Schedule 3: Service Level Agreement

1. Definitions and Interpretation

The definitions set out in Attachment 13-3 (Consolidated Dictionary) to Schedule 13 (Additional Conditions) will apply to this Schedule.

2. General

PURPOSE OF SLA

2.1 This SLA provides a mutual understanding of the expectations of the Parties with respect to the performance of the Service and shall be used to measure the Contractor's performance of the Services in accordance with this Schedule.

DURATION OF SLA

2.2 This SLA will commence at the Commencement Date and will continue until the end of the Contract Period and any Transition Out period.

REVIEW

2.3 This SLA will be reviewed every 12 months from the Commencement Date. The purpose of the review will be to consider the previous 12 months of Service Level reports and the overall performance of the Services with respect to the Service Levels. Each Party may provide feedback with respect to Service Levels for consideration at the appropriate Management Committee.

2.4 The Contractor has scoped the requirements of the Cluster Government Agencies as of the date of this Customer Contract and the Services within scope are defined in Attachment 3-3 (Service Definition) to Schedule 3 (Service Level Agreement). The Customer and Contractor also agree to review the SLA in the event of any changes to the scope of Services that may impact Service Levels.

NOTIFICATION PROCEDURE

2.5 Defects in relation to performance of the Services may be notified by the Customer to the Contractor through the Help Desk. The Help Desk must operate between the hours of 7am to 6pm on normal Business Days i.e. Monday to Friday excluding public holidays in NSW. Severity 1 and Severity 2 Incidents, however, can be logged with the Help Desk on a 24 X 7 basis by both telephone and the Customer's Service Management Tool. Severity 3 and Severity 4 Incidents will be logged in the Customer's Service Management Tool, that will be integrated to Contractor's Service Management Tool via integration.

2.6 Incidents and Service Requests raised by the Customer will be logged by the Customer in the Customer's Service Management Tool, or as otherwise set out in this Schedule 3 (Service Level Agreement). The Incidents and Service Requests will interface to the Contractor's Service Management Tool. The interface will be bi-directional. The Customer updates may also be through a phone call or email to the nominated voice / email channels.

2.7 The Contractor will establish a single bi-directional interface during onboarding between the Contractor's Service Management Tool and the nominated Customer's Service Management Tool. The Contractor's Service Management Tool should generate and send alerts relating to Severity Level 1 and Severity Level 2 Incidents to the Contractor's 24x7 support team and the nominated Customer personnel automatically.

2.8 The Interface with the Contractor's Service Management Tool and any other event management monitoring system and other maintenance activity required for the Contractor's

Service Management Tool will be the responsibility of the Contractor and must not be charged to the Customer, including by way of Service Request hours.

2.9   The Customer will make the necessary resources available to support the Interface build between the Customer's Service Management Tool and the Contractor's Service Management Tool during the Transition In Services. The Customer will cover the cost of its resources required to build this integration.

2.10   The Contractor must log and rectify any Defects and Incidents which it discovers in the ordinary course of operation of the Services.

ESCALATION PROCEDURE

2.11   In the case of Defect resolution, the following escalation procedure will apply:

Escalation Level	Contractor and Customer Representative Role and Contact Detail	Escalation Point
First point of escalation	Contractor's NSW Customer Service Manager Service Management Working Group Roles and Contacts as defined in Attachment 3-2 (Management Committees) to Schedule 3 (Service Level Agreement).	Minimum Service Level not met.
Second point of escalation	Operations Run Manager (further detail to be provided by Customer when available) Vendor Management Roles and Contacts as defined in Attachment 3-2 (Management Committees) to Schedule 3 (Service Level Agreement).	Minimum Service Level not met for 2 out of any 6 consecutive months.
Third point of escalation	Operations Executive (further detail to be provided by Customer when available) Client Council Roles and Contacts as defined in Attachment 3-2 (Management Committees) to Schedule 3 (Service Level Agreement).	Minimum Service Level not met for 3 out of any 12 consecutive months.

SITE INFORMATION

2.12   The Support Services will be provided from agreed locations as listed in Item 25A (a) (ii) of the General Order Form. Any changes in agreed locations may be approved in writing by the Customer from time to time.

2.13   The Service Management Tool used for support and maintenance services is hosted outside Australia and may contain Customer Data as noted in Item 25A(c). Attachment 3-12 (Data Protocols) to Schedule 3 (SLA) details the process for managing Personal Information if Personal Information is inadvertently submitted by the Customer in the Service Management Tool. Other tools may contain Customer Data as detailed in Attachment 3-12 (Data Protocols) to Schedule 3 (SLA). Attachment 3-12 (Data Protocols) to Schedule 3 (SLA) may be amended from time to time as agreed between the parties in writing.

2.14   For the avoidance of doubt, no Personal Information (other than Business Contact Information) will be stored on AKN or other tools unless the Contractor obtains the written

consent of the Customer in accordance with the process set out in Attachment 3-12 of Schedule 3 (SLA).

HOURS OF OPERATION

2.15 The Customer's normal office hours of operation are 7am to 6pm on Business Days but may vary depending on operational needs, for example at financial year end. Outages to the service are to be in line with Outage requirements defined in the Service Level Table.

CONTRACT VARIATIONS

2.16 Where there is a change to the Services as defined in Attachment 3-3 (Service Definition) to Schedule 3 (Service Level Agreement), then any such change will be subject to a Change Request in accordance with Schedule 4 (Variation Procedures) and where required a Contract Variation must be affected in accordance with clause 26.2 of the Customer Contract.

REFERENCED DOCUMENTS

2.17 Attachments to this SLA that are relevant to the performance of the Services are:

(a) Attachment 3-1 (Service Level Requirements and Targets);

(b) Attachment 3-2 (Management Committees and Governance);

(c) Attachment 3-3 (Service Definition);

(d) Attachment 3-4 (Support Services);

(e) Attachment 3-5 (Security Services);

(f) Attachment 3-6 (Customer Journey Processes and Functional Scope);

(g) Attachment 3-7 (RICEFW Scope);

(h) Attachment 3-8 (SAP and Related Licences);

(i) Attachment 3-9 (Data Taxonomy Objects);

(j) Attachment 3-10 (Pricing Information including AESG Service Catalogue);

(k) Attachment 3-12 (Data Protocols);

(l) Attachment 3-13 (Security Roles);

(m) Attachment 3-14 Product Definition (Base Services);

(n) Attachment 3-15 Product Definition (Supplementary Services); and

(o) Attachment 3-16 Product Definition (Additional Services).

2.18 See also clause 21.1 of the Customer Contract and Schedule 13 (Additional Conditions).

3. Services

CUSTOMER RESPONSIBILITIES

3.1   The Customer responsibilities in relation to the performance of this SLA are defined in this SLA including section 6 of this SLA and the Attachments including Attachment 3-3 (Service Definition) to Schedule 3 (Service Level Agreement) and the associated RACI chart.

CONTRACTOR PROVIDED SERVICES

3.2   The Services consist of the following:

(a)   the AESG Service;

(b)   Transition In Services as described in Schedule 12 (PIPP);

(c)   Support Services as set out in Attachment 3-4 (Support Services) to Schedule 3 (Service Level Agreement);

(d)   Security Services as set out in Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement);

(e)   Transition Out Services as set out in Schedule 13 (Additional Services) including any continuation of the AESG Service and the Support Services provided during the period of the Transition Out Services.

3.3   The Contractor must provide the Services outlined in section 3.2 of this Schedule:

(a)   so as to meet or exceed each of the Minimum Service Levels; and

(b)   with the target of achieving the Expected Service Levels.

BUILD, CONFIGURATION AND TRANSITION IN SERVICES

3.4   The Contractor will provide 'Build', Configuration and Transition In Services for the AESG Services as set out in the PIPP, as well as providing on-going service delivery for all implemented services, and functionality to agreed standards.

3.5   Transition In Services will be scheduled across the Cluster Government Agencies and will involve various drops to the individual business areas in line with an agreed timetable as set out in the PIPP.

CHANGE MANAGEMENT PROCESS

3.6   The change management process including any Change Request is subject always to Schedule 4 (Variation Procedures).

3.7   Deliverables agreed as part of the implementation plan for Change Requests must meet their Acceptance Criteria.

3.8   Documentation that may require updating by the Contractor following Change Requests are as follows:

(a)   AESG Solution Implementation Business Process, including level 4 and level 5 CSCJ processes and RICEFW inventory;

(b)   Functional and Technical Design documents;

(c)   Testing documents;

(d)   Training materials;

(e)   Master Data Elements; and

(f)   Data and Taxonomy documents.

3.9   The Contractor will update solution documents as required as a result of Change Requests and will upload the updated documents on Accenture's Knowledge Navigator (**AKN**) collaboration site.

MANAGEMENT AND CONSULTING

3.10   The Contractor is required to manage all third party external sub-contractors engaged by the Contractor to support the Services.

