



Benjamin Mossé <benmosse@mosse-security.com>

Seeking refinement of RTI request [SEC=OFFICIAL]

Right To Information <righttoinformation.SharedMailbox@dpac.tas.gov.au>
To: Benjamin Mossé <benmosse@mosse-security.com>
Cc: Right To Information <righttoinformation.SharedMailbox@dpac.tas.gov.au>

Wed, Aug 12, 2026 at 3:53 PM

OFFICIAL

Good afternoon Mr Mosse,

I acknowledge your request to DPAC for the following information:

formal documents concerning DPAC's digital workforce capability / SFIA skills profiling initiative, described in the ACS Australia's Digital Pulse 2026 case study, "Building digital workforce capability in the Tasmanian State Service."

Please provide:

- a) Any independent assessor's report or formal independent review of the initiative.*
- b) Any value-for-money, cost-benefit, cost-effectiveness or benefits-realisation assessment formally issued or used to support a decision.*
- c) The most recent formal report, dashboard or briefing recording:*
 - 1.) program cost; and*
 - 2.) outcomes achieved, including participant numbers, skills findings, recruitment, workforce mobility, training, or cybersecurity, AI or data capability outcomes.*

I do not seek working drafts, emails, invoices, procurement records, or personal information. If no document within a category exists, please state that in the decision.

I have engaged with Digital Strategy Services, the part of the department which deal with the subject matter of your request.

Please be advised that the information in the possession of DPAC does not neatly align with the parts of your request.

In relation to part A of your request, there is no independent assessor's report or formal independent review of the initiative.

In relation to part B of your request, I am advised there are two minutes relating to three projects advanced under this stream of work. These minutes provide assessments, costs and reasonings in relation to this work.

In relation to part C of your request, I am advised that outcomes are reported in the DPAC 2025-2026 Annual Report that will be published soon, and on Australian Computer Society online sources. Please be advised that section 12(3) of the *Right to Information Act 2009* provides DPAC the right to refuse a request for information that is already available to you or will soon become available to you.

In consideration of the above, I propose that you refine the scope of your request to:

The Minutes seeking and providing approval to engage in the digital workforce capability / SFIA skills profiling initiative.

Please let me know whether you agree to above refinement.

Kind regards,

Gemma King

Delegated Right to Information Officer

Department of Premier and Cabinet

Executive Building, Level 7, [15 Murray Street](#)

[Hobart, Tasmania](#) 7000 Australia

P: 03 6185 5086

W: www.dpac.tas.gov.au



'I acknowledge Aboriginal people as the traditional owners of this Land and respect their culture and identity which has been bound up with the Land, Sea, Waterways and Sky for generations.'

From: Benjamin Mossé <benmosse@mosse-security.com>

Sent: Wednesday, 12 August 2026 11:11 AM

To: Right To Information <righttoinformation.SharedMailbox@dpac.tas.gov.au>

Subject: Saved to CM: RTI request – Digital Workforce Capability / SFIA Skills Profiling Initiative

You don't often get email from benmosse@mosse-security.com. [Learn why this is important](#)

Officer,

Please find the attached RTI request.

Thank you.

Kindest Regards,

Benjamin Mossé

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Department of Premier and Cabinet

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Ph: 1300 135 513 Fax: (03) 6233 5685
Web: www.dpac.tas.gov.au



Mr Benjamin Mosse
benmosse@mosse-security.com

Dear Mr Mosse,

I write in response to your application made under the *Right to Information Act 2009* (the Act) to the Department of Premier and Cabinet (the Department) for the following information:

- *The Minutes seeking and providing approval to engage in the digital workforce capability / SFIA skills profiling initiative.*

I am a delegated Right to Information Officer for the Principal Officer of the Department under section 24 of the Act.

I advised you on 1 September 2026 that third party consultation was required under section 37 of the Act, making the due date of your application **7 October 2026**.

Assessment summary

In response to your request, the Department undertook a search of its records, and 4 documents were identified as being within the scope of your request.

This information is being released in part with redactions made under sections 36 and 37 of the Act.

The information being released is provided with this letter. The redacted information is marked in black.

The reasons for my decision are below.

Statement of Reasons

Personal Information of a person

Section 36 provides:

1. *Information is exempt information if its disclosure under this Act would involve the disclosure of the personal information of a person other than the person making an application under section 13.*

I have determined that some of the information identified contains the personal information of a person other than the person making the application.

This includes the direct email addresses and phone numbers of public servants, and the contact details of employees at the ACS, which I believe are outside the scope of your request. In the alternative, they are exempt under section 36 of the Act.

Section 36 is contained in Division 2 (exemptions subject to the public interest test) of the Act and is therefore subject to the public interest test.

In accordance with section 33 of the Act, I must now assess whether the information is exempt information, after taking into account all relevant matters contained in Schedule 1 of the Act.

Public interest test

I have considered the application of the public interest test, as provided under section 33 of the Act, and the matters that must be considered under Schedule 1 of the Act, in deciding if the disclosure of the information is contrary to the public interest.

In my view, the disclosure of the information has the potential to harm the interests of the individuals concerned (matter (m)).

With respect to the public servant information, this is consistent with the findings of the Ombudsman in his decision of *Anthony Scott Bell and Department of State Growth* where he determined that it is valid for public authorities to limit the release of direct contact details to ensure enquiries can be directed through appropriate channels.¹

I confirm that I have not considered any matter contained in Schedule 2 of the Act.

Having considered the relevant matters, I find that disclosure of the information would be contrary to the public interest and the relevant information is exempt under section 36 of the Act.

Information relating to business affairs of third party

Section 37 relevantly provides:

- (1) *Information is exempt information if its disclosure under this Act would disclose information related to business affairs acquired by a public authority or Minister from a person or organisation other than the person making an application under section 13 (the "third party") and –*

...

- (b) the disclosure of the information under this Act would be likely to expose the third party to competitive disadvantage.*

Some of the information you have requested relates to the business affairs of a third party.

This information includes the third party's contract with the Department of Premier and Cabinet, which includes detailed services and pricing. I consider if this information were to be released, other competitors could take advantage of this information, exposing the third party to a competitive disadvantage.

Accordingly, I consider that the relevant information is prima facie exempt under section 37 of the Act.

Section 37 is contained in Division 2 (exemptions subject to the public interest test) of the Act and is therefore subject to the public interest test. In accordance with section 33 of the Act, I must now assess whether the information is exempt information, after taking into account all relevant matters contained in Schedule 1 of the Act, that it is contrary to the public interest to disclose the information.

¹*Anthony Scott Bell and Department of State Growth* (August 2024) at [45], available at www.ombudsman.tas.gov.au/right-to-information/reasons-for-decisions.

Public interest test

I confirm that I have considered all matters contained in Schedule 1 of the Act when determining whether the disclosure of the information would be contrary to the public interest. Below I provide my assessment of the matters which I consider relevant.

The most important matter for consideration in Schedule 1 of the Act remains matter (a), the need for government information to be accessible, as this aligns with the object of the Act contained in section 3.

I also consider that matter (d) supports release of this information, as it would provide contextual information to aid in the understanding of government decisions. As you stated in your application, releasing documents relating to the Digital Workforce Capability / SFIA Skills Profiling Initiative would allow the public to assess whether the project has produced measurable benefits to the State Service.

However, I must also consider matters that weigh against disclosure.

In my opinion, disclosure of the information would harm the business or financial interests of an organisation (matter (s)) by exposing them to competitive disadvantage. I believe releasing the pricing contained in the contracts entered into between the Department of Premier and Cabinet and the ACS would open the ACS up to a competitive disadvantage as their competitors could use the information to undercut them in the market.

Based on this assessment, I do not believe the matters that weigh in favour of release outweigh the matters that weigh against disclosure.

As such, I find that disclosure of the information would be contrary to the public interest and the relevant information is exempt under section 37 of the Act.

I confirm that I have not considered any matter contained in Schedule 2 of the Act.

Review

Should you be dissatisfied with my decision, you may have the right to seek an internal review under section 43 of the Act. You may wish to do so in writing to the Secretary, Department of Premier and Cabinet at the address above or by emailing righttoinformation@dpac.tas.gov.au within 20 working days of the date of this letter.

Please note that certain information released in response to Right to Information requests will be published online within 48 hours of being released to the applicant. Further information about this can be found at <http://www.dpac.tas.gov.au/rti>.

Should you have any questions in relation to this matter, please do not hesitate to contact me by email at righttoinformation@dpac.tas.gov.au.

