Summary

This article will explain the valid reasons to call the Shared Services Urgent Escalation Channel.

This article also contains a list of Frequently Ask Questions (FAQ) regarding the decommissioning (removal) of the 13 12 14 phone number. Remove this line

Description

Valid Reasons to call 1800 264 467

Customer in Financial Hardship – The customer is in financial hardship and has not received a payment, earnings or has significant savings.

Customer in Crisis – This criteria supports customers in crisis such as Domestic Violence (D.V) and Prison Releases
Formal Complaints – The customer has engaged one of the formal complaints processes e.g. External Complaints, CRU, Ombudsman or Ministerial.

Customer Aggression – Where a staff member is dealing with a difficult customer where they either refuse to leave until the matter is resolved or are threatening or aggressive to staff or other customers.

More information can be found in Operational Blueprint file: About customer aggression 104-07000000

The Media Team are engaged.

Full site outage

- When a whole site experiences an outage that prevents staff from using core business tools.

Remote Servicing

- This includes staff who provide services to customers outside of DHS sites. When experiencing connectivity issues and are unable to access myIT. This includes in rural communities and outside locations such as prisons and hospitals.

Accessibility

- The phone channel will be available for staff with adaptive technology requirements that are unable to use myIT and use applications such as Dragon & Jaws.
  NOTE: This does not include issues with access. Such as missing applications or unable to access an application.

If your call relates to any of the above reasons or the myIT SmartForm specifies:

- you can call the Urgent Escalation Channel on 1800 264 467.
  Note: Where possible, please log a myIT SmartForm prior to calling.

13 12 14 Decommission Remove. Frequently Asked Questions (FAQ)

Will a phone channel still be available? Remove

A phone channel will still be available, this phone number is only to be used for predefined reasons that are listed in this article. The predefined reasons include customer aggression, customer hardship, remote servicing, whole site outage and staff with accessibility requirements.

If I cannot log into my computer how do I log a myIT Service/Support Request?

myIT offers the ability for line managers and other staff members to request on behalf of another staff member. Logon issues are given a high priority and will be actioned promptly.

What if the the Intranet is down? How do I access myIT?
You can access myIT by typing 'myIT' in an Internet Explorer address bar. Windows 10 devices will also contain a shortcut in the Start Menu, or you can access by clicking here.

I am a Senior Executive (SES), how do I call Executive Support?

Executive support will continue to be accessible via s 47E(d) however Executive Assistants and Senior Executives are also encouraged to utilise myIT.

If I call through for a reason that is not listed on myIT will my request be answered?

The staff member who takes the call will assess the request, if the call does not meet the criteria you will be directed to myIT and if appropriate, national feedback will be provided.

I am working from home, am I included in Remote Servicing?

Remote Servicing includes staff members providing services to customers in remote or rural locations. This includes Remote Service Centres, hospitals and prisons. Staff are advised to test the device before taking it outside of the office. If you are having issues accessing myIT or the network working from home you will need to contact your local CSSO/LSO or Zone IT contacts, please ensure you have the correct contact details before leaving the office.

Most of my site is unable to access a core business application such as (Customer First), can I call through?

If the outage is affecting key business duties and preventing customer payments for most staff it would be appropriate for one staff member to call and report the issue for the site. A site contact will be kept informed regarding system availability.

How do I know the expected resolution time for my Support/Service request? No change

The expected turnaround time is listed on our Priority Matrix available here. The email generated from IIP Service Manager will display the priority of the ticket. No change

How do I escalate a request? No change

If you believe a myIT request that has previously been submitted needs the priority raised or to be followed-up urgently, use the following myIT SmartForm - Escalate an unresolved/incomplete request. No change

Note: A valid reason must be provided for the escalation and must be supported by the definitions outlined in the Priority Matrix. No change

How do I check the status of my request? No change

myIT provides an easy solution to check the progress of a Support/Service Request. View My Status allows staff to view their jobs and provide additional details that will assist IT to action requests. No change

How do I check the status of another staff member's request? No change ATM but may need adjustment to suit new tool
The Customer First ICT Interaction viewer allows searching for myIT interactions against a customer or organisation record. Please see Operational Blueprint Customer ICT Interaction Viewer 111-27000000 for details No change ATM but may need adjustment to suit new tool

Can I bookmark myIT forms?

myIT forms are frequently updated and will change URL when they are updated. For this reason, staff are advised not to bookmark or favourite myIT forms directly. If you frequently use specific forms, you should instead bookmark the myIT search results screen that returns the form you need.

Why is the phone channel being removed? Remove

The telephony channel isn’t being removed, it is being limited to predefined reasons for calling with all other requests for service and support to be directed through the myIT online channel. Remove

This change is aligned to the departments 2012-2016 Technology Plan and the way we deliver services to our customers: more importantly this change enables ICT to significantly improve both the quality and speed in which services and support are delivered to staff. Remove

A significant investment has been made in the development and ongoing maintenance of myIT to ensure it meets the needs of the department’s staff. Remove

What do we do if myIT is down?

The myIT platform is built on highly redundant appliances; meaning there is a low likelihood that myIT will be unavailable. However should myIT be unavailable, staff who meet the predefined reasons for calling can still do so. All other non-urgent service and support requests would need to be deferred until myIT returns to service.

What is happening to legacy jobs (Jobs not logged via myIT) Not sure if this needs to be included at all

All outstanding workload will continue to be actioned.

How do we log in if we do not remember our password?