SERVICE REVIEW AND PLANNING FOR THE FUTURE

3.11   The Contractor and Customer will maintain for the duration of the contract appropriate service review and planning governance as defined in Attachment 3-2 (Management Committees) to Schedule 3 (Service Level Agreement) for the purposes of clause 6 of the Customer Contract including but not limited to:

   (a)   Services provided during the review period;

   (b)   major Incidents during the review period;

   (c)   Problems that remain outstanding;

   (d)   review of contract variation requests and progress for enhancements;

   (e)   review of any contract variation plan;

   (f)   future events or business developments that will affect the Service;

   (g)   review any potential changes required to the SLA;

   (h)   agree items for submission to the executive decision making; and

   (i)   review schedules for Services provided.

REPORTING & ANALYSIS

3.12   The Contractor will implement appropriate procedures and automated measurement, monitoring and management tools to enable it to:

   (e)   detect and record the metrics in the Service Levels and enable reporting to the Customer of any Service Level Default; and

   (f)   notify and accurately report to the Customer in accordance with this Service Level Agreement.

3.13   The Contractor must provide the Customer with access to data and tools required to validate or measure the Services or the Service Levels. The Contractor will provide:

   (a)   online access;

   (b)   all standard data feeds; and

   (c)   if requested by the Customer, an up to date copy of all Customer Data.

   to enable the Customer to access the same data and information that is available to the Contractor. The Contractor's Service Management tool will be used as the basis for reporting purposes.

3.14   The Contractor must provide the Customer on request with information concerning, and access to, such data and measurement, monitoring and management tools for audit and inspection purposes. The audit information shall solely involve access to Customer Data, access to relevant documentation and access to evidence to verify the Contractor's processes and controls. Such documentation and evidence may include but is not limited to the Contractor's data and logs directly related to the Customer's use of the Services, the Contractor's architecture, systems and procedures, independent certifications or interviews.

3.15   The Contractor must conduct regular Risk assessments in relation to the Service Levels and the Contractor's compliance with the Service Levels and deliver a comprehensive Service Level Risk register through the appropriate Management Committee to the Customer on a quarterly basis.

3.16   Subject to the capacity of the Service Requests and audits detailed in Attachment 3-3 (Service Definition) to Schedule 3 (Service Level Agreement), the Contractor must not charge the Customer any run time, or other charges for the operation of or access to any such data or measurement, monitoring and management tools or standard data feeds or copies

including where the Contractor is required to separate Customer Data from data belonging to the Contractor or other tenants.

3.17   Measurement and reporting of Service Levels will start from the beginning of the first full calendar month after the relevant Cutover Date and will continue until the end of the Contract Period.

3.18   Within seven (7) Business Days from the end of each Measurement Period, the Contractor must deliver to the Customer a Service Level report in a form acceptable to the Customer in respect of each Service Level.

3.19   As part of the Service Level report, the Contractor must in relation to the relevant Measurement Period:

(a)   show the extent to which the relevant Service Levels are being met, as further described in section 7;

(b)   calculate the applicable Rebate payable for each of the Services in accordance with the relevant Critical Service Levels; and

(c)   provide such supporting information as may be necessary to demonstrate the extent to which any Service Level Default may be excused.

3.20   Unless otherwise agreed, the standard reports must contain a level of detail sufficient to enable the Customer to:

(a)   verify the Contractor's compliance with the Service Levels; and

(b)   verify the amount of Rebates payable.

3.21   The Contractor is not obliged to include in its reports any of the Services which have not passed their applicable Cutover Date.

3.22   The Customer will use reasonable efforts to consider the Service Level report in a timely manner to enable each Party to raise issues and enable appropriate discussion at the next scheduled Management Committee meeting, or in any event without unreasonable delay.

RISK MANAGEMENT AND PROBLEM PREVENTION

3.23   The Contractor must establish and use auditable, repeatable and integrated processes approved by the Customer to effectively identify, manage and report Risks in a manner that is consistent with the nature and scope of the software, hardware and Services, including by:

(a)   maintaining a documented Risk management framework/procedure detailing the risk management process, roles and responsibilities and governance/monitoring activities;

(b)   identifying any Risks relevant to the Customer, the Contractor and the Services, and analysing the likelihood and impact of such Risks occurring;

(c)   implementing appropriate Risk Controls;

(d)   proactively monitoring Risk Controls, including the effectiveness of the design and operation of the Risk Controls;

(e)   continuously monitoring and reviewing Risks to allow for changes in factors affecting Risks and to ensure that the Risk Controls remain up-to-date and effective; and

(f)   unless the Customer agrees otherwise in writing, maintaining a Risk Register.

3.24   The Contractor must ensure that the Risk Register is kept up-to-date at all times and includes:

(a)   a detailed description of each Risk;

(b)   a categorisation of each Risk as determined reasonably by the Contractor;

(c)   the likelihood and impact of each Risk occurring; and

(d)   the Risk Controls which are agreed with the Customer, must be put in place by the Contractor to mitigate each Risk, and the associated timeframes and implementation status for those Risk Controls.

3.25 The Contractor must, on a quarterly basis, or at such other intervals as the Customer may require, report to the Customer on:

(a) all identified Risks for this Customer Contract;

(b) the extent to which such Risks are recorded in the relevant Risk Register;

(c) the effectiveness of Risk Controls in terms of managing and mitigating such Risks; and

(d) the treatment plans and timetable for any Risks identified as being insufficiently controlled.

3.26 The identification of Risks by the Contractor in accordance with this Service Level Agreement (including the identification of Risks that may be affected by the acts or omissions of the Customer) will not limit the Contractor's other obligations under this Customer Contract.

QUALITY ASSURANCE

3.27 The Contractor agrees to maintain, and ensure its Related Companies and Subcontractors, maintain a quality assurance plan for the scope of services being delivered throughout the Contract Period.

3.28 The Customer may audit the quality assurance plan of the Contractor, its Related Companies and Subcontractors in accordance with clause 5.4 of Module 10 (As a Service) and the Contractor agrees to comply, and ensure its Related Companies and Subcontractors comply, with any reasonable direction of the Customer to improve any aspect of the quality assurance plan.

3.29 The Customer may at its discretion engage SAP to provide Quality Assurance services. The Contractor will cooperate with SAP in Quality Assurance activities provided that the Customer engages SAP to provide Quality Assurance services.

3.30 SAP activities and responsibilities are included in the RACI included in Attachment 3-3 (Service Definition) of this Schedule 3 (Service Level Agreement).

4. Disaster Recovery and Business Contingency Plan

DISASTER RECOVERY

INFRASTRUCTURE DISASTER RECOVERY

4.1 The Contractor will provide a 'dual site' disaster recovery approach with the Contractor's Service. The dual site will make use of a primary data centre and backup data centre.

4.2 Using a "LAN to LAN" connectivity Contractor will provide an "Asynchronous Clustered Data Centre" approach whereby the hosted systems are to be split across the two data centres with the productive and non-productive environments (i.e. development environments) hosted in the primary data centre. The disaster recovery environments will be hosted in the backup data centre. The productive data will be replicated across the two data centres. This configuration offers a type of 'Cold Standby' whereby in the event of a BC Event all AESG Services can be switched to the backup data centre. This offers a:

(a) recovery point objective (RPO) of a maximum time of 30 mins from the last Customer Data replication in S4 HANA production business system; and

(b) a recovery time objective (RTO) in respect of S4 HANA production business system of :

(i) 4 hours for DR Events arising during Operating Hours;

(ii) 8 hours for DR Events occurring outside of Operating Hours provided that the RTO must be no more than 4 hours from the start of Operating Hours on such Business Day; and

(c) a recovery time objective (RTO) in respect of non-S4 HANA production business system instances critical to business such as Process Orchestrator & Adobe Document Service of 8 hours.

(d) Non business critical systems such as management and monitoring systems will be restored after the business systems have entered productive use

4.3 The disaster recovery environment will be initiated upon the occurrence of a DR Event.

4.4 During normal operation (if the production environment is functioning within normal parameters) the Disaster Recovery environment will be on "standby". Disaster Recovery compute capacity and storage in this mode is not available for usage.

4.5 Manual failover of production environment to Disaster Recovery environment will be initiated upon the occurrence of a DR Event. A fail over to the Disaster Recovery environment may occur if a disruption is detected at the application level.

APPLICATION DISASTER RECOVERY

4.6 If there is a significant incident:

(a) the Contractor and Customer business owners together, as part of an escalation management process first decide whether or not the event is a DR Event (the affirmation of the Customer's executive management is necessary to declare a disaster);

(b) if a DR Event is affirmed to have occurred:

(i) the Contractor's Service will be failed over to the backup data centre; and

(ii) the resources allocated to Contractor's Services Disaster Recovery environment will be used to host the Contractor's Services as the production environment. This means in the case of a DR Event, there will be no Contractor's Services available in a non-production environment until the DR Event has been resolved and normal operation is restored.

4.7 Appropriate replication tools will be used to maintain consistency across production and disaster recovery sites & environments for OS, application and database. Database infrastructure to host the Contractor's Services in the disaster recovery environment will be used as replication targets for the production environment.

4.8 Annual disaster recovery tests will be conducted to ensure that the agreed RPO and RTO are able to be met in a range of DR scenarios in accordance with the Disaster Recovery Plan. Each annual test will be focussed on one agreed scenario. The agreed test scenario may change each year.

