

Acknowledgement of Country

I would like to begin by acknowledging the Traditional Custodians of the land on which we are all on today, and pay my respects to their Elders past, present and future.

I extend that respect to Aboriginal and Torres Strait Islander colleagues here today.



eHealth NSW

Staff Briefing

Taking you through some changes ahead

14 – 15 June 2023



Agenda

- 1. Background and context**
- 2. Drivers for change**
- 3. Overview of proposed changes**
Changes at a glance, current and future organisational structure
- 4. What to expect**
Consultation process and providing feedback
- 5. Support available**

We are realigning parts of our organisation

Let's go through the changes ahead

Background and context

Since inception, eHealth NSW and our Directorates have served to meet the needs of our customers, our partners, and the people of NSW. We have grown organically and evolved in line with customer demand, increased digitisation, new technologies and operating methodologies.

As eHealth NSW continues on our journey towards becoming the digital centre of excellence for NSW Health, we need to continuously evolve and improve the ways we deliver our services.

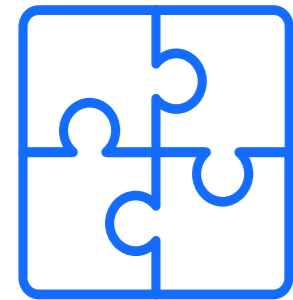
The eHealth NSW Business Plan 2022-2025 focuses on developing our internal capabilities, organisational culture and ways of working. Over the last 12 months, the EMT have identified opportunities to better align our operations to business plan outcomes.

Drivers for change

The changes we go through today will support two key Business Plan Outcomes

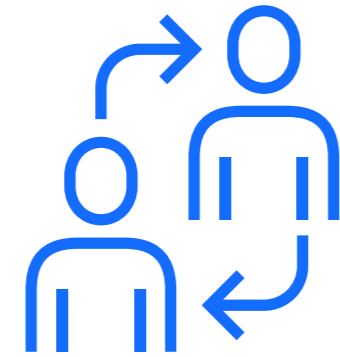


The change provides an opportunity to align complementary parts of the organisation and amplify the benefits for our people and our customers



Clearer accountabilities

for our people by aligning complementary parts of the organisation



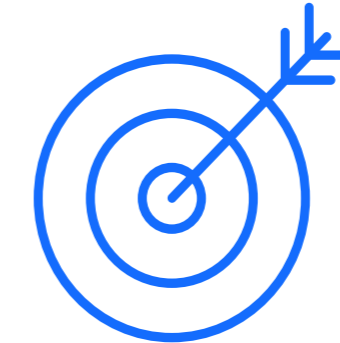
Improved cross team collaboration

improving interaction and communication between Directorates including the earlier engagement of operational teams



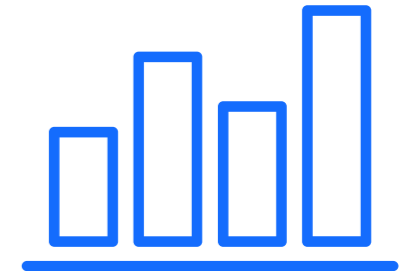
Transition to new service models

helping us move towards more contemporary delivery models



Reducing customer touch points

creating a more seamless and optimal experience in how our customers engage with us by simplifying the number of touch points we have with customers



Streamlined channels for demand

a single enterprise-wide view of customer demand will ensure we prioritise the right things and embed consistency in how we size, price, and manage our work.

Changes at a glance

What is changing?

We are realigning teams within Service Delivery's Technology & Customer Support Services (TCSS) team:

1. Some teams will move within Service Delivery; and
2. Some teams will move to other Directorates outside of Service Delivery