Password Manager is available for all staff to reset their own password. Click Here for more information.

How do I escalate an ICT issue when resolving a customer complaint (including ministerial/Ombudsman)?

A number of forms are available to escalate urgent payment issues here. Please use the form that corresponds to the appropriate payment theme to escalate urgent payments and customer complaints (including ministerial/Ombudsman) escalations. This form is given a high priority and will be actioned promptly.
Will the AGDRP 1800 emergency number be affected?

- No changes are planned to the 1800 through the 13 12 14 number decommission.

Where do I get answers about how to questions?

askIT has been updated with over 500 articles for common questions and concerns. This includes a large number of "how to" questions regarding passwords and access queries. askIT can be accessed here.

**What is the definition of Customer Hardship?** Remove as already stated above

Issues should only be escalated urgently as Customer Hardship in situations where the Service Officer believes the customer will be severely or adversely affected if the ICT issue is not resolved. For example if the customer is under extreme circumstances (e.g. domestic violence) or under severe financial hardship. Similar to urgent payments, there is no concrete definition of what constitutes customer hardship for ICT escalation, it is up to the individual SO to apply discretion.

**What is the definition of Customer Aggression?**

The definition of Customer Aggression can be found in Operational Blueprint - About customer aggression. Remove

**Can I call through for a Stop Payment?** Remove

Where the SO believes the customer will be severely or adversely affected and the customer may be faced with hardship due to a stop payment this will be considered a valid reason.

How do staff from external, third party or other government agencies contact regarding DHS ICT systems?

External agencies can call the DHS external agency number on 1800 593 461.
Cyber Security Incident Reporting

Article ID: 1158
Article Type: How To
Article Status: Open
Summary: This article will explain what a cyber security incident is and how to report a cyber security incident.

Update Details:

What is a cyber security incident?

A cyber security incident is a single or a series of unwanted or unexpected cyber security events that have a significant probability of compromising the department's business operations and threatening information security.

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All staff have a responsibility to report departmental cyber security events and incidents so the appropriate personnel can respond, investigate and resolve. Timely reporting of cyber security incidents aids in reducing the impact of the incident.

s 47E(d)
For all other events or incidents:

If you have received a spam email see instruction in Knowledge Article What to do when you receive spam.

To report a cyber security event or incident that is not related to spam email please fill in the Cyber Security Incident myIT SmartForm.

To report an incident related to an individual customer's myGov account please fill in the myGov General Enquiries myIT Smart Form.

Where can I get more information?

For more information see the Cyber Security Branch intranet site or send an email to the [s 47E(d)](mailto:mailbox).
Other incident reports:

- Security incident report
- Privacy incident report
- Fraud incident reporting
- Asset Loss/Damage Incident reporting
- Work Health Safety Incident reporting
Cyber Security Incident Reporting

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Update
Details

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Extra Information
Reviewer Email
Review Date
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Content Type: KnowledgeArticle, AskKristy
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Created at 16/05/2017 3:20 PM by
Cyber Security Incident Reporting

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s 47E(d)
s 47E(d)

Other events or incidents
If you have received a spam or phishing email, see instructions in myIT Article 124 'What to do when you receive spam or phishing emails'.
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To report an incident related to an individual customer’s myGov account, complete the myGov General Enquiries myIT Smart Form.

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Approval Status: Draft

41.0 10/11/2016 11:37 AM  s 47E(c)  13.8 KB  update faq and taskcards
Page Content: This page has been created as a central location for staff who are currently in a scheduled environment to find additional information about the Genesys Workforce Management (GWFM) Solution such as Implementation updates. Fr...

Article Date: 10/11/2016

40.0 4/11/2016 1:29 PM  s 47E(c)  14 KB  update email, taskcards and faqs
Page Content: This page has been created as a central location for staff who are currently in a scheduled environment to find additional information about the Genesys Workforce Management (GWFM) Solution such as implementation updates. Fr...

Article Date: 4/11/2016

39.0 4/11/2016 10:30 AM  s 47E(c)  13.7 KB  update email and faqs
Page Content: This page has been created as a central location for staff who are currently in a scheduled environment to find additional information about the Genesys Workforce Management (GWFM) Solution such as implementation updates. Fr...

Article Date: 4/11/2016

38.0 3/11/2016 1:46 PM  s 47E(c)  13.6 KB  updated taskcard
Page Content: This page has been created as a central location for staff who are currently in a scheduled environment to find additional information about the Genesys Workforce Management (GWFM) Solution such as implementation updates. Fr...

Article Date: 3/11/2016

37.0 2/11/2016 3:53 PM  s 47E(c)  13.6 KB  updated faq-general
Page Content: This page has been created as a central location for staff who are currently in a scheduled environment to find additional information about the Genesys Workforce Management (GWFM) Solution such as implementation updates. Fr...

Article Date: 2/11/2016

36.0 1/11/2016 12:56 PM  s 47E(c)  13.6 KB  uploaded a file to updated date
Article Date: 1/11/2016

35.0 26/10/2016 11:22 AM  s 47E(c)  13.6 KB  fix colour of links and update mailbox
On this page

- What is Genesys Workforce Management?
- GWFM Business Stakeholders
- Task Cards and FAQs
- Our leadership team

This page is a central location for information about Genesys Work...
On this page

- What is Genesys Workforce Management?
- Workforce Management
- Workforce Scheduling

This page is a central location about Genesys Workforce Management (GWFM). There are 2 branches responsible for the inform...

Approval Status: Approved

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