4.9 A diagram showing the disaster recovery technical architecture is depicted in the following diagram.
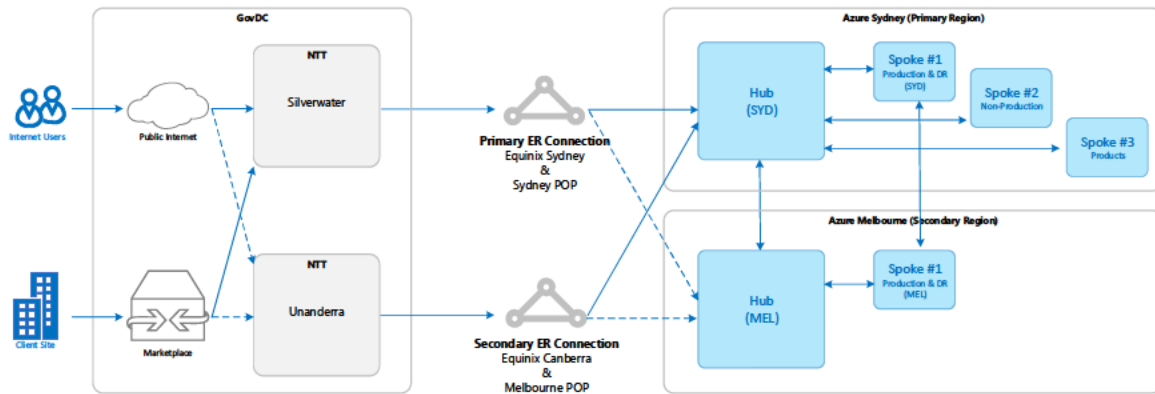
BUSINESS CONTINGENCY PLAN

4.10 The Contractor must develop, prior to the Cutover Date for each Wave, an updated Business Contingency Plan to provide for the continuity of critical business functions at agreed Service Levels in the event of the loss, disablement, impairment or suspension of key facilities, resources, technologies or contractors, and also for normal Service Levels to be fully restored within a timeframe acceptable to the Customer after such an event.

4.11 The Contractor will liaise with the Customer in the updating of the Business Contingency Plan and will regularly review and update this Plan during the course of Service deployment to ensure that the Business Contingency Plan is acceptable to the Customer, covers the Services implemented under this Contract.

4.12 The Business Contingency Plan must:

(a) be based upon a formal assessment of the applicable Risks and business impacts;

(b) include plans for Disaster Recovery;

(c) be developed in accordance with recognised best practice standards and any applicable standards issued by Standards Australia and NSW Government policy;

(d) be reviewed and updated at least annually;

(e) be available to be audited by or on behalf of the Customer at least annually;

(f) be tested at least annually in accordance with the Customer's requirements (including performing the tests contemplated by the Contractor's plan in conjunction with any Customer testing), with an independent or Customer representative present to verify the results of any actions for rectification;

(g) comply with sections 4.16 to 4.19 below; and

(h) adequately protect the Customer's interests at all times in relation to this Customer Contract to a level reasonably acceptable to the Customer.

4.13 The Contractor will provide the Customer with a copy of the:

(a) updated Business Contingency Plan on the Cutover Date for each Wave;

(b) revisions of the updated Business Contingency Plan when necessary as services are implemented;

(c) a fully updated Business Contingency Plan on completion of the Transition-In of all Services outlined in the PIPP; and

(d) updated Business Contingency Plan and test results annually and from time to time upon request.

4.14 Subject to clause 5.4 of Module 10 (As a Service) and where an audit is in progress under that clause, the Contractor will allow the Customer, its authorised representatives and any regulatory authority reasonable site visits, at reasonable times, to the Contractor's premises for the purpose of monitoring, reviewing or auditing business continuity risks for the Customer associated with the Services.

4.15 The Contractor will ensure that all of sections 4.10 to 4.14 will apply equally to any Subcontractor of the Contractor permitted under this Customer Contract.

BUSINESS CONTINGENCY PLAN INCLUSIONS

4.16 The BCP will support the two impact levels of BC Events defined in the table below.

Level	Description of Disruption	Typical Recovery Strategy
1	There is a partial disruption on the Original Facility that does not require invocation of the alternative facility. Recovery of Critical Services is maintained in the Original Facility but at agreed recovery levels.	Relocate the affected Contractor Personnel to another area in the same building.
2	There is a disruption that affects the Original Facility making the facility not operational and invocation of recovery to an alternative facility is required.	Relocate the affected Contractor Personnel to another building in the same city (where possible or otherwise in an alternative Australian city).

BCP VALIDATION

4.17 Within a reasonable time of the Cutover Date for each Wave, and no longer than 6 months after the final Cutover Date, the Contractor and the Customer shall conduct a BCP exercise to validate that the BCP will be able to meet operational requirements for all Contractor services used by the Customer. The Contractor will provide an exercise test plan to Customer prior to the exercise and on completion of the exercise a report summarising the results of the test exercise.

BCP TRAINING

4.18 The Contractor and the Customer shall train and have sole responsibility for training its own Personnel on their respective roles and responsibilities under the BCP.

CONSUME SERVICES DURING BC EVENT

4.19 At a minimum of 24 hours, but in no event more than 72 hours, from the time of a disruption, as per the BC Event impact level table set out in section 4.16, the Contractor shall re-establish at least 30% of the ongoing Services personnel assigned to Customer at an alternative facility (**Critical Personnel**). Critical Personnel shall be equipped with the following basic technology:

(a) workstation with standard Contractor desktop configuration;

(b) VPN connectivity at the recovery location (does not include dedicated bandwidth); and

(c)   access to shared printer/Fax machine and telephones.

5. Security

SECURITY FUNDAMENTALS

5.1 The Contractor will maintain the security standards and data protection protocols outlined in this section and in Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement).

5.2 The Contractor will implement a standard roll on/roll off process which includes an acknowledgement of the need to protect confidentiality of the Customer's Confidential Information and Customer Data. This acknowledgment will be regarded as an internal Contractor record, but must be made available for audit if required by the Customer.

5.3 The Contractor acknowledges that the security of Customer Data is fundamental to the business of the Customer and that, without limitation, any security breach may directly affect the Customer's;

(a) duties to its Personnel or to citizens;

(b) obligations under the *Privacy and Personal Information Act 1998* (NSW) and other Statutory Requirements as applying to NSW Government.

5.4 Authority to access the Customer Data and Personal Information including remote access for support and maintenance purposes is set out in Item 25A and Item 25B of the General Order Form and any agreed protocol (including Attachment 3-12 Data Protocols) agreed in writing by the Customer. Permission may be granted in the agreed protocol or will in the circumstances of another agreement in writing, only be granted for short term interim access required to resolve Incidents, Problems or Issues. Agreed protocols will be used in relation to support (including information contained in the incident management system) which would include the ability to resolve Incidents, Problems or Issues. Where appropriate to the Services being performed, the Contractor will ensure that appropriate security frameworks, standards and compliance are in place for the Contractor and any Subcontractors at a standard equivalent to ISO 27001.

5.5 The Contractor is certified to ISO 27001 and will maintain ISO27001 certification. Evidence of continued ISO 27001 certification will be provided to the Customer annually.

5.6 The Contractor agrees to incorporate specific emerging cloud security standards where appropriate and agrees to maintain compliance for the duration of the Customer Contract provided that if any standards would materially affect the Services or the Contractor's costs, the parties will agree any changes to the Services and/or Fees through a Change Request under Schedule 4 (Variation Procedures).

CONTRACTOR PROCEDURES

5.7 Without limiting any other obligations of the Contractor under this section 5, the Contractor must:

(a) subject to the Use Terms establish, maintain, enforce and continuously improve safety and security procedures and safeguards against the unauthorised interference with, use, destruction, loss or alteration of Customer Data and the Customer's other Confidential Information; and

(b) notify the Customer, and keep the Customer notified, through the appropriate Management Committee, at all times of the Contractor's current safety and security procedures and safeguards and any amendments to such procedures and safeguards that are proposed to be made from time to time.

COMPLIANCE WITH SECURITY REQUIREMENTS

5.8 The Contractor must comply with the security requirements set out in Item 25, Item 25A, and Item 25B of the General Order Form, together with reasonable, Whole of Government, standard security requirements of the Customer from time to time communicated to the Contractor, including security requirements relating to access to, and use of, any data, information systems or facilities provided by the Customer (**Security Requirements**).

5.9   If the Contractor becomes aware of:

(a)   an actual, alleged or suspected breach of the Security Requirements in force from time to time, that impact the Contractor's Service or the Customer Data; or

(b)   any unauthorised disclosure of the Customer Data,

it must as soon as reasonably practicable:

(c)   notify the Customer;

(d)   investigate any alleged or suspected breach, and:

(i)   implement rectification measures if an actual breach occurred or a breach is likely to occur;

(ii)   cooperate with the Customer and any applicable regulator in respect of the alleged or suspected breach;

(iii)   keep the Customer updated regarding the Contractor's investigations;

(iv)   if a breach has occurred, provide the Customer with a report and such other information as the Customer may require regarding the breach, the rectification of the breach and the steps to be taken to prevent the breach occurring again;

(v)   if no breach has occurred, confirm to the Customer that no actual breach occurred or is likely to occur; and

(e)   in consultation with the Customer, notify appropriate law enforcement authorities if a breach has occurred which has or may result in a criminal offence.

