

**Unified Communications Staff Briefing** 

August 2023 | Mark Galea





# **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.



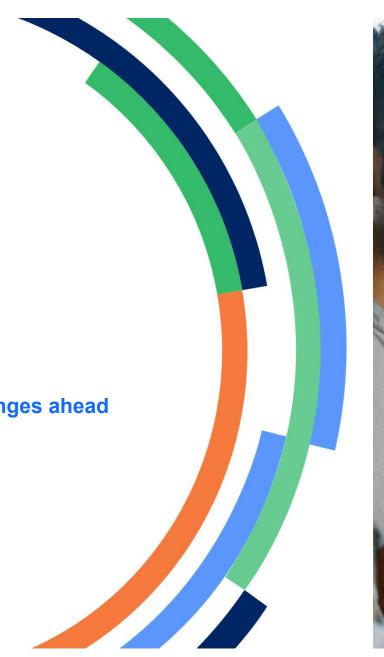


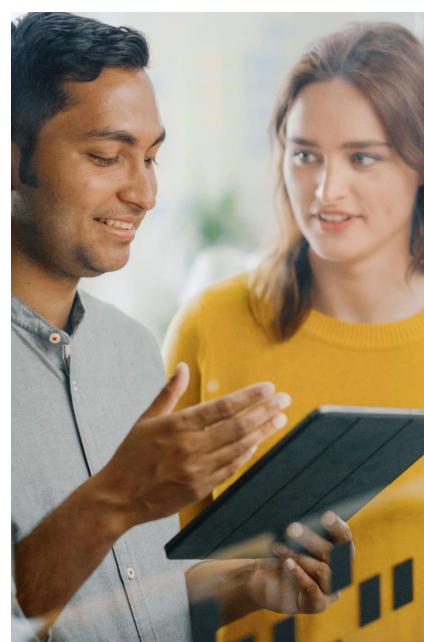


Taking you through some changes ahead

29<sup>th</sup> August 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

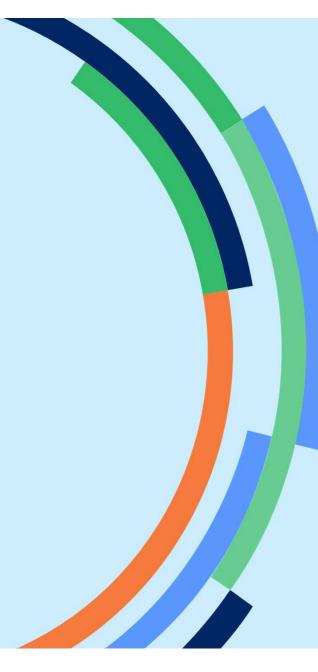




# We are realigning the Unified Communications Group

Let's go through the changes ahead







# **Background and context**

The Unified Communications group provides a number of Statewide services such as Teams Enterprise Voice, Skype for Business, Health Managed Meeting Rooms, Video Conferencing Services and Virtual Clinical Applications such as myVirtual Care and Critical Care Camera Network. As NSW Health is coming out of the COVID-19 pandemic, a greater strategic emphasis has been placed on the importance of modern digital communication technologies to support positive and adaptable services for customers.

As a result, an 18-month review has been conducted of Unified Communications, evaluating the current state, capabilities and expected future demand for products and services provided by the group. While the group has already grown substantially in recent years, the current pipeline suggests some of the services will double such as Health Managed Meeting rooms with over 450 rooms to be enabled in the next 12 months.

While the current structure of the Unified Communications group is functional, the restructure aims to:

- Improve the employee life-cycle for staff as Capability Managers will be focused on their employment, wellbeing, development and performance.
- Provide clearer accountability as well as opportunities for staff through offering both a capability and a product stream.
- Increased opportunity for staff to receive technical mentoring and stretch on-the-job training via Product Specialists
- Modernising products driven by Product Managers as they will be devoted to the product, its lifecycle, and how it aligns and meets the needs of customers.
- Provide better outcomes for customers as the team will be structured to allow for strategic



# **Drivers for change**

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



### #1 Customer-centricity

Embed customer-centricity into the organisation by understanding our customers and by proactively engaging them in the design and continuous improvement of our services, products and experiences to ensure that their needs are met



### #2 Integrate With Government & **Digital Initiatives**

Embrace the trend towards a whole-ofgovernment approach by increasingly interacting and integrating with other NSW customer and digital initiatives in areas most beneficial to goals and objectives of NSW Health.



### #3 "One eHealth" Operating Model

Transition towards a more integrated operating model with streamlined ways of working, centred around customers, products and services, that moves away from siloed approaches.



### #4 People & Culture

Continue to embed the eHealth NSW People & Culture strategy to support our workforce to embrace change, innovation and growth, and work in partnership across the health system to make a positive difference.



#### #5 Quality, Learning & Research

Bring quality improvement to organisation-wide Managing digital health systems, infrastructure, processes and position eHealth to be a learning and security with an outcomes-focused lens to organisation that is research-led through the development of a consistent strategy and supporting frameworks.



#### #6 Resilience & Sustainability

deliver a resilient, safe and consistent digital health environment that is financially and environmentally sustainable.



### #7 Strategic Partnerships, **Innovation & Commercialisation**

Refine the partner engagement strategy to focus on creating maximum shared value and support NSW Health to be a leader in the innovation and commercialisation of digital health products and services.



#### #8 Vision & Communications

Position eHealth NSW as the digital health centre of excellence by celebrating our successes and clearly articulating the benefits and value of our work to our organization, partners, customers, patients and consumers.