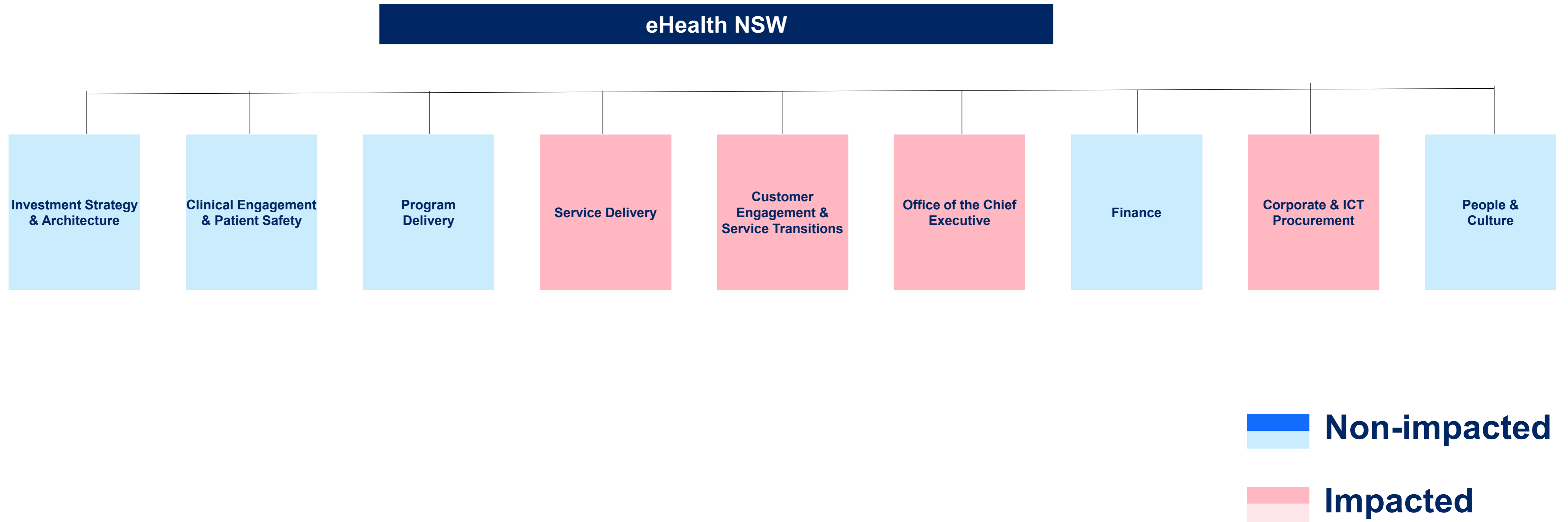
What will remain the same?

- For the majority of staff, the same people management structure will apply – this means the manager you report into today will be the same in our new structure.
- Your team function will not change.
- Your position title, role description and day-to-day responsibilities will not change.
- The terms and conditions of your employment will not change.
- Opportunities for technical and non-technical career pathways will not change.

This Staff Briefing will outline the changes in detail, and offer an opportunity to ask questions and provide feedback