5.10   Where Customer Data is being transferred outside NSW, the Contractor must comply with the Customer Data and Personal Information security requirements as set out in Item 25, Items 25A and 25B of the General Order Form, Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement), together with all reasonable technical, administrative, and physical steps to ensure that:

(a)   any Customer Data and Personal Information held or controlled by the Contractor in connection with this Customer Contract is protected against misuse, loss, unauthorised access, interference, modification or disclosure; and

(b)   the Customer Data and Personal Information is accessed only by authorised Contractor Personnel whose role requires access to the Customer Data in order for the Contractor to perform its obligations under this Customer Contract.

5.11   From time to time, the Customer may direct that the Contractor take specified steps or achieve specified types or levels of security, secrecy or privacy protection in respect of the Customer Data and Personal Information and the Contractor must comply with such directions (and such compliance will be at no cost to the Customer where the steps are necessary to comply with the terms of the Customer Contract other than as set out in clause 6 of Schedule 13 (Additional Conditions) (Changes to Compliance Requirements)).

CONTINUAL SERVICE IMPROVEMENT

5.12   The Contractor will implement the following continual service improvement elements and agree with the Customer the timeframes for regular reporting and availability of the various reports and information.

(a)   **Service Review:** To review business services and infrastructure services on a regular basis. The aim of this process is to improve service quality where necessary, and to identify more economical ways of providing a service where possible.

(b)   **Process Evaluation: To** evaluate processes on a regular basis. This includes identifying areas where the targeted process metrics are not reached, and holding regular benchmarking, audits, maturity assessments and reviews.

(c)   **Definition of Continual Service Improvement Initiatives:** To define specific initiatives aimed at improving services and processes, based on the results of service

reviews and process evaluations. The resulting initiatives are either internal initiatives pursued by the Contractor on its own behalf, or initiatives which require the Customer's cooperation.

(d) **Monitoring of Continual Service Improvement Initiatives:** To verify if improvement initiatives are proceeding according to plan, and to introduce corrective measures where necessary.

AUDIT REQUIREMENT

5.13 The Contractor must comply with any audit/control requirement as may be required by NSW Government policy or guidelines. TPP17-06 Certifying the Effectiveness of Internal Controls Over Financial Information requires that certifications comply with the requirements of relevant audit standards issued by the Audit and Assurance Standards Board (AASB), i.e.:

- ASAE 3000 *Assurance Engagements Other than Audits or Reviews of Historical Financial Information**
- ASAE 3402 *Assurance Reports on Controls at a Service Organisation.*

The Contractor must:

(a) provide to the Customer (on at least an annual basis prior to 30 June) a letter that provides assurance to NSW Treasury, the Audit Office of NSW and the Customer's satisfaction as to the design and effectiveness of the internal controls of the Contractor as they relate to, and impact on, the Customer's financial information and reporting; and

(b) allow the Customer to audit or seek an independent opinion on the design and operating effectiveness of controls in the Contractor as they relate to the Customer's financial information and reporting.

The content of such a letter will be agreed annually prior to provision of the letter, but will satisfy the requirements of TPP17-06 and the above mentioned audit standards.

**Customer is responsible for compliance with *ASAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information*. The Contractor will provide input into the Customer's obligations for *ASAE 3000 Assurance Engagements Other than Audits or Reviews of Historical Financial Information* through the Contractor's compliance on ASAE 3402 Assurance Reports on Controls at a Service Organisation.

6. Assumptions

SUPER USER GROUP

6.1 The Customer will be responsible for creating a Super User Group for each process area. The Super User Group will be a sub group of the Transactional User Group. Members of the Super User Group have a high degree of understanding of the SAP ERP system as well as the business processes being undertaken.

6.2 The Customer will ensure that the Super User Group:

(a) are the primary contact point for the Contractor's support teams to assist in the triage / analysis of Incidents or other issues (for example providing detailed steps to recreate issues);

(b) track issues and escalate to Contractor as necessary;

(c) ensure that all available relevant details are provided to Contractor during escalation of a ticket;

(d) actively participate in high severity Incident resolutions as required to be a single point of contact for information to be provided to or by the Customer;

(e) help coordinate, along with Customer's Service Desk, communications about the Service including Incidents and Service Request related information, change and release coordination etc. to the Permitted Users and other internal Customer business areas;

(f) deliver Permitted User and refresher training in relation to the application as required provided that the Customer may request the Contractor to provide Training Services as an additional Service;

(g) coordinate configuration of Customer-side software when necessary (together with support from Customer's technical support);

(h) creation of Services Requests – on the basis that a Permitted User would contact a Super User to discuss a business requirement and the Super User would have the knowledge to determine how to address the requirement or whether to raise a Service Request, if necessary;

(i) work with key Customer stakeholders to define requirements for any operational changes or enhancements submitted to the Contractor;

(j) help coordinate the scope, timing and delivery of Acceptance Tests as requested by the Contractor;

(k) manage Incident escalations with the Help Desk; and

(l) monitor system change requests and raise to Contractor as necessary.

6.3 The Customer will ensure that the Super User Group works closely with Permitted Users and the Contractor to address and close issues which are not Incidents including but not limited to:

(a) business, policy and legislative related questions;

(b) questions with respect to the normal use and operation of the Services, such as 'how to' explanations;

(c) requests to add users;

(d) updates to user access (where such access is part of available, pre-defined profiles);

(e) communication with user groups during Contractor Service outages;

(f) issues related to the Customer's desktop standard operating environment, such as freezes, error messages, or slow performance; and

(g) user account administrative issues such as lockouts and password resets.

6.4   The Customer and the Contractor agree that they will work towards the objective of minimising the number of Level 1 Requests that the Contractor receives. The number of Level 1 Requests will be reviewed and managed through the appropriate Management Committee. The Level 1 functions are identified in the RACI chart included in Attachment 3-3 (Service Definition) to Schedule 3 (Service Level Agreement).

6.5   The Customer will use reasonable endeavours to ensure, through adequate training and resource planning, that it maintains a Super User Group of sufficient numbers and ability to differentiate between Level 1 Requests and those to be allocated to the Contractor for resolution.

CONTRACTOR RESPONSIBILITIES

SERVICE

6.6   Assumptions in relation to the Contractor's responsibilities in relation to the performance of this SLA are also defined in the Attachments to this Service Level Agreement.

7. Performance Measurement

7.1   For each full Measurement Period after each relevant Cutover Date, the Contractor shall measure the performance of the Services against each of the Service Levels. The Contractor shall obtain necessary data and calculate its performance as specified in the Service Level Table. The Contractor shall provide the Customer with a breakdown of performance of the Services against each of the Service Levels by cluster as defined in Schedule 12 (PIPP), as needed and as agreed between the parties.

7.2   The Service Level Table sets out the Expected Service Level, Minimum Service Level, Measurement Period and other relevant information as applicable for each Service Level.

7.3   The Service Level Table defines each Critical Service Level and Key Service Level and specifies how they shall be measured.

7.4   Each Service Level will be calculated on the basis of a full Measurement Period. Partial Measurement Period results will not be measured.

7.5   The Contractor is not obliged to include in its reports on the Service Levels data relating to any part of the Services which have not passed their relevant Cutover Date.

8. Pricing

8.1 The Run Cost relating to Module 10 (As a Service) Software as a Service Services is included in the monthly fee which is based on the number of FTEs and further described in Attachment 3-10 (Pricing Information) to this Schedule 3 (SLA). The Run Cost payable for Base, Supplementary and Additional Services as set out in Attachment 3-10.

8.2 Additional products and services listed in the AESG Service Catalogue may be purchased under this contract including Services under Module 10 (As a Service) as Additional Services. It is possible that additional services may be purchased under this contract under Module 7 (Professional Services).

8.3 The pricing tables which apply to the Customer Contract including the Service Catalogue and the Rate Card are included at Attachment 3-10 (Pricing Information) to Schedule 3 (SLA).

8.4 The Rate Card will apply for Additional Services if there is no price set out for the relevant Additional Services in the AESG Service Catalogue (unless otherwise agreed between the parties).

9. Rebates and Service Credits

REBATES AND SERVICE CREDITS

9.1 The following principles apply in relation to Rebates:

(a) the Service Level Table categorises Service Levels as Key Service Levels or Critical Service Levels;

(b) Service Level Defaults in relation to Key Service Levels are not subject to Rebates. Any such Service Level Default must be managed through the relevant Management Committee;

(c) a Service Level Default in relation to a Critical Service Level is subject to Rebates;

(d) for both the Availability Service Level and the Incident Resolution Service Level, rebate amounts are based on a percentage of the At-Risk Amount for the Contractor Services for the relevant month based on the formulas detailed in sections 9.3, 9.4, 9.7 and 9.8 below.

