides hosting services for key Service Tasmania services (Service Tasmania Online, Quest and Personal Information Card) Service Tasmania uses the preferred supplier panel for marketing and communications purposes ABnote produces the Tasmanian Government Personal Information Card Programming and technological troubleshooting expertise in relation to current PIC system rest predominantly with the system developer. Geomatic Technologies provide support and maintain Client Update Service

	<ul style="list-style-type: none"> DPIPWE will provide a hosting environment for the PIMS system.
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7. Environmental scan

The primary factors impacting on Service Tasmania have been identified below and classified according to issues to be aware of and those that the Unit can influence:

7.1 Internal environment

	Issues to be acknowledged	Issues that can be influenced/ responded to
Resources – quantity	<ul style="list-style-type: none"> Size of team – limited human resources 	<ul style="list-style-type: none"> Increased demand for STU to assist agencies with their projects as other resources diminish, need for a strategic response
Resources – quality	<ul style="list-style-type: none"> Pressure to learn new skills and be experts in certain fields, eg PIMS. We need to learn and train people. We need to balance expectations vs skills. Timing and resourcing needs to take this into account 	<ul style="list-style-type: none"> Need to overcome key person dependencies in particular areas
	<ul style="list-style-type: none"> A loss of expertise within Service Tasmania could affect relationships with stakeholders 	
	<ul style="list-style-type: none"> Service Provision Review changes to staff and shop opening hours with have internal (staff) and external (customer feedback) ramifications 	<ul style="list-style-type: none"> There will be some resistance to change among staff and this will need to be managed.

7.2 External environment

	Issues to be acknowledged	Issues that can be influenced/ responded to
Economic	<ul style="list-style-type: none"> Decrease in over the counter business will be reflected in decreased transaction fees 	<ul style="list-style-type: none"> Looking at trends in reduced over-the-counter transactions and responding with new funding models such as for online or phone transactions.
	<ul style="list-style-type: none"> Financial pressures in current budget environment leading to silo mentality in some areas 	
	<ul style="list-style-type: none"> Ongoing budget constraints/ reduction in public spending 	
	<ul style="list-style-type: none"> Customer demands/ increase in expectations 	
Technological	<ul style="list-style-type: none"> ICT Policy Board and strategy – role of Board will increase in govt space, which will mean more initiatives led by this Board. Also more ICT investment. Potential growth of Office of eGovernment 	<ul style="list-style-type: none"> Increase in uptake of mobile phone technology
	<ul style="list-style-type: none"> Call centre solution, voice services project (VSP), social media. An old call centre with limited capability that needs to be replaced as do telephone devices on all government desks. Opportunities arising from social media, eg a Facebook page managed by TMD although need to be cautious about creating expectations. 	<ul style="list-style-type: none"> Need to remain agile in response to new technologies (i.e. consumer preferences are changing)
Customer	<ul style="list-style-type: none"> Online demand 	<ul style="list-style-type: none"> Focus on socially disadvantaged
	<ul style="list-style-type: none"> Customer demographics 	<ul style="list-style-type: none"> Need to ensure appropriate cross referral to maximise the transactions in our shops. Note opportunities provided within hubs as literacy services can easily be provided by specialists who can assist in the longer term, rather than ST staff solving short term need.
	<ul style="list-style-type: none"> Rising costs 	<ul style="list-style-type: none"> Better data collection and analysis.
Government/ political	<ul style="list-style-type: none"> Change of government 	<ul style="list-style-type: none"> Increasing our network of Service Tasmania champions

	Issues to be acknowledged	Issues that can be influenced/ responded to
	<ul style="list-style-type: none"> • Collaboration – finding a common direction 	<ul style="list-style-type: none"> • Integrated service delivery agenda
Partners	<ul style="list-style-type: none"> • New opportunities, eg RBF and local government 	<ul style="list-style-type: none"> • More strategic involvement in planning within other agencies so we can find opportunities and improve service delivery
	<ul style="list-style-type: none"> • Potential savings opportunities for seniors 	<ul style="list-style-type: none"> • DIER – actively shifting online

8. Other Government projects and initiatives

The following are major Government projects/initiatives in which Service Tasmania has an interest, either in the form of direct involvement or as a more peripheral stakeholder:

- Voice Services Project (VSP) – TMD, Department of Premier and Cabinet
- LINC (Learning and Information Network Centres) – LINC Tasmania, Department of Education (specifically LINC at Bridgewater, Scottsdale, George Town and Queenstown)
- Child and Family Centres (CFC) – Department of Health & Human Services, Department of Education and Department of Premier and Cabinet
- Business Tasmania – Department of Economic Development Tourism and the Arts (DEDTA)
- Local Government - Department of Premier and Cabinet, Local Government Division