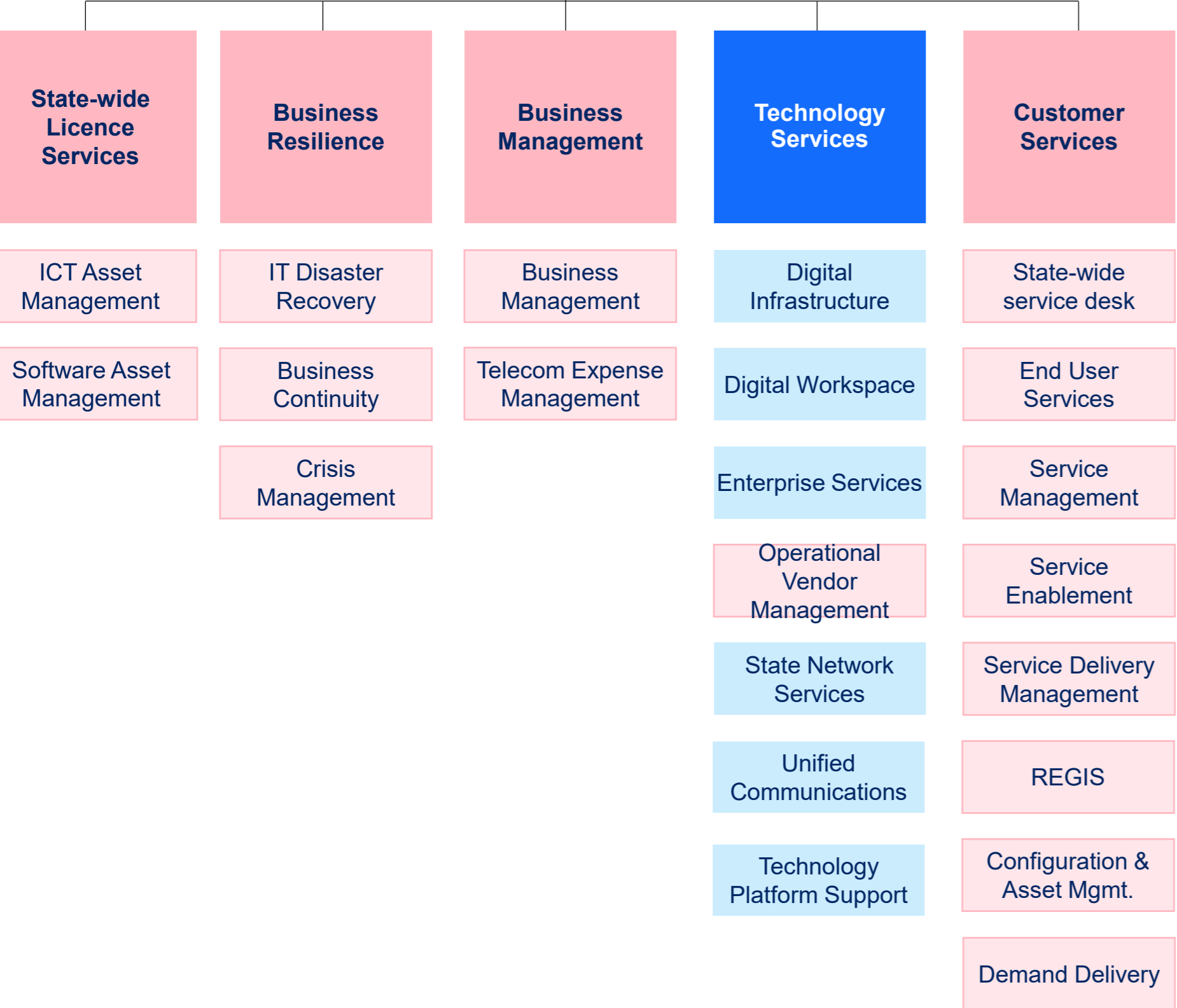
Current and Future Organisational Structure