(e) for both the Availability Service Level and the Incident Resolution Service Level, rebates will be calculated monthly from the Commencement Month and will be accrued and applied to the next invoice for the Services. Rebates are not payable for Services implemented during the Consolidation Period for such Services. Any open Severity 1 or Severity 2 Incidents at the end of the Consolidation Period will be deemed to have been raised at the closure of the Consolidation Period;

(f) where Rebates are due for both the Availability Service Level and the Incident Resolution Service Level, the Rebate of the higher value will apply. Rebates are not cumulative;

(g) for the Product Quality Service Level, rebates will be calculated as detailed in sections 9.12, 9.13 and 9.14;

(h) for the Product Quality Service Level, any rebate due for a Change Request will be adjusted against the invoicing for that same Change Request;

(i) for the Product Quality Over a Period Service Level, rebates will be calculated as detailed in sections 9.20, 9.21 and 9.22;

(j) for the Product Quality Over a Period Service Level, any rebate due for a Change Request will be adjusted against the invoicing for the applicable Change Requests;

(k) for both the Availability Service Level and the Incident Resolution Service Level in no event will the amount of the Rebates payable by the Contractor with respect to all Service Level Defaults in a Measurement Period exceed the At-Risk Amount and for Product Quality Service Level, in no event will the amount of Rebates payable by the Contractor exceed the amount set out in section 9.13;

(l) Subject to section 9.1(h), Rebates are a reduction in the amounts payable by the Customer in respect of the Services;

(m) Other than in respect of Product Quality Service Level (where section 9.16 applies instead), the parties agree that:

   (i) Rebates are not the sole remedy of the Customer with respect to failure by the Supplier to meet a Service Level; and

   (ii) the amount of damages that the Customer may recover in respect of a failure by the Contractor to meet a Service Level will be reduced by the amount of any Rebates paid or credited under this Customer Contract in respect of the failure;

(n) for any Service Level Default, the Contractor will advise the Customer of the nature of the Service Level Default, determine its root cause (to the extent reasonable in the circumstances) and provide the Customer with advice on how the risk of the default reoccurring will be minimised or eliminated;

(o)   if any Rebate remains outstanding upon the expiration or termination of this Customer Contract, and no invoice remain payable, Contractor will pay Customer such remaining amount within the period of three (3) months following such expiration or termination; and

(p)   the Customer has a discretion as to whether or not to apply Rebates and in exercising this discretion will take into account the business impact of any relevant Service Level Default.

APPLICATION AVAILABILITY SERVICE LEVEL

9.2   The following guidelines apply to the Application Availability Service Level:

(a)   Application availability is calculated on a per second basis and aggregated on an hourly basis. The Contractor's Services will not be available when it is not actually available for, or capable of, ordinary use by the Customer or, in respect of a period of intermittent availability, when the intermittent availability causes the system to be not reasonably available or reliable for ordinary use by the Customer. The Contractor's Services will also not be available during periods of Degraded Availability. The calculation is follows

$$Application\ Availability = 1 - (X / (Number\ of\ seconds\ in\ the\ Measurement\ Period - Y))$$

Where

X = the period that the Contractor's Services are unavailable, in seconds.

Y = the period of any Outage, in seconds.

(b)   the percentage of Application Availability does not include the period of any Outages.

(c)   the Contractor will inform and consult with the Customer in relation to scheduling Outages. The normal period of notice from the Contractor to the Customer for Outages, will be a minimum period of 10 Business Days, unless otherwise agreed;

(d)   the Customer will advise the Contractor of any issues in timing of Outages in a timely manner so that the Contractor and the Customer can work together to resolve the issues or reschedule the Outage so as not to impact critical business processes; and

(e)   the period for which an Incident is open to correct an average page response time of less than 2,750ms at the server level will be considered a period of Degraded Availability (excluding online queries which should be submitted as background tasks).

APPLICATION AVAILABILITY' DEFAULT AND REBATE:

9.3   Rebate eligibility for the Application Availability Service Level is based on a Service Level Default in either of the following criteria

(a)   the Minimum Service Level is not met over consecutive Measurement Periods; or

(b)   the degree of Application Availability is below the Tolerance Limit.

9.4   The Rebates for the Application Availability Service Level will be calculated as follows:

(b)   if Application Availability in any Measurement Period is lower than the Minimum Service Level but greater than the Tolerance Limit, the Rebate will be:

(i)   First Measurement Period - no penalty, but parties shall meet to discuss possible corrective actions in the appropriate Management Committee;

(ii)   Second consecutive Measurement Period - the Rebate will be 10% of the At-Risk Amount for the relevant Measurement Period;

(iii)   Third consecutive Measurement Period and any further consecutive Measurement Periods - the Rebate will be equal to 20% of the At-Risk Amount;

(c)   if Application Availability in any Measurement Period is less than 95% but is higher than 90% ███████████████████████████████████ and

(d)   if Application Availability in any Measurement Period ███████████████ ████████████████████████████

9.5   Application Availability Rebate example calculations are included in the following table:

APPLICATION AVAILABILITY REBATE EXAMPLE SCENARIOS	
Anticipated Application Availability Example Assumptions	**Hours**
1 Total hours in 30 day month (ie 30x24)	720
2 Planned outage windows per month excluded (based on 4 weeks) (ie (4x6)+ 8 weekly and monthly as per SLA-05)	32
3 Maximum hours of system availability (ie 1-2)	688
Service Level Application Availability Expectations	
4 Expected Service Level 99.7% of expected application availability (ie 99.7% is equivalent to 685.94 hours expected uptime)	685.94
5 Minimum Service Level is 99% of expected application availability (ie 99% of 688 hours)	681.12
6 1% unavailability	6.88
Tolerance calculations	
7 95% application availability (ie 95% of 688 hours)	653.6
8 5% system unavailability (additional to planned outage times)	34.4
9 90% application availability (ie 90% of 688 hours)	619.2
10 10% system unavailability (additional to planned outage times)	68.8

	Application Availability Examples	No of hours affected	% Availability	% Unavailability	Rebate Calculations
1	System is unavailable for a total of 2 hours (ie <1%) above Minimum Service Level.	2	99.71%	0.29%	$0.00
2	System is unavailable for a total of 10 hours (ie 1.45%) in a single Measurement Period	10	98.55%	1.45%	$0.00
3	System is unavailable for a total of 34 hours in a single Measurement Period	34	95.06%	4.95%	$0.00
4	System is unavailable for more than 6.88 hours (ie >1%) but less than 34.4 hours (ie < 5%) in two consecutive Measurement Periods		<99% but >95%	max 5%	10% rebate on the At-Risk amount for the second month fee
5	System is unavailable for more than 6.88 hours (ie >1%) but less than 34.4 hours (ie <5%) in three or more consecutive Measurement Periods		<99% but >95%	max 5%	20% rebate on the At-Risk amount for the 3rd and

Application Availability Examples	No of hours affected	% Availability	% Unavailability	Rebate Calculations
				further consecutive months fees
System Application Availability falls below Tolerance levels				
6. System available less than 95% but greater than 90% of Service Level Availability (ie unavailable for between 5% ie 34.4 hours and 10% ie 68.8 hours) in any Measurement Period	>34.4 but <68.8	>95% but <90% (ie	unavailability of 5% or more but less than 10%	50% of the At-Risk amount for the month fee
7. System available less than 90% of Service level Availability (ie unavailable for more than 10% ie 68.8 hours or more) in any Measurement Period	>68.8	<90%	unavailability of more than 10%	100% of the At-Risk amount for the month fee

INCIDENT RESOLUTION SERVICE LEVEL - SEVERITY 1 OR SEVERITY 2 INCIDENTS

9.6   The Incident Resolution Service Level for Severity 1 and Severity 2 Incidents are categorised as 'Critical' Service Levels. A Service Level Default relating to the Incident Resolution Service Level may attract Rebates.

SEVERITY 1 AND SEVERITY 2 INCIDENT REBATE:

9.7   Rebate eligibility for the Incident Resolution Service Level is based on either of the following criteria:

(a)   the Minimum Service Level is not met over consecutive Measurement Periods; or

(b)   the number of Severity 1 or Severity 2 Incidents is greater than the relevant Tolerance Limits.

9.8   The Rebates for the Incident Resolution Service Level will be calculated as follows

(a)   If the Minimum Service Level for Severity 1 or Severity 2 Incidents is not met in any Measurement Period (and where a Rebate is not due as the relevant Tolerance Limit is exceeded in such Measurement Period), the Rebate will be:

(i)   First Measurement Period - no penalty but parties shall meet to discuss possible corrective actions in the appropriate Management Committee;

(ii)   Second consecutive Measurement Period - the Rebate will be 10% of the At-Risk Amount for the relevant Measurement Period;

(iii)   Third consecutive Measurement Period and any further consecutive Measurement Period - the Rebate will be 20% of the At-Risk Amount for the relevant Measurement Period.

(b)   If the Tolerance Limit is exceeded for either Severity Level 1 or Severity Level 2, Rebates are due as follows:

(i)   First Measurement Period - no penalty; and

(ii)   Second consecutive Measurement Period and any further consecutive Measurement Periods thereafter - the Rebate will be 20% of the At-Risk Amount for the relevant Measurement Period.

