



**Department of Education and
Early Childhood Development**

TECHNICAL SUPPORT TO SCHOOLS PROGRAM

OPERATING PROCEDURES

VERSION 1.2

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Date	Version Number	Page Number	Section	Summary of changes
01/12/2010	1.0	-	-	-
18/04/2011	1.1	-	-	Initial document
24/05/2011	1.2	11	3.7	Quarterly reporting
	1.2	11	3.7	Annual reporting – 3.7 (j)
	1.2	12	3.9	Marketing
	1.2	12	3.10	Prohibition on supply of non-compliant ICT products and services
	1.2	13	4.1	4.1 (m), (n), (o), (p)
	1.2	17	7.1	Table 1: Period 33 - Contract end date (17/10/2013); Period 33 - Indicative weeks allocated (2.4); Total indicative weeks allocated (116.4).
	1.2	20	10.1	Notification of unavailability of ST
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	1.2	24	13.7	Quarterly reporting
	1.2	25	13.7	Annual reporting – 13.7 (i)
	1.2	26	13.9	Marketing
	1.2	26	13.10	Prohibition on supply of non-compliant ICT products and services
	1.2	27	14.1	14.1 (m), (n), (o), (p)
	1.2	30	18.1	Notification of unavailability of SDM
	1.2	44	2.4	Attachment 3 – 2.4 (b)

PART A – BACKGROUND, DEFINITIONS AND INTERPRETATION

1. BACKGROUND

These *Technical Support to Schools Program Operating Procedures* set out the procedures that apply to the provision of:

- (a) specialist technical support services to Victorian Government schools and other sites of the Department; and
- (b) service delivery management services to manage the provision of such specialist technical support services.

The Department may amend these Operating Procedures from time to time by written notice to Contractors. A copy of the current version of these Operating Procedures is available at <http://www.education.vic.gov.au/management/ictsupportservices/tssp/>

2. DEFINITIONS AND INTERPRETATION

2.1 Definitions

In these Operating Procedures, unless inconsistent with the context or subject matter:

“**Attachment**” means an attachment to these Operating Procedures.

“**Charges**” means ST Charges or SDM Charges.

“**Conflict of Interest**” means any conflict of interest including directly or indirectly engaging, participating or being involved in, or associated with, any activity or relationship, or obtaining any interest or benefit, that actually or potentially conflicts with, or may be perceived to actually or potentially conflict with, the performance of any Services by a Contractor, or any officer, employee, agent, or contractor of a Contractor, in good faith, a fair objective and independent manner and the best interests of the Department.

“**Contract**” means a ST Contract or SDM Contract.

“**Contractor**” means a ST Contractor or SDM Contractor.

“**Department**” means the State of Victoria represented by and acting through the Department of Education and Early Childhood Development.

“**Department Contract Officer**” means a person specified in Schedule 2 of a ST Contract or SDM Contract including any delegate of such person.

“**Department Site**” means any site specified by or on behalf of the Department Contract Officer from time to time and as subsequently varied by or on behalf of the Department Contract Officer from time to time.

“**Department Timesheet**” means a hard copy or electronic timesheet made available by or on behalf of the Department Contract Officer which is to be completed by a ST or SDM in respect of the provision of ST Services or SDM Services respectively.

"**eduMail**" means the Department's official email service.

"**GST**" means any tax imposed under any GST Law and includes GST within the meaning of the GST Act.

"**GST Act**" means the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

"**GST Law**" has the meaning given to that term in the GST Act and includes any Act of the Parliament of Australia that imposes or deals with GST.

"**ICT**" means information and communications technology.

"**Incident**" means any event which is not part of the standard operation of an ICT service or product and that causes, or may cause, an interruption to, or a reduction in, the quality of that ICT service or product.

"**JMS / Infra System**" means the Department's system that records all ST Services that a ST provides to a School or Department Site (if any) and logs Incidents.

"**Network**" means a group of Schools and Department Sites (if any) as specified by or on behalf of the Department Contract Officer and as subsequently varied by or on behalf of the Department Contract Officer from time to time.

"**Network Administration School**" means any School which is authorised by or on behalf of the Program Manager to make payments for TSSP related or funded services on behalf of the Department.

"**Network Committee**" means a group of persons, the composition of which is designated by or on behalf of the Department Contract Officer from time to time.

"**Network Convener**" means the principal of a School within a Network nominated and accepted by the members of the Network Committee as the convener of the Network Committee.

"**Operating Procedures**" means these Technical Support to Schools Program Operating Procedures as amended by or on behalf of the Department Contract Officer from time to time including the Attachments and any documents incorporated into these Technical Support to Schools Program Operating Procedures by reference.

"**Program Manager**" means the person appointed by the Department to act as the program manager of the TSSP.

"**Regional ICT Support**" means ICT services and support provided by the Regional ICT Support Team, as part of the Corporate Managed Environment for Technology (CoMET) program. Advanced support tools and coordinated service delivery framework to corporate staff located at the Department's regional sites are incorporated as part of the regional accommodation strategy plan.

"**Region**" means each of the following regional areas which have been designated by the Department based on local government areas and as subsequently varied by the Department from time to time:

- (a) Barwon South Western;
- (b) Grampians;
- (c) Gippsland;
- (d) Hume;
- (e) Loddon Mallee;

- (f) Eastern Metropolitan;
- (g) Northern Metropolitan;
- (h) Southern Metropolitan; and
- (i) Western Metropolitan.

“School” means a Victorian Government school and any associated site specified by or on behalf of the Department Contract Officer which forms part of the school and as subsequently varied by or on behalf of the Department Contract Officer from time to time.

“SDM” means an individual named in Schedule 3 of a SDM Contract or otherwise approved in writing by the Department Contract Officer, who is engaged by a SDM Contractor to provide SDM Services in the manner set out in these Operating Procedures.

“SDM Charges” means the charges specified in Schedule 3 of a SDM Contract.

“SDM Contract” means a contract for the provision of service delivery management services to manage the provision of specialist technical support services to Schools and Department Sites (if any).

“SDM Contractor” means a person or body which has entered into a SDM Contract with the Department.

“SDM Services” means the service delivery management services described in Attachment 2 to these Operating Procedures.

“Services” means ST Services or SDM Services.

“Skills Matrix” means the skills matrix contained in Attachment 4 to these Operating Procedures.

“ST” means an individual named in Schedule 3 of a ST Contract or otherwise approved in writing by the Department Contract Officer, who is engaged by a ST Contractor to provide ST Services to allocated Schools and Department Sites (if any) in the manner set out in these Operating Procedures.

“ST Charges” means the charges specified in Schedule 3 of a ST Contract.

“ST Contract” means a contract for the provision of specialist technical support services to Schools and Department Sites (if any).

“ST Contractor” means a person or body which has entered into a ST Contract with the Department.

“ST Services” means the specialist technical support services described in Attachment 1 to these Operating Procedures.

“Tax Invoice” has the same meaning as in the GST Act.

“Technical Services Unit” means the Department's Technical Services Unit which provides second and third level ICT support/services and is an escalation point for the Department's Service Desk.

“TSSP” means the Technical Support to Schools Program.

“Valid Invoice” means a Tax Invoice properly rendered by a Contractor to the Department Contract Officer in accordance with these Operating Procedures and accompanied by a Department Timesheet.

"Visitation Schedule" means a document in a format prescribed by or on behalf of the Department Contract Officer recording the days and times upon which agreed ST Services are to be provided to a School or Department Site (if any) by a ST.

2.2 Interpretation

In these Operating Procedures, unless inconsistent with the context or subject matter:

- (a) words denoting the singular include the plural and vice versa;
- (b) any headings are included for convenience and do not affect the interpretation of these Operating Procedures;
- (c) references to sections are references to sections of these Operating Procedures;
- (d) references to "person" and words importing persons include bodies corporate;
- (e) a reference to a document or instrument includes that document or instrument as novated, altered, supplemented or replaced from time to time;
- (f) a reference to a statute or other law includes regulations and other instruments made under it and includes consolidations, amendments, re-enactments or replacements of any of them; and
- (g) the meaning of general words is not limited by specific examples introduced by including, for example or similar expressions.

PART B – SPECIALIST TECHNICIANS

3. ST PANEL MEMBERSHIP

3.1 ST Contractors are members of Specialist Technician Panel

By entering into a ST Contract, a ST Contractor becomes a member of the Specialist Technician Panel of suppliers who may be selected by the Department Contract Officer to provide ST Services to Schools and Department Sites (if any).

3.2 ST Contractors must provide ST Services if selected by Department

If a ST Contractor is selected by the Department Contract Officer to provide ST Services to a School or Department Site (if any) then the ST Contractor must nominate a suitably qualified ST to provide the ST Services in accordance with the provisions of the ST Contract and these Operating Procedures. A ST Contractor must, at its expense, ensure that prior to a ST being engaged to provide any ST Services that the ST has:

- (a) attended an induction program in a format to be determined by or on behalf of the Department Contract Officer and/or the responsible SDM; and
- (b) been provided with a complete copy of these Operating Procedures and directed to read sections 4 to 12 (inclusive).

3.3 No obligation to provide ST Services unless selected by Department

For the avoidance of doubt, a ST Contractor will have no obligation to provide any ST Services to a School or Department Site (if any) unless and until selected by the Department Contract Officer to do so.

3.4 ST Contractor supplied items

In respect to each ST, a ST Contractor will be responsible for:

- (a) supplying equipment and tools of trade which would not reasonably be expected to be supplied by the Schools and Department Sites (if any) to be serviced;
- (b) supplying a mobile telephone including responsibility for any charges for calls made; and
- (c) providing transport for the ST including responsibility for any vehicle running costs.