Kind regards



Ella Bray

Delegated Right to Information Officer

7 November 2026

Schedule of Documents

No.	Dates	Description of Information	Release	Comment
1.	24 November 2023	Minute to the Chief Information Officer - Approval of Cyber Workforce Development and SFIA implementation services 2023-24	Yes in part	Out of scope/Section 36 – Personal Information Section 37 – Information relating to business affairs of third party
2.	Attachment 1 - Tasmanian Technology Contract Conditions – General Contract Details - Cyber Workforce Development and SFIA implementation services 2023-24 and DPAC 2023-24-39		Yes in part	Out of scope/Section 36 – Personal Information Section 37 – Information relating to business affairs of third party
3.	21 March 2025	Minute to the Chief Information Officer - Approval of Digital Workforce Development and SFIA implementation services 2025	Yes in part	Out of scope/Section 36 – Personal Information Section 37 – Information relating to business affairs of third party
4.	Attachment 1 - Tasmanian Technology Contract Conditions - General Contract Details - Digital Workforce Development and SFIA Implementation Services 2025, and DPAC 2024-25-143		Yes in part	Out of scope/Section 36 – Personal Information Section 37 – Information relating to business affairs of third party

Minute to the Chief Information Officer

For approval by: Friday, 24 November 2023

DPAC CM (TRIM) reference: 23/546136/1

Ministerial CM (TRIM) reference: N/A

Approval of Cyber Workforce Development and SFIA implementation services 2023-24

Purpose: To seek your approval to engage the Australian Computer Society Incorporated (ACS) workforce development services to undertake a full skills assessment using Skills Framework for Information Age (SFIA) as part of the Tasmanian State Service (TSS) Cyber Security Workforce Development Project.

Analysis:

- A key focus area of the TSS Digital Workforce Capability Development strategy led by Digital Strategy and Services (DSS) is Digital skills profiling which SFIA to assist in digital workforce planning for the state service by developing a skills profile of workforce teams and individuals from the mapping of job roles and individual skills assessment.
- Cyber and Information Security has been identified as a priority career stream for the TSS Digital Workforce Capability Development strategy that reflects the skills and workforce demands and career pathway challenges. A whole of government Cyber Security Workforce Development Project has been scoped to be led out of DSS that aims to demonstrate the full implementation of SFIA and deliver a cyber security workforce development roadmap and career development plan for TSS Agency CIOs, cyber security workforce managers and their teams. This will be achieved by undertaking mapping of job roles and independent skills assessment and benchmarking of cyber workforce teams against SFIA. The outcome will strengthen trust and confidence of the TSS cyber workforce and provide greater clarity of career pathways for new entrants and existing professionals.
- Approval is being sought to engage ACS workforce development services to undertake an independent full skills assessment using SFIA of TSS cyber security workforce managers and teams as part of the TSS Cyber Security Workforce Development Project.

Reason for deadline: The commencement date aligns with Cyber Security Workforce Development Project milestones.

Recommendations

Approve to engage the ACS workforce development services to undertake a full skills assessment using SFIA as part of the TSS Cyber Security Workforce Development Project from 1 December 2023 to 30 November 2024.

Approvals

Chief Information Officer

Approved?

Yes ☒

No ☐

30/11/2023



Chief Information Officer's notations:

Key reasons

Cyber Security Workforce Development Project

- The Cyber Security Workforce Development Project has been scoped to be led out of DSS that aims to demonstrate the full implementation of SFIA to TSS Agency CIOs and workforce managers and deliver a cyber security workforce development roadmap and career development plan for TSS cyber security workforce managers and their teams including identified skills profiles, skill gaps, skills mobility and support business and organisation level reporting.
- This will be achieved by undertaking mapping of job roles and independent skills assessment and benchmarking of cyber workforce teams against SFIA.
- The outcome will strengthen trust and confidence of the TSS cyber workforce and provide greater clarity of career pathways for new entrants and existing professionals.
- Across the TSS there are approx. 30 cyber security related roles identified. Initial mapping of job roles using Statements of Duties and SFIA has been undertaken as part of an ICT skilled migration internship project led out of DSS.
- To complete the full skills profile picture, the ACS services will further progress this work by undertaking independent skills assessment and benchmarking of the cyber workforce teams which will then inform the cyber workforce development roadmap and career development plan for cyber security workforce managers and their teams.
- The outputs will also include a validated dataset of job roles to be imported into the Tasmanian version of the APS Digital Profession Career Pathfinder Tool. This Tool will enable individuals into the future to independently undertake self-assessments and align their skills profile with TSS digital job roles and available job positions that they can apply for without relying on ACS services. However, ACS workforce development services will still be required if TSS Agency ICT/cyber workforce teams independently decided to undertake a full skills validation of their teams as part of their workforce planning.

Australian Computer Society Incorporated (ACS) workforce development services

- Workforce Development and Planning is a key service offered by ACS designed to support organisations in a holistic approach to the capability development of their ICT/digital professionals. Their methodology includes the provision of skills profiling aligned to SFIA and establishing an ICT/digital workforce skills baseline and ongoing professional development needs.
- Using SFIA, the international skills benchmark offers a range of business benefits achieved through the consistent definition of professional ICT/digital skills. These include:
 - Consistency in job descriptions providing clarity of expectation.

- Transparency of career pathways and elevating the understanding of skills mobility across the business
 - Enhanced alignment of skills (via people) to job roles
 - Greater fit matching people to specific job roles
 - Optimal skills utilisation, mobility, and project capability with assigning people and job roles to (new) work teams
- Implementing SFIA, as a workforce planning and development strategy, allows the identification and assessment of existing capabilities at the individual, team, and organisation levels. This multilevel approach is crucial to forming a comprehensive understanding of the organisation's needs, rather than using SFIA in an isolated manner to form a single (individual) skills profile.
- To better prepare the TSS cyber workforce for the adoption of technologies, tools, and new processes, ACS will first identify the existing skills, capabilities, and/or skill sets of individuals to create the skills baseline.
- The service provides access to the mySFIA Government Edition (GOV) tool which allows TSS to align skills to individuals and roles, enable transparent mobility options, and prepare for technology-based organisation change.
- Ongoing deployment of mySFIA offers TSS a focused approach to SFIA implementation and deployment of workforce planning strategies including:
 - Generating reports of all TSS cyber staff who complete self-assessment through mySFIA.
 - Identifying skills misalignment (gaps) – by comparing actual skills sets of the TSS cyber workforce against skills contained in SFIA skills profiles
 - Planning for skills mobility through the identification of team members' skills - by SFIA level, by Role, by Business Unit, by all TSS cyber workforce
 - Conducting and recording SFIA skills validations and immediately generating Skills Validation Reports and Capability Statements – Optional phase
 - Undertaking succession planning through skills capture
 - Allocation of tiered access levels – allocation of access to organisation reports and data for People Leaders and SFIA Champions based on authority e.g., Organisation Coordinator access to mySFIA aligned to TSS Cyber Leaders who require the capacity to extract and review TSS wide data; Resource Manager access to mySFIA aligned to TSS Cyber Leaders and SFIA Champions who can extract and review Business Unit data for the TSS.
 - Generation of reports and data to allow for a more focused approach to professional development and Certification opportunities based on the housing of TSS cyber workforce skills data in one source.

Consultation

- ACS has been engaged and provide input into the drafting of the Contract and gained approval by the delegated authority to sign.
- DPAC's Properties and Procurement Branch has reviewed the Contract and is satisfied that the proposed procurement process complies with the relevant TI's.

Financial impact

- The cost of the ACS workforce development services is **s.37** (excluding GST).

Compliance

- The Accountable Authority for the Department of Premier and Cabinet (DPAC), defined within section 3 of the *Financial Management Act 2016* (as per column 2, part 1 of schedule 1), is the Secretary, DPAC. The Secretary delegated the authority to approve to

engage the Australian Computer Society Incorporated (ACS) workforce development services to the Chief Information Officer, DSS, on 16 May 2022.

- The TTCC “must be used for the supply of information technology related goods and services” (PP-3, 3.27).
- The Accountable Authority (or Delegate) “may authorise the use of Australian Computer Society Incorporated (ACS) workforce development services” for procurements under \$100,000 where the following conditions are fulfilled (TI PP-3, 3.32):
 - o a risk management assessment of the procurement has been undertaken, demonstrating that the risks to the Crown “are either negligible or can be properly managed by the Agency”;
 - o the Agency implements “risk management strategies to prevent any loss or damage to the Crown”;
 - o “there is a clear specification of the goods or services being provided”;
 - o “the goods or services do not breach third party intellectual property rights, are fit for use and comply with applicable laws”;
 - o the terms do not contain automatic renewal provisions, or where they do, “provide a clear and acceptable means of termination”;
 - o “the supplied goods or services do not include access to either personal information or sensitive Government information.”

Options

#	Options	Analysis
1	Approve Service	This will allow the Full SFIA implementation to be undertaken and demonstrated on Tasmanian State service cyber security roles and workforce teams by March 2024 resulting in a cyber security workforce development roadmap and career development plan for TSS cyber workforce managers and their teams at an organisational and individual level. This is the recommended option.
2	Not approve service	This will rely solely on DSS' capability and capacity to implement SFIA which will initially be limited to job role profiling and relying on the TSS Career Pathfinder tool to undertake individual skills assessment. This will be a longer-term outcome. Full skills assessment and validation and benchmarking through certifications is deemed out of scope of DSS's digital workforce capability development role primarily due to capability and capacity limitations and perceptions of independence. This is not the recommended option.