9.9   Severity 1 and Severity 2 Resolution Rebate example calculations are included in the following table:

SEVERITY 1 AND SEVERITY 2 RESOLUTION REBATE EXAMPLE SCENARIOS

Service Level Resolution Expectations

1	95% of Severity 1 incidents will be resolved within 4 hours
2	90% of Severity 2 incidents will be resolved within 8 hours

Tolerance calculations

3	maximum occurrence of ▮ unique severity 1 incidents in a measurement month
4	maximum occurrence of ▮ unique severity 2 incidents in a measurement month

	Resolution Examples	Rebate Calculations
1	Less than 95% of Severity 1 incidents have not been resolved within 4 hours in a single Measurement Period	$0.00
2	Less than 95% of Severity 1 incidents have not been resolved within 4 hours in any two consecutive Measurement Periods	10% rebate on At-Risk amount for second and further months fees
3	Less than 95% of Severity 1 incidents have not been resolved within 4 hours in any three or more consecutive measurement periods	20% rebate on At-Risk amount for 3rd and further months fees
4	Less than 90% of Severity 2 incidents have not been resolved within 8 hours in a single Measurement Period	$0.00
5	Less than 90% of Severity 2 incidents have not been resolved within 8 hours in any two consecutive measurement periods	10% rebate on At-Risk amount for second and further months fee
6	Less than 90% of Severity 2 incidents have not been resolved within 8 hours in any three or more consecutive measurement periods	20% rebate on At-Risk amount for 3rd and further month fees
	Resolution of Severity 1 &2 Issues fall below Tolerance levels	
7	▮or more Severity 1 incidents have occurred in a single Measurement Period	$0.00
8	▮or more Severity 1 incidents have occurred in two or more consecutive Measurement Periods	20% rebate on At-risk amount for 2nd and any

SEVERITY 1 AND SEVERITY 2 RESOLUTION REBATE EXAMPLE SCENARIOS		
		further months fees
9	██ or more Severity 2 incidents have occurred in a single Measurement Period	$0.00
1 0	██ or more Severity 2 incidents have occurred in two or more consecutive Measurement Periods	20% rebate on At-risk amount for 2nd and any further months fees

PRODUCT QUALITY

9.10 The Product Quality Service Level is categorised as a 'Critical' Service Level. A Service Level Default relating to the Product Quality Service Level will attract Rebates.

PRODUCT QUALITY REBATE:

9.11 The Contractor must ensure it has done all it is required to do to enable the Customer to commence and complete UAT for any final Deliverable in accordance with a Change Request.

9.12 The Customer may penalise the Contractor on the third failure of the Contractor to have completed all it is required to do to enable the Customer to commence or complete UAT for Change Requests. This means that two failed attempts at commencing or completing UAT execution for a Change Request due to the Contractor not having completed all it is required to do in accordance with section 9.11 would not incur a penalty. If a third UAT Test execution fails to commence or complete due to the Contractor not having completed all it is required to do in accordance with section 9.11, then the penalty would apply.

9.13 ████████████████████████████ of the value of the Change Request ████████ ████████████████████

9.14 The rebate would apply when UAT execution is not able to be started or completed as planned for a third time, for example, the test environment is not available. For the avoidance of doubt, penalties do not apply:

(a) to operations activities such as technical currency, incidents and service requests, or to Transition in services (these are covered by the Schedule 12 (PIPP));

(b) in the execution of UAT cycles where legitimate test execution defects are raised;

9.15 The Contractor will not be responsible for a Service Level Default under SLA-11d described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement) that is attributable to any circumstances listed in section 9.29 of Schedule 3 (Service Level Agreement).

9.16 The parties agree that the Rebate payable in respect of SLA-11d described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement will be the sole remedy available to the Customer for a failure to meet SLA-11d described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement. Any Rebate due under SLA-11d described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement for a Change Request will be adjusted against the invoicing for that same Change Request. For the avoidance of doubt, the rebate for Product Quality applies unless otherwise agreed by both parties.

9.17 Product Quality rebate example calculations are shown in the following table:

Example Product Quality Scenarios where the rebate penalty is triggered (All values in AUD excl GST)	Rebate Calculation and Amount	Invoice Adjustment Calculation after UAT completion
Example Scenario 1: • Change Request Value: $40,000 • Planned Change Request invoice amount after UAT completion: $5000	███████████████	███████████████
Example Scenario 2: • Change Request Value: $700,000 • Planned Change Request invoice amount after UAT completion: $90,000	███████████████	███████████████
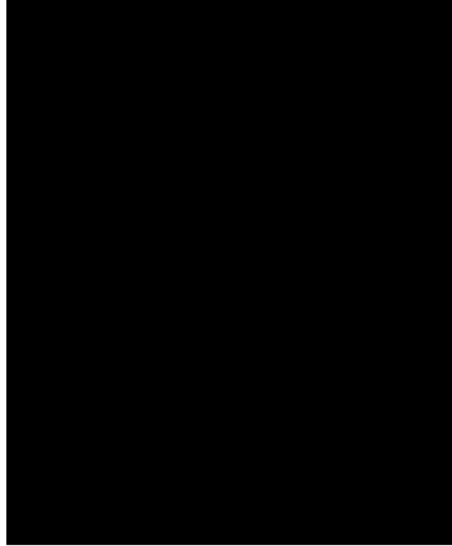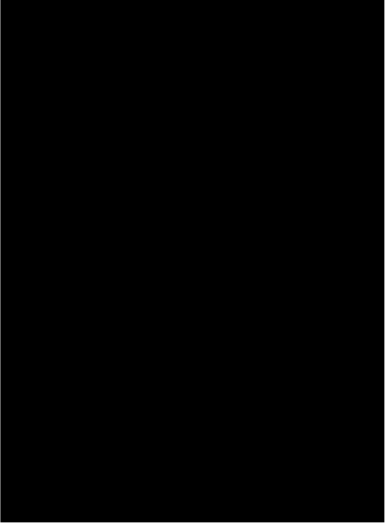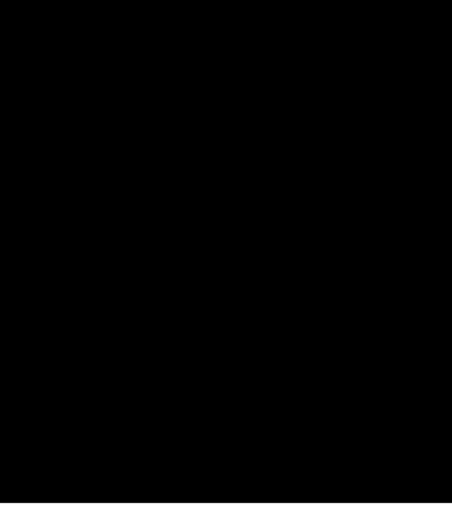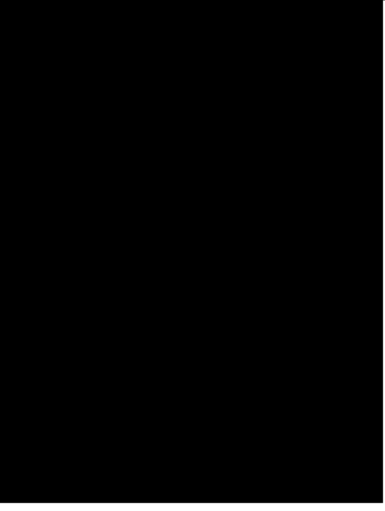
PRODUCT QUALITY OVER A PERIOD REBATE:

9.18   The Product Quality Over a Period Service Level is categorised as a 'Critical' Service Level. A Service Level Default relating to the Product Quality Over a Period Service Level will attract Rebates.

9.19   The Contractor must ensure it has done all it is required to do to enable the Customer to commence or complete UAT for any final Deliverable in accordance with Change Requests in a calendar quarter.

9.20   The Customer may penalise the Contractor in the event there are more than three failures of the Contractor to have completed all it is required to do to enable the Customer to commence or complete UAT for any Change Requests in a calendar quarter. If a fourth UAT Test execution fails to commence or complete in the quarter due to the Contractor not having completed all it is required to do in accordance with section 9.19 of Schedule 3 (Service Level Agreement), then the penalty would apply.

9.21   This penalty would be a ███████████████ of the affected Change Requests or ███████████████

9.22   The rebate would apply when UAT execution is not able to be started or completed as planned for a fourth time, for example, the test environment is not available. For the avoidance of doubt, penalties do not apply:

   (a)   to operations activities such as technical currency, incidents and service requests, or to Transition in services (these are covered by the Schedule 12 PIPP);

   (b)   in the execution of UAT cycles where legitimate test execution defects are raised.

9.23   The Contractor will not be responsible for a Service Level Default under SLA-11e described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement) that is attributable to any circumstances listed in section 9.29 of Schedule 3 (Service Level Agreement).

9.24   The parties agree that the Rebate payable in respect of this SLA-11e described at Attachment 3-1 (Service Level Requirements and Targets) to the Schedule 3 (Service Level Agreement will be the sole remedy available to the Customer for a failure to meet this SLA-11e. Any Rebate due under this SLA 11e for a Change Request will be adjusted against the invoicing for the affected Change Requests. For the avoidance of doubt, the rebate for this SLA applies unless otherwise agreed by both parties.

9.25   For the avoidance of doubt, multiple small Change Requests bundled together into the same UAT execution cycle are considered a single UAT execution, and a failure to enable the Customer to commence or complete UAT would count as one failure for this SLA.

