

Corporate and Business Services

eNEWSLETTER



GPO Box 169
Hobart Tasmania 7001
Subscribe: <https://tasdoe.schoolzineplus.com/subscribe>

Email: ServiceCentre@education.tas.gov.au

Phone: 1800 816 057

Fax: (03) 6233 6566



Corporate and Business Services Newsletter Issue 3 2018

Message from Rob Williams - July 2018



I would like to thank all of the CABS teams for the work you have put into preparing for the Budget and Budget Estimate hearings. This enormous effort has been made especially challenging this year with the Budget falling so close to the end of the financial year. Every year people put in this extra effort with a positive attitude and all of the executive and the Minister appreciate this work.

In addition to Budget Estimates some of the busyness and hard work we are doing includes:

Finance is undertaking all the end of financial year processing;
Human Resources is working on group certificates processing;
Information Technology is undertaking the computers for teachers rollout;

Facilities is commencing the biggest capital works in schools spend by the State Government in over 20 years;

Legal is continuing to support principals in the management of legal issues and has been involved in the preparation of the Tasmanian Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse;

Internal Audit is continuing with their rolling audit programme for the department; and

Emergency Management is following up with all the learnings from the recent Southern storms emergency event.

We may be limited in what we can do to reward our teams for their work beyond recognition. However I would like to see

us put forward more nominations for the Together We Inspire Awards. I can think of many worthy outcomes from the past year, just a few are:

- White Ribbon Team
- ITS for the roll out of surface pros and hubs
- Facilities for the move to Parliament Square
- WHS/Facilities/Comms for the Critical App
- Kate for the Emergency Management Steering Committee exercise series

We do some outstanding work in CABS and I think we should show that by nominating our staff/teams who have demonstrated excellence, innovation and talent in supporting education. Nominations have been extended and will close on 8 July 2018.

We may not all win, but I think nominating our people says something about how we feel about our achievements.

Regards

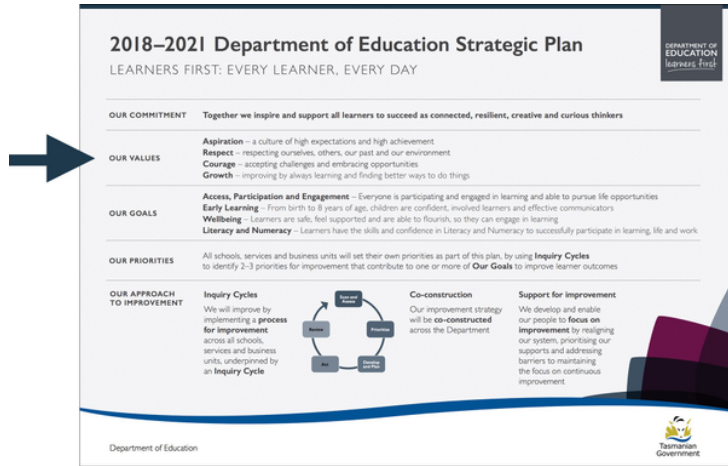
Rob

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DoE Values

This overview provides a focus on key elements of the 2018 – 2021 Department of Education Strategic Plan. This is a plan that is contained on just one page, making it easy to live in our heads and hearts (or even on a noticeboard or backpack, rather than on a shelf); a plan that from conception to creation has belonged to everyone and now provides us with a great roadmap and blueprint for the next four years.

Starting with a look at the importance of OUR VALUES seems to make the most sense as these tenets actually underpin the whole 2018-2021 Strategic Plan.



The DOE values: Aspiration, Respect, Courage, and Growth represent what is most important to us across all areas of our system. They were developed through consultation in 2017 with staff from across the Department, including schools, LINC, CFCs, and business units. Living these values at every level of our Department, in schools, LINC, CFCs and business units – by defining and enacting them as behaviours and beliefs – will be integral to the success of the Strategic Plan.

Values cut to the core of our preferred culture; they guide us in our work; where there are no specific rules, they help us make decisions and hold ourselves to account. They are not operating or cultural practices, processes or policies, they are a small set of guiding principles that are not to be compromised.

In applying these values, it is important for everyone to be able to engage with them, examining what they mean at an individual level, to a staff team, to students (B – 12) and school communities. It is critical also that we understand that the values will look and feel different across our sites. For example:

- Respect could mean being fair and inclusive, listening to others, valuing diversity and treating others with kindness
- Courage being brave, overcoming adversity, thinking creatively, or speaking up
- Aspiration imagining the possibilities, being inquisitive, or aiming high
- Growth doing things better or differently, and being reflective.