DPAC contact for
more information:
Author, responsible
Division

Name

Tristan Richards, DSS

Tristan Richards, DSS

Phone Number

Out of scope, s. 30

Out of scope, s. 30

Tasmanian Technology Contract Conditions – General Contract Details

Cyber Workforce Development and SFIA implementation services 2023-24 and DPAC 2023-24- 39

The Crown in Right of the State of Tasmania, represented by the Department
of Premier and Cabinet

Australian Computer Society Incorporated (ACS)

The Crown in Right of Tasmania, represented by the Department of Premier and Cabinet and Australian Computer Society (ACS) Cyber Workforce Development and SFIA implementation services 2023-24 / 23/546136/1 TTCC General Contract Details – Version 2021-01 (Tas)

This document is a derivative of [General Contract Details – ICT Products and Services \(publications.qld.gov.au\)](https://publications.qld.gov.au/) created in 2017 by the Department of Science, Information Technology and Innovation, Queensland Government and is used under Creative Commons licence [CC BY 4.0](https://creativecommons.org/licenses/by/4.0/)

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1. General information

The [Tasmanian Technology Contract Conditions – General Conditions](#) apply to these Details.

The definitions and rules of interpretation applicable to these Details are set out in the Tasmanian Technology Contract Conditions – General Conditions.

1. Customer

Name

The Crown in Right of the State of Tasmania, represented by the Department of Premier and Cabinet

ABN or ACN

Not applicable.

2. Customer contact details

Authorised Representative(s)

1. Justin Thurley
2. Tristan Richards

Position title / role

1. Chief Information Officer, Digital Strategy and Services, Department of Premier and Cabinet
2. Digital Workforce Capability Development Manager

Phone number

1. Out of scope, s.36
2. [REDACTED]

Email

1. Out of scope, s.36
2. [REDACTED]

Street address

Ground Floor, 21 Kirksway Place,
Battery Point TAS 7004

Postal address

GPO Box 123
Hobart TAS 7000

3. Supplier

Name

Australian Computer Society Incorporated (ACS)

ABN or ACN or ABRN

53 156 305 487

4. Supplier Contact Details

Authorised Representative

Lisa Syrek

Position title / role

Manager, Workforce Development

Phone number

Out of scope, s.36

Street address

International Tower One, Level 27

100 Barangaroo Avenue

Sydney NSW 2000

Postal address

International Tower One, Level 27

100 Barangaroo Avenue

Sydney NSW 2000

Email

Out of scope, s.36

5. Products and Services and documents that form part of the Contract

Clause 1.3 and 5

Applicable Products and Services

- ☐ Hardware
- ☐ Hardware Maintenance Services
- ☐ Licensed Software
- ☐ Software Support Services
- ☐ Developed Software
- ☒ As a Service
- ☒ ICT Professional Services

Documents

In accordance with clause 1.3(f) of the General Contract Conditions, the following documents are incorporated into the Contract by reference: None.

In the event and to the extent of any inconsistency between the terms of the above documents, the order of hierarchy in descending order will prevail.

6. Additional Provisions

Clause 1.4

Not applicable

7. Term

Clause 3

Start date

1 December 2023

End date

30 November 2024

Extension options

Not applicable

Notice period for extension

Not applicable

8. Policies, codes of conduct, rules, standards, and procedures
4(h)

Clause

Site Policies

The Supplier must comply with the site policies as applicable, including vaccination requirements for COVID-19. The Customer will provide any training and induction for any personnel that will be onsite.

Policies, codes of conduct, rules, standards, and procedures

The Supplier must comply with the value and obligations as provided for in the State Service Code of Conduct.

9. Customer Inputs

Clause 4(k)

Details of Customer Inputs to be provided

No.	Item	Description	Timing
1	Job descriptions of cyber roles	Job descriptions also known as Statement of Duties (SoDs) for all cyber roles identified in the Tasmanian State Service	Within 5 days of the date of the Contract.

10. Documentation

Clause 4(n)

11. Training

Clause 4(o)

Not applicable

Insert details of any training requirement

Not applicable

Rates for additional training

Not applicable

12. Insurance

Clause 4(q)

Workers compensation insurance as required by law.

Insurer CGU Workers' Compensation

Policy # O/17-2141

Dates 30th Jun 2023 – 30th Jun 2024**Public liability and products liability insurance minimum amount**

Insurer Vero Insurance Limited

Policy # LCB022620784

Dates 30th Sept 2023 to 30th Sept 2024

Public Liability – any one occurrence \$20,000,000

Products Liability –

Any one occurrence and in the aggregate \$20,000,000

Professional indemnity insurance minimum amount

Insurer Chubb Insurance Australia Limited

Policy # 01PI546026

Dates 30th Sept 2023 to 30th Sept 2024

Amount \$10,000,000

Other insurances

Not applicable

Minimum period of insurance (for insurance on a “claims made” basis)

No other period is specified.

13. Authorisations

Clause 4(r)

Not applicable

14. Security

Clause 4(s)

Not applicable

15. Acceptance Testing

Clause 6

Will testing of Deliverables be required?☐ Yes☒ No

16. Subcontractor(s)

Clause 8

Name (and legal entity)

Not applicable

Street address

Not applicable

Postal address

Not applicable

Obligations

Not applicable

17. Background checks

Clause 8.2(d)

Not applicable

18. Key Personnel

Clause 8.3

Name and Position

Lisa Syrek, Manager, Workforce Development

Contact details

Phone: Out of scope, s.36

Email: Out of scope, s.36

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services.

Summary of Key Personnel's skills, qualifications, and experience

Lisa is a Training and Development Leader with extensive experience working across a range of industries including ICT, with small to large organisations including corporate and government organisations. Lisa's work for ACS extends to support our members and partner organisations in the implementation of SFIA through Skills Profiling and bespoke professional development and career development opportunities.

Lisa's expertise includes working with organisations to implement successful learning and development programs that align with the business plan of the organisation and the individual professional development plan; assuring the programs are of the highest quality and are value for money by ensuring funding opportunities are sought if appropriate; client relationship and consulting services to stakeholders for learning and development support including Federal and State/Territory governments, Registered Training Organisations and other Professional Development providers. Lisa has extensive knowledge of the Vocational Education and Training (VET) sector including all nationally recognised qualifications.

Lisa's previous roles in assisting organisations to develop a learning and development culture within an organisation have seen her work and liaise with numerous businesses within the ACT

including ACT Government Directorate; Federal Government; Private organisations and Industry associations. Lisa's professional career has mainly been focused on the ACT and Capital Region; however, she has been influential in growing the market share nationally.

Lisa is an SFIA Accredited Consultant and holds a Certificate IV in Training and Assessment and Certificate IV in Employment Services.

s.36

Name and Position

Hayley Armstrong, Learning and Development Consultant

Contact details

Phone: Out of scope, s.36

Email: Out of scope, s.36

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services.

Summary of Key Personnel's skills, qualifications, and experience

Hayley is an experienced Learning and Development Consultant who has worked across a range of industries both small and large. Hayley's expertise is working with organisations and individuals to research, design and implement learning and development programs that align with business and individual needs. While being part of ACS, Hayley supports members and organisations by delivering SFIA workshops, implementing SFIA through Skills profiling, and providing Professional Development and Career Development plans.

Hayley has 18 years of experience working in the Vocational Education and Training (VET) sector and has worked with Organisations, Registered Training Organisations, High Schools, and Colleges to develop an ongoing learning and development culture. She has built professional relationships with a range of businesses that include Government, Federal, and Private organisations. Hayley's professional career has primarily been focused on the ACT and surrounding NSW areas.

Hayley holds a Certificate IV in Employment Services and is currently striving to become an SFIA Accredited Consultant.

Name and Position

Stephanie Walkom, Learning and Development Consultant

Contact details

Phone: Out of scope, s.36

Email: Out of scope, s.36

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services
Summary of Key Personnel's skills, qualifications and experience

Stephanie is an experienced Learning and Development Consultant who has worked across a variety of industries, for both small and large organisations. Stephanie's expertise lies in working with organisations to design and implement effective learning and development programs that align with their business plans and individual needs. At ACS, she supports members and partner organisations by implementing SFIA through Skills Profiling and creating personalised professional development and career development plans.

With 18 years of experience in the Vocational Education and Training (VET) sector, Stephanie has helped organisations to develop a learning and development culture. She has liaised with numerous businesses, including Government, Federal Government, and Private organisations. Stephanie's professional career has been primarily focused on the ACT and Central Australia (NT).

Stephanie holds a Certificate IV in Employment Services and a Certificate IV in Frontline Management.

19. Price and payment

Clause 9

Maximum price

As per Schedule 1 – Price and Payment Terms

20. Cap on liability

Clause 12 and 13

Supplier's liability cap

Two times the amount paid or payable under the Contract.