9.26 If further UAT test executions fail for any Change Requests during the same calendar quarter, the change request failure count would reset and start again.

9.27 A second rebate would be payable if eight UAT test executions failed in the same calendar quarter.

9.28 Product Quality Over a Period rebate example calculations are shown in the following table:

Example Product Quality Scenarios where the rebate penalty is triggered for SLA-11e (All values in AUD excl GST)	Rebate Calculation and Amount	Invoice Adjustment Calculation after UAT completion
Example Scenario 1: • CR1 value: $200,000 • CR2 value: $300,000 • CR3 value: $400,000 • Planned CR1 invoice amount after UAT completion: $20,000 • Planned CR2 invoice amount after UAT completion: $30,000 • Planned CR3 invoice amount after UAT completion: $40,000 • Fifth UAT Test execution fails in the calendar quarter across CR1, CR2 and CR3 triggering rebate calculations.		
Example Scenario 2: • CR1 value: $550,000 • CR2 value: $650,000 • Planned CR1 invoice amount after UAT completion: $55,000 • Planned CR2 invoice amount after UAT completion: $65,000 • Fifth UAT Test execution fails across CR1 and CR2 in the calendar quarter triggering rebate calculations.		
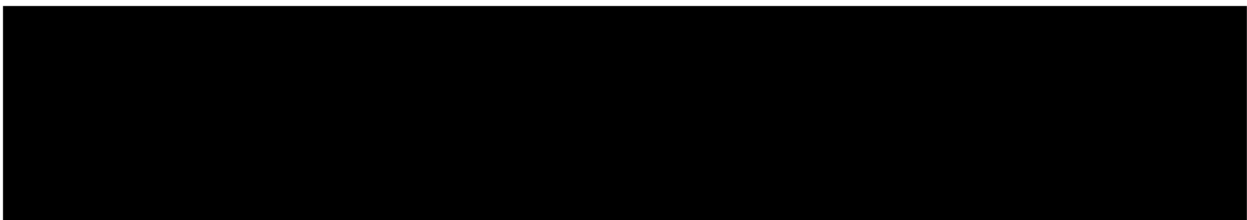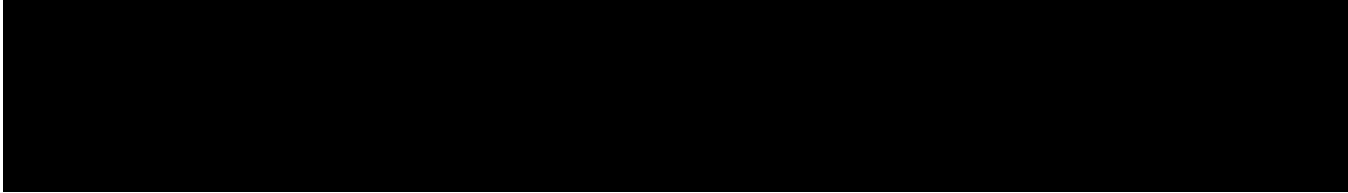
Attachment 3-1: Service Level Requirements and Targets

These service level requirements apply to all AESG Services included in this Customer Contract unless otherwise specified.

Service Level Requirements and Targets		
Help Desk Service Levels		

<table>
<tr><td rowspan="4">SLA-01</td><td rowspan="4">Help Desk</td><td colspan="5">See Attachment 3-4 (Support Services) (Section 2 – Help Desk Service)</td></tr>
<tr><td>Service Level</td><td>Minimum Service Level</td><td>Expected Service Level</td><td>Measurement Period</td><td>Critical or Key Service Level</td></tr>
<tr><td>Speed to answer (telephone): The time it takes for the Help Desk to pick up the telephone from the first ring.</td><td>90% of calls are answered within 30 seconds and calls missed will be reported on.</td><td>95% of calls are answered within 30 seconds and the remainder are answered within 60 secs.</td><td>Monthly</td><td>Key</td></tr>
<tr><td>Speed to create ticket:The time it takes the Help Desk to create a ticket on receipt of a phone call based request for Severity 1 and Severity 2 tickets.</td><td>85% within 90 minutes and the remainder will be reported on</td><td>90% within 90 minutes and the remainder are created within a further 45 minutes.</td><td>Monthly</td><td>Key</td></tr>
<tr><td>Interface: The time it takes the Help Desk to create a ticket on receipt of a request via the interface.</td><td>N/A due to interface</td><td></td><td></td><td></td></tr>
</table>

Service Level Requirements and Targets						
		Number of calls needing to be reopened as considered unresolved by Customer	A maximum of 7% of calls having to be reopened	<5% of calls having to be reopened as closed before issue resolved	Monthly	Key

Service Request Targets		
SLA-02	Service Requests	See Attachment 3-4 (Support Services) (Section 3 – Service Requests); and 80% of Service Requests are completed within the agreed or replanned timeframe agreed between the Customer's nominated Representative and the Contractor's nominated Representative. 100% of Priority/VIP Requests are completed, tested and satisfactorily implemented within the agreed or replanned timeframe agreed between the Customer's nominated Representative and the Contractor's nominated Representative.

Incident Response and Resolution

SLA-03	Incident Resolution	See attachment 3-4 Support Services (Section 4 – Service Level Categories and Section 5 – Incident Resolution).

Service Level	Minimum Service Level	Expected Service Level	Hours of operation	Critical or Key Service Level	Tolerance Limit
Incident Response					
Incident Response – Severity 1	95% within 30 minutes	100% within 30 minutes	24 X 7	Key	N/A
Incident Response – Severity 2	95% within 1 hour	100% within 1 hour	24 X 7	Key	N/A

Service Level Requirements and Targets

Incident Response – Severity 3	90% within 4 hours	95% within 4 hours	Business Hours	Key	N/A
Incident Response – Severity 4	90% within 8 hours	95% within 8 hours	Business Hours	Key	N/A
Incident Resolution					
Incident Resolution – Severity 1	95% within 4 hours	95% within 4 hours	24 X 7	Critical	██████ resulting in Severity 1 Incidents in the Measurement Period.
Incident Resolution – Severity 2	90% within 8 hours	95% within 8 hours	24 X 7	Critical	██████ resulting in Severity 2 Incidents in the Measurement Period.
Incident Resolution – Severity 3	90% within 5 days	95% within 5 days	Business Days	Key	N/A
Incident Resolution – Severity 4	90% within 30 days	95% within 30 days	Business Days	Key	N/A

Note: Measurement Period for Incident SLAs is monthly.

Incident Severity levels are defined by the Impact and Urgency matrix as follows:

Service Level Requirements and Targets

Impact				
	1 - Widespread / Extensive	**2 - Large / Significant**	**3 - Limited / Moderate**	**4 - Localised / Minor**
1 - Critical	Severity 1	Severity 2	Severity 2	Severity 4
2 - High	Severity 2	Severity 2	Severity 3	Severity 4
3- Medium	Severity 2	Severity 3	Severity 3	Severity 4
4 - Low	Severity 4	Severity 4	Severity 4	Severity 4

(Urgency is the row label on the left side of the table.)

Urgency description are as follows:

Urgency	Description
1 – Critical	• Catastrophic issue that is high risk with no acceptable Workaround available. • Business critical operations halted impacting all Permitted Users in one or more clusters as defined in Schedule 12 (PIPP).
2 – High	• Material issue that is critical or high risk with no Workaround available or a Workaround is available but not sustainable. • Business operations halted or performing at a degraded level. Multiple Permitted Users can't operate.
3- Medium	• Medium issue that is medium risk with short-term Workaround available. • Impact to one or more Permitted Users where overall business operations are not impacted, however is impacting a business function.

Service Level Requirements and Targets		

4 – Low	• Insignificant issue that is low risk. • Impact to single Permitted User or a small number of users where overall business operations are not impacted, however impacting a business function. • There is an acceptable workaround which can be reasonably sustained.	

Impact description are as follows:

Impact	Description

1 - Widespread / Extensive	• Critical production issue that severely impacts the Customer's use of the Services such as:
	   o Service is down or unavailable; or
	   o A significant proportion of the data has been corrupted and requires restoration from backup.

2 - Large / Significant	• Limited availability of critical function(s) that is experiencing degraded or impeded performance of business operations impacting the majority of Permitted Users. • Service is operational but impacting large number of users experiencing degraded or impeded performance to the point of major impact on usage. • A critical documented feature / function or important features of the Service are not available. • Major functionality is impacted.
3 - Limited / Moderate	• Limited availability of a function in the Service - single Permitted User or team or Permitted Users impacted. • Impacting limited number of users performing a function in the Service. • Partial, non-critical loss of use of the Service with a medium-to-low impact, but the business continues to function.

Service Level Requirements and Targets

4 - Localised / Minor	- Limited availability of a function within the Service - single Permitted User. - No or minimal impact on business productivity or activity. - Bug affecting a small number of users.