We are committed to supporting everyone to connect with the DoE shared values, living and modeling them with authenticity.



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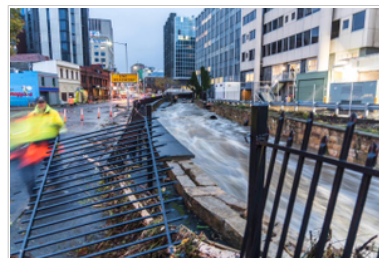
Security & Emergency Management - Greater Hobart Storm - 10 May 2018

The Greater Hobart Storm Event (10 May 2018) provided plenty of disruption for DOE but by working together, within the Whole of Government arrangements our site managers were able to focus on what's most important – looking after staff, students and clients through challenging times.

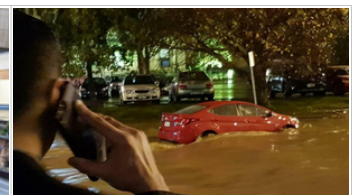
The Bureau of Meteorology described the event as 'truly exceptional' and once again we were reminded of the energy associated with large water flows. The storm reached up the East Coast, over Hobart CBD, Kingston and Tasman areas.

By 5 am, a number of our senior managers were already in discussions, and made the decision to convene the department's Crisis Management Team, to coordinate our response and support our site managers.

By around 6 am, decisions had been made and the webpage was up to date with site closures for 32 schools, 5 libraries and 1 Child & Family Centre. This was quickly followed by emails out to corporate staff encouraging them to stay out of the city, and to work from home if possible. These decisions were based on power outages, flash flooding and also requests from Tasmania Police to assist with public safety by reducing traffic, especially through the city, in particular near the Hobart Rivulet outlet near the Royal Hobart Hospital. Outstanding work from Learning Services Southern Region, Facility Services and Communications.



Initial damage at the Hobart Rivulet outlet.



The power of water – cars moved easily by the flash flooding in Hobart city.

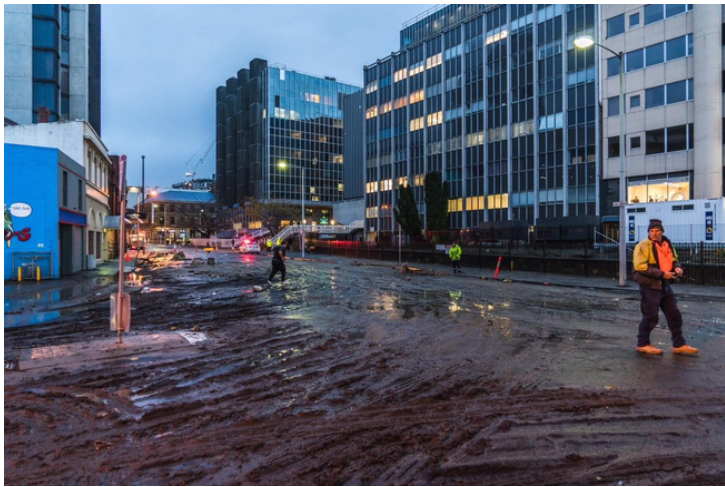
The 'mop up' continues with DPAC now leading a recovery unit and DOE is contributing to data collation, which helps to build a State-level case for additional support from the Commonwealth.

The Crisis Management Team has already debriefed and will consider some of the more strategic issues identified in the coming weeks.

As at 13 June a total of 95 educational sites were counted as being affected by the Storm (20 TCEO, 11 IST, 13 DOE libraries and 51 schools), and DOEs estimated cost for repairs is over \$550,000. Of our sites, Kingston Library and Blackmans Bay Primary were most affected.



Internal photo showing clean up progress at the Kingston Library on 24 May – 14 days after the storm started.



Market Place – Collins St sludge – 11 May 2018

Staff Events- Achievements

Kate Dobson is getting closer to going on extended leave, and an EOI process has been finalised that means Quentin Hendry from DHHS Housing TAS will act in the Principal Advisor role from late July.

Andrea Heath has also joined DOE to undertake some security policy work for the Executive. Andrea’s desk is on Level 7 of the Parliament Square building.



Information Technology Services - School and Client Support Update

Computers for Teachers (CFT) Rollout

A huge thanks and congratulations must go to the ITS staff in the End Device team (Myles Bingham, Grant Mannix and Mathew Robertson) who have evaluated products and worked tirelessly with suppliers in preparation of devices suitable for this 2018 Computers for Teachers (CFT) program. Adrian Ferrier

has also been bought into this project to coordinate the selection, delivery and professional learning schedules, and has done a magnificent job in coordinating and managing the process.

Every 4 years the teachers in our service are provided with an up-to-date computer to assist them in the development of their learning program. This Computers for Teachers refresh involves the replacement of 5500 teacher and school support staff computers across the State.

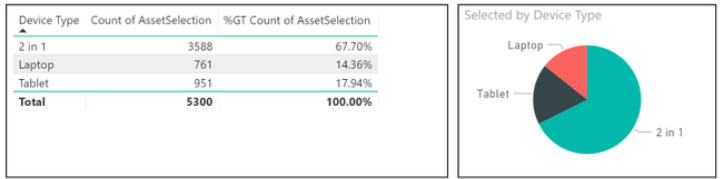
Term 4 2017 saw the commencement of the program with the consultation phase including representatives from all sections of the department involved in the CFT refresh. The working party considered things that worked previously, things needing improvement and the direction of technology in teaching and learning into the future. The outcome was that a selection of devices be provided, a device is provided to all teaching staff (previously only for those employed >0.4FTE) and professional learning be provided with the rollout of all devices to teachers.

Device choices included:



At the beginning of term 2 2018, all teachers were sent [details of the replacement devices](#) and an online selection form. Principals were also provided with a link to an online calendar to book their school time and date for training and device allocation to their staff. This process was well received with selections rolling in very quickly following release. Orders have been placed with suppliers and a delivery schedule is in place. Rollout will commence term 3 and extend into November 2018.

The selection process resulted in the following device selection:



If this program continues in the manner that it has commenced we should see a very successful implantation of CFTs into the hands of our teachers and support staff that will see them well fitted with innovative technology for the next four years.



Security Awareness Reminder - Phishing Scams

Phishing scams are attempts by malicious actors to trick you into giving them personal information. This may be your username and password details, bank account or credit card

numbers, or other personal information that can be used for identity theft or other social engineering attacks.

Recently you may have been sent or heard about e-mails sent to DoE staff asking you to click on a URL to increase your mailbox size. This type of phishing scam was aimed at gathering user credentials so that they could access your account to send out other phishing scams, they could see if you had used the same credentials for other online services or they could sell your data via online criminal marketplaces.

E-mails sent to staff mailboxes are scanned for SPAM and phishing e-mails, unfortunately not all of these will be picked up and stopped so staff need to be vigilant. For 2018, 1 in 3 e-mails sent to DoE staff are identified as malicious and blocked by Networking Tasmania.

If an e-mail is delivered and you believe that it is a SPAM or phishing e-mail please report the e-mail to the ITS Help centre. ITS can then analyse the message and where possible implement actions to prevent other staff members from potentially falling for the scam.

The Department of Education has engaged with cybersecurity firm Shearwater to provide staff with Phishing Awareness Training. To date, 5,765 staff have completed a training module and the ongoing simulated phishing campaigns to increase their skills in detecting phishing e-mails. For staff who have yet to start their training, we hope that you will take up the opportunity to learn more about avoiding these scams.

Top 4 Tips to Protect Yourself

- Check the sender's e-mail address to see if it is one you recognise or matches the person or organisation that the e-mail is purportedly from.
- Hover over all URLs in e-mails to look at the link to see if the destination address is different than is displayed, or if it is not part of the organisation that you are receiving the e-mail from.
- If the e-mail doesn't seem right, please do not click on any links or open any attachments. Please report the e-mail to the ITS HelpCentre as soon as possible.
- Check the ITS Help Centre portal for notices of large-scale reported phishing campaigns.



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ITS - Systems Infrastructure Project Services

Some of the things happening recently within SIPS include:

Staffing

There have been a number of staff movements over the period including:

- Kris Klasen the longstanding Manager of SIPS has taken the role of Assistant Director at DPAC within the Office Of eGov. Kris was a driving force within the branch and we are sure his knowledge, dedication and commitment will be put to good use in his new role -we wish Kris all the best !
- Sandra Ferguson has provided quality Application Support within SIPS for many years as a valued staff member, she recently was successful securing a position within EPR. Congratulations.
- Two new Project Managers have joined the Team. Mannie Strachan and Melinda Swinton have been successful and they both bring a wealth of PM knowledge including significant international experience. Welcome aboard!
- Alan Lewis has been successful winning the Senior IT security Consultant position.
- David Kamphuis has been successful winning the IT security Consultant position.
- Additional recruitment processes are currently running for Network and Application support positions.

Security

- Creation of a dedicated Security Team. We welcome Alan and David into their new roles.
- Continuing our strong focus on security, implementing many of the recommendations from ASD (Australian Signal Directorate), including application whitelisting and server hardening.
- Performing Risk Assessments across a range of Software offerings locate in the Cloud.
- Raising general security awareness- eg the Phishing article in this newsletter edition.

Applications

In addition to the normal security and stability updates being applied to the environment, additional changes include:

- A new release of SSS has gone live to support changes to the Education Act around student Disability.
- EduPoint has been upgraded to assist with Timetabling.
- HP Content Manager Web Connector is being upgraded to provide efficient access to current records.
- Support review: SIPS are undertaking reviews of our support arrangements with various vendors in order to formalise and standardise the levels of support we receive and ensure adequate response times.

Servers

- ITS are continually modernising server and software components as part of our standard Lifecycle management to improve robustness, security and supportability. We recently reached the milestone of decommissioning our last Windows Server 2003 instance. We are now focussing on reducing the number of legacy Windows 2008 Servers. In addition the Data Warehouse database environment is being upgraded to a contemporary SQL2017 platform.

Projects

- SIPS are piloting a new Project Management tool to enhance the effectiveness of the Project Management Office (PMO). Enhanced reporting, dependency and resource management are some of the benefits the tool offers.
- Identity Management. The architecture has been finalised and the environment built. We are currently determining and fine tuning the business rules, aiming to implement Phase 1B – Students, in the next few months.
- TASC 4D replacement –Tracs: Software development continues in this project to modernise the TASC administration system and move it to a supportable Windows platform with a modern contemporary architecture.

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Information Support Services

ISS is currently working closely with TasTAFE on a project to increase the usage of HPE Content Manager for business records.

This project includes:

- Modifications to the business classification scheme to ensure activities undertaken within TasTAFE are covered
- Appropriate security and access controls are applied
- New security caveats if required
- Auto tools solutions for specific subject matters
- Development of naming conventions for documents
- Corrections of locations (organisation structure)
- Increase licences (purchase)

A disposal management program for records created prior to the introduction of RIMS (Hummingbird database) in 2004 has commenced.

Office of the State Archivist and ISS are undertaking discussions around the retention of records relating to indigenous people and programs, this process is to identify specific sets of indigenous records allowing them to be managed according to the State Archivist's requirements.

Lisa Baker

Phone: 616 56241

Email: lisa.baker@education.tas.gov.au

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One Note Training

OneNote training is now available from [QUILL Consultancy](#).

QUILL will schedule regular OneNote training session which individuals or groups can book into themselves at the QUILL website.

Please note they offer a OneNote basics course specifically designed for DOE staff. If a workgroup would like a group focused session (for >8 staff) then this can also be arranged by calling David Pitt at QUILL on 6234 3883.

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Facility Services Update

Kindergarten Program

The State Government has committed to formally assess all government kindergartens against the National Quality Standard (NQS) from 2020. This is driven by the Government's commitment to the early years. It also reflects a level of accountability for the government school system in delivering kindergarten that is consistent with the requirements for the early childhood education and care sector under the National Quality Framework (NQF) which commenced 2012.

Assessment of kindergarten physical environments, including the facilities, is part of the NQS assessment process. Facility Services completed the initial audits on all government kindergarten facilities and compiled a list of common issues. A working group within the Department has reviewed the audit findings and discussed a way forward to address common issues. The group consisted of representatives from Schools, Learning Services, Education and Care, Strategic Policy and Planning and Facility Services.

Each Kindergarten has been assessed and allocated to one of the following three classifications:

1. No works required;
2. Minor works required; or
3. Refurbishment or replacement required.

The State Budget includes funding of \$15 million allocated for Kindergartens to be rebuilt or upgraded.

New Kindergarten buildings will be constructed in 10 schools and refurbished in another 18 schools. A further 79 schools will receive funding for minor upgrades to existing Kindergarten facilities.

Schools allocated funding for new buildings include Bagdad Primary School, Bowen Road Primary School, Cooe Primary School, Forth Primary School, Franklin Primary School, Glen Huon Primary School, Glenora District School, Lilydale District School, Moonah Primary School and Rosetta Primary School.

Schools allocated funding for refurbishment of existing facilities include Brighton Primary School, Cressy District School, Cygnet Primary School, East Tamar Primary School, Glen Dhu Primary School, Glenorchy Primary School, Latrobe Primary School, Mole Creek Primary School, Mowbray Heights Primary School, New Town Primary School, Oatlands District School, Orford Primary School, Ravenswood Primary School, Ringarooma Primary School, Sassafras Primary School, St Helens District School, Triabunna District School and Yolla District School.

2018-19 Capital Investment Program (CIP)

- The State Budget includes funding over four years of \$96.1 million to upgrade facilities at sites around the state with 11 new infrastructure allocations, adding to the 21 existing allocations. This is the largest state investment in Education infrastructure in over 20 years and continues the Hodgman Liberal Government's commitment to Education Infrastructure improvement.
- The Department's 2018-19 CIP provides funding of \$175.8 million over four years to 2021-22. The 2018-19 allocation is \$59.03 million.
- New projects announced in the Budget include:
 - New Brighton High School - Total estimated cost \$30 million.
 - Major rebuilding of Cosgrove High School - Total estimated cost \$20 million.
 - Major redevelopment of Devonport High School - Total estimated cost \$10.5 million.
 - New Legana Primary School - Total estimated cost \$20 million.
 - Six new Early Learning Hubs - Total estimated cost \$21 million.
 - Major redevelopment of Penguin District School - Total estimated cost \$20 million.
 - Redevelopment of the Jordan River Learning Federation School Farm - Total estimated cost \$4.3 million.
 - Redevelopment of the Sheffield School Farm - Total estimated cost \$3 million.
 - Major redevelopment of Sorell School - Election commitment funding of \$22 million in addition to the existing budget of \$3.75 million. Total Estimated Cost \$25.75 million.
- The Budget also confirms previously approved funding allocations for:
 - Hobart College - \$2.5 million
 - Lansdowne Crescent Primary - \$4.73 million

- Molesworth Primary - \$1.89 million
- Montagu Bay Primary - \$1.75 million
- Spreyton Primary - \$1.655 million.

2017-18 Capital Investment Program (CIP)

- Works have been completed or are close to completion at Austins Ferry Primary, Latrobe High, Lenah Valley Primary, Parklands High, Smithton High, Somerset Primary, Tasman District and Windermere Primary.
- Works are under construction at East Devonport Primary, Queechy High Stage 1, Riverside Primary, St Marys District, Tasmanian Archives and Heritage Relocation to Geilston Bay site Early Works Package.
- Works are expected to commence during 2018 and 2019 at Boat Harbour Primary, East Launceston Primary, Illawarra Primary, Queechy High Stage 2, Riverside High, Snug Primary, Sorell School, Southern Support School, Tarooma High, Tasmanian Archives and Heritage Relocation to Geilston Bay site.

Chris Ferguson - Department of Education
Phone: 6165 6326
Email: chris.ferguson@education.tas.gov.au

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HR Operations, Systems and Reporting News

Peter Holmes – “Go Hard” - 1000 Hockey Games

Recently Peter (HR Operations Officer) was featured on the back page of the Mercury outlining his 1000th Hockey Game.

This milestone match was played on Sunday 13th May for his beloved Diamond Backs, and as fate would have it Pete scored the winning goal. We thought that Pete's approach to hockey and life is a good motto to live by: “Go hard for as long as possible as it's better to wear out than just rust away”

Congratulations Peter on an incredible milestone and we wish you well in increasing the tally for many years to come.

Skipp Wyllie - Human Resources
Email: skipp.wyllie@education.tas.gov.au

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HR Workplace Relations News

It is a busy time for Workplace Relations as we prepare and head into negotiations for new Agreements.

We have also welcomed two new faces to the team.

Elizabeth Lester joins us from the Office of the Health Complaints Commissioner and brings with her a background in law and more recently dispute resolution.

Stuart Locke comes to us from private legal practice, most recently Butler McIntyre and Butler, and has a background in litigation and criminal law.

And a big congratulations to Jacqui Allen (Manager, Workplace Relations) who delivered a healthy baby girl on 14 June - Otilie Joan Allen. Jacqui will be returnnig to work in February 2019.

Penny Knott - HRM Office of the Director, Letitia House

Phone: 6165 5621

Email: penny.knott@education.tas.gov.au

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