Impacted Directorates by current structure



Impacted teams in Service Delivery

Service Delivery



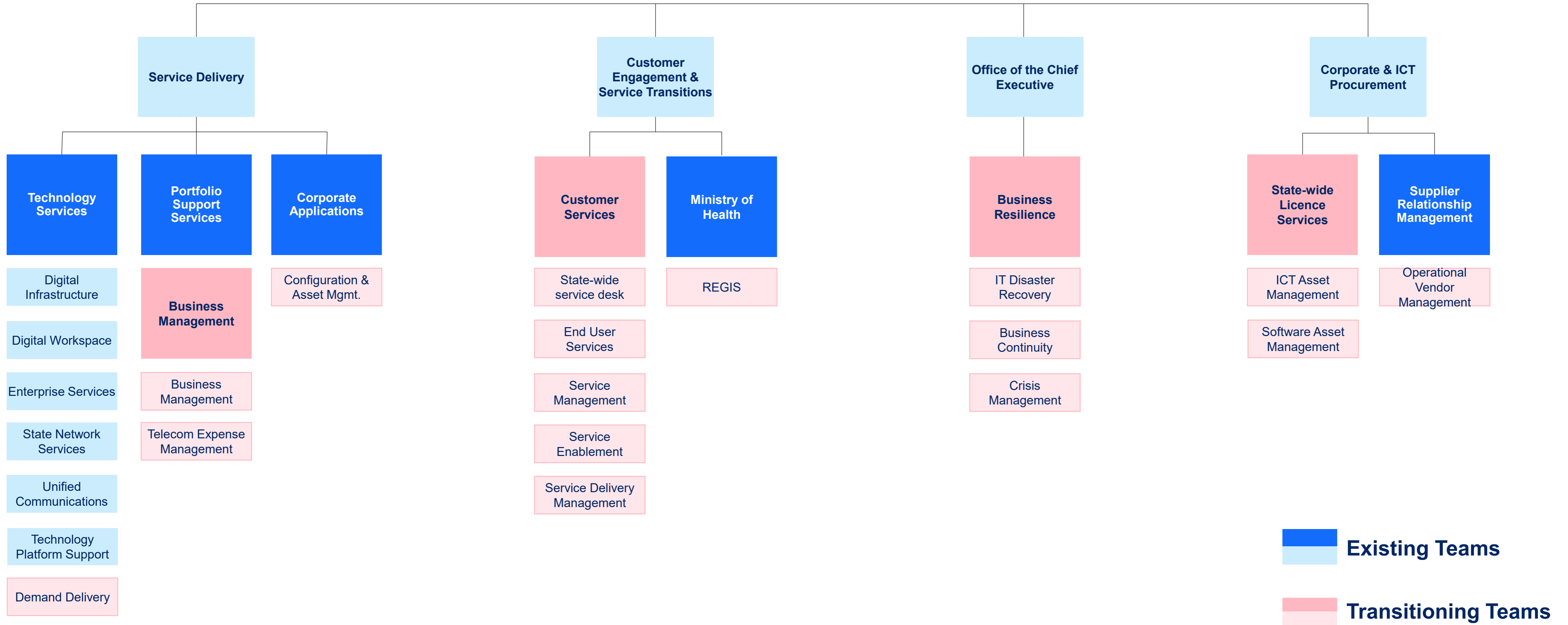
Impacted teams

Non-impacted teams

Receiving teams

Proposed changes to Directorates

eHealth NSW

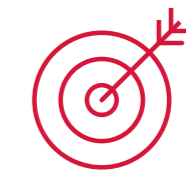
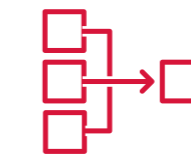
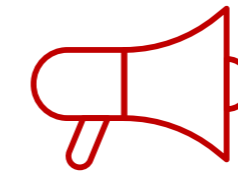
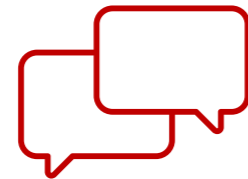


What to expect

Consultation process and providing feedback

Process and proposed timeline for realignment

We are here



Announcement
of a proposed change to organisational structure

2 Week Consultation Period
Staff and Health Services Union have the opportunity to provide feedback.

Review Feedback
All feedback will be reviewed and considered by our EMT.

Approval
Final Change to be approved by CE and ED

Staff Briefing
Announce result of Consultation

Implement
Commence implementation of our new structure (if approved).

New org structure in place

Ongoing support
Support and welcome initiatives planned to support our teams

JUNE

JULY

AUGUST

How to find information and provide feedback

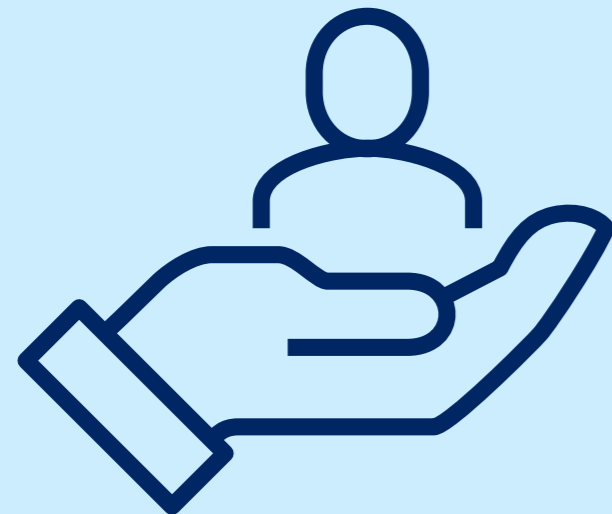
Visit the Service Delivery Hub to find:

- This presentation
- FAQs
- An overview of the proposed changes

<https://nswhealth.sharepoint.com/sites/EHNSW-SDH>

Suggestions and feedback are welcome during the consultation period

- Complete our Feedback Form
- Live during our staff briefings
- During 1:1s with managers



As we navigate our new and changing environment, it is important that we continue to look after ourselves and each other.