Supplier's liability cap for loss of Customer Data

\$100,000

Supplier's liability cap where a scheme applies to the Supplier

Not applicable.

Customer's liability cap

Not applicable.

21. Intellectual Property Rights in Pre-Existing Materials

Clause 15.1

Pre-Existing Material

No pre-existing material is specified.

Customer's use of Pre-Existing Material

No other purpose is specified.

Sublicensees and cost

No other entity is specified, and no other cost is specified.

22. Intellectual Property Rights in New Materials

Clause 15.2 and 15.3

New Material

As per the Deliverables.

Ownership of New Material

Will Intellectual Property Rights in the New Material be owned by the Customer or Supplier?

- ☒ Customer (clause 15.2 of the General Contract Conditions applies).
- ☐ Supplier (clause 15.3 of the General Contract Conditions applies).

Supplier owned – Customer's use of New Material

Not applicable

Supplier owned – Sublicensees and costs

Not applicable

23. Intellectual Property Rights in Third Party Materials

Clause 15.4

Will any Deliverables incorporate any Third Party Material?

- ☐ Yes
- ☒ No

24. Customer Data

Clause 16

No purpose is specified.

25. Confidential Provisions

Clause 17(d) and 17(e)

There are no Confidential Provisions.

26. Confidentiality and Privacy Deed

Clause 17(g)

Personnel must sign a confidentiality and privacy deed in a form reasonably acceptable to the customer.

27. Conflict of Interest

Clause 19.2

Nil

28. Termination for convenience

Clause 21.3

No amount specified.

29. Business Hours

Clause 24.1

No other hours are specified.

30. Designated Environment

Clause 24.1

Not applicable

2. Hardware

The following Details to be completed if the Customer is procuring Hardware (refer clause 5.1 of the Tasmanian Technology Contract Conditions – General Conditions).

1. Hardware

Clause 5.1(d)

Not Applicable.

3. Hardware Maintenance Services

Not applicable.

4. Licensed Software

Not applicable.

5. Software Support Services

Not applicable.

6. Developed Software

Not applicable.

7. As a Service

The following Details to be completed if the Customer is procuring As a Service (refer clause 5.6 of the Tasmanian Technology Contract Conditions – General Conditions).

1. Subscription Period

Clause 5.6(a)

Start of Subscription Period

As per Item 7. Term in 1. General Information

Duration of Subscription Period

12 months

Notice period for non-renewal of the Subscription Period

30 days

Description of As a Service

As a Service

The As a Service being acquired is:

- ☐ Software as a Service
- ☐ Infrastructure as a Service
- ☐ Platform as a Service
- ☒ Other: mySFIA Government Edition Assessment Tool

Description of As a Service

ACS Membership for 30 approximately members of the Tasmanian State Service Agency cyber workforce (12 months)

Deployment of mySFIA Gov access for twelve (12) months.

mySFIA administration and software support includes:

- new user set-up, communication to users on their access details, troubleshooting, alignment to job roles, and individual support.
- Direct support for Organisation Coordinators and Resource Managers on navigating and using the mySFIA Organisation reporting module.

2. Requirements

Clause 5.6(b)

Specifications for As a Service (or annex specifications to the Details)

Platform operates on a managed service within AWS Cloud services, following Managed Service Provider (MSP) Standard Service Level Agreements (SLA's)

Access is via Web Portal with User access credential logon and password complexity.

3. Minimum system requirements and usage requirements

Clause 5.6(c)

Minimum requirements for Customer's IT System and Network

The latest and fully patched version of Microsoft Edge or Google Web browser's
Internet Connection

End User Computing (EUC) Standard Anti-Virus protection

Usage requirements for use of the As a Service

Authenticated user access to the platform.

Standard usage per server instance and Remote Desktop Services (RDS)

4. Infrastructure

Clause 5.6(b)

Is the As a Service to be provided on public infrastructure?☐ Yes☒ No**Is the As a Service to be provided on private infrastructure?**☒ Yes, Amazon Web Services and managed for ACS☐ No**Is the As a Service (including any Customer Data) to be hosted by a third party?**☒ Yes

If yes, insert name of the third party who will host the As a Service: CyberCX

☐ No**Specify the minimum standard for Infrastructure**

Standard AWS Instances for Servers and RDS, with scalability on request.

5. As a Service Location

Clause 5.6(d)

Will the Supplier store, host or process any Customer Data?☒ Yes

If yes, complete the details set out below in this item.

☐ No**As a Service Location**

Can the Customer select the As a Service Location?

☒ Yes

If yes, specify the As a Service Location selected by the Customer:

AWS Asia Pacific Region

☐ No

If no, specify the As a Service Location: <<insert>>

6. Customer Data

Clause 5.6(e)

Requirements for storage and back-up of the Customer Data

Is the Supplier required to provide storage and back-up of Customer Data?

☒ Yes

If yes, specify the procedures and requirements for the storage and back-up of the Customer Data (including the frequency at which the Supplier is to provide the Customer with back-up copies of the Customer Data and the format in which the Customer Data must be provided to the Customer):

MSP Standard SLA are in place.

☐ No

Tools and mechanisms to enable the Customer to access and monitor the Customer Data

- This is not provided - MSP 3rd Party Monitoring Tools of the Platform to ACS IT infrastructure to advise ACS WFD of issues or Service Outage
- SSH Jump host to directly access Services for ACS IT Infrastructure Team only.
- MSP 3rd Party support for AWS Environment liaising with ACS IT infrastructure Team.

Requirements for return or extraction of the Customer Data on expiry or termination of the Subscription Period

Can look to request assistance via Support portal of 3rd Party MSP for customer data extraction and/or confirm data is deleted at the end of subscription.

Is the Supplier required to return or allow the Customer to extract all Customer Data to the Customer?

☒ The Supplier is required to return all Customer Data to the Customer on expiry or termination of the Subscription Period.

Standard 3rd Party SLA Service Request via their Support Portal requested by ACS IT Infrastructure team. Customer is provided with CSV files of data once Subscription is terminated.

OR

☐ The Supplier is required to allow the Customer to access the As a Service in order to extract the Customer Data.

Format in which the Customer Data must be returned or made available after termination or expiry (and non-renewal) of Subscription Period

- The Supplier will return customer data in CSV format.

Permanent destruction or secure erasure of Customer Data

- Confirmation from 3rd Party of customer's data has been erased.

7. Security

Clause 5.6(f)

Specify the applicable security and encryption standards which apply to the As a Service and Customer Data

- Amazon Services located in AsiaPac Region using AWS security access measures.
- Under supervision of 3rd Party MSP liaising with AWS
- No Single Sign On

8. General Support

Clause 5.6(g)

- Follow ACS IT Service Desk Support portal.
- Standard Business Hours support with MSP
- Stand Business Hours support with ACS IT Infrastructure - P1/P2 Follow escalation process.

9. Service Levels

Clause 5.6(j)

Service Levels

Standard SLA Business Support with ACS IT Infrastructure Team

Reporting

- ☐ The Supplier is required to measure its performance against the Service Levels and provide a report to the Customer.

NA

- ☐ The Supplier is required to provide the Customer with the tools on a self-service basis to enable the Customer to monitor the Supplier's performance against the Service Levels.

Exclusions from Service Levels

NA

10. Service Credits

Clause 5.6(k)

NA

8. ICT Professional Services

The following Details to be completed if the Customer is procuring ICT Professional Services (refer clause 5.7 of the General Contract Conditions).

1. ICT Professional Services

Description of ICT Professional Services

The Supplier will provide the Customer with the following services:

- independent validation of skills profiling of approximately 30 cyber security job roles undertaken by DSS Digital Workforce Development team.
- facilitate approximately 30 individual self-assessments and formal skill validations of approximately 30 cyber security staff using SFIA with TSS Agency Digital/Cyber Workforce Managers.
- provide individual skills analysis and feedback of approximately 30 cyber security staff to DSS Digital Workforce Development team and TSS Agency Digital/Cyber Workforce Managers
- a development roadmap for the whole cyber security workforce (approximately 30 cyber security staff), approximately 9 business units/teams).

Deliverables

- Validation report (.csv and MS Word) of TSS skills profiling of cyber security job roles identified by TSS Agency Digital/Cyber Workforce Managers
- Individual skills analysis report (.csv and MS Word) resulting from individual self-assessments and formal skill validations using SFIA undertaken with TSS Agency Digital/Cyber Workforce teams.
- TSS Agency skills analysis report (.csv and MS Word)
- Developmental roadmap report by whole workforce, business units/teams (MS Word/PDF).

2. Service Period

Clause 5.7(a)

Start of Service Period

As per Item 7. Term in 1. General Information.

End of Service Period

As per Item 7. Term in 1. General Information unless otherwise agreed in writing by the Authorised Representative.

3. Delivery Date

Clause 5.7(b)(ii)

Specify any Delivery Date(s) applicable to the ICT Professional Services

No later than 31 March 2024 unless otherwise agreed in writing by the Authorised Representative.

