

Mr Gerard Hayes  
Secretary  
Health Services Union  
Level 2 109 Pitt Street  
SYDNEY NSW 2000

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

Dear Mr Hayes,

This letter is to advise you that as part of NSW Health Pathology's (NSWHP) broader Information Communication Technology (ICT) strategy, consolidation activities are progressing towards single, statewide solutions and infrastructure, to better support our staff, customers and partners.

In 2019, the NSWHP statewide ICT team participated in a Skills Framework for the Information Age (SFIA) review with BSM Impact (now SkillsTx). This analysis reviewed the current operating models across NSWHP statewide ICT and proposed a framework for implementing a new organisational structure to align the various operating areas into a single team with consistent processes, service management platform and tools, and so position the organisation for a single Laboratory Information System.

Efforts continue to achieve the "One Team" goal and consolidation of Information Technology Service Management (ITSM) people and processes and the establishment of a single NSWHP Support Centre is key to that strategy. To this end, currently there are four triage Level 1 Help Desk roles in place in regional ICT operations teams (as outlined in blue on the attached organisational chart). The intention is for these roles to transition their budget and reporting line from operations to the ICT Service Management portfolio to form a centralised support team to be known as the NSWHP ICT Support Centre.

The intention is for these roles to transition over time (commencing in and around Quarter 4 calendar year 2022) as part of this consolidation strategy. This strategic approach will retain expertise in regional solutions in parallel to process standardisation efforts and provide opportunities for staff to upskill across regions, applications and business services, while increasing the capability of the ICT Support Centre to provide better coverage and legacy solution support post implementation of our broader ICT strategy to implement a single statewide laboratory information system.

There will be consultation with affected staff members in advance of this change. The remaining roles to be recruited will be advised at the time of recruitment that their reporting lines will change in line with the program implementation and formation of the forthcoming NSWHP ICT Support Centre.

If you have any queries in relation to this matter, please feel free to contact me.

Yours sincerely

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NSW Health Pathology

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