Resources available to support you

Your direct manager

- Schedule 1:1s with your manager to discuss

HR Support

For further assistance regarding the proposed changes

- Leanne Tipping, HR Business Partner

Access free support via our Employee Assistance Program (EAP)

- Converge International offer eHealth NSW employees and contractors and their families with a free confidential, counselling, coaching and wellbeing service on (02) 8644 2323 (option 4).

eHealth NSW

Thank you

Additional slides

Rationale Technology Services and Demand Delivery Alignment

Technology Services

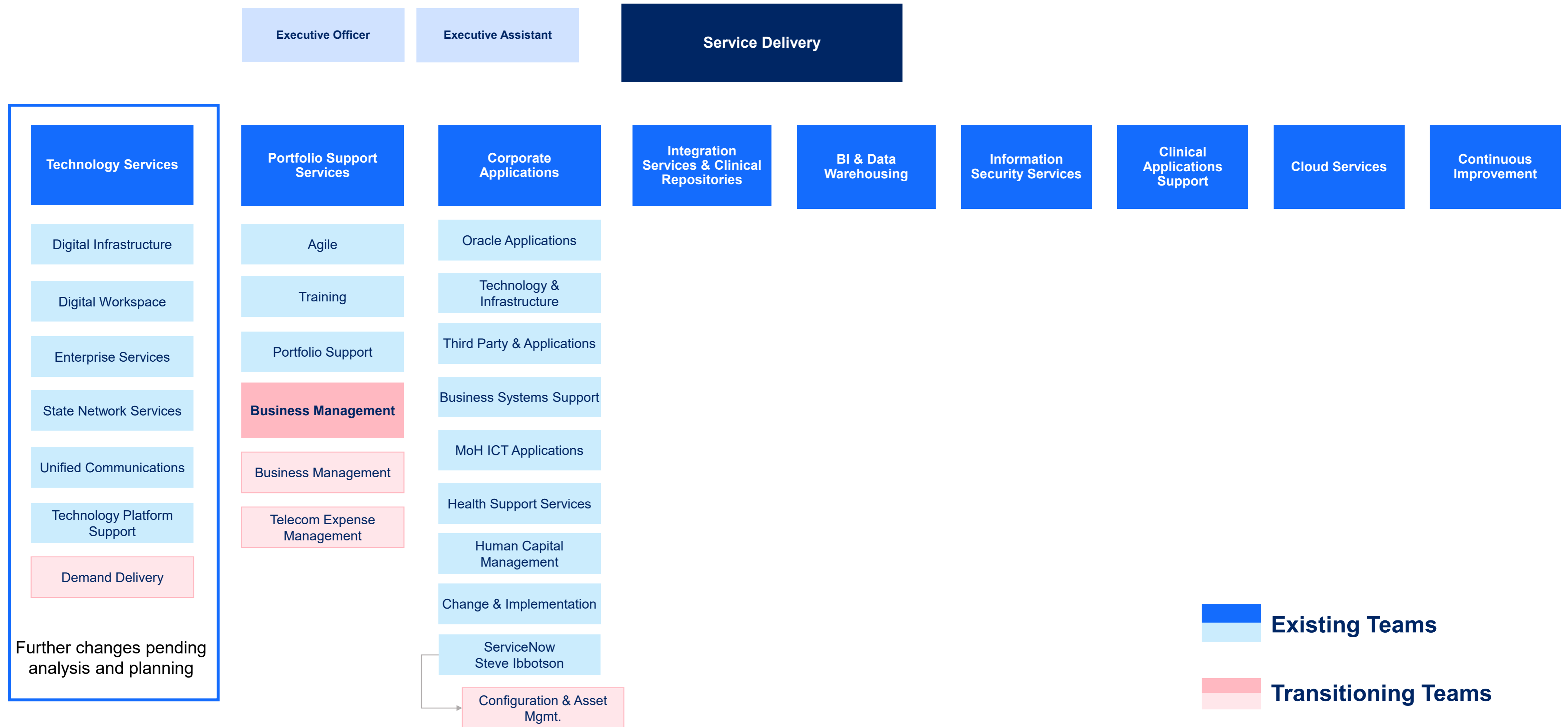
Demand Delivery will transition to Technology Services and continue to provide end-to-end management of demands, technical requests, projects and professional services in the near term.