Specify the hours and days during which the Supplier must provide the ICT Professional Services

- No other hours or days are specified.

4. Professional standards

Clause 5.7(b)(iii)

Not applicable

Specify any professional standards which apply to the performance of the ICT Professional Services

Nil

5. Notification Period

Clause 5.7(e)(ii)

Not applicable

6. Warranty Period

Not applicable

9. Acknowledgements and Certifications

The Supplier:

- (a) agrees to provide the Products, Services, and other Deliverables to the Customer on the terms described in the Contract.
- (b) certifies that it has read, understands, and complies with all the requirements of the Contract.
- (c) represents that all the information provided by it and referenced in the Contract is complete, accurate, up to date and not misleading in any way.
- (d) acknowledges that the Customer is relying on the information provided by the Supplier and referenced in the Contract in entering into the Contract.
- (e) acknowledges that the Customer may suffer damage if any of that information is incomplete, inaccurate, out of date or misleading in any way.

10. Forming the Contract

Agreement by Supplier

The Supplier will sign in this section. By signing, the Supplier is offering to enter the Contract on the terms set out in this document. If the Supplier does not execute this document itself, it must (if the Customer requests) provide adequate evidence that the signatory is properly authorised to execute this agreement.

If the parties agree any changes to this document after the date of the Supplier's signature (but before the Customer accepts the Supplier's offer as described below), the Supplier and Customer will prepare a new version of the document incorporating the agreed changes, which will replace this document. The Supplier will sign the new document, offering to enter the Contract on the amended terms.

Date...8 November 2023

Executed by Australlan Computer Society Incorporated by its authorised representatives

)
)
)
)

s.36, Out of scope

Signature of Acting CEO

Michael Cullen

Agreement by Customer

Date

EXECUTED for and on behalf of:

The Crown in Right of Tasmania,
represented by the Department of
Premier and Cabinet by its
Authorised Representative, in the
presence of:

.....
Signature of witness

.....
Name of witness (block letters)

)

)

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.....

Signature of Authorised Representative

By executing this agreement the signatory warrants
that the signatory is duly authorised to execute this
agreement on behalf of the Customer

.....
Name of Authorised Representative (block letters)

.....
Position of Authorised Representative

Schedule 1 – Price and Payment Terms

1.1 Price

Total price of \$ 31,200 (excluding GST) to be paid as per the milestones outlined in Schedule 1.4 unless otherwise agreed in writing by the Authorised Representative.

1.2 Expenses

- Up to \$ 1,500 (excluding GST)
- To be charged at actual

1.3 Price reviews (including during any extension period(s))

Not applicable

1.4 Payment plan/milestones

The Supplier may invoice the Customer after successful achievement of the milestones as follows:

	Payment milestones	Amount (ex-GST & travel)	Remarks
m1	mySFIA Gov access 12 months (Approximately 30 cyber security roles) completed		Onboarding/user setup Alignment to job roles Individual support Organisation and Resource manager support
m2	Full SFIA onboarding completed. (30 roles)		Validation of SFIA role profiling (per role) Publishing of Tasmanian State Service Agency cyber workforce Cyber Position Descriptions to SFIA 8 Self-assessments and individual reporting Skills validation & certification (where agreed) per person
m3	Review and Reporting completed		Provide Individual SFIA Skills Analysis and Professional Development Plans to all Tasmanian State Service Agency cyber staff - on identified skills profiles, skills gaps, and skills mobility to the TAS DPAC – DSSD Leadership team. Provide business unit and organisational level reporting.

1.5 Rates for additional Products and Services (If applicable)

Not applicable.

1.6 Payment methods

As per the Supplier's invoice.

1.7 Discounts or rebates

Not applicable

1.8 Address details for invoice

Finance Branch

Department of Premier and Cabinet

Level 6, 15 Murray Street

Hobart Tas 7000

Invoices to be sent to: Finance@dpac.tas.gov.au

1.9 Other pricing information

Not applicable

Minute to the Chief Information Officer

For approval by: Friday, 21 March 2025

DPAC CM (TRIM) reference: 25/62299

Ministerial CM (TRIM) reference: N/A

Approval of Digital Workforce Development and SFIA implementation services 2025

Purpose: To seek your approval to engage the Australian Computer Society Incorporated (ACS) workforce development services to undertake skills assessment projects using Skills Framework for Information Age (SFIA) for the Tasmanian State Service (TSS).

Analysis:

- A key focus area of the TSS Digital Workforce Capability Development strategy led by Digital Strategy and Services (DSS) is skills profiling and applying the current version of SFIA (SFIA 9) to assist with digital workforce planning and development of the state service.
- Building on 2023/24 full implementation of SFIA for the TSS cyber security workforce, this contract extends this work to include new projects for 2025 starting with 1) DSS Digital Communications Project 2) Department of Premier and Cabinet (DPAC) Information Technology Services Project.
- The Projects involve independent skills mapping of job roles and skills assessment and benchmarking of the digital workforce teams against the international framework, SFIA. The outcome aims to empower both workforce managers and employees with insights into skills profiles, highlighting the strengths and skills gaps to be addressed through targeted recruitment and training, and the potential mobility of individuals across the state service that will both aid in productivity gains and also improve workforce retention and workplace culture.
- The skills profile of job roles will also add to the TSS Career Pathfinder dataset providing an important source of reference for other agencies looking to undertake skills job role profiling and skills assessment projects.
- For individual employees it aims to strengthen trust and confidence within the TSS digital workforce by providing individuals with greater clarity of career pathways.

Reason for deadline: The commencement date aligns with DSS and ITS Project milestones.

Recommendations

Approve the engagement of ACS workforce development services to undertake TSS digital skills profiling and assessment projects between 24 March 2025 to 24 March 2026.

Sign the ACS proposal "Digital Workforce Development and SFIA Implementation Services 2025 and DPAC 2025" dated 13 March 2025 (Attachment 1), on page 23.

Approvals

Chief Information
Officer

Approved?

Yes ☒

No ☐



Thursday, 22 May
2025

Chief Information Officer's notations:

Key reasons

Digital Workforce Development Projects

- Building on last year's full implementation of SFIA to deliver a cyber security workforce development roadmap and career development plan for TSS Agency CIOs, cyber security workforce managers and their teams, a new contract has been drafted to procure ACS digital workforce SFIA implementation services for 2025 for new TSS digital skills profiling and assessment projects.
- Two new TSS Digital Workforce Development Projects outlined in the contract include:
 1. DSS Digital Communications Project
 2. DPAC Information Technology Project.
- The Projects include skills profiles of job roles, skills assessments of individuals, skills analysis to determine strengths, skill gaps, skills mobility, and development plans at organisation level and at an individual employee level.
- This will be achieved by undertaking mapping and validating of job roles and independent skills assessment and benchmarking of digital workforce teams against SFIA 9.
- The intended outcome using the specialist expertise and independence of ACS will aim to strengthen trust and confidence of the TSS digital workforce and provide greater clarity of career pathways for new entrants and existing professionals.
- Of the two Projects, 57 TSS digital job descriptions or Statements of Duties (SoDs) have been identified. Mapping of job roles using SoDs and SFIA has been partially undertaken by DSS. To complete the full skills profile picture, the ACS services will progress this work by undertaking independent skills assessment and benchmarking of the digital workforce teams against SFIA9 to inform the digital workforce development roadmap and career development plans for digital workforce managers and their teams.
- The outputs will also include a validated dataset of job roles to be imported into the Tasmanian version of the APS Digital Profession Career Pathfinder Tool. This Tool will enable individuals into the future to independently undertake self-assessments and align their skills profile with TSS digital job roles and available job positions that they can apply for without relying on ACS services.

- Noting, ACS workforce development services will still be required if TSS Agency digital workforce teams independently decide to fund a full skills validation of their teams as part of their workforce planning.

Australian Computer Society Incorporated (ACS) workforce development services

- Workforce Development and Planning is a key service offered by ACS designed to support organisations undertake capability development of their ICT/digital professionals.
- The methodology includes the provision of skills profiling aligned to SFIA and establishing an ICT/digital workforce skills baseline and ongoing professional development needs.
- Using SFIA, the international skills benchmark offers a range of business benefits achieved through the consistent definition of professional ICT/digital skills. These include:
 - Consistency in job descriptions providing clarity of expectation.
 - Transparency of career pathways and elevating the understanding of skills mobility across the business
 - Enhanced alignment of skills (via people) to job roles
 - Greater fit matching people to specific job roles
 - Optimal skills utilisation, mobility, and project capability with assigning people and job roles to (new) work teams
- Implementing SFIA, as a workforce planning and development strategy, allows the identification and assessment of existing capabilities at the individual, team, and organisation levels. This multilevel approach is crucial to forming a comprehensive understanding of the organisation's needs, rather than using SFIA in an isolated manner to form a single (individual) skills profile.
- To better prepare the TSS cyber workforce for the adoption of technologies, tools, and new processes, ACS will first identify the existing skills, capabilities, and/or skill sets of individuals to create the skills baseline.
- The service provides access to the mySFIA Government Edition (GOV) tool which allows TSS to align skills to individuals and roles, enable transparent mobility options, and prepare for technology-based organisation change.
- Ongoing deployment of mySFIA offers TSS a focused approach to SFIA implementation and deployment of workforce planning strategies including:
 - Generating reports of all TSS cyber staff who complete self-assessment through mySFIA.
 - Identifying skills misalignment (gaps) – by comparing actual skills sets of the TSS cyber workforce against skills contained in SFIA skills profiles
 - Planning for skills mobility through the identification of team members' skills - by SFIA level, by Role, by Business Unit, by all TSS cyber workforce
 - Conducting and recording SFIA skills validations and immediately generating Skills Validation Reports and Capability Statements – Optional phase
 - Undertaking succession planning through skills capture
 - Allocation of tiered access levels – allocation of access to organisation reports and data for People Leaders and SFIA Champions based on authority e.g., Organisation Coordinator access to mySFIA aligned to TSS Cyber Leaders who require the capacity to extract and review TSS wide data; Resource Manager access to mySFIA aligned to TSS Cyber Leaders and SFIA Champions who can extract and review Business Unit data for the TSS.