# NSW GOVERNMENT

# Changes at a glance

### What is changing?

# We are realigning the Unified Communications Group to be in line with the Operating Model

- The staff within the Conferencing Services and Enterprise Voice teams will move under the Capability Manger
- 2. There will be 9 new positions created
  - Capability Manager
  - 2 x Senior Product Owners
  - 4 x Product Owners
  - 1 x Senior Systems Officer
  - 1 x Systems Officer
- 3. Your position title will change

### What will remain the same?

- For the Systems Management and Monitoring team there will be no changes to reporting lines.
- 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.

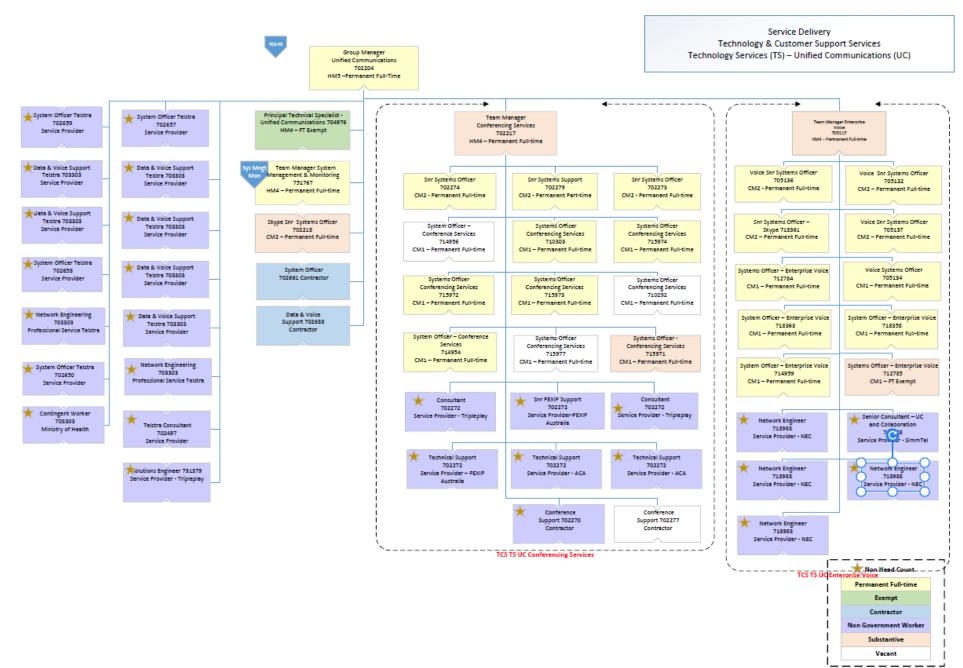
This Staff Briefing will outline the changes in detail, and offer an opportunity to ask questions and provide feedback

# Current and Future Organisational Structure



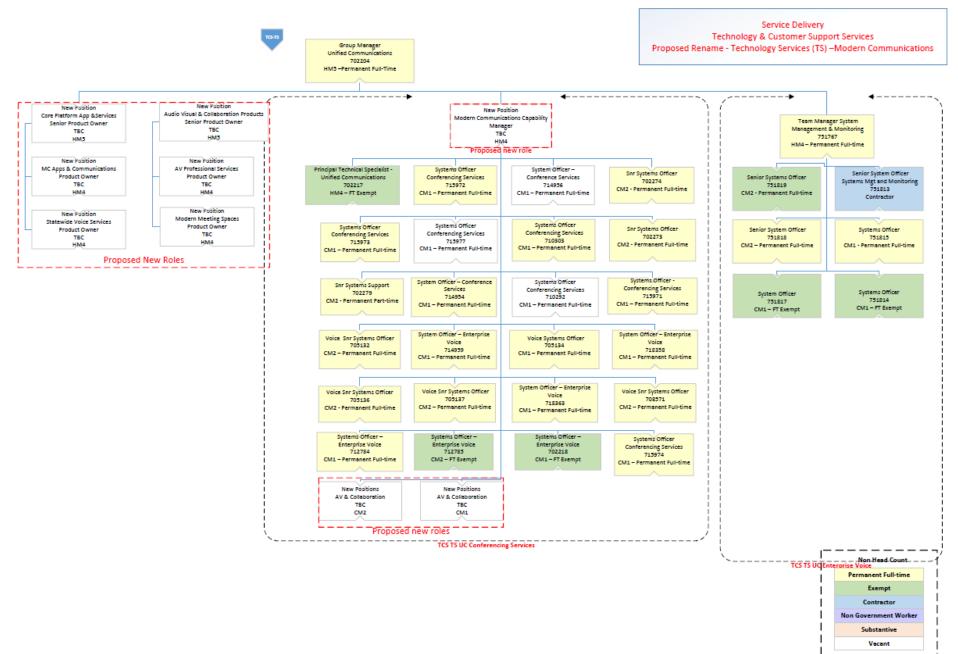


# **Current Unified Communications Structure**





# **Proposed Unified Communications Structure**



# 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).



Recruitment
Merit based
recruitment processes
undertaken to fill new
positions



New org structure in place



Ongoing support
Support and welcome
initiatives planned to
support our teams

AUG

SEP

SEP



# How to find information and provide feedback

### **Visit the SD TCS Unified Communications Group Teams channel to find:**

- This presentation
- Capability Manager Position Description
- Senior Product Owner Position Description
- Product Owner Position Description
- Senior Systems Officer (CM2) Audio and Visual Collaboration Position Description
- Systems Officer (CM1) Audio and Visual Collaboration Position Description

### **Operating Model Consultation**

### Suggestions and feedback are welcome during the consultation period

- Contacting your HR Business Manager
- 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).

# Thank you