OVM will transition to eHealth's ICT Procurement Directorate.

Analysis and planning will commence for the redesign and reorganisation of Technology Services & Demand Delivery in line with eHealth and Service Delivery strategic direction.

- Technology Services and Demand Delivery is vital to eHealth's success and will continue to play a significant role in the future success of our organisation.
- Fast paced ICT environments are always rapidly changing to reflect the growing and changing demands of our customers and advancing technologies
- We will continue to invest in staff development and ensuring our people are prepared for contemporary technologies/methodologies/models.
- All changes are considered to ensure we have a resilient business model fit for the future and supportive of our business plan initiatives.
- We will provide updates on an ongoing basis. Any future changes will be follow the workforce change and consultation process.

Proposed Service Delivery organisation



Rationale for Customer Services & CEST Alignment

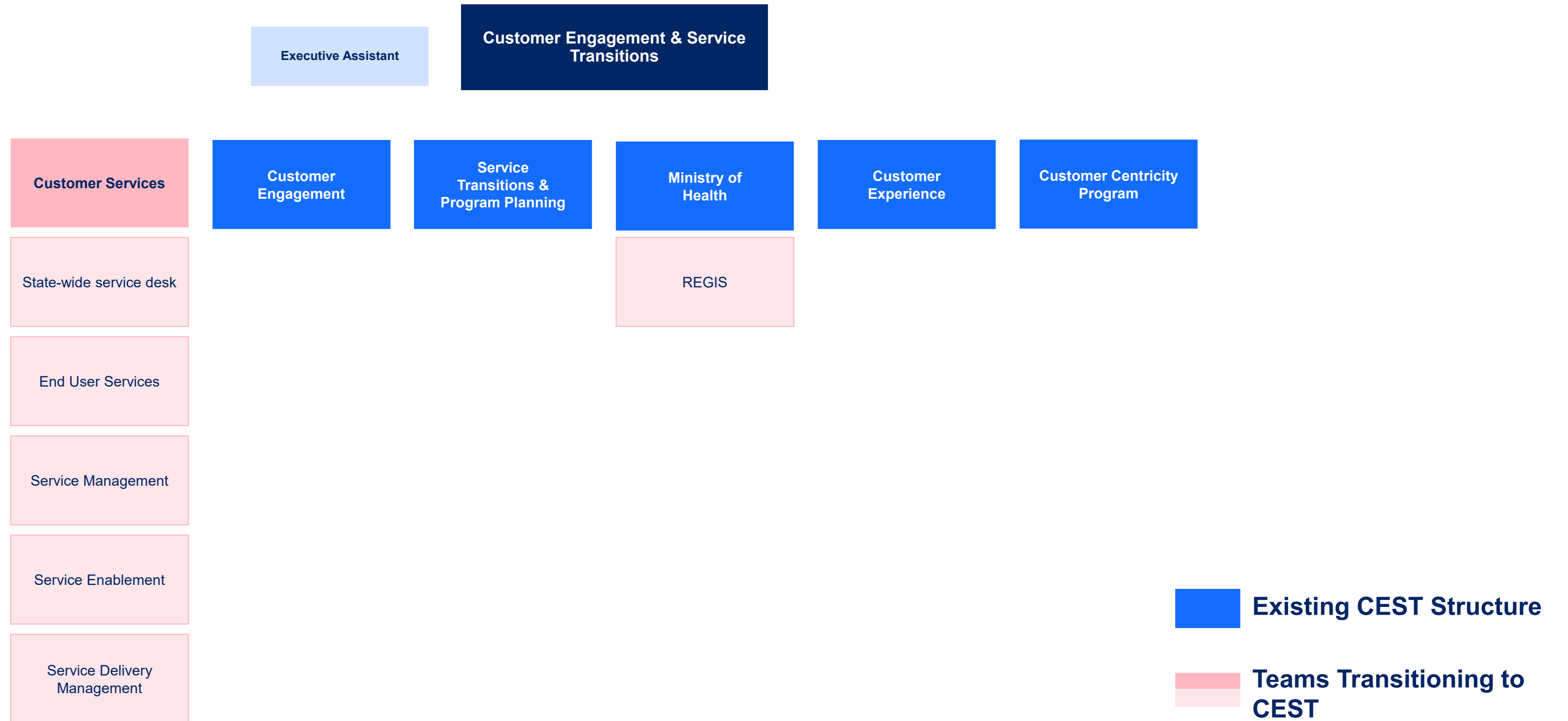
Customer Services will transition to Customer Engagement and Service Transitions (CEST)