Service Tasmania also actively contributes to the fulfilment of two Tasmania Together Goals:

- Goal 5: Vibrant, inclusive and growing communities where people feel valued and connected
- Goal 8: Open and accountable Government that listens and plans for a shared future

Service Tasmania is responsible for leading the achievement of, or contributing to, the following Tasmania Together benchmarks. The ongoing delivery of services across the three channels contributes on a daily basis in relation to these benchmarks. In addition, during this year the projects, initiatives and activities being implemented to specifically help achieve the benchmarks are:

No	TT Benchmark	Initiatives
1.1.1	The cost of food, electricity, housing, transport and health as a percentage of income for low-income earners	<ul style="list-style-type: none"> • Ongoing availability of the Concessions Guide publication via Service Tasmania shops and through Concessions website.
8.4.1	Level of satisfaction with government services provided through Service Tasmania	<ul style="list-style-type: none"> • Service Tasmania Customer Survey

8.4.2	Number of Service Tasmania over the counter, over the phone and online government services provided to local communities	<ul style="list-style-type: none"> • Responding to requests from Agencies for service development and implementation • Procedural Information Management System Project (PIMS) • Local Government Service Development
8.4.3	People who feel comfortable in contacting someone in government for information	<ul style="list-style-type: none"> • Service Tasmania Customer Survey • Contact Centres and Shop Channel Review
8.4.4	Proportion of people who have difficulty accessing government services	<ul style="list-style-type: none"> • Client Update Service • Contact Centres and Shop Channel Review • Service Tasmania Online 'mobile device access' feasibility assessment

9. Reporting

The Service Tasmania Unit and the Lead Agencies will provide a progress report against the projects and initiatives that have been identified in the following Operational Plan. The progress report will be completed and provided to the Service Tasmania Board at each of their regular meetings.

10. Strategic priorities for 2012

Priority projects	Procedural Information Management System (PIMS) implementation
	Client Update Service (CUS) (hosting and interfaces)
	Personal Information Card (PIC) replacement database
	Service Provision Review
	Fees and charges review
	Document Verification Service Project (DVS)
	Integrated Tasmanian Government Contact Centre (ITGCC) Project
Lead Agency Priority Projects	Shop refurbishment and relocation (Scottsdale, George Town Oatlands Sheffield) (DPIPWE)
	PC EFTPOS (DPIPWE)
	Voice Services Project (TMD)
	Redevelopment of STO/ strategy for online (DOE)
	MRS Contract Tender (DPIPWE)
Program delivery (business as usual)	Management of short term shop closures (community liaison and advertising)
	Customer Surveys
	Client Update Service
	Procedural Information Management System (PIMS) administration
	Personal Information Card (PIC) service delivery
	Maintaining partnerships and agency relations
	Administration – Board reporting, financial management, contract management

Initiatives (these initiatives have been identified for further investigation and action should resources become available or priorities change).	Local Government service development
	Business growth
	Social media take up
	Client account management
	Better use by STU projects of Service Tasmania Online (ie PIMS)
	Integrated service delivery project
	Expansion of PIMS to public channel (ie checklist on STO)
	Police checks and working with children
	Online training for STU procedures
	Queuing system assessment

Detailed information about **strategic priorities** is provided in Section 11 of this document.

More detailed information about core **program delivery** is provided in 12 of this document.

Detailed information will be developed for **initiatives** as resources become available or they become higher priorities

11. Action Plan / Operational Plan

Projects & Initiatives - Service Tasmania Unit & Lead Agencies

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
Procedural Information Management System (PIMS) for Service Tasmania	<ol style="list-style-type: none"> 1. Training (users & admin) 2. Testing 3. Ongoing Communication 4. Rollout and deployment 5. User Support 6. Document development – Training Guide & Business Rules 7. Decommission of Quest (archive) 8. BSA with DPIPWE for Hosting 9. Support Contract for PIMS 	<ol style="list-style-type: none"> 1. Sept-Oct 2012 2. Aug-Sept 2012 3. Ongoing during 2012 4. Mid Oct 2012 5. Ongoing from Oct 2012 6. July – Sept 2012 7. Dec 2012 8. July 2012 9. Sept 2012 	Mike Georgia David Madonna	<p>Project Milestones Met:</p> <ol style="list-style-type: none"> a) Milestone timeframes achieved. <p>Satisfaction:</p> <ol style="list-style-type: none"> a) Benefits of PIMS is broadly seen to outweigh the disruption of migration. <p>Effectiveness:</p> <ol style="list-style-type: none"> a) Stakeholders informed of changes and suitably carry out their obligations. b) Users trained and able to use PIMS effectively. <p>Timeliness:</p> <ol style="list-style-type: none"> a) Milestone timeframes achieved.
Client Update Service	<ol style="list-style-type: none"> 1. DIER MRS interface 2. DPEM interface 3. DPAC Seniors Card interface 4. DoJ MPES interface 5. DoTAF SRO interface 	<ol style="list-style-type: none"> 1. October 2012 2. October 2012 3. December 2012 4. Early 2013 (or sooner) 5. TBC (likely 4th qtr of 	Don Madonna	<p>Project Milestones Met:</p> <ol style="list-style-type: none"> a) Interfaces for DIER, DPAC, DPEM and DOJ implemented. b) Milestones 8-12 achieved.