3.5 Prohibition against supplying products and services, SDMs and other contractors

A ST Contractor and its officers, employees, agents and contractors (including its STs) must not:

- (a) recommend, promote, offer to supply or supply to the Department or a School, directly or indirectly, any products or services in which they have a proprietary interest or in respect of the supply of which they may reasonably be expected to obtain a direct or indirect financial or other benefit; or
- (b) supply SDMs or other contractors to provide services to the Department or a School, have a proprietary interest in any other body which supplies SDMs or other contractors to provide services to the Department or a School, or obtain a direct or indirect financial or other benefit from the supply of SDMs or other contractors to provide services to the Department or a School including, without limitation:
 - (i) where a director or shareholder of the ST Contractor (or any relative of any such person), or a director or shareholder of any agent or contractor of the ST Contractor (or any relative of any such person), is a director or shareholder of such other body; or
 - (ii) where any officer, employee, agent or contractor of the ST Contractor (or any relative of any such person) is a director or shareholder of such other body,

except where a full written disclosure has been made to the Department Contract Officer and prior written permission has been obtained from the Department Contract Officer, which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

3.6 Notification of Conflict of Interest

A ST Contractor must, in the event that it becomes aware of a Conflict of Interest of any nature, immediately bring this fact to the attention of the Department Contract Officer and take such steps to address and resolve the Conflict of Interest as are reasonably required by the Department Contract Officer except where a full written disclosure has been made to the Department Contract Officer and written permission has been obtained from the Department Contract Officer which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

3.7 Reporting

Quarterly reporting

A ST Contractor must submit both a hard copy and electronic copy quarterly report to the Department Contract Officer by **no later than 31 January, 30 April, 31 July and 31 October each year** during the term of the ST Contract which contains details of all ICT products and services other than ST Services provided to Schools by or on behalf of the ST Contractor during the previous three (3) month period ending on 30 December, 31 March, 30 June and 30 September respectively.

Annual reporting

A ST Contractor must submit both a hard copy and electronic copy (on CD) annual report to the Department Contract Officer by **no later than 31 July each year** during the term of the ST Contract which contains the following information:

- (a) the number of hours of ST Services provided during the previous twelve (12) month period ending on 30 June of that year;
- (b) the number of STs engaged as employees who were responsible for providing the ST Services;
- (c) the number of STs engaged as contractors who were responsible for providing the ST Services;
- (d) details of the allocated Schools and Department Sites (if any) to which the ST Services were provided;
- (e) the percentage margin paid to each ST of the maximum hourly rate notified by the Department from time to time;
- (f) certificates of currency for the public liability, professional indemnity and other risks insurance cover which is required to be held by the ST Contractor in accordance with the ST Contract;
- (g) either:
 - (i) certificates of currency for the workers compensation insurance which is required to be held by the ST Contractor in accordance with the ST Contract; or
 - (ii) approval to act as a self-insurer in respect of workers compensation claims by its employees and contractors;
- (h) details of the direct and indirect beneficial ownership and control of the ST Contractor;
- (i) a copy of a current assessment notice that has been issued under the *Working with Children Act 2005* (Vic) for each ST;
- (j) details of all ICT products and services other than ST Services provided to Schools by or on behalf of the ST Contractor during the previous twelve (12) month period ending on 30 June of that year; and
- (k) any other information requested by or on behalf of the Department Contract Officer from time to time.

3.8 Notification of material changes to information provided to Department

A ST Contractor must immediately notify the Department Contract Officer in writing of any material change to any information provided to the Department Contract Officer by the ST Contractor in:

- (a) its tender response to the Department's Request for Tender for the Provision of Specialist Technical Support Services to Government Schools in Victoria through the Technical Support to Schools Program Tender Reference Number 10/11-30: or
- (b) a report submitted to the Department Contract Officer by the ST Contractor in accordance with section 3.7.

3.9 Marketing

A ST Contractor must not make any reference to the ST Contractor's involvement with the TSSP for marketing purposes in relation to Schools except where written permission has been obtained from the Department Contract Officer which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

3.10 Prohibition on supply of non-compliant ICT products and services

A ST Contractor must not provide any ICT product or service to a School which does not comply with, or is incompatible with, any of the Department's ICT infrastructure, hardware, software or related requirements.

4. ST REQUIREMENTS

4.1 General requirements

Each ST must at all times:

- (a) be suitably qualified and experienced (including, without limitation, hold any qualifications specified by the Department from time to time) and act in a professional manner to the best of their skills and ability and in accordance with accepted professional standards for persons having those qualifications and experience;
- (b) have a current assessment notice that has been issued under the *Working with Children Act 2005* (Vic);
- (c) wear suitable and professional attire;
- (d) use property or facilities of any School or the Department only if authorised and, if so authorised, only for the purposes of these Operating Procedures;
- (e) maintain a clean working environment by keeping clean and tidy all property and facilities of any School or the Department which are used by the ST;
- (f) co-operate fully with and act in good faith towards the Department and Schools;
- (g) co-operate fully with SDMs and other STs and contractors (whether directly or indirectly engaged by the Department or a School) servicing or coordinating the delivery of services to any School or Department Site (if any);
- (h) support the Department's endeavours to transfer technical skills to support staff engaged directly by Schools (including local School technicians, Learning Technology Coordinators and other School appointed technicians);

- (i) assist the Department on technical matters pertaining to ICT in Schools and Department Sites (if any);
- (j) comply with all applicable policies of the Department and any School including:
 - (i) the Department's Information Communications and Technology security policy, procedures and best practices (including its managed operating environment) as required by the Department from time to time;
 - (ii) any acceptable use policy of the Department or a School; and
 - (iii) any policy of the Department that applies to the use of an eduMail account;
- (k) use an eduMail account for all email communications in connection with the provision of any ST Services;
- (l) comply with any direction issued by or on behalf of the Department Contract Officer or a SDM from time to time;
- (m) recommend that a School seek independent quotes for the provision of any ICT product or service;
- (n) never recommend to a School their ST Contractor as a supplier of any ICT product or service;
- (o) never participate in any decision-making process for the acquisition by a School of any ICT product or service;
- (p) never provide any ICT product or service to a School other than ST Services except where their ST Contractor has obtained prior written permission from the Department Contract Officer in accordance with section 3.5;
- (q) comply with all applicable laws and legislation in providing any ST Services;
- (r) be fully aware of their ST Contractor's obligations under the ST Contract; and
- (s) otherwise comply with these Operating Procedures.

4.2 Training in Department initiatives

A ST will be required to attend training organised by or on behalf of the Department Contract Officer on the Department's information technology and telecommunications environment which may include training in the following Department initiatives:

- (a) VicSmart;
- (b) CASES21;
- (c) the Department's applications and systems including the Ultranet and its related systems;
- (d) SIPS;
- (e) eduSTAR;
- (f) the Department's service management tools (e.g. JMS / Infra System); and
- (g) other Department initiatives notified by or on behalf of the Department Contract Officer from time to time.

4.3 Notification of training

A ST will be notified of training organised by or on behalf of the Department Contract Officer via the Department's official email system information concerning topics offered, dates, times and venues.

4.4 Professional development and Training

Professional development and training of a ST is a joint responsibility of the ST, their ST Contractor and the Department.

5. ST SERVICE PROVISION

5.1 STs to be approved by Department

A ST may only provide ST Services to a School or Department Site (if any) if the ST is named in a ST Contract or otherwise approved in writing by the Department Contract Officer and/or the responsible SDM to provide the Services.

5.2 ST Services to be provided by STs

A ST will provide ST Services to their allocated Schools and Department Sites (if any) in each of the areas described in Attachment 1 to these Operating Procedures and to any standards specified by or on behalf of the Department Contract Officer and/or the responsible SDM from time to time.

5.3 Primary point of contact with Schools

A ST will act as the primary point of contact for their allocated Schools and Department Sites (if any) for all matters related to the TSSP, in consultation with the School Principal (including any delegate of the School Principal) and Department Site (if any) manager respectively to the extent required by the responsible SDM.

5.4 ST Services to be provided in accordance with Visitation Schedule

Subject to section 5.6, a ST will provide ST Services either on-site or remotely to their allocated Schools and Department Sites (if any) in accordance with the applicable Visitation Schedule.

5.5 Creation of Visitation Schedules

Network Committees will create Visitation Schedules for their Networks in accordance with the Visitation Schedule Guidelines for Network Committees which are contained in Attachment 3 to these Operating Procedures.

5.6 Urgent Technical Problems

Where an urgent technical problem needs to be addressed at any School or Department Site (if any) that is not currently being visited, a ST could be required to provide ST Services with the aid of remote management tools from another School or Department Site (if any) so as to ensure that the problem is resolved as quickly as possible.

5.7 Variation to applicable Visitation Schedule

Where a ST provides ST Services either on-site or remotely to any School or Department Site (if any) to address an urgent technical problem in accordance with section 5.6 or otherwise than in accordance with the applicable Visitation Schedule then the ST must as soon as reasonably practicable notify the responsible SDM and each affected School or Department Site (if any) of the variation to the Visitation Schedule and the reason for such variation.

5.8 Timesheet completion and submission

In respect of the provision of ST Services to any School or Department Site (if any) a ST must:

- (a) accurately record in the Department Timesheet details of:
 - (i) all interactions with Schools and Department Sites (if any); and
 - (ii) such other information as may be requested by or on behalf of the Department Contract Officer or the responsible SDM from time to time;
- (b) in the case of a hard copy Department Timesheet – submit the Department Timesheet to their ST Contractor within four (4) weeks of completing the ST Services detailed in the Department Timesheet; and
- (c) in the case of an electronic Department Timesheet – submit the Department Timesheet using the Department's system within four (4) weeks of completing the ST Services detailed in the Department Timesheet.

5.9 Failure to submit Department Timesheet

If a ST fails to submit a Department Timesheet in accordance with section 5.8 within four (4) weeks of completing the ST Services detailed in the Department Timesheet then this may result in delays to the Department's normal administrative processes including delays in payment of invoices in accordance with any applicable timeframes.

5.10 JMS / Infra System

In respect of the provision of ST Services to any School or Department Site (if any) a ST must as soon as reasonably practicable after the occurrence of any Incident accurately record and submit in the JMS / Infra System details of the Incident and such other information as may be requested by or on behalf of the Department Contract Officer or the responsible SDM from time to time.

5.11 Warranty service agreements

If requested by or on behalf of the Department Contract Officer a ST Contractor must enter into a warranty service agreement with a supplier or manufacturer of equipment in use at a School or Department Site (if any) to enable its STs to service the equipment under the original supplier or manufacturer warranty without voiding that warranty.

6. MANAGEMENT OF ST SERVICE PROVISION

6.1 Supervision of STs

A SDM allocated responsibility by the Department for a ST will exercise managerial authority on behalf of the Department in respect of the ST when providing any ST Services to a School or Department Site (if any).

6.2 Composition of Regions and Networks

The composition of Regions and Networks is defined as follows:

- (a) the Department divides the State of Victoria into nine (9) administrative Regions which generally have a responsible SDM based at a site of the Department with responsibility for managing the provision of ST Services in the Region;
- (b) a Region will have one or more Networks;

- (c) a Network may have a Network Committee and may comprise many Schools and Department Sites (if any); and
- (d) subject to clause 6.3, a Network Committee will be convened by the Network Convener.