Customer Services provide front-line support services to all our customers and manage the end-to-end delivery of IT Services to customers through Service Management, Enablement and Delivery functions.

Bringing these customer facing functions under CEST will realise a number of benefits:

- Aligns to the Customer Centricity Business Plan Initiative by bringing together Customer Engagement, Customer Experience and Customer Service in one directorate.
- Customer Services will continue to work with all eHealth Directorates and drive customer centric outcomes through best practice.
- Enable an one eHealth approach to customer engagement and service management by bringing together complementary functions:
 - Service Enablement, Service Management and Service Transitions
 - Service Delivery Management and Customer Engagement
 - Customer Experience, SWSD and End User Services

Proposed CEST organisation



Rationale for Statewide Licensing Services, Operational Vendor Management and ICT Procurement Alignment

State-Wide License Services will transition to ICT Procurement

State-Wide License Services manage all the IT assets and licensing across eHealth NSW

Bringing this important function under ICT Procurement will realise many benefits:

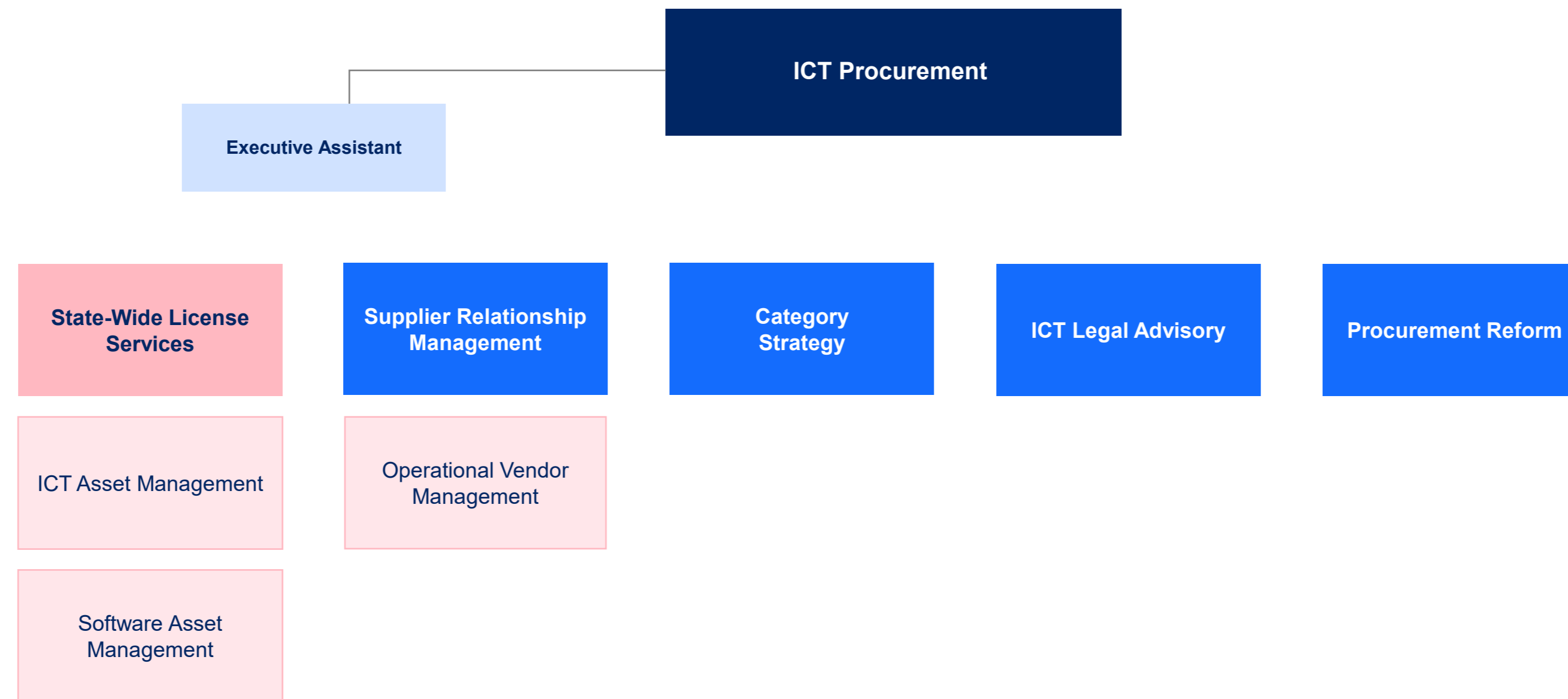
- Asset management outputs lead directly to category plans and contract management – combining our two teams under one Directorate supports our one eHealth operating model to reduce silos and create more streamlined ways of working
- We already negotiate with some of our largest vendors and this will bring our contract and supplier relationships into closer alignment
- By utilising the procurement arm for benefits capture and reporting there will be greater recognition and discipline in this area
- There is an increasing focus on fiscal reform and procurement and asset management are identified as part of the solution and so will benefit from operating more closely together