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
	<ul style="list-style-type: none"> 6. DOE LINC interface 7. DHHS Breast Screen and Pap Smear Register interfaces 8. Hosting arrangements (incl. RFQ) 9. Review funding model for CUS for 2013/14 10. Governance arrangements for ongoing service 11. MOUs for 2013/14 fy 12. Explore new client opportunities 	<ul style="list-style-type: none"> 2013/14 FY 6. TBC (unlikely) 7. TBC (likely 4th qtr of 2013/14 FY) 8. August 2012 9. December 2012 10. December 2012 11. March 2013 12. On-going 		<p>Satisfaction:</p> <ul style="list-style-type: none"> a) Increased quality of the change of address data for participating business units. b) Increased quantity of notifications for participating business units. <p>Effectiveness:</p> <ul style="list-style-type: none"> a) Overall reduction in data entry for CUS (i.e. CSO's entering only once through MRS). b) Reduction in time to update client records (i.e. moving towards 'real time'). c) Cost effective funding model for participating business units for the 2013/14 (and longer term). <p>Timeliness:</p> <ul style="list-style-type: none"> a) Milestone timeframes achieved (noting some of the "likely interfaces").
Personal Information Card (PIC) Replacement database	<ul style="list-style-type: none"> 1. Research options 2. Identify preferred option 	<ul style="list-style-type: none"> 1. Completed (to be reviewed once 	Don Madonna	<p>Project Milestones Met:</p> <ul style="list-style-type: none"> a) Milestone timeframes

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
	<ol style="list-style-type: none"> 3. Determine system requirements/specification 4. RFQ (if required) 5. Transition, testing & training 6. Implementation 7. Decommission (archive) old system 	<ol style="list-style-type: none"> 1. project recommences) 2. Commence in July (in preparation for August Board meeting) 3. November 2012 4. TBC 5. December 2012 – March 2013 6. April 2012 or earlier 7. 1 month after implementation 		<p>achieved.</p> <p>Satisfaction:</p> <ol style="list-style-type: none"> a) Increased confidence / stability in new solution (eg data recovery) b) If MRS solution = increased level of confidence in EOI (continuity of identity) <p>Effectiveness:</p> <ol style="list-style-type: none"> a) System reliability b) Transition of existing data to new system (or archived accordingly) <p>Timeliness:</p> <ol style="list-style-type: none"> a) Milestone timeframes achieved.
Service Provision Review (SPR)	<ol style="list-style-type: none"> 1. Continue Staff Consultation 2. Continue Union Consultation 3. Commence Council Consultation 4. Develop Implementation Strategy (i.e. inclusive of process/tools to implement change). 5. Develop case management/reporting tool (i.e. to monitor changes). 	<ol style="list-style-type: none"> 1. Ongoing 2. Ongoing 3. Commence in May 2012 and conclude June/July 2012. 4. June/July 2012 5. June/July 2012 6. October 2012 7. 1 January 2013 8. 30 June 2013 	Ross David	<p>Project Milestones Met:</p> <ol style="list-style-type: none"> a) Eight identified milestones delivered by 30 June 2013. <p>Satisfaction:</p> <ol style="list-style-type: none"> a) Less than 2% of transactions result in customer complaints (per region). b) Key stakeholders, including staff, were regularly consulted