- Generation of reports and data to allow for a more focused approach to professional development and Certification opportunities based on the housing of TSS digital workforce skills data in one source.

Consultation

- ACS has been engaged by DSS who have provided input into the drafting of the Contract and have gained approval by the delegated ACS authority to sign.
- DSS Technology Sourcing team and the DPAC Properties and Procurement Branch have been consulted and their approval has been sought on the proposed procurement.
- Consultation and engagement of DSS DCP and DPAC ITS workforce managers and key team members have been undertaken as part of the project scoping phase.

Financial impact

- The maximum price of the ACS workforce development services in 2025 is set at s.37 (excluding GST) to allow for additional TSS digital skills profiling and assessment projects to be added during 2025.
- The contract is currently for two DPAC Projects: 1) DSS Digital Communications Project (DCP) s.37 (excluding GST) and 2) DPAC Information Technology Services Project (ITS) s.37 (excluding GST).

Compliance

- The Accountable Authority for the Department of Premier and Cabinet (DPAC), defined within section 3 of the *Financial Management Act 2016* (as per column 2, part 1 of schedule 1), is the Secretary, DPAC. The Secretary delegated the authority to approve to engage the Australian Computer Society Incorporated (ACS) workforce development services to the Chief Information Officer, DSS, on 16 May 2022.
- The TTCC “must be used for the supply of information technology related goods and services” (PP-3, 3.27).
- The Accountable Authority (or Delegate) “may authorise the use of Australian Computer Society Incorporated (ACS) workforce development services” for procurements under \$100,000 where the following conditions are fulfilled (TI PP-3, 3.32):
 - a risk management assessment of the procurement has been undertaken, demonstrating that the risks to the Crown “are either negligible or can be properly managed by the Agency”;
 - the Agency implements “risk management strategies to prevent any loss or damage to the Crown”;
 - “there is a clear specification of the goods or services being provided”;
 - “the goods or services do not breach third party intellectual property rights, are fit for use and comply with applicable laws”;
 - the terms do not contain automatic renewal provisions, or where they do, “provide a clear and acceptable means of termination”; and
 - “the supplied goods or services do not include access to either personal information or sensitive Government information.”

Options

#	Options	Analysis
1	Approve Service	This service brings independent specialist expertise to skills profiling and workforce capability development for TSS digital workforce managers and their teams at an organisational and individual level. This is the recommended option.
2	Not approve service	Without this service, there will be greater reliance on DSS' capability and capacity to implement SFIA across the state service to support digital workforce planning and capability development. The lack of independent specialist expertise also brings greater risks of ensuring quality outcomes. This is not the recommended option.

Attachments

Attachment	Title (CM reference)
1	TTC Contract_Digital Workforce Development and SFIA Implementation Services 2025, 13 Mach 2025 page 23 (CM 25/62299/1)
2	

	Name	Phone Number
DPAC contact for more information: Author, responsible Division	Tristan Richards, DSS	Out of scope, s.36
	Tristan Richards, DSS	Out of scope, s.36

Tasmanian Technology Contract Conditions – General Contract Details

Digital Workforce Development and SFIA
Implementation Services 2025 and DPAC 2024-25-
143

The Crown in Right of the State of Tasmania, represented by the Department
of Premier and Cabinet
Australian Computer Society Incorporated (ACS)

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1. General information

The Tasmanian Technology Contract Conditions – General Conditions apply to these Details.

The definitions and rules of interpretation applicable to these Details are set out in the Tasmanian Technology Contract Conditions – General Conditions.

1. Customer

Name

The Crown in Right of the State of Tasmania, represented by the Department of Premier and Cabinet

ABN or ACN

Not applicable.

2. Customer contact details

Authorised Representative(s)

1. Justin Thurley – Execution of Contract
2. David Moore – Execution of Contract
3. Tristan Richards – Administration of Contract

Position title / role

1. Chief Information Officer, Digital Strategy and Services (DSS), Department of Premier and Cabinet (DPAC)
2. Director, Whole of Government Service Delivery and Operations, DSS, DPAC
3. Digital Workforce Capability Development Manager, DSS, DPAC

Phone number

1. Out of scope, s 36
2. [REDACTED]
3. [REDACTED]

Email

digital@dpac.tas.gov.au

Street address

Ground Floor, 21 Kirksway Place,
Battery Point TAS 7004

Postal address

GPO Box 123
Hobart TAS 7000

3. Supplier

Name

Australian Computer Society Incorporated (ACS)

ABN or ACN or ABRN

53 156 305 487

4. Supplier Contact Details

Authorised Representative

Lisa Syrek

Position title / role

Manager, Workforce Development

Phone number

Out of scope, s.36

Street address

International Tower One, Level 27

100 Barangaroo Avenue

Sydney NSW 2000

Postal address

International Tower One, Level 27

100 Barangaroo Avenue

Sydney NSW 2000

Email

Out of scope, s.36

5. Products and Services and documents that form part of the Contract Clause 1.3 and 5

Applicable Products and Services

- ☐ Hardware
- ☐ Hardware Maintenance Services
- ☐ Licensed Software

- ☐ Software Support Services
- ☐ Developed Software
- ☒ As a Service
- ☒ ICT Professional Services

Documents

In accordance with clause 1.3(f) of the General Contract Conditions, the following documents are incorporated into the Contract by reference: None

In the event and to the extent of any inconsistency between the terms of the above documents, the order of hierarchy in descending order will prevail.

6. Additional Provisions

Clause 1.4

Not applicable

7. Term

Clause 3

Start date

24 March 2025

End date

24 March 2026

Extension options

One option to extend for one year.

Notice period for extension

5 days.

8. Policies, codes of conduct, rules, standards and procedures

Clause 4(h)

Site Policies

The Supplier must comply with the site policies as applicable.. The Customer will provide any training and induction for any personnel that will be onsite.

Policies, codes of conduct, rules, standards and procedures

The Supplier must comply with the value and obligations as provided for in the State Service Code of Conduct.

9. Customer Inputs

Clause 4(k)

Details of Customer Inputs to be provided

No.	Item	Description	Timing
1	Job descriptions of digital roles	Job descriptions also known as Statement of Duties (SoDs) for all relevant digital roles as identified and specified by the Customer.	Within 5 days of the date of the Contract.

10. Documentation

Clause 4(n)

Not applicable

11. Training

Clause 4(o)

Not applicable

Insert details of any training requirement

Not applicable

Rates for additional training

Not applicable

12. Insurance

Clause 4(q)

Workers compensation insurance as required by law.

Public liability and products liability insurance minimum amount

Public Liability – any one occurrence \$20,000,000

Products Liability –

Any one occurrence and in the aggregate \$20,000,000

Professional indemnity insurance minimum amount

Amount \$10,000,000

Other insurances

Not applicable

Minimum period of insurance (for insurance on a “claims made” basis)

No other period is specified.

13. Authorisations

Clause 4(r)

Not applicable

14. Security

Clause 4(s)

Not applicable

15. Acceptance Testing

Clause 6

Will testing of Deliverables be required?

☐

Yes

☒

No

16. Subcontractor(s)

Clause 8

Name (and legal entity)

Not applicable

Street address

Not applicable

Postal address

Not applicable

Obligations

Not applicable

17. Background checks

Clause 8.2(d)

Not applicable

18. Key Personnel

Clause 8.3

Name and Position

Lisa Syrek, Manager, Workforce Development

Contact details

Phone: Out of scope, s.36

Email: [Redacted]

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services.

Summary of Key Personnel's skills, qualifications, and experience

Lisa is a Training and Development Leader with extensive experience working across a range of industries including ICT, with small to large organisations including corporate and government organisations. Lisa's work for ACS extends to support our members and partner organisations in the implementation of SFIA through Skills Profiling and bespoke professional development and career development opportunities.