6.3 School principal not to be nominated or accepted as Network Convener if the school council is a Contractor

The principal of a School within a Network may not be nominated or accepted as the Network Convener for the Network if the school council for the School is a Contractor.

6.4 School council as a Contractor may not be a Network Administration School

If the school council for a School within a Network is a Contractor, then the School cannot apply to the Program Manager and the Department to be a Network Administration School (NAS) and the principal of the School may not be nominated or accepted as the Network Convener for the Network.

6.5 Full time and part time roles

Generally, allocated Schools and Department Sites (if any) within a Network will present either part time or full time roles where:

- (a) a part time ST role will generally be considered for allocated Schools and Department Sites (if any) where the allocated hours of required ST Services equate to up to sixty (60) hours per fortnight; and
- (b) a full time ST role will generally be considered for allocated Schools and Department Sites (if any) where the allocated hours of required ST Services equate to greater than sixty-one (61) hours per fortnight.

6.6 Visitation Schedules

The responsible SDM in consultation with the Network Committee nominated by or on behalf of a Department Contract Officer and/or the responsible SDM will determine times and days when ST Services are to be provided by a ST to their allocated Schools and Department Sites (if any) as set out in the applicable Visitation Schedule.

6.7 Allocation of hours to Schools

The number of hours allocated to a School will be determined by or on behalf of a Department Contract Officer. The determination will be based in the main on the number of enrolments at the School and will therefore vary from time to time due to changes in those enrolments.

6.8 Meetings

A ST must attend meetings in a format and timeframe to be determined by or on behalf of the Department Contract Officer and the responsible SDM.

6.9 Reporting and liaison

In respect of the provision of ST Services to any School or Department Sites (if any) a ST must, to the extent necessary, report directly to the nominated person in the School or Department Sites (if any) in relation to the provision of the ST Services.

7. SCHEDULED TIMES FOR PROVISION OF ST SERVICES

7.1 Allocation of days for provision of ST Services

The calendar year is divided into two six (6) month periods and a specific number of days are allocated per six (6) month period in accordance with Table 1 – Days Allocation Table below.

2011-2013 TSSP Contract Pay Periods – Days Allocation Table

Year	Period	Start	End	Indicative Weeks Allocated	School Holiday Dates
2011	1	18/04/2011	15/05/2011	4	11/04/2011-24/04/2011
2011	2	16/05/2011	12/06/2011	4	
2011	3	13/06/2011	10/07/2011	4	4/07/2011
2011	4	11/07/2011	7/08/2011	3	17/07/2011
2011	5	8/08/2011	4/09/2011	4	
2011	6	5/09/2011	2/10/2011	4	26/09/2011
2011	7	3/10/2011	30/10/2011	3	9/10/2011
2011	8	31/10/2011	27/11/2011	4	
2011	9	28/11/2011	25/12/2011	4	23/12/2011
2012	10	26/12/2011	22/01/2012	1	
2012	11	23/01/2012	19/02/2012	4	31/01/2012
2012	12	20/02/2012	18/03/2012	4	
2012	13	19/03/2012	15/04/2012	3	2/04/2012
2012	14	16/04/2012	13/05/2012	4	15/04/2012
2012	15	14/05/2012	10/06/2012	4	
2012	16	11/06/2012	8/07/2012	4	2/07/2012-15/07/2012
2012	17	9/07/2012	5/08/2012	3	
2012	18	6/08/2012	2/09/2012	4	
2012	19	3/09/2012	30/09/2012	3	24/09/2012
2012	20	1/10/2012	28/10/2012	4	7/10/2012
2012	21	29/10/2012	25/11/2012	4	
2012	22	26/11/2012	23/12/2012	4	
2013	23	24/12/2012	20/01/2013	1	24/12/2012
2013	24	21/01/2013	17/02/2013	4	27/01/2013
2013	25	18/02/2013	17/03/2013	4	
2013	26	18/03/2013	14/04/2013	3	1/04/2013-14/04/2013
2013	27	15/04/2013	12/05/2013	4	
2013	28	13/05/2013	9/06/2013	4	
2013	29	10/06/2013	7/07/2013	3	1/07/2013
2013	30	8/07/2013	4/08/2013	4	14/07/2013
2013	31	5/08/2013	1/09/2013	4	
2013	32	2/09/2013	29/09/2013	3	23/09/2013
2013	33	30/09/2013	17/10/2013	2.4	6/10/2013
				Total	116.4

Please Note: Grey Shading denotes periods affected by School Holidays.

Table 1. Days Allocation Table

7.2 ST Services to be provided to Schools and Department Sites allocated in Visitation Schedule

A ST must provide ST Services to the Schools and Department Sites (if any) allocated in their Visitation Schedule for:

- (a) the number of hours allocated in the Visitation Schedule; and
- (b) the number of days allocated in Table 1 – Days Allocation Table in section 7.1 above,

provided that the number of hours and days allocated to a ST will be deemed to be reduced by any period for which the Department Contract Officer and/or the responsible SDM suspends the provision of ST Services by the ST in accordance with the ST Contract.

7.3 Hours of Service

A ST must provide ST Services to their allocated Schools and Department Sites (if any) on an hourly basis:

- (a) at the times specified in their Visitation Schedule between 8.00 am and 6.00 pm Monday to Friday (excluding locally observed, gazetted, public holidays and, in respect of a School, gazetted School holidays) unless such times are varied with the prior written approval of their ST Contractor and the responsible SDM; and
- (b) at any other times required by or on behalf of the Department Contract Officer and/or the responsible SDM to attend to training and other requirements in respect to Department initiatives.

7.4 ST Services provided for more or less than days allocated

A ST may provide ST Services for more or less than the number of days allocated in any six (6) month period in Table 1 – Days Allocation Table in section 7.1 above provided that the ST Services are increased or decreased in one or more subsequent six (6) month periods during the term of the ST Contract (excluding any remaining option period) so that the total number of days for which the ST actually provides ST Services during the term of the ST Contract (excluding any remaining option period) is equal to the total number of days allocated to the ST to provide ST Services during the term of the ST Contract (excluding any remaining option period).

7.5 Approval for reduction or increase in days allocated

Subject to section 7.4, a ST must seek prior written approval from their ST Contractor and the responsible SDM, who will in turn inform the allocated School or Department Site (if any), should a reduction or increase in the number of days allocated in any six (6) month period in Table 1 – Days Allocation Table in section 7.1 above be required to provide ST Services to the allocated School or Department Site (if any).

7.6 Variation of Schools, Department Sites and hours and days allocated

A Department Contract Officer may, by written notice to a ST Contractor and its ST from time to time, vary:

- (a) the Schools and Department Sites (if any) allocated in a Visitation Schedule to which the ST is to provide ST Services;
- (b) the number of hours allocated in the Visitation Schedule; and
- (c) the number of days allocated in Table 1 – Days Allocation Table in section 7.1 above,

provided that any such variation must not vary the original number of such hours or days allocated respectively by more than ten per cent (10%) unless otherwise agreed in writing between the ST Contractor and the Department Contract Officer.

8. ADDITIONAL SERVICES

8.1 Provision of additional services to Schools

A ST must not perform any additional specialist technical support services for any School or Department Site (if any) outside of the allocated hours for ST Services to that School or Department Site (if any) in the applicable Visitation Schedule without prior written approval from the School Principal (including any delegate of the School Principal) or Department Site (if any) manager respectively and advising the responsible SDM.

8.2 Department timesheet not to be used for additional services

A ST must not include on the Department Timesheet any time spent performing any additional specialist technical support services approved by the relevant School Principal (including any delegate of the School Principal) or Department Site (if any) manager in accordance with section 8.1.

8.3 Schools to be invoiced directly for additional services

If a ST performs additional specialist technical support services for any School or Department Site (if any) approved by the School Principal (including any delegate of the School Principal) then their ST Contractor must invoice the School directly. Where the additional work results in a variation of the ST's existing visitation schedule, the ST and ST Contractor must first seek approval to vary the visitation schedule as per section 7.3 (a).

9. ST HOLIDAYS AND LEAVE

9.1 Public holidays

In the event of a public holiday, a ST must make arrangements with their ST Contractor, the responsible SDM and their allocated Schools and Department Sites (if any) to provide ST Services which would normally have been provided on the public holiday at another agreed time.

9.2 Recreation leave

Subject to a ST Contractor complying with section 10, a ST may take recreation leave with the prior written approval of their ST Contractor and the responsible SDM provided that such approval will only be given to take recreation leave during School holidays so as to minimise disruption to the applicable Visitation Schedule unless exceptional circumstances exist.

9.3 Professional development and training leave

Subject to a ST Contractor complying with section 10, a ST may take leave for professional development and training with the prior written approval of their ST Contractor, the relevant Principal (including any delegate of the School Principal) or Department Site (if any) manager and the responsible SDM. Such approval will only be given by the responsible SDM after consideration of the impact on the applicable Visitation Schedule and other relevant commitments.

10. ST UNAVAILABILITY

10.1 Notification of unavailability of ST

ST must notify their ST Contractor and SDM

In the event that a ST becomes aware that they will be temporarily or permanently unavailable to continue to provide ST Services to any allocated School or Department Site (if any) then the ST must give their ST Contractor and the responsible SDM at least four (4) weeks' notice of such unavailability (or, if it is not possible to give four (4) weeks' notice, as much notice as reasonably practicable in the circumstances).

ST Contractor must notify Department Contract Officer

In the event that a ST Contractor is notified or otherwise becomes aware that an allocated ST has or will become temporarily or permanently unavailable to continue to provide ST Services to any allocated School or Department Site (if any) then the ST Contractor must immediately notify the responsible SDM (except where the SDM has already been directly notified by the ST) and the Department Contract Officer.

10.2 Nomination of persons to replace ST

A ST Contractor must as soon as reasonably practicable, but no later than ten (10) Business Days after becoming aware of the temporary or permanent unavailability of a ST to provide ST Services to any allocated School or Department Site (if any) (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Network Committee, the Department Contract Officer and/or the responsible SDM to replace the ST on a temporary or permanent basis respectively by completing and submitting to the Department Contract Officer and the responsible SDM the applicable Skills Matrix for each such person.