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
	<ul style="list-style-type: none"> 6. Public awareness campaign. 7. Open shops based on new conditions. 8. Implement all individual staff changes. 			<p>about the proposed changes.</p> <p>Effectiveness:</p> <ul style="list-style-type: none"> a) Shop opening hours implemented as proposed by 2 January 2013. b) Overall support for the revised shop structures. To be measured through comments from the Shop Operations Group, Regional and Shop Managers. <p>Timeliness:</p> <ul style="list-style-type: none"> a) Milestone timeframes achieved.
Fees & Charges Review	<ul style="list-style-type: none"> 1. Complete jurisdictional research 2. Review competitor pricing structures (i.e. Australia Post) 3. Consult Treasury 4. Develop options for consideration 5. Develop consultation strategy (i.e. Agencies and Partners). 6. Finalise and implement fee structure and methodology. 	<ul style="list-style-type: none"> 1. July 2012 2. July 2012 3. August 2012 4. July/August 2012 5. Oct - Dec 2012 6. 2013-14 financial year. 	Imogen David Andrew	<p>Project Milestones Met:</p> <ul style="list-style-type: none"> a) All six milestones met. <p>Satisfaction:</p> <ul style="list-style-type: none"> a) Stakeholders (agencies and partners) are consulted during the project. b) The revised fees and charges structure and methodology are accepted, understood and implemented across the Service

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
				<p>Tasmania network.</p> <p>Effectiveness:</p> <ul style="list-style-type: none"> a) A clear structure for the fees and charges. b) A methodology for future reviews of the fees and charges. <p>Timeliness:</p> <ul style="list-style-type: none"> a) All six milestone timeframes achieved.
<p>Integrated Tasmanian Government Contact Centre Project</p>	<ul style="list-style-type: none"> 1. Business Case submission 2. Implementation planning 3. Shop modifications 4. Contact centre infrastructure tender (if required, dependent on VSP outcomes) 5. GCC transfer/change management 	<ul style="list-style-type: none"> 1. 27 July 2012 2. September - November 2012 3. By 30 June 2013 4. November 2012 – March 2013 5. By 30 June 2013 (TBC) 	<p>Mike</p>	<p>Project Milestones Met:</p> <ul style="list-style-type: none"> a) All five milestones met. <p>Satisfaction:</p> <ul style="list-style-type: none"> a) Clearly defined planning schedule with agreed actions identified to be completed from December 2012 through to June 2014. b) Business Case approved by Treasury. <p>Effectiveness:</p> <ul style="list-style-type: none"> a) Visible public support from Heads of Agencies for the Project. b) Obtain formal endorsement/support from the ICT Policy Board.

<i>Project/Activities</i>	<i>Milestones</i>	<i>Timelines</i>	<i>Lead Resource/s</i>	<i>Suggested Measurements</i>
				Timeliness: a) All five milestones completed by identified timeframe.
Document Verification Service (DVS)	1. Review service delivery model to access DVS Hub with DPIPWE IT. 2. Consult STU, BDM and DPIPWE Business and IT areas 3. Determine cost impacts and obtain approval for project variation. 4. Consult with PIC coordinator, STU, Attorney General's Office regarding MOU for DVS service for Tasmania 5. Arrange to sign MOU Hand over IT component to implement	1. 27 July 2012 2. August - September 2012 3. October – November 2012 4. November 2012 – January 2013 5. February 2013	Andrew	Project Milestones Met: a) Milestone timeframes achieved. Satisfaction: a) Increased level of confidence in EOI of applicants b) Limited number of rejections on verification of documents presented for PIC Effectiveness: a) System reliability
	6.	6.		

12. Core Activities of the Service Tasmania Unit

<i>Activity</i>	<i>Key tasks</i>	<i>Resources</i>	<i>Suggested Measurements</i>
Executive Support for Service Tasmania Board	<ul style="list-style-type: none"> Board meeting preparation Board membership 	<ul style="list-style-type: none"> Madonna Kathy 	<ul style="list-style-type: none"> Timeliness Feedback from Board members on the quality and usefulness of the papers
Financial management	<ul style="list-style-type: none"> Billing for services 	<ul style="list-style-type: none"> David 	<ul style="list-style-type: none"> Timeliness