Lisa's expertise includes working with organisations to implement successful learning and development programs that align with the business plan of the organisation and the individual professional development plan; assuring the programs are of the highest quality and are value for money by ensuring funding opportunities are sought if appropriate; client relationship and consulting services to stakeholders for learning and development support including Federal and State/Territory governments, Registered Training Organisations and other Professional Development providers. Lisa has extensive knowledge of the Vocational Education and Training (VET) sector including all nationally recognised qualifications.

Lisa's previous roles in assisting organisations to develop a learning and development culture within an organisation have seen her work and liaise with numerous businesses within the ACT including ACT Government Directorate; Federal Government; Private organisations and Industry associations. Lisa's professional career has mainly been focused on the ACT and Capital Region; however, she has been influential in growing the market share nationally.

Lisa is an SFIA Accredited Consultant and holds a Certificate IV in Training and Assessment and Certificate IV in Employment Services.

s.36

Name and Position

Hayley Armstrong, Learning and Development Consultant

Contact details

Phone: Out of scope, s.36

Email:

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services.

Summary of Key Personnel's skills, qualifications, and experience

Hayley is an experienced Learning and Development Consultant who has worked across a range of industries both small and large. Hayley's expertise is working with organisations and individuals to research, design and implement learning and development programs that align with business and individual needs. While being part of ACS, Hayley supports members and organisations by delivering SFIA workshops, implementing SFIA through Skills profiling, and providing Professional Development and Career Development plans.

Hayley has 18 years of experience working in the Vocational Education and Training (VET) sector and has worked with Organisations, Registered Training Organisations, High Schools, and Colleges to develop an ongoing learning and development culture. She has built professional relationships with a range of businesses that include Government, Federal, and Private

organisations. Hayley's professional career has primarily been focused on the ACT and surrounding NSW areas.

Hayley holds a Certificate IV in Employment Services and is currently striving to become an SFIA Accredited Consultant.

Name and Position

Stephanie Walkom, Learning and Development Consultant

Contact details

Phone: **Out of scope, s.36**

Email: **Out of scope, s.36**

Role / Key obligations

The Key Personnel will deliver the Deliverables as per 7. As a Service and 8. ICT Professional Services.

Committed level

As required to deliver the deliverables as per 7. As a Service and 8. ICT Professional Services

Summary of Key Personnel's skills, qualifications and experience

Stephanie is an experienced Learning and Development Consultant who has worked across a variety of industries, for both small and large organisations. Stephanie's expertise lies in working with organisations to design and implement effective learning and development programs that align with their business plans and individual needs. At ACS, she supports members and partner organisations by implementing SFIA through Skills Profiling and creating personalised professional development and career development plans.

With 18 years of experience in the Vocational Education and Training (VET) sector, Stephanie has helped organisations to develop a learning and development culture. She has liaised with numerous businesses, including Government, Federal Government, and Private organisations. Stephanie's professional career has been primarily focused on the ACT and Central Australia (NT).

Stephanie holds a Certificate IV in Employment Services and a Certificate IV in Frontline Management.

19. Price and payment

Clause 9

Maximum price

\$99,999.00

20. Cap on liability

Clause 12 and 13

Supplier's liability cap

Two times the amount paid or payable under the Contract.

Supplier's liability cap for loss of Customer Data

\$100,000

Supplier's liability cap where a scheme applies to the Supplier

Not applicable.

Customer's liability cap

Not applicable.

21. Intellectual Property Rights in Pre-Existing Materials

Clause 15.1

Pre-Existing Material

No pre-existing material is specified.

Customer's use of Pre-Existing Material

No other purpose is specified.

Sublicensees and cost

No other entity is specified, and no other cost is specified.

22. Intellectual Property Rights in New Materials

Clause 15.2 and 15.3

New Material

As per the Deliverables.

Ownership of New Material

Will Intellectual Property Rights in the New Material be owned by the Customer or Supplier?

☒ Customer (clause 15.2 of the General Contract Conditions applies).

☐ Supplier (clause 15.3 of the General Contract Conditions applies).

Supplier owned – Customer's use of New Material

Not applicable

Supplier owned – Sublicensees and costs

Not applicable

23. Intellectual Property Rights in Third Party Materials

Clause 15.4

Will any Deliverables incorporate any Third Party Material?

☐ Yes

☒ No

24. Customer Data

Clause 16

No purpose is specified.

25. Confidential Provisions

Clause 17(d) and 17(e)

There are no Confidential Provisions.

26. Confidentiality and Privacy Deed

Clause 17(g)

Personnel must sign a confidentiality and privacy deed in a form reasonably acceptable to the customer.

27. Conflict of Interest

Clause 19.2

Nil

28. Termination for convenience

Clause 21.3

No amount specified.

29. Business Hours

Clause 24.1

No other hours are specified.

30. Designated Environment

Clause 24.1

Not applicable

2. Hardware

The following Details to be completed if the Customer is procuring Hardware (refer clause 5.1 of the Tasmanian Technology Contract Conditions – General Conditions).

1. Hardware

Clause 5.1(d)

Not Applicable.

3. Hardware Maintenance Services

Not Applicable.

4. Licensed Software

Not Applicable.

5. Software Support Services

Not Applicable.

6. Developed Software

Not Applicable.

7. As a Service

The following Details to be completed if the Customer is procuring As a Service (refer clause 5.6 of the Tasmanian Technology Contract Conditions – General Conditions).

1. Subscription Period

Clause 5.6(a)

Start of Subscription Period

As per Item 7. Term in 1. General Information

Duration of Subscription Period

12 months

Notice period for non-renewal of the Subscription Period

30 days

2. Description of As a Service

As a Service

The As a Service being acquired is:

- ☐ Software as a Service
- ☐ Infrastructure as a Service
- ☐ Platform as a Service
- ☒ Other: mySFIA Government Edition Assessment Tool

Description of As a Service

ACS Membership for members of the Tasmanian State Service Agency digital workforce (12 months) as required and specified by the Customer as per 8 – ICT Professional Services.

Deployment of mySFIA Gov access for twelve (12) months.

mySFIA administration and software support includes:

- new user set-up, communication to users on their access details, troubleshooting, alignment to job roles, and individual support.
- Direct support for Organisation Coordinators and Resource Managers on navigating and using the mySFIA Organisation reporting module.

3. Requirements

Clause 5.6(b)

Specifications for As a Service (or annex specifications to the Details)

Platform operates on a managed service within AWS Cloud services, following Managed Service Provider (MSP) Standard Service Level Agreements (SLA's)

Access is via Web Portal with User access credential logon and password complexity.

4. Minimum system requirements and usage requirements

Clause 5.6(c)

Minimum requirements for Customer's IT System and Network

The latest and fully patched version of Microsoft Edge or Google Web browser's
Internet Connection

End User Computing (EUC) Standard Anti-Virus protection

Usage requirements for use of the As a Service

Authenticated user access to the platform.

Standard usage per server instance and Remote Desktop Services (RDS)

5. Infrastructure

Clause 5.6(b)

Is the As a Service to be provided on public infrastructure?

☐ Yes

☒ No

Is the As a Service to be provided on private infrastructure?

☒ Yes, Amazon Web Services and managed for ACS

☐ No

Is the As a Service (including any Customer Data) to be hosted by a third party?

☒ Yes

If yes, insert name of the third party who will host the As a Service : CyberCX

☐ No

Specify the minimum standard for Infrastructure

Standard AWS Instances for Servers and RDS, with scalability on request.

6. As a Service Location

Clause 5.6(d)

Will the Supplier store, host or process any Customer Data?

☒ Yes

If yes, complete the details set out below in this item.

☐ No

As a Service Location

Can the Customer select the As a Service Location?

☒ Yes

If yes, specify the As a Service Location selected by the Customer: AWS Asia Pacific Region

☐

No

If no, specify the As a Service Location: <<insert>>

7. Customer Data

Clause 5.6(e)

Requirements for storage and back-up of the Customer Data

Is the Supplier required to provide storage and back-up of Customer Data?

☒

Yes

If yes, specify the procedures and requirements for the storage and back-up of the Customer Data (including the frequency at which the Supplier is to provide the Customer with back-up copies of the Customer Data and the format in which the Customer Data must be provided to the Customer): MSP Standard SLA are in place.

☐

No

Tools and mechanisms to enable

e the Customer to access and monitor the Customer Data

- This is not provided - MSP 3rd Party Monitoring Tools of the Platform to ACS IT infrastructure to advise ACS WFD of issues or Service Outage
- SSH Jump host to directly access Services for ACS IT Infrastructure Team only.
- MSP 3rd Party support for AWS Environment liaising with ACS IT infrastructure Team.

Requirements for return or extraction of the Customer Data on expiry or termination of the Subscription Period

Can look to request assistance via Support portal of 3rd Party MSP for customer data extraction and/or confirm data is deleted at the end of subscription.

Is the Supplier required to return or allow the Customer to extract all Customer Data to the Customer?