10.3 Skills of persons nominated to replace ST

A person nominated by a ST Contractor in accordance with section 10.2 to temporarily or permanently replace a ST must have comparable or superior skills to the ST being replaced.

10.4 Commencement of provision of ST Services by replacement

If a person nominated by a ST Contractor in accordance with section 10.2 to replace a ST is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM, then the person must commence providing ST Services in place of the ST as soon as reasonably practicable after the date on which the ST becomes temporarily or permanently unavailable to continue to provide ST Services to any allocated School or Department Site (if any), but on or before the later of:

- (a) four (4) weeks after the ST Contractor becomes aware that the ST has or will become temporarily or permanently unavailable to continue to provide such ST Services; and
- (b) the ST becoming temporarily or permanently unavailable to continue to provide such ST Services,

unless another period is agreed between the Department, the ST Contractor and the Department Contract Officer.

10.5 Replacement not able to provide ST Services or unacceptable to Department

If a person nominated by a ST Contractor in accordance with section 10.2 to replace a ST is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and such person does not commence providing ST Services in accordance with section 10.4, or none of the persons nominated by a ST Contractor in accordance with section 10.2 to replace a

ST are acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM then:

- (a) if the replacement ST has or will become temporarily unavailable – the Department Contract Officer may suspend the ST Contract in respect of the position of the ST and advertise the position as a temporary position to members of the Specialist Technician Panel selected by the Department Contract Officer in his or her absolute discretion; and
- (b) if the replacement ST has or will become permanently unavailable – then the Department Contract Officer may terminate the ST Contract in respect of the position of the ST and advertise the position as a permanent position to members of the Specialist Technician Panel selected by the Department Contract Officer in his or her absolute discretion.

11. ST AGAINST WHOM COMPLAINT RECEIVED

11.1 ST to be stood down if Department receives complaint

In the event of a complaint being received by the Department against a ST, the ST Contractor must immediately stand down the ST if requested by the Department Contract Officer.

11.2 Nomination of persons to replace ST

A ST Contractor must as soon as reasonably practicable, but no later than five (5) Business Days after being requested by the Department Contract Officer to stand down a ST against whom the Department has received a complaint (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Network Committee, the Department Contract Officer and/or the responsible SDM to replace the ST on a temporary basis whilst the complaint is being investigated by completing and submitting to the Department Contract Officer and the responsible SDM the applicable Skills Matrix for each such person.

11.3 Skills of persons nominated to temporarily replace ST

A person nominated by a ST Contractor in accordance with section 11.2 to temporarily replace a ST against whom the Department has received a complaint must have comparable or superior skills to the ST being replaced.

11.4 Commencement of provision of ST Services by temporary replacement

If a person nominated by a ST Contractor in accordance with section 11.2 to temporarily replace a ST who has been stood down is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and each affected School then the person must commence providing ST Services in place of the ST as soon as reasonably practicable after the date on which the ST is stood down but no later than two (2) weeks after such date unless otherwise agreed between the Network Committee, the Department Contract Officer and/or the responsible SDM and the ST Contractor.

11.5 Temporary replacement not able to provide ST Services or unacceptable to Department

If a person nominated by a ST Contractor in accordance with section 11.2 to replace a ST is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and each affected School, and such person does not commence providing ST Services in accordance with section 11.4, or none of the persons nominated by a ST Contractor in accordance with section 11.2 to replace a ST are acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM, then the Department Contract Officer may suspend the ST Contract in respect of the position of the ST and advertise the position as a temporary position to members of the Specialist Technician Panel selected by the Department Contract Officer in his or her absolute discretion.

11.6 ST able to resume providing ST Services

If a ST is able to resume providing ST Services to allocated Schools and Department Sites (if any) after the investigation of a complaint against the ST by the Department, then the ST must do so as soon as reasonably practicable but without affecting the continued provision of the ST Services.

11.7 ST not able to resume providing ST Services

If a ST is not able to resume providing ST Services to their allocated Schools and Department Sites (if any) after the investigation of a complaint against the ST by the Department, then the ST Contractor must as soon as reasonably practicable, but no later than five (5) Business Days after being requested by the Network Committee, the Department Contract Officer and/or the responsible SDM to permanently replace the ST (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Department Contract Officer to permanently replace the ST by completing and submitting to the Department Contract Officer and the responsible SDM the applicable Skills Matrix for each such person.

11.8 Skills of persons nominated to permanently replace ST

A person nominated by a ST Contractor in accordance with section 11.7 to permanently replace a ST against whom the Department has received a complaint must have comparable or superior skills to the ST being replaced.

11.9 Commencement of provision of ST Services by permanent replacement

If a person nominated by a ST Contractor in accordance with section 11.7 to permanently replace a ST who has been stood down is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and each affected School then the person must commence providing ST Services in place of the ST as soon as reasonably practicable after notification of such acceptance by the Department Contract Officer but without affecting the continued provision of the ST Services.

11.10 Replacement not able to provide ST Services or unacceptable to Department

If a person nominated by a ST Contractor in accordance with section 11.7 to replace a ST is acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and each affected School, and such person does not commence providing ST Services in accordance with section 11.9, or none of the persons nominated by a ST Contractor in accordance with section 11.7 to replace a ST are acceptable to the Network Committee, the Department Contract Officer and/or the responsible SDM and each affected School, then the Department Contract Officer may terminate the ST Contract in respect of the position of the ST and advertise the position as a permanent position to members of the Specialist Technician Panel selected by the Department Contract Officer in his or her absolute discretion.

11.11 Contractual arrangements with STs

A ST Contractor is responsible for ensuring that its contractual arrangements with each of its STs can give effect to the requirements of this section 11 that apply where a complaint is received by the Department against a ST.

12. ST PERFORMANCE MONITORING AND REVIEW

12.1 Service levels

The quality of ST Services provided by a ST to allocated Schools and Department Sites (if any) will be evaluated using the following service level measures:

- (a) achievement of allocated hours of ST Services for each allocated School and Department Site (if any);
- (b) attendance at training sessions and completion of training modules;
- (c) attendance at meetings with fellow STs and the responsible SDM;
- (d) satisfaction of their allocated Schools as noted by principals and other relevant School staff;
- (e) satisfaction of their allocated Department Sites (if any) as noted by relevant Department staff;
- (f) satisfaction of the Department as noted by the responsible SDM;
- (g) accuracy and completeness of relevant training documentation for each allocated School and Department Site (if any);
- (h) accuracy, completeness and timely submission of Department Timesheets;
- (i) accuracy, completeness and timely submission of records of Incidents using the JMS / Infra System; and
- (j) timely completion of assigned tasks (e.g. Annual SIPS Inventory) for each allocated School and Department Site (if any).

12.2 Performance monitoring

The performance of a ST will be monitored by the responsible SDM and their allocated Schools and Department Sites (if any) on the basis of responsiveness and quality of performance.

12.3 Exception reports

Schools and Department Sites (if any) will provide exception reports to the responsible SDM on the performance of a ST as or if required.

12.4 Annual performance reviews

An annual performance management and development review will be conducted between the responsible SDM and a ST in a format and using a template provided by or on behalf of the Department Contract Officer.

PART C – SERVICE DELIVERY MANAGERS

13. SDM PANEL MEMBERSHIP

13.1 SDM Contractors are members of Service Delivery Manager Panel

By entering into a SDM Contract, a SDM Contractor becomes a member of the Service Delivery Manager Panel of suppliers who may be selected by the Department Contract Officer to provide SDM Services to Schools and Department Sites (if any).

13.2 SDM Contractors must provide SDM Services if selected by Department

If a SDM Contractor is selected by the Department Contract Officer to provide SDM Services to a School or Department Site (if any) then the SDM Contractor must nominate a suitably qualified SDM to provide the SDM Services in accordance with the provisions of the SDM Contract and these Operating Procedures. A SDM Contractor must, at its expense, ensure that prior to a SDM being engaged to provide any SDM Services that the SDM has:

- (a) attended an induction program in a format to be determined by or on behalf of the Department Contract Officer; and
- (b) been provided with a complete copy of these Operating Procedures and directed to read sections 4 to 22 (inclusive) and Attachments 1, 2 and 3.

13.3 No obligation to provide SDM Services unless selected by Department

For the avoidance of doubt, a SDM Contractor will have no obligation to provide any SDM Services to a School or Department Site (if any) unless and until selected by the Department Contract Officer to do so.

13.4 SDM Contractor supplied items

In respect to each SDM, a SDM Contractor will be responsible for:

- (a) supplying equipment and tools of trade which would not reasonably be expected to be supplied by the Schools and Department Sites (if any) to be serviced;
- (b) supplying a mobile telephone including responsibility for any charges for calls made; and
- (c) providing transport for the SDM including responsibility for any vehicle running costs.

13.5 Prohibition against supplying products and services, STs and other contractors

A SDM Contractor and its officers, employees, agents and contractors (including its SDMs) must not:

- (a) recommend, promote, offer to supply or supply to the Department or a School, directly or indirectly, any products or services in which they have a proprietary interest or in respect of the supply of which they may reasonably be expected to obtain a direct or indirect financial or other benefit; or
- (b) supply STs or other contractors to provide services to the Department or a School, have a proprietary interest in any other body which supplies STs or other contractors to the Department or a School, or obtain a direct or indirect financial or other benefit from the supply of STs or other contractors to provide services to the Department or a School including, without limitation:
 - (i) where a director or shareholder of the SDM Contractor (or any relative of any such person), or a director or shareholder of any agent or contractor of the SDM Contractor (or any relative of any such person), is a director or shareholder of such other body; or
 - (ii) where any officer, employee, agent or contractor of the SDM Contractor (or any relative of any such person) is a director or shareholder of such other body,

except where a full written disclosure has been made to the Department Contract Officer and prior written permission has been obtained from the Department Contract Officer, which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

13.6 Notification of Conflict of Interest

A SDM Contractor must, in the event that it becomes aware of a Conflict of Interest of any nature, immediately bring this fact to the attention of the Department Contract Officer and take such steps to address and resolve the Conflict of Interest as are reasonably required by the Department Contract Officer except where a full written disclosure has been made to the Department Contract Officer and written permission has been obtained from the Department Contract Officer which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

13.7 Reporting

Quarterly reporting

A SDM Contractor must submit both a hard copy and electronic copy quarterly report to the Department Contract Officer by **no later than 31 January, 30 April, 31 July and 31 October each year** during the term of the SDM Contract which contains details of all ICT products and services other than SDM Services provided to Schools by or on behalf of the SDM Contractor during the previous three (3) month period ending on 30 December, 31 March, 30 June and 30 September respectively.