<i>Activity</i>	<i>Key tasks</i>	<i>Resources</i>	<i>Suggested Measurements</i>
	<ul style="list-style-type: none"> • Enquiries from Client Agencies • Analysis of TRACS data • Board reporting • Review of TRACS reporting and billing processes 	<ul style="list-style-type: none"> • Madonna 	<ul style="list-style-type: none"> • Accuracy of reports.
Agreements and contracts	<ul style="list-style-type: none"> • Review of existing agreements • Negotiation of new agreements 	<ul style="list-style-type: none"> • Andrew 	<ul style="list-style-type: none"> • Client/partner feedback • Renewal of contracts within agreed timeframes
Community Engagement	<ul style="list-style-type: none"> • Customer survey and customer communications • Routine advertising (holidays, shop closures, relocations etc) 	<ul style="list-style-type: none"> • Georgia 	<ul style="list-style-type: none"> • Customer/staff feedback on the survey itself. • Participation rates • Effectiveness of advertising – well informed customers, reduction in complaints.
Executive support for Premier and senior DPAC staff	<ul style="list-style-type: none"> • Ministerial and other briefing papers • Ministerial correspondence • Departmental planning and reporting documentation 	<ul style="list-style-type: none"> • Kathy • Ross • Georgia • Madonna 	<ul style="list-style-type: none"> • Feedback on the quality of advice and the documentation provided. • Timeliness of responses. • Effectiveness of planning documentation.
Service development	<ul style="list-style-type: none"> • Identification, development and implementation of new services 	<ul style="list-style-type: none"> • Andrew 	<ul style="list-style-type: none"> • Establishment of new services.
Operation Client Update Service	<ul style="list-style-type: none"> • Quality Assurance • QA of system operation • Liaison with participating agencies and customers • System changes to support operational requirements and new business processes • Decommission of current system • Statistic Reporting 	<ul style="list-style-type: none"> • Madonna • Don 	<ul style="list-style-type: none"> • Increased participation from agencies/partners in CUS • Positive feedback from users of system and users of data • Increased customer uptake of online notification.
Operation of the Tasmanian Government Personal	<ul style="list-style-type: none"> • Data entry and monitoring of card management software 	<ul style="list-style-type: none"> • Madonna • Don 	<ul style="list-style-type: none"> • Increase in PIC applications • Reduction in fraud

<i>Activity</i>	<i>Key tasks</i>	<i>Resources</i>	<i>Suggested Measurements</i>
Information Card program	<ul style="list-style-type: none"> • QA of card application and issuing process • Liaison with customers and shop-based CSOs 		
Operation of Service Tasmania's procedural information management systems (Quest and then PIMS)	<ul style="list-style-type: none"> • QA of all procedural files • Publishing all files • Reviewing files • Administering feedback process and liaison with Client Agencies • Deliver training to new users 	<ul style="list-style-type: none"> • Madonna • Georgia 	<ul style="list-style-type: none"> • Files published, and reviewed within agreed timelines; feedback processed and resolved within agreed timelines. • Increased system usage, reduction in queries to agencies. • Feedback on effectiveness of training
Performance Management	<ul style="list-style-type: none"> • Performance Management and Development Program 	<ul style="list-style-type: none"> • Kathy • Ross 	<ul style="list-style-type: none"> • Timelines met. • Effectiveness of process for development and review
Records Management	<ul style="list-style-type: none"> • Management of TRIM within the Service Tasmania Unit environment 	<ul style="list-style-type: none"> • Madonna 	<ul style="list-style-type: none"> • Improved folder structure and usability
Administration	<ul style="list-style-type: none"> • Reception, coordination of records and administrative functions. • Procurement • Executive Support for STU • Diary Management • Travel • Meeting support – set up and minute taking 	<ul style="list-style-type: none"> • Madonna 	<ul style="list-style-type: none"> • Timely support provided

I 3. Related Projects

Project/Activities	Milestones	Timelines	Lead Resource/s
Shop Changes/Refurbishments/Relocations	<ol style="list-style-type: none"> 1. Upgrade Oatlands shop. 2. Upgrade Sheffield shop. 3. Investigate options for Campbell Town shop. 4. Additional works in Hobart including investigation of Queuing systems. 5. Relocate Scottsdale shop to LINC 6. Relocate George Town shop to LINC/Hub 7. Sorell Upgrade/Relocate 	<ol style="list-style-type: none"> 1. July 2012 2. December 2012 3. December 2012 4. July 2012 – February 2013 5. January – March 2013 6. TBA 7. TBA 	Paul Kenny
PC EFTPOS	<ol style="list-style-type: none"> 1. Testing PC-EFTPOS in ST test environment. 2. Test in ST Shop environment. 3. Develop BCP 4. Additional changes to STARS from testing. 5. Develop CSO training package 6. Implement PC-EFTPOS 	July 2012 July – August 2012 July – August 2012 July – August 2012 July 2012 September 2012	Paul Kenny
Voice Services	<ol style="list-style-type: none"> 1. LAN/WAN readiness 2. Pilot 3. Shop rollout 	<ol style="list-style-type: none"> 1. July/August 2012 2. October-December 2012 3. By March 2014 	Bruce Thomas
Service Tasmania Online Redevelopment	TBC (pending Board's approval at June meeting)	TBC	Noelene Kelly