

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 HP 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**

he 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.
Remove

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 104-07000000.

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.

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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.

s 47E(d)

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)

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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\(d\)](#) mailbox.

Other incident reports:

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

Extra Information

Reviewer Email

Review Date

Meta Data Tags

Content Type: KnowledgeArticle_AskKristy

Version: 8.0

Created at 8/05/2017 1:45 PM by ☐ s 47E(c)

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Reviewer Email

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Reviewer Email

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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	<p>What is a cyber security incident?</p> <p>A cyber security incident is a single or series of unwanted or unexpected cyber security events that are highly likely to compromise the department's business operations and threaten information security.</p> <p>s 47E(d)</p> <p>All staff have a responsibility to report cyber security events and incidents so cyber security staff can respond, investigate and resolve. Timely reporting of cyber security incidents helps reduce the impact of an incident.</p> <p>s 47E(d)</p>
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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'](#).

To report a cyber security event or incident not related

to spam or phishing emails, complete the Cyber Security Incident myIT SmartForm.

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Extra Information

Reviewer Email

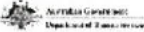
Review Date

Meta Data Tags



Content Type: KnowledgeArticle_AskKristy

Version: 11.0

Created at 30/06/2017 5:39 PM by **s 47E(c)**



New South Wales Government
Department of Communities and Justice

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[Family and domestic violence](#)
- 
[DHS Gateway](#)
1-4 November

Genesys Workforce Management Solution

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, Frequently Asked Questions (FAQs) as well as links to an implementation timeline and training.

What is Genesys Workforce Management?

As advised through communications from your General Manager, GWFM will replace TotalMew and the Child Support Rostering Tool. GWFM is a comprehensive automated software application that forecasts and schedules demand in both single and multi-skilled environments such as DHS. It is an integrated workforce management system which offers automatic updates of historical demand data and employee skill information, in real time, across all service delivery channels, to ensure the most accurate planning. The GWFM solution will enable DHS to deliver quality customer outcomes through a consistent, flexible and equitable 'OneDHS' approach to forecasting and scheduling.

Task Cards and FAQs

Task Cards

- Adding New Staff (PDF) **updated**
- Controlink Irregular and Intermittent Employee Questions and Answers (PDF)
- Genesys WFM Gateway for Team Leaders and Site Schedulers (PDF)
- How to enter preferences in Genesys WFM (PDF)
- Irregular and Intermittent Employee Preferencing (PDF)
- Logging in to Genesys WFM (PDF)
- Negotiating changes to schedules (PDF)
- Recording Overtime (PDF)
- Resolution for Windows 10 Java Security issues (PDF)
- Team leaders - Reviewing your team's preferences (PDF)
- Team leaders - Viewing your team's schedules (PDF)

The following general FAQs have been created from staff questions:

- GWFM General FAQs (PDF)
- GWFM Leave FAQs (PDF)
- GWFM Preferencing FAQs (PDF)
- GWFM Schedules FAQs (PDF)
- GWFM Site Scheduler - Real Time FAQs (PDF)
- GWFM Team Leader FAQs (PDF)


Additional information

- Consolidated DHS Genesys WFM Auxiliary Codes (XLSX) (AUX Codes)
- Adherence Information (PDF)
- Adherence Rules and Assigned Schedule Status (PDF) **updated**

GWFM Business Stakeholders

The main business stakeholders are:

- Child Support Smart Centre Division
- Smart Centre Division
- Medicare Provider
- Service Delivery Performance and Analysis Branch
- Capacity and Workforce Management Branch
- Telephony Service Delivery Projects Branch



Do you have a question about GWFM or suggestions for task cards which you would find useful?

Please email your suggestions or questions to dis.wfm. We will not be able to respond to all questions separately, however we will group the questions based on common themes and publish on this page.

Our leadership team

Role	Contact
Director	s 47E(c)
Assistant Director	
Assistant Director	
Assistant Director A/ty	
Positional Manager	s 47E(d)

Related content

- Workforce Scheduling Gateway for Team Leaders and Site Schedulers
- Managed Telecommunications Services
- Telephony Service Delivery Projects Branch

Branch

- Capacity and Workforce Management

Sections

- Coordination and Capability
- Demand Forecasting
- Workforce Scheduling
- Capacity Planning

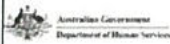
Content details

- Business Owner: Capacity and Workforce Management Branch
- Date Published: 24 October 2018
- Feedback: Email the owner of this page

Page History and details of the changes:

Versions saved for genesys-wfm-solution.aspx ①

s 22



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- Operational Blueprint
- + Community
- + About us
- Promotions and initiatives
- Family and domestic violence
- DHS Games
1-4 November

	Approval Status	Draft		
41.0	10/11/2016 11:37 AM	s 47E(c)	13.8 KB	update faq and taskcards
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	Article Date	10/11/2016		
40.0	4/11/2016 1:29 PM	s 47E(c)	14 KB	update email, taskcards and faqs
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	Article Date	3/11/2016		
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	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...			
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36.0	1/11/2016 12:56 PM	s 47E(c)	13.6 KB	uploaded a file so 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

	Article Date	25/01/2017			
54.0	23/01/2017 4:12 PM	System Account	15.6 KB	added new document link	
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	Article Date	18/01/2017			
	Approval Status	Approved			
52.1	18/01/2017 3:02 PM	s 47E(c)	15.4 KB	MH - removed link to decommissioned page	
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50.0	10/01/2017 2:12 PM	System Account	15.6 KB	added new attachemnts	

80.0	Article Date 14/06/2017 22/05/2017 10:11 AM Page Content	s 47E(c)	17.5 KB added a new document
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100.2	11/09/2017 12:10 PM	s 47E(c)	15.4 KB		
100.1	11/09/2017 12:09 PM	s 47E(c)	15.4 KB	Replaced Taskcard GWFM recording flex and overtime	
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97.1	8/09/2017 2:05 PM	s 47E(c)	15.3 KB	Removed Link in FAQ's and updated owner email	
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112.1	15/02/2018 12:21 PM	System Account	12.2 KB
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111.9	1/02/2018 2:07 PM	s 47E(c)	12.3 KB
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