Annual reporting

A SDM Contractor must submit both a hard copy and electronic copy (on CD) annual report to the Department Contract Officer by **no later than 31 July each year** during the term of the SDM Contract which contains the following information:

- (a) the number of hours of SDM Services provided during the previous twelve (12) month period ending on 30 June of that year;
- (b) the number of SDMs engaged as employees who were responsible for providing the SDM Services;
- (c) the number of SDMs engaged as contractors who were responsible for providing the SDM Services;
- (d) the percentage margin paid to each SDM of the maximum hourly rate notified by the Department from time to time;
- (e) certificates of currency for the public liability, professional indemnity and other risks insurance cover which is required to be held by the SDM Contractor in accordance with the SDM Contract;
- (f) either:
 - (i) certificates of currency for the workers compensation insurance which is required to be held by the SDM Contractor in accordance with the SDM Contract; or
 - (ii) approval to act as a self-insurer in respect of workers compensation claims by its employees and contractors;
- (g) details of the direct and indirect beneficial ownership and control of the SDM Contractor;
- (h) a copy of a current assessment notice that has been issued under the *Working with Children Act 2005* (Vic) for each SDM;
- (i) details of all ICT products and services other than SDM Services provided to Schools by or on behalf of the SDM Contractor during the previous twelve (12) month period ending on 30 June of that year; and

- (j) any other information requested by or on behalf of the Department Contract Officer from time to time.

13.8 Notification of material changes to information provided to Department

A SDM Contractor must immediately notify the Department Contract Officer in writing of any material change to any information provided to the Department Contract Officer by the SDM Contractor in:

- (a) its tender response to the Department's Request for Tender for the Provision of Specialist Technical Support Services to Government Schools in Victoria through the Technical Support to Schools Program Tender Reference Number 10/11-30: or
- (b) a report submitted to the Department Contract Officer by the SDM Contractor in accordance with section 13.7.

13.9 Marketing

A SDM Contractor must not make any reference to the SDM Contractor's involvement with the TSSP for marketing purposes in relation to Schools except where written permission has been obtained from the Department Contract Officer which permission may be given, or withheld, by the Department Contract Officer in his or her absolute discretion.

13.10 Prohibition on supply of non-compliant ICT products and services

A SDM Contractor must not provide any ICT product or service to a School which does not comply with, or is incompatible with, the any of the Department's ICT infrastructure, hardware, software or related requirements.

14. SDM REQUIREMENTS

14.1 General requirements

Each SDM must at all times:

- (a) be suitably qualified and experienced (including, without limitation, hold any qualifications specified by the Department from time to time) and act in a professional manner to the best of their skills and ability and in accordance with accepted professional standards for persons having those qualifications and experience;
- (b) have a current assessment notice that has been issued under the *Working with Children Act 2005* (Vic);
- (c) wear suitable and professional attire;
- (d) use property or facilities of the Department only if authorised and, if so authorised, only for the purposes of these Operating Procedures;
- (e) maintain a clean working environment by keeping clean and tidy all property and facilities of the Department which are used by the SDM;
- (f) co-operate fully with and act in good faith towards the Department and Schools;
- (g) co-operate fully with other SDMs, STs and other contractors (whether directly or indirectly engaged by the Department or a School) servicing or coordinating the delivery of services to any School or Department Site (if any);

- (h) support the Department's endeavours to transfer technical skills to support staff engaged directly by Schools (including local School technicians, Learning Technology Coordinators and other School appointed technicians);
- (i) assist the Department on technical matters pertaining to ICT in Schools and Department Sites (if any);
- (j) comply with all applicable policies of the Department and any School including:
 - (i) the Department's Information Communications and Technology security policy, procedures and best practices (including its managed operating environment) as required by the Department from time to time;
 - (ii) any acceptable use policy of the Department or a School; and
 - (iii) any policy of the Department that applies to the use of an eduMail account;
- (k) use an eduMail account for all email communications in connection with the provision of any SDM Services;
- (l) comply with any direction issued by or on behalf of the Department Contract Officer from time to time;
- (m) recommend that a School seek independent quotes for the provision of any ICT product or service;
- (n) never recommend to a School their SDM Contractor as a supplier of any ICT product or service;
- (o) never participate in any decision-making process for the acquisition by a School of any ICT product or service unless permitted in accordance with these Operating Procedures;
- (p) never provide any ICT product or service to a School other than SDM Services except where their SDM Contractor has obtained prior written permission from the Department Contract Officer in accordance with section 13.5;
- (q) comply with all applicable laws and legislation in providing any SDM Services;
- (r) be fully aware of their SDM Contractor's obligations under the SDM Contract; and
- (s) otherwise comply with these Operating Procedures.

14.2 Training in Department initiatives

A SDM will be required to attend training organised by or on behalf of the Department Contract Officer on the Department's information technology and telecommunications environment which may include training in the following Department initiatives:

- (a) VicSmart;
- (b) CASES21;
- (c) the Department's applications and systems including the Ultranet and its related systems;
- (d) SIPS;
- (e) eduSTAR;
- (f) the Department's service management tools (e.g. JMS / Infra System); and

- (g) other Department initiatives notified by or on behalf of the Department Contract Officer from time to time.

14.3 Notification of training

A SDM will be notified of training organised by or on behalf of the Department Contract Officer via the Department's official email system information concerning topics offered, dates, times and venues.

14.4 Professional development and Training

Professional development and training of a SDM is a joint responsibility of the SDM, their SDM Contractor and the Department.

15. SDM SERVICE PROVISION

15.1 SDMs to be approved by Department

A SDM may only provide SDM Services if the SDM is named in a SDM Contract or otherwise approved in writing by the Department Contract Officer to provide the Services.

15.2 SDM Services to be provided by SDMs

A SDM will provide SDM Services in each of the areas described in Attachment 2 to these Operating Procedures and to any standards specified by or on behalf of the Department Contract Officer from time to time.

15.3 Primary point of contact with Schools

A SDM will act as the primary point of contact for their allocated STs for all matters related to the TSSP to the extent required by or on behalf of the Department Contract Officer.

15.4 Timesheet completion and submission

In respect of the provision of SDM Services a SDM must:

- (a) accurately record in the Department Timesheet details of:
 - (i) all interactions with STs;
 - (ii) all interactions with Schools and Department Sites (if any); and
 - (iii) such other information as may be requested by or on behalf of the Department Contract Officer from time to time;
- (b) in the case of a hard copy Department Timesheet – submit the Department Timesheet to their SDM Contractor within four (4) weeks of completing the SDM Services detailed in the Department Timesheet; and
- (c) in the case of an electronic Department Timesheet – submit the Department Timesheet using the Department's system within four (4) weeks of completing the SDM Services detailed in the Department Timesheet.

15.5 Failure to submit Department Timesheet

If a SDM fails to submit a Department Timesheet in accordance with section 15.4 within four (4) weeks of completing the SDM Services detailed in the Department Timesheet then this may result in delays to the Department's normal administrative processes including delays in payment of invoices in accordance with any applicable timeframes.

15.6 JMS / Infra System

In respect of the provision of SDM Services a SDM must as soon as reasonably practicable after the occurrence of any Incident accurately record and submit in the JMS / Infra System details of the Incident and such other information as may be requested by or on behalf of the Department Contract Officer from time to time.

16. SCHEDULED TIMES FOR PROVISION OF SDM SERVICES

16.1 SDM Services to be provided in accordance with Days Allocation Table

A SDM must provide SDM Services for the number of days allocated in Table 1 – Days Allocation Table in section 7.1 above provided that the number of hours and days allocated to a SDM will be deemed to be reduced by any period for which the Department Contract Officer suspends the provision of SDM Services by the SDM in accordance with the SDM Contract.

16.2 Hours of Service

A SDM must provide SDM Services:

- (a) between 8.00 am and 6.00 pm Monday to Friday (excluding locally observed, gazetted, public holidays) on days allocated in Table 1 – Days Allocation Table in section 7.1 above unless such times are varied with the prior written approval of the Department Contract Officer; and
- (b) at any other times required by or on behalf of the Department Contract Officer to attend to training and other requirements in respect to Department initiatives.

16.3 SDM Services provided for more or less than days allocated

A SDM may provide SDM Services for more or less than the number of days allocated in any six (6) month period in Table 1 – Days Allocation Table in section 7.1 above provided that the SDM Services are increased or decreased in one or more subsequent six (6) month periods during the term of the SDM Contract (excluding any remaining option period) so that the total number of days for which the SDM actually provides SDM Services during the term of the SDM Contract (excluding any remaining option period) is equal to the total number of days allocated to the SDM to provide SDM Services during the term of the SDM Contract (excluding any remaining option period).

16.4 Variation of Schools, Department Sites and hours and days allocated

A Department Contract Officer may, by written notice to a SDM Contractor and its SDM from time to time, vary the number of days allocated in Table 1 – Days Allocation Table in section 7.1 above provided that any such variation must not vary the original number of such days allocated by more than ten per cent (10%) unless otherwise agreed in writing between the SDM Contractor and the Department Contract Officer.

17. SDM HOLIDAYS AND LEAVE

17.1 Public holidays

In the event of a public holiday, a SDM must make arrangements with the Department Contract Officer to provide SDM Services which would normally have been provided on the public holiday at another agreed time.

17.2 Recreation leave

Subject to a SDM Contractor complying with section 18, a SDM may take recreation leave with the prior written approval of their SDM Contractor and the Department Contract Officer.

17.3 Professional development and training leave

Subject to a SDM Contractor complying with section 18, a SDM may take leave for professional development and training with the prior written approval of their SDM Contractor and the Department Contract Officer. Such approval will only be given after consideration of the impact on the TSSP's operational needs and other relevant commitments.

18. SDM UNAVAILABILITY

18.1 Notification of unavailability of SDM

SDM must notify their SDM Contractor and Department Contract Officer

In the event that a SDM becomes aware that they will be temporarily or permanently unavailable to continue to provide SDM Services to any allocated School or Department Site (if any) then the SDM must give their SDM Contractor and the Department Contract Officer at least four (4) weeks' notice of such unavailability (or, if it is not possible to give four (4) weeks' notice, as much notice as reasonably practicable in the circumstances).