Examples of Severity Levels are provided below (these examples are non-exhaustive and illustrative only, but any other examples of Severity Levels must be of equivalent impact and urgency level) ():

Level	Examples
Severity 1	- All core ERP functionalities are unavailable - Total platform unavailability - Enterprise Portal totally down (no user can login)
Severity 2	- Unable to run payroll and it is close to payroll due date - PI (SAP middleware) is down and delaying a bank transfer - Performance degradation impacting major functionality (examples above) - Widespread performance degradation. - BW / reporting platform / Readsoft is down or unavailable - Enterprise Portal totally down (a section of users cannot login) - Unable to make critical payments (vendor) - Critical interfaces are down - Widespread and urgent issue with key user comms/reports - payslips/payment summaries/STP files - All HR workflows or all procure to pay workflows not operating at all - Time entry not working close to cut-off - Designated urgent and high impact compliance/security incidents

Service Level Requirements and Targets

Severity 3	• GRC (security assignments) is down -unable to create new users (but Core ERP transactions still function) • Issues in SAP Email notifications • Systems showing incorrect supplier emails on invoices. • Trip paid to employee but not posted. • Position data not replicating in SAP. • Comments not being populated against the line item • A specific report is not generated.
Severity 4	• Expense reports being approved on T&E are not being settled in finance for payments • Certain Education/Training types are not visible in Production • GL account derived on SES based on default material group GL, and not PO account assignment • Team calendar does not show leave • Incorrect Netbook value in Fixed Assets ZFI Master report • TECO WBS are allowing Financial Postings • Unable to edit compensation amount

Note: Any type of Customer request that does not relate to a Defect is not an Incident. Inquiries about functionalities and requests for information are Service Requests not Incidents.

Note: Examples of information requests that are not Incidents include:

• Provide the information on system versions or patch level
• Provide the dates for general availability of upgrades to in-scope SAP cloud applications
• Confirm that the latest SAP HANA version has been released or when it will be released
• Check the feasibility of a specific solution: Help the business with the initial requirement and help on whether this should be raised as a Service Request or a Change request
• Address queries on the details that the business need to provide while raising a specific service request
• Participate in the initial requirement or initial calls with the business to help them understand if this information needs to be
   o raised with AESG or
   o can be handled by business or
   o provide the business information at a high level, and if additional information is required then request for a SR for the further details

Service Level Requirements and Targets

- Address queries in relation to "error handling" in third party interfaces (Ex: SuccessFactors related third party)
- Support Interface related queries
  - List of interfaces in production or staging environment or legacy system
  - Active interface list
  - Queries on whether a specific interface is active
- Support queries on setting up additional environment for testing purpose
- Address queries on upcoming the changes or in a specific month
  - Link to Change calendar
  - Details on the changes are provided in an email
- Other queries related to Change Calendar
- Address queries related to batch jobs
  - Timings of a specific job run
  - Timings / impact of BW related job run
  - Timings / impact on BW Process chains
- Timings of a specific batch job in the staging environment
- Provide details on refreshes
  - Dates and timings of refresh
  - Address queries in relation to the refresh
- Provide details on access levels in the staging environment for one or more users
- Address queries about when SAP is likely to release EOFY tax notes
- Provide information around the system monitoring performed
  - Basis related
  - Interface related
- Support on the different accesses for AKN
  - Onboarding of new business users
  - Resetting of passwords
  - Access to additional folders
  - Other AKN related queries
- Provide AKN Link to a Functional Design documentation or provide the documentation copy
- Provide templates for requirement gathering
  - Ex: Finance taxonomy or procurement related
- Add new or /modify existing list of UAT approvers on ActiveControl
  - How-tos for new approvers
- Support issues related to ServiceNow – integration improvements
- Queries on how to raise a Change request

Service Level Requirements and Targets		

	Critical Incident Reviews	• Critical Incident Reviews, including root cause analysis or applicable action plan, will be conducted on all Severity 1, Severity 2 and Security Incidents within 5 Business Days (or as otherwise agreed) of resolution of the Incident. • Critical Incident Review findings and mitigation strategies will be implemented to minimise likelihood of the same Incident occurring in the future, and will be included in monthly reports. • For Severity 3 and 4 incidents the Customer may request a Critical Incident Review from the AESG Service Request Catalogue.

SLA-04A — Application Availability

See Attachment 3-3 – Service Definition

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	Tolerance Limit
Availability	99.00%	99.70%	Monthly	Critical	95%

SLA-04B — Infrastructure availability

Service Level	Minimum Service Level	Expected Service Level	Measurement Period	Critical or Key Service Level	Tolerance Limit
Availability for Production	99.9%	99.9%	Monthly	Key	N/A

Infrastructure availability on Microsoft Azure hosting the AESG Service will be 99.9% ("**Infrastructure Availability Service Level**"). This Infrastructure Availability Service Level is included to support the Application Availability critical service level which is 99.70% ("**Application Availability Service Level**"). For the avoidance of doubt, the Infrastructure Availability Service Level does not impact the Application Availability Service Level.i.e the Application Availability service level applies when Infrastructure is not available.

At the top of the table:
o   Form filling
o   Initial call with the business

Service Level Requirements and Targets		
Outage Windows Requirements		
SLA - 05	Outage Window Requirements	The Service must have scheduled and published Outages. Scheduled work with disruption to service should occur during Outages. Maximum Outages, unless otherwise agreed, are: | Timing	Duration	Comment
Weekly	6 hours	Out of Business Hours
Monthly	8 hours	Out of Business Hours
Quarterly	24 hours	Out of Business Hours
Yearly	72 hours	Out of Business Hours | Note: Duration periods are not cumulative (i.e. each week there is a 6 hour window and this does not accrue from week to week). Each duration is a maximum duration per time period.
	Outage Window Targets	• All Outages will be completed within the approved outage windows. • The Contractor will have provided a minimum of 2 hours' notice (or a shorter period as mutually agreed) for required changes to the approved Outage windows. • The Contractor will have provided a minimum of 2 hours' notice (or a shorter period as mutually agreed) for all Emergency Outages required. • Notice period for additional Outages will be agreed between the parties.

Service Level Requirements and Targets		
Backups, Restores, and Data Retention Requirements and Targets		
SLA-06	Backup and Restore Requirements	• Backups will be completed as per defined backup schedule outlined in the Contractors backup strategy and Business Contingency Plan. • Backups will be stored separately from the Production. • The Contractor will need to complete (quarterly) testing to ensure restores can be completed in a timely manner when required.
	Backup and Restore Targets	• 100% of restore requests completed within agreed timeframes.
	Data Retention Requirements*	The backup retention period required is: • 14 days for non-production; and • 30 days for production. The Contractor will consult the Customer in respect of the development of the data archiving strategy noting that: • All completed transactional data will be archived from database to appropriate online storage after 2 years. • Online archive storage must be maintained in a medium that allows it to be effectively accessed and read as need be such as for reporting purposes. Online archive storage will allow access to the data within an agreed response time to be confirmed during performance testing. • Online archive data may be destroyed after 7 years after the specific written approval of the Customer. The Customer may require additional services from the Contractor to enable the online archive data to be available for offline storage. • Changes to the Customer's Records Management Policy which result in a material change to the Data Retention Requirements may require a Change Request under Schedule 4 (Variation Procedures).

Service Level Requirements and Targets		
SLA-07	Data Retention Targets	• 100% of the Customer's defined data retention targets will be met over the life of the Customer Contract.
Audit Targets		
SLA-08	Auditability Requirements	• Standard AESG Service includes 60 days audit effort. • Each standard audit may use up to five (5) days effort to support an audit unless otherwise agreed between the parties considerate of the capacity of the resources involved. • Effort associated with areas of concern or non-conformance will be addressed through the standard Incident and Problem management process, including determination of responsibility for cost to resolve.
	Auditability Targets	• 100% of additional audits required will be facilitated in agreed timeframes and at additional cost to the Customer in line with the AESG Service Catalogue. For avoidance of doubt, where an audit has detected a material non-compliance with the Customer Contract caused by the act or omission of the Contractor, Contractor will not charge the Customer for the Contractor's audit effort subsequently expended to validate whether the non-compliance has been cured and the Parties also agree that such audit effort will not count towards the included audit effort stated above. • The Contractor will be required to develop a plan to address areas of concern or non-compliance resulting from the audits. Escalation of issues will be addressed through the appropriate Management Committee.
Release Management Requirements		
SLA-09	Patches & Software Technical Currency	• The Contractor will inform and consult with the Customer on all essential patch requirements on a monthly basis as part of the appropriate Management Committee meetings. 100% of essential patches will be tested and implemented within the Contractor Change Calendar in accordance with the software currency approach defined in Attachment 3-3. All security patches will be prioritised to ensure that Risks to the Customer and Customer Data are minimised.

		Service Level Requirements and Targets		

		Annual software technical currency:
		
		• Software technical currency comprises the following for SAP S/4 HANA and will be conducted in three year cycles:
		
		    ○ Year 1 – application of the feature pack and HR support pack for the current version of SAP S/4 HANA
		
		    ○ Year 2 – application of the feature pack and HR support pack for the current version of SAP S/4 HANA
		
		    ○ Year 3 – release upgrade of the version of SAP S/4 HANA (e.g. 1909 to 20xx)

SLA-09A	New Functionality Releases	• The Contractor will finalise and publish an Annual Plan no later than the 1st of December prior to the year the releases will be implemented. The Annual Plan will be planned in close consultation with the Customer . • The Contractor will provide advice to the Contractor's Management Committee to consider functionality to be released, timeