



**Private and Confidential**

Mr Gerard Hayes  
Secretary  
Health Services Union NSW/ACT/QLD  
Locked Bag 3  
Australia Square NSW 1215

**By Email:** [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

**Re: Roster Changes for the Systems Operations Administrator Team, Digital Health & Innovation, Sydney Local Health District**

Dear Mr Hayes,

I write in relation to a review of the Systems Operations Administrator rosters within the Cloud, Infrastructure and Cyber Security Directorate, Digital Health & Innovation (DH&I) at Sydney Local Health District (SLHD).

The Systems Operations Administrator Team provides 24/7 coverage to monitor infrastructure and Service Now tickets. The team comprises of three permanent staff members and three contingent workers. In addition, there is a remote monitoring system in place that assist to monitors all systems overnight.

As DH&I continues to review their operations to provide SLHD with streamlined processes, a recent review of the Systems Operations Administrator Team has identified the following:

- Since the implementation of the Statewide Service Desk (SWSD), the after-hours' calls are managed by the SWSD
- One staff member is set up as 'Pay Averaging' whilst the remaining staff members are set up on a 'Flexible Work Pattern' in Healthroster.
- Other Local Health Districts (LHD's) are now aligned with the SWSD model and have changed the roster requirements of their local data centre teams to daytime hours only and have introduced a new roster model with an on-call roster to support escalations for weekends and public holidays.

Accordingly, it is proposed that the roster for the Systems Operations Administrator Team is modified to accommodate this change in requirements. To align SLHD with the SWSD model and with other LHD's, the following changes are proposed:

- The roster will commence at 6:00 am and conclude at 10:00pm.
- The overnight remote monitoring system to send critical alerts to the respective on call resolver team
- All permanent full-time staff to be set up as 'Pay Averaging' in Healthroster.

- An on-call roster is to be introduced with consultation of staff to cover all urgent Service Now tickets and to support escalations.

A staff information session is planned for Thursday 26 September 2024 at 8:00 am where staff will be consulted regarding the proposed changes and have the opportunity to provide feedback. The Health Services Union (HSU) is invited to attend.

Should you require any further information, please contact Ms Stacey Savidis, Senior Project Lead, 0460 034 340, District Workforce Services or email [Anastasia.Savidis@health.nsw.gov.au](mailto:Anastasia.Savidis@health.nsw.gov.au)

Yours sincerely

*A L Wagstaff*

**Alex Wagstaff**

Chief Information Officer, Digital Health & Innovation, SLHD