SDM Contractor must notify Department Contract Officer

In the event that a SDM Contractor is notified or otherwise becomes aware that an allocated SDM has or will become temporarily or permanently unavailable to continue to provide SDM Services to any allocated School or Department Site (if any) then the SDM Contractor must immediately notify the Department Contract Officer except where the Department Contract Officer has already been directly notified by the SDM.

18.2 Nomination of persons to replace SDM

A SDM Contractor must as soon as reasonably practicable, but no later than ten (10) Business Days after becoming aware of the temporary or permanent unavailability of a SDM to provide SDM Services to any allocated School or Department Site (if any) (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Department Contract Officer to replace the SDM on a temporary or permanent basis respectively by completing and submitting to the Department Contract Officer the applicable Skills Matrix for each such person.

18.3 Skills of persons nominated to replace SDM

A person nominated by a SDM Contractor in accordance with section 18.2 to temporarily or permanently replace a SDM must have comparable or superior skills to the SDM being replaced.

18.4 Commencement of provision of SDM Services by replacement

If a person nominated by a SDM Contractor in accordance with section 18.2 to replace a SDM is acceptable to the Department Contract Officer then the person must commence providing SDM Services in place of the SDM as soon as reasonably practicable after the date on which the SDM becomes temporarily or permanently unavailable to continue to provide SDM Services to any allocated School or Department Site (if any), but on or before the later of:

- (a) four (4) weeks after the SDM Contractor becomes aware that the SDM has or will become temporarily or permanently unavailable to continue to provide such SDM Services; and
- (b) the SDM becoming temporarily or permanently unavailable to continue to provide such SDM Services,

unless another period is agreed between the Department, the SDM Contractor and the Department Contract Officer.

18.5 Replacement not able to provide SDM Services or unacceptable to Department

If a person nominated by a SDM Contractor in accordance with section 18.2 to replace a SDM is acceptable to the Department Contract Officer and such person does not commence providing SDM Services in accordance with section 18.4, or none of the persons nominated by a SDM Contractor in accordance with section 18.2 to replace a SDM are acceptable to the Department Contract Officer then:

- (a) if the SDM has or will become temporarily unavailable – the Department Contract Officer may suspend the SDM Contract in respect of the position of the SDM and advertise the position as a temporary position to members of the Service Delivery Manager Panel selected by the Department Contract Officer in his or her absolute discretion; and
- (b) if the SDM has or will become permanently unavailable – then the Department Contract Officer may terminate the SDM Contract in respect of the position of the SDM and advertise the position as a permanent position to members of the Service Delivery Manager Panel selected by the Department Contract Officer in his or her absolute discretion.

19. SDM AGAINST WHOM COMPLAINT RECEIVED

19.1 SDM to be stood down if Department receives complaint

In the event of a complaint being received by the Department against a SDM, the SDM Contractor must immediately stand down the SDM if requested by the Department Contract Officer.

19.2 Nomination of persons to replace SDM

A SDM Contractor must as soon as reasonably practicable, but no later than five (5) Business Days after being requested by the Department Contract Officer to stand down a SDM against whom the Department has received a complaint (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Department Contract Officer to replace the SDM on a temporary basis whilst the complaint is being investigated by completing and submitting to the Department the applicable Skills Matrix for each such person.

19.3 Skills of persons nominated to temporarily replace SDM

A person nominated by a SDM Contractor in accordance with section 19.2 to temporarily replace a SDM against whom the Department has received a complaint must have comparable or superior skills to the SDM being replaced.

19.4 Commencement of provision of SDM Services by temporary replacement

If a person nominated by a SDM Contractor in accordance with section 19.2 to temporarily replace a SDM who has been stood down is acceptable to the Department Contract Officer and each affected School then the person must commence providing SDM Services in place of the SDM as soon as reasonably practicable after the date on which the SDM is stood down but no later than two (2) weeks after such date unless otherwise agreed between the Department Contract Officer and the SDM Contractor.

19.5 Temporary replacement not able to provide SDM Services or unacceptable to Department

If a person nominated by a SDM Contractor in accordance with section 19.2 to replace a SDM is acceptable to the Department Contract Officer and such person does not commence providing SDM Services in accordance with section 19.4, or none of the persons nominated by a SDM Contractor in accordance with section 19.2 to replace a SDM are acceptable to the Department Contract Officer, then the Department Contract Officer may suspend the SDM Contract in respect of the position of the SDM and advertise the position as a temporary position to members of the Service Delivery Manager Panel selected by the Department Contract Officer in his or her absolute discretion.

19.6 SDM able to resume providing SDM Services

If a SDM is able to resume providing SDM Services to allocated Schools and Department Sites (if any) after the investigation of a complaint against the SDM by the Department, then the SDM must do so as soon as reasonably practicable but without affecting the continued provision of the SDM Services.

19.7 SDM not able to resume providing SDM Services

If a SDM is not able to resume providing SDM Services to their allocated Schools and Department Sites (if any) after the investigation of a complaint against the SDM by the Department, then the SDM Contractor must as soon as reasonably practicable, but no later than five (5) Business Days after being requested by the Department Contract Officer to permanently replace the SDM (unless another period is agreed with the Department Contract Officer), nominate up to five (5) persons to be considered by the Department Contract Officer to permanently replace the SDM by completing and submitting to the Department Contract Officer the applicable Skills Matrix for each such person.

19.8 Skills of persons nominated to permanently replace SDM

A person nominated by a SDM Contractor in accordance with section 19.7 to permanently replace a SDM against whom the Department has received a complaint must have comparable or superior skills to the SDM being replaced.

19.9 Commencement of provision of SDM Services by permanent replacement

If a person nominated by a SDM Contractor in accordance with section 19.7 to permanently replace a SDM who has been stood down is acceptable to the Department Contract Officer then the person must commence providing SDM Services in place of the SDM as soon as reasonably practicable after notification of such acceptance by the Department Contract Officer but without affecting the continued provision of the SDM Services.

19.10 Replacement not able to provide SDM Services or unacceptable to Department

If a person nominated by a SDM Contractor in accordance with section 19.7 to replace a SDM is acceptable to the Department Contract Officer and such person does not commence providing SDM Services in accordance with section 19.9, or none of the persons nominated by a SDM Contractor in accordance with section 19.7 to replace a SDM are acceptable to the Department Contract Officer, then the Department Contract Officer may terminate the SDM Contract in respect of the position of the SDM and advertise the position as a permanent position to members of the Service Delivery Manager Panel selected by the Department Contract Officer in his or her absolute discretion.

19.11 Contractual arrangements with SDMs

A SDM Contractor is responsible for ensuring that its contractual arrangements with each of its SDMs can give effect to the requirements of this section 19 that apply where a complaint is received by the Department against a SDM.

20. SDM PERFORMANCE MONITORING AND REVIEW

20.1 Service levels

The quality of SDM Services provided by a SDM will be evaluated using the following service level measures:

- (a) achievement of allocated hours of ST Services for each allocated School and Department Site (if any);
- (b) attendance, preparation and presentation of approved modules at training sessions;
- (c) attendance at meetings of Network Committees nominated by or on behalf of the Department Contract Officer and meetings of the Department;
- (d) satisfaction of their allocated Schools as noted by principals and other relevant School staff;
- (e) satisfaction of their allocated Department Sites (if any) as noted by relevant Department staff;
- (f) satisfaction of the Department as noted by the Program Manager and other relevant Department staff;
- (g) accuracy and completeness of relevant training documentation for each allocated School and Department Site (if any);
- (h) accuracy, completeness and timely submission of Department Timesheets;
- (i) accuracy, completeness and timely submission of records of Incidents using the JMS / Infra System by STs for which they are allocated responsibility; and
- (j) timely completion of assigned tasks (e.g. Annual SIPS Inventory) for each allocated School and Department Site (if any) by STs for which they are allocated responsibility.

20.2 Performance monitoring

The performance of a SDM will be monitored by the Department Contract Officer on the basis of responsiveness and quality of performance.

20.3 Performance Management

An annual performance management and development review for a SDM will be conducted in a format and using a template provided by or on behalf of the Department Contract Officer.

PART D – PAYMENT ARRANGEMENTS

21. Network Administration Schools

21.1 Authorisation of Network Administration Schools to make payments

A Network Administration School may only make payments to ST Contractors for the provision of ST Services and other TSSP related or funded services where authorised by or on behalf of the Program Manager.

21.2 Network Administration Schools prohibited from being associated with a Contractor

A School may not be a Network Administration School if the school council for the School is a Contractor.

22. Invoicing

22.1 Invoice requirements

An invoice rendered by a Contractor to the Department will not be a Valid Invoice unless the invoice:

- (a) complies with the requirements of the GST Law (as a Tax Invoice) and, except to the extent inconsistent with the GST Law, specifies:
 - (i) the Charges due to the Contractor and the basis for calculation;
 - (ii) the amount of any GST paid or payable by the Contractor with respect to the Charges;
 - (iii) the date of delivery of the Services to which the invoice relates;
 - (iv) a description (including quantity) of the Services provided; and
 - (v) the Contractor's address for payment; and
- (b) is accompanied by a Department Timesheet which has been correctly completed in accordance with these Operating Procedures in respect of the Services provided.

22.2 Period for rendering invoices

Invoices for Services must be rendered every four (4) weeks in respect of the periods stipulated in Table 1 (Days Allocation Table) in section 7.1 above unless otherwise determined by the Department.

22.3 Address for invoices

Invoices are to be addressed:

- (a) in the case of an invoice for the provision of ST Services – to the address of the relevant Network Administration School listed at:

<http://www.eduweb.vic.gov.au/edulibrary/public/infoman/TSSP - Administration Schools.xls>

as specified by or on behalf of the Department Contract Officer unless otherwise agreed with the Department Contract Officer; and

- (b) in the case of an invoice for the provision of SDM Services addressed to: Technical Support to Schools Program, 2 Treasury Place, East Melbourne, Victoria 3002.

22.4 Payment of invoices for Services

Unless otherwise agreed with the Department Contract Officer, upon receipt of a correctly rendered invoice:

- (a) in the case of an invoice for the provision of ST Services – the Network Administration School will be responsible for paying, on behalf of the Department, the ST Charges in accordance with a ST Contract; and
- (b) in the case of an invoice for the provision of SDM Services – the Department will be responsible for paying the SDM Charges in accordance with the SDM Contract.

ATTACHMENT 1 SPECIALIST TECHNICAL SUPPORT SERVICES

A ST will provide specialist technical support services to their allocated Schools and Department Sites (if any) in each of the areas described below and to any standards specified by or on behalf of the Department Contract Officer and the responsible SDM from time to time:

1. PLANNING, TRACKING AND IMPLEMENTATION ADVICE

- (a) Advising on preparing and maintaining learning technologies plans.
- (b) Preparing, maintaining and advising on operational work plans.
- (c) Advising on IT needs and specifying IT and network equipment after seeking approval from the responsible SDM and without compromising section 3.5 (b).
- (d) Advising on the implementation of School and Department Site (if any) networks and learning technologies infrastructure after seeking approval from the responsible SDM.
- (e) Maintaining a Service Log provided by or on behalf of the Department Contract Officer for each School and Department Site (if any) and keeping accurate and timely records.
- (f) Maintaining any technical documentation provided by or on behalf of the Department Contract Officer, or a School for each School and Department Site (if any) and keeping accurate and timely records relating to computer network infrastructure within each School and Department Site (if any).
- (g) Assisting the responsible SDM on the implementation of Department ICT policies.
- (h) Complying with the Department's Information and Communications Technology security policy, procedures and best practices as advised by the Department from time to time.
- (i) Providing such other information as may be requested by or on behalf of the Department Contract Officer and the responsible SDM from time to time.

2. FILE SERVERS AND LOCAL AREA NETWORKING

- (a) Setting up, configuring, maintaining and troubleshooting servers running server based network operating systems including user set-up and administration, domain configuration, profiles and policies, directories, security, Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), and remote access in accordance with the Networking Guidelines and Models for Schools.
- (b) Setting up, configuring and implementing backup systems and server storage devices.
- (c) Configuring and maintaining local area network infrastructure.
- (d) Preparing local area network designs.
- (e) Implementing and supporting thin client networks in Schools and Department Sites (if any) where appropriate.
- (f) Setting up and configuring host and print gateways.
- (g) Configuration and monitoring of network and systems performance, security and management.
- (h) Assistance in identifying and resolving routine and operational network problems.

- (i) Establishing network administration and operational procedures for Schools and Department Sites (if any), setting up and configuring system management tools to administer networks, and assisting Schools and Department Sites (if any) with the daily administration of their networks, including:
 - (i) managing user and email accounts;
 - (ii) backing up data;
 - (iii) conducting equipment audits;
 - (iv) keeping records of problems; and
 - (v) other routine procedures.

3. WIDE AREA NETWORKING

- (a) Configuring and maintaining School and Department Site (if any) connections to the VicSmart wide area network, ensuring that Schools and Department Sites (if any) make the most effective use of VicSmart.
- (b) Configuring and maintaining connectivity for the use of Departmental services provided over VicSmart such as the Ultranet, eduMail, eduLibrary, Central Web Hosted Services and HRMS, and ensuring equipment in Schools and Department Sites (if any) is properly configured to provide continuing access to educational resources supported by the Department.

4. INTERNET SERVICES, PROXY SERVERS AND INTRANETS

- (a) Configuring, maintaining and ensuring the most effective use of School and Department Site (if any) Internet services.
- (b) Installing, configuring and maintaining proxy servers.
- (c) Implementing and configuring web servers.
- (d) Implementing, configuring and maintaining School and Department Site (if any) based Intranets.
- (e) Assisting Schools and Department Sites (if any) with the design and implementation of their Web sites.

5. DESKTOP HARDWARE AND SOFTWARE

- (a) Undertaking or assisting Schools and Department Sites (if any) in the installation, maintenance, configuration, fault diagnosis and resolution of desktop hardware problems related to, but not limited to:
 - (i) desktop computers;
 - (ii) notebooks;
 - (iii) printers (laser, inkjet and other);
 - (iv) scanners;
 - (v) DVD/CD-ROM products;

- (vi) digital and videoconferencing cameras;
 - (vii) data projectors;
 - (viii) electronic whiteboards; and
 - (ix) a range of other learning technologies (eg, scientific equipment interfaces, Personal Digital Assistants).
- (b) Providing local support for the Notebooks for Teachers and Principals Program.
 - (c) Providing local support for the Department's Technical Services Unit.
 - (d) Undertaking or assisting Schools and Department Sites (if any) in the installation and configuration of the following, including management of version upgrades across networks, and the diagnosis and resolution of software problems:
 - (i) operating systems including, but not limited to, Windows, Linux and Apple;
 - (ii) office/business application software (including MS Office Suite);
 - (iii) email client software (including MS Outlook);
 - (iv) Internet browsers (including Internet Explorer, Firefox); and
 - (v) other curriculum and administration software used in Schools and Department Sites (if any).

6. EMAIL AND ELECTRONIC LIBRARY SERVICES

- (a) Using an eduMail account which must be used for all email communication.
- (b) Configuring and ensuring the most effective use of the Department's eduMail electronic messaging service and other email services used in Schools.
- (c) Configuring and ensuring the most effective use of the Department's document repository.
- (d) Configuring and maintaining email desktop clients such as MS Outlook, POP3 clients, SMTP, IMAP, ldap and web browser clients.

7. REMOTE MANAGEMENT SERVICES

Remote diagnosis and resolution of hardware and software problems using remote management tools as required including correction of software configurable parameters for controlling operating systems, software and peripherals where the School's or Department Site's (if any) equipment has remote management capabilities, e.g. Computerised Administrative System Environment in Schools (CASES) equipment.

8. DEPARTMENTAL APPLICATIONS AND TECHNOLOGY ROLLOUTS

- (a) Hardware and software support for School and Department Site (if any) configurations and access to the Computerised Administrative System Environment in Schools (CASES) and CASES 21 systems.
- (b) Local implementation of CASES21 hardware and software rollouts.
- (c) Configurations and access to HRMS.

- (d) Wireless Networks in Schools (WiNS2 and eduSTAR.net).
- (e) Departmental service management tools (JMS).
- (f) Notebooks for Teachers Program.
- (g) Reporting Tools.
- (h) Other future Departmental applications as these become available to Schools and Department Sites (if any).
- (i) Assisting in the implementation of standard solutions and other technology rollouts on behalf of Schools and Department Sites (if any) as required by or on behalf of the Department Contract Officer from time to time.

9. APPLICATION SUPPORT

The above local on-site support is for hardware and software only, and does not include application support unless requested by or on behalf of the Department Contract Officer. Separate help desk services are operated by the Department for application support. A ST will, however, be required to respond to calls referred by Department nominated help desk providers in respect to related hardware and software issues reported by their allocated Schools and Department Sites (if any).

ATTACHMENT 2 SERVICE DELIVERY MANAGEMENT SERVICES

1. MANAGEMENT DUTIES

A SDM will provide service delivery management services in each of the areas described below and to any standards specified by or on behalf of the Department Contract Officer from time to time:

- (a) Conduct an induction process for new STs for which they are allocated responsibility.
- (b) If required, assist in the recruitment process for new STs for which they will be allocated responsibility particularly in the area of evaluating the technical capabilities of the new STs using any reasonable means deemed necessary.
- (c) Conduct an annual performance review for all STs for which they are allocated responsibility.
- (d) Maintain any technical documentation provided by or on behalf of the Department Contract Officer or a School for each allocated School and Department Site (if any) and keep accurate and timely records, relating to computer network infrastructure within each allocated School and Department Site (if any).
- (e) Maintain regular communication with the Department Contract Officer, allocated Schools and Department Sites (if any) and Network Committees nominated by or on behalf of the Department Contract Officer on service delivery and utilisation (including, but not limited to, the Visitation Schedule and associated leave) of STs for which they are allocated responsibility.
- (f) Advise allocated Schools and Department Sites (if any) on the best application of the Department's Information and Communication Technology (ICT) guidelines and standards and appropriate use of ICT.
- (g) Provide Services to the Department and allocated Schools and Department Sites (if any) to standards specified by or on behalf of the Department Contract Officer from time to time.
- (h) Work together with allocated Schools and Department Sites (if any) and Network Committees nominated by or on behalf of the Department Contract Officer to allocate appropriate service time to Schools and Department Sites (if any) including the delivery of special Departmental project initiatives.
- (i) Review and take appropriate action within the realm of their capability and authority (including advising on the need for appropriate training if required) to ensure that the skills of ST for which they are allocated responsibility are kept current to support the required tasks.
- (j) Provide technical support and advice to STs for which they are allocated responsibility as required.
- (k) Deliver appropriate communications to STs, allocated Schools (School Principals and Learning Technology Coordinators) and Department Sites (if any) and Network Committees nominated by or on behalf of the Department Contract Officer.
- (l) Attend in person at least once per year meetings of each Network Committee nominated by or on behalf of the Department Contract Officer.
- (m) Hold regular one-hour meetings with STs for which they have been allocated responsibility in a format to be determined by or on behalf of the Department Contract Officer.

- (n) Attend regular meetings with the Department Contract Officer and other SDMs in a format to be determined by or on behalf of the Department Contract Officer.
- (o) Prepare and present approved Department training modules to STs at training sessions.
- (p) Periodically publish a status report on key performance indicators as required by or on behalf of the Department Contract Officer.
- (q) Collect, compile, review and monitor details of Incidents recorded in the JMS / Infra System by STs for which they have been allocated responsibility.
- (r) Review and audit the quality of work by STs for which they have been allocated responsibility by visiting Schools and arranging to meet School Principals, Learning Technology Coordinators and STs.
- (s) Attend an annual performance review conducted by the Department Contract Officer.
- (t) Provide such other information and services as may be requested from time to time by or on behalf of the Department Contract Officer or a Network Committee nominated by or on behalf of the Department Contract Officer.

2. ST SUPPORT

A SDM will provide support and assistance to STs for which they are allocated responsibility in each of the areas described in Attachment 1 to these Operating Procedures and to any standards specified by or on behalf of the Department Contract Officer from time to time.

ATTACHMENT 3 VISITATION SCHEDULE GUIDELINES FOR NETWORK COMMITTEES

1. REVIEWING VISITATION SCHEDULES

1.1. Network requirements

A Network Committee should review the current Visitation Schedules provided by the Department for each School and Department Site (if any) in their Network. A Visitation Schedule details the order in which Schools and Department Sites (if any) are visited by a ST for the purpose of providing ST Services. A Visitation Schedule template is contained in Appendix B.