Operational Vendor Management will transition to ICT Procurement

Operational Vendor Management are a vital intermediary between vendors and our support teams

- Procurement is building a supplier governance centre of excellence (CoE) to act as an advisory service, and the Operational Vendor Managers (OVMs) will bring their experience to this CoE.
- The Supplier Governance CoE aims to provide a consistent approach to the governance of suppliers and contracts across eHealth and beyond.
- This expansion of the Supplier Governance CoE is aligned with the Ministry of Health (MoH) Procurement Reform, which aims to enhance Contract Management across the Health system
- While Operational Vendor Managers currently play a critical role in Supplier Governance, there is a recognized disconnect with other parts of the Procurement lifecycle, such as sourcing and supplier relationship management.
- Welcoming OVMs to the Procurement team will foster relationships and understanding, allowing us to better support our customers.
- The realignment presents opportunities for capability building and professional development.
- The new reporting line will introduce a consistent approach for OVMs, promote knowledge-sharing across the entire ICT Procurement function, and create opportunities for uplift throughout the supplier lifecycle.
- This change supports the breaking down of silos and promotes collaboration
- ICT Procurement is adopting a strategic and planned approach to the end-to-end procurement lifecycle, led by ICT Procurement and co-designed to meet changing demands. The inclusion of OVMs in this process is essential for successful delivery.

Proposed ICT Procurement organisation



-  Existing ICT Procurement Structure
-  Teams Transitioning to ICT Procurement

Rationale for Business Resilience and Office of the Chief Executive Alignment

Business Resilience will transition to the Office of the CE

Business Resilience provides IT Disaster Recovery, Business Continuity and Crisis Management

Bringing this important function into OCE will realise many benefits:

- Our Directorate provides supports the whole of eHealth NSW and will be further complemented through the addition of the organisation-wide services of Business Resilience.
- Business Resilience already works very closely with us, particularly with our Communications Services, BPIO and Executive Services & Policy teams. We hope to see this strong culture of collaboration and performance amplified further by bringing these teams under one Directorate.
- Our strong working relationship with the Ministry of Health will benefit the Business Resilience function as it continues to support eHealth NSW and the Ministry with vital resilience services.

Proposed Office of the Chief Executive organisation