☒

The Supplier is required to return all Customer Data to the Customer on expiry or termination of the Subscription Period.

Standard 3rd Party SLA Service Request via their Support Portal requested by ACS IT Infrastructure team. Customer is provided with CSV files of data once Subscription is terminated.

OR

☐

The Supplier is required to allow the Customer to access the As a Service in order to extract the Customer Data.

Format in which the Customer Data must be returned or made available after termination or expiry (and non-renewal) of Subscription Period

- The Supplier will return customer data in CSV format.

Permanent destruction or secure erasure of Customer Data

- Confirmation from 3rd Party that Customer's data has been erased.

8. Security

Clause 5.6(f)

Specify the applicable security and encryption standards which apply to the As a Service and Customer Data

- Amazon Services located in AsiaPac Region using AWS security access measures.
- Under supervision of 3rd Party MSP liaising with AWS
- No Single Sign On

9. General Support

Clause 5.6(g)

- Follow ACS IT Service Desk Support portal.
- Standard Business Hours support with MSP
- Stand Business Hours support with ACS IT Infrastructure - P1/P2 Follow escalation process.

10. Service Levels

Clause 5.6(j)

Service Levels

Standard SLA Business Support with ACS IT Infrastructure Team

Reporting

- ☐ The Supplier is required to measure its performance against the Service Levels and provide a report to the Customer.

NA

- ☐ The Supplier is required to provide the Customer with the tools on a self-service basis to enable the Customer to monitor the Supplier's performance against the Service Levels.

Exclusions from Service Levels

NA

11. Service Credits

Clause 5.6(k)

NA

8. ICT Professional Services

The following Details to be completed if the Customer is procuring ICT Professional Services (refer clause 5.7 of the General Contract Conditions).

1. ICT Professional Services

Description of ICT Professional Services

The Supplier will provide the Customer with the following services:

- independent validation of skills profiling of digital job roles as specified by the Customer in the Deliverables below
- provision of Validation report (.csv and MS Word) of skills profile of digital job roles identified by Workforce Managers
- Facilitation of individual self-assessments using SFIA
- Provision of individual skills analysis including Individual skills analysis report (.csv and MS Word) resulting from individual self-assessments using SFIA and feedback to staff as specified by the Customer.
- Provision of TSS Agency skills analysis report (.csv and MS Word)
- Provision of a development roadmap for the digital workforce and development roadmap report by whole workforce, business units/teams (MS Word/PDF).

Deliverables

a) DSS Digital Communications Project (DCP)

Number	Milestones	Comments
1	DSS Digital Communications Project staff onboarding – Membership Portal, Learning Accelerator Skillsoft courses and mySFIA Gov for access 12 months	Onboarding/user setup of 25 DSS staff Organisation and Resource manager support Alignment to job roles Individual support
2	Setting up and activation of mySFIA platform for DCP staff	Alignment to job roles Individual support
3	Completion of SFIA 9 Job Role Profiling and Validation Input of ACS Occupation Framework SFIA Job Role Profiles	Validation of 5 DSS, DPAC TAS Government Position Descriptions to SFIA 9 Self-assessments of 25 individuals against SFIA 9.
4	Completion of Workforce Development Consultancy services. Review and Reporting completed	Individual and organisational Skills Analysis reports including identified skills profiles, skills gaps, and skills mobility using the mySFIA dashboard and Professional Development Plans to all DC staff.

		Provide business unit and organisational level summary reports.
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b) Information Technology Services Project (ITS)

Number	Milestones	Comments
1	Information Technology Services (ITS) staff onboarding – Membership Portal, Learning Accelerator Skillsoft courses and mySFIA Gov for access 12 months	Onboarding/user setup of 32 ITS staff Organisation and Resource manager support Alignment to job roles Individual support
2	Setting up and activation of mySFIA platform for DCP staff	Alignment to job roles Individual support
3	Completion of SFIA 9 Job Role Profiling and Validation	Validation workshops of 17 ITS job role profiles against SFIA 9. Self-assessments of 32 individuals against SFIA 9.
4	Completion of Workforce Development Consultancy services. Review and Reporting completed	Individual and organisational Skills Analysis reports including identified skills profiles, skills gaps, and skills mobility using the mySFIA dashboard and Professional Development Plans to all ITS staff. Provide business unit and organisational level summary reports.

c) Additional Tasmanian State Service staff as specified by the Customer

	milestones	Remarks
m1	Additional Tasmanian State Service staff onboarding – Membership Portal, Learning Accelerator Skillsoft courses and mySFIA Gov for access 12 months	Onboarding/user setup Organisation and Resource manager support Alignment to job roles Individual support
m2	Setting up and activation of mySFIA platform for additional Tasmanian State Service staff	Alignment to job roles Individual support

m3	Completion of SFIA Job Role Profiling and Validation Input of ACS Occupation Framework SFIA Job Role Profiles	Validation workshops of additional Tasmanian State Service job role profiles against SFIA. Self-assessments of individuals against SFIA.
m4	Completion of Workforce Development Consultancy services. Review and Reporting completed	Individual and organisational Skills Analysis reports including identified skills profiles, skills gaps, and skills mobility using the mySFIA dashboard and Professional Development Plans to all additional Tasmanian State Service staff. Provide business unit and organisational level summary reports.

2. Service Period

Clause 5.7(a)

Start of Service Period

As per Item 7. Term in 1. General Information.

End of Service Period

As per Item 7. Term in 1. General Information unless otherwise agreed in writing by the Authorised Representative.

3. Delivery Date

Clause 5.7(b)(ii)

Specify any Delivery Date(s) applicable to the ICT Professional Services

No later than 31 May 2025 unless otherwise agreed in writing by the Authorised Representative.

Specify the hours and days during which the Supplier must provide the ICT Professional Services

- No other hours or days are specified.

4. Professional standards

Clause 5.7(b)(iii)

Not applicable

Specify any professional standards which apply to the performance of the ICT Professional Services

Nil

5. Notification Period

Clause 5.7(e)(ii)

Not applicable

6. Warranty Period

Not applicable

9. Acknowledgements and Certifications

The Supplier:

- (a) agrees to provide the Products, Services and other Deliverables to the Customer on the terms described in the Contract.
- (b) certifies that it has read, understands, and complies with all the requirements of the Contract.
- (c) represents that all the information provided by it and referenced in the Contract is complete, accurate, up to date and not misleading in any way.
- (d) acknowledges that the Customer is relying on the information provided by the Supplier and referenced in the Contract in entering into the Contract.
- (e) acknowledges that the Customer may suffer damage if any of that information is incomplete, inaccurate, out of date or misleading in any way.

Director, Capability
Position of Authorised Representative

Date 23/5/2025

EXECUTED for and on behalf of:

.....
The Crown in Right of Tasmania,
represented by the Department of
Premier and Cabinet by its
Authorised Representative, in the
presence of:
s 36, Out of scope
.....
Signature of witness
Out of scope, s.36
Name of witness (block letters)

)
)
) Signature of Authorised Representative
) By executing this agreement the signatory warrants
) that the signatory is duly authorised to execute this
) agreement on behalf of the Customer
)
) **JON THURLEY**
) Name of Authorised Representative (block letters)
)
) **GEO**
) Position of Authorised Representative

Schedule 1 –Price and Payment Terms

1.1 Price

a) DSS Digital Communication Project (DCP)

Total price of **s.37** (excluding GST) to be paid as per the milestones outlined in Schedule 1 1.4 (a) unless otherwise agreed in writing by the Authorised Representative.

b) Information Technology Services Project (ITS)

Total price of **s.37** (excluding GST) to be paid as per the milestones outlined in Schedule 1.4(b) unless otherwise agreed in writing by the Authorised Representative.

c) additional Tasmanian State Service staff as specified by the Customer

see 1.5 Rates for Additional Products and Services as below

1.2 Expenses

- Up to **s.37** (excluding GST)
- To be charged at actual

1.3 Price reviews (including during any extension period(s))

Not applicable

1.4 Payment plan/milestones

The Supplier may invoice the Customer after successful achievement of the milestones as follows:

a) DSS Digital Communications Project (DCP)

		Amount (ex-GST & travel)	
m1		s.37	
m2			
m3			
m4			

b) Information Technology Services Project (ITS)

		Amount (ex-GST & travel)	
m1		s.37	
m2			
m3			
m4			

- c) additional Tasmanian State Service staff as specified by the Customer
see 1.5 Rates for Additional Products and Services as below

1.5 Rates for additional Products and Services (if applicable)

The Supplier will provide the Customer with a quotation for any additional Services provided under Item 1(c) of this 8 – Professional Services based on the requirements specified by the Customer.

1.6 Payment methods

As per the Supplier's invoice.

1.7 Discounts or rebates

Not applicable

1.8 Address details for invoice

Finance Branch

Department of Premier and Cabinet

Level 6, 15 Murray Street

Hobart Tas 7000

Invoices to be sent to: Finance@dpac.tas.gov.au

1.9 Other pricing information

Not applicable