1.2. Revision of grouping of Schools and Department Sites

A Network Committee may need to revise the groupings of Schools and Department Sites (if any) for the purpose of including in a Visitation Schedule each School and Department Site (if any) in their Network. To complete this activity a Network Committee will require:

- (a) details of the current groupings of Schools and Department Sites (if any) for their Network;
- (b) the School and Department Site Visitation Schedule Excel document supplied with these Operating Procedures; and
- (c) an updated Network School and Department Site List Excel document supplied with these Operating Procedures.

1.3. Network School and Department Site List

The Schools and Department Sites (if any) to which a ST is to provide ST Services and the hours for which the ST Services are required to be provided to each School and Department Site (if any) are detailed in the **Network School and Department Site List**.

1.4. Examine ST Services to be provided to Schools and Department Sites and travel time

In revising a grouping of Schools and Department Sites (if any) for the purpose of creating a Visitation Schedule for their Network a Network Committee should examine the total number of hours for which ST Services are required to be provided to the grouping of Schools and Department Sites (if any) and the travel time allocated for the grouping to ascertain that:

- (a) the change to the grouping of Schools and Department Sites (if any) is not substantial. If the technical requirements, number of hours, or School or Department Site (if any) opening or closure creates a significant impact on the grouping of Schools and Department Sites (if any), it may be necessary to create a new grouping of Schools and Department Sites (if any). Please refer to the instructions in Section 2: Creating Groupings of Schools and Department Sites for Visitation Schedules; and
- (b) the total time spent by the ST for the grouping of Schools and Department Sites (if any) should be approximately 40 hours per week.

1.5. Make appropriate modifications where necessary

A Network Committee should make appropriate modifications to a Visitation Schedule where necessary which may include the following modifications:

(a) **Adjusting School and Department Site distribution to optimise travel time**

For example, a School may have originally been allocated 14 hours. A possible distribution over the week may have been one full day (8 hours) and two lots of 3 hours on other days. This School incurs two lots of travel time on the two smaller allocations.

If the allocation of service hours to this School has increased to 16 hours, the new Visitation Schedule can be two full days (8 hours each), thus reducing travel.

(b) **Movement of Schools and Department Sites (if any) between groupings**

Where possible, a School or Department Site (if any) may be moved between groupings to balance the number of hours per grouping.

(c) **Make appropriate modifications where necessary to groupings and Visitation Schedules**

Once a grouping of Schools and Department Sites (if any) has been finalised, a Network Committee should complete the weekly Visitation Schedule for the grouping taking into consideration travel times between the Schools and Department Sites (if any) which are to be visited on the same day. A Network Committee should use the travel time from any previous Visitation Schedule as a guide. (Refer to section 2.4 of this document)

1.6. Complete the checklist

A Network Committee should ensure that:

- All Schools and Department Sites (if any) from the **Network School and Department Site List** have been included in the groupings of Schools and Department Sites (if any) (including new Schools and Department Sites (if any), etc.)
- Each **Visitation Schedule** for the Network is accurate and travel time is realistic.

1.7. Send each completed new Visitation Schedule to the Department's TSSP Team

When completed, forward a copy of each Visitation Schedule to the Department's TSSP Team at: tssp@eduMail.vic.gov.au

The TSSP Team will advise when these changes take effect.

For further information, please contact the responsible SDM for your Network.

2. CREATING GROUPINGS OF SCHOOLS AND DEPARTMENT SITES FOR VISITATION SCHEDULES

2.1 Background

A Network Committee may need to create a new grouping of Schools and Department Sites (if any) if there has been a significant change to Schools and Department Sites (if any) in their Network, either through changes to the number of support hours, School or Department Site (if any) closure, new Schools and Department Sites (if any) or changes in technical requirements.

2.2 Grouping Schools and Department Sites in Visitation Schedules

A Network Committee should group Schools and Department Sites (if any) in a Visitation Schedule taking into account the following factors:

- (a) geographic proximity to minimise travel;
- (b) existing structures or groupings such as feeder schools, multi campuses and physical constraints such as access, etc;
- (c) similar technological needs; and
- (d) quotas such that the initial group sums up as close as possible to the ST's preference for either a full time role (approximately 40 hours per week) or a part time role (less than 30 hours per week).

The initial grouping of Schools and Department Sites (if any) in a Visitation Schedule may need to change slightly after travel time is included.

An example of the grouping of Schools in a Visitation Schedule is contained in Appendix A: Steps 1 to 2.

2.3 Sequencing Schools and Department Sites in Visitation Schedules

A Network Committee should sequence Schools and Department Sites (if any) in a Visitation Schedule in an appropriate order. Please note that local knowledge is imperative in sequencing Schools and Department Sites (if any) in a Visitation Schedule.

An example of sequencing Schools in a Visitation Schedule is contained in Appendix A: Step 3.

2.4 Calculation of travel times

A Network Committee should calculate travel times between Schools and Department Sites (if any) in a logical sequence on the following basis:

- (a) Travel times calculated between Schools and Department Sites (if any) should be rounded to the nearest 0.1 of an hour (six minutes) and based on "normal" traffic conditions.

- (b) Travel time to the first school of the day and from the last school of the day should not be included (unless otherwise agreed by the Network Convener and the Department due to exceptional travel requirements).
- (c) In cases where the total schedule to be included in a Visitation Schedule becomes excessive a Network Committee may choose to do one or more of the following:
 - (i) re-structure the initial grouping of Schools and Department Sites (if any);
 - (ii) re-order the sequence of Schools and Department Sites (if any) in the grouping; and
 - (iii) organise a single day visit to one School or Department Site (if any) in a weekly timetable (e.g. one visit as opposed to two smaller visits).
- (d) Should there be any uncertainty as to the travel time between Schools and Department Sites (if any) a Network Committee should use www.whereis.com.au to calculate the travel time.

2.5 Creating Visitation Schedules

A Network Committee should complete the following details in a blank Visitation Schedule template for each grouping of Schools and Department Sites (if any):

- (a) technical support allocations for each School and Department Site (if any); and
- (b) travel time between each School and Department Site (if any) where there is more than one School or Department Site (if any) visited in one day.

A Network Committee should try to limit the number of Schools and Department Sites (if any) visited to no more than three per day.

An example of a completed Visitation Schedule is contained in Appendix A: Step 3.

2.6 Return of Visitation Schedules

When a Visitation Schedule is complete, a Network Committee should return it to the Department's TSSP Team for review by emailing the Visitation Schedule to: tssp@eduMail.vic.gov.au

The TSSP Team will advise when these changes take effect.

For further information, please contact the responsible SDM for your Network.

APPENDIX A: EXAMPLE

Step 1: List of all Schools and fortnightly allocations

The following example lists 19 Schools in a Network and includes the total number of hours allocated to each School per fortnight for the provision of ST Services.

Suppose Schools A to K are geographically close to one other, have similar technologies and would suit one full time ST – ‘Specialist Technician A’. Schools L-Z are also geographically close to one other, have similar technologies and would suit one full time ST – ‘Specialist Technician B’

Travel time to each School is minimal and will be estimated using local knowledge.

The allocated time for the provision of ST Services plus adjusted travel time should add up to 80 hours per fortnight to accommodate the role of a full-time ST.

School	Abbreviation	Allocation Fortnightly (hours)
School A	A	4.0
School B	B	3.0
School C	C	9.0
School D	D	8.0
School E	E	4.0
School F	F	4.4
School G	G	6.6
School H	H	5.4
School I	I	10.0
School J	J	8.4
School K	K	13.0
School L	L	10.0
School M	M	12.0
School N	N	13.0
School O	O	8.0
School P	P	14.0
School Q	Q	10.0
School R	R	8.5
School S	S	2.0

The time the ST is to provide ST Services

Step 2: Grouping the Schools for Specialist Technicians

In this step, the aim is to achieve as close as possible, 80 hours of ST Services per fortnight in the grouping of Schools to be offered to 'Specialist Technician A'.

Specialist Technician A

School	Abbreviation	Allocation Fortnightly (hours)
School A	A	4.0
School B	B	3.0
School C	C	9.0
School D	D	7.0
School E	E	4.0
School F	F	4.4
School G	G	6.6
School H	H	5.4
School I	I	10.0
School J	J	8.4
School K	K	13.0

Schools grouped together to achieve as close as possible to 80 hours – allowing for travel time between schools

Specialist Technician B

School	Abbreviation	Allocation Fortnightly (hours)
School L	L	10.0
School M	M	12.0
School N	N	13.0
School O	O	8.0
School P	P	14.0
School Q	Q	10.0
School R	R	8.5
School S	S	2.0

Step 3: Sequencing of schedules for full time Specialist Technician A

In this step, the aim is to sequence the order of School visitation for each ST. The time allocated to a School on a particular day is added to the "School time" field. If travel is required between Schools then local knowledge or www.whereis.com.au should be used to calculate the travel time.

Please note that the travel time is automatically adjusted in the "Adjusted travel" field based on the "Total Travel Time" allocated to the Network by the Department. All travel time is expressed in fractions of an hour (e.g. 1 hr 45 min = 1.8 hrs). A calculator is provided in the Excel spreadsheet to convert travel time to fractions of an hour.

The time a ST spends at that School in hours excluding travel

Time it takes to travel to that School from the previous site using local knowledge or www.whereis.com.au. (in fractions of an hour – nearest 0.1)

Adjusted travel based on Total Travel Time allocated to the Network by the Department

School Abbreviation

Full time Specialist Technician A

Week A					Week B					
	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
School	A	C	C	D	F	G	I	I	J	K
School time	4	8	1	1	2.4	1.6	8	2	2.4	8
Travel time	0	0								
Adjusted travel	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
School	B		D	E	G	H		J	K	
School time	3		6	4	5	5.4		6	5	
Travel time	1		1	0.5	0.6	0.2		0.6	0.1	
Adjusted travel	0.6	0.0	0.6	0.3	0.4	0.1	0.0	0.4	0.1	0.0
School				F						
School time				2						
Travel time				0.5						
Adjusted travel	0.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.0
School										
School time										
Travel time										
Adjusted travel	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
School										
School time										
Travel time										
Adjusted travel	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total time per day	8.6	8.0	7.6	7.6	7.8	7.1	8.0	8.4	7.5	8.0

Technician: 'Specialist Technician A' (Technician ID)

NOTE: Visitation Schedule template will be provided on completion of the Tender.

**ATTACHMENT 4
SKILLS MATRIX**

SKILLS MATRIX FOR ST

Refer to Part (ii) of the Tender.

SKILLS MATRIX FOR SDM

Refer to Part (iii) of the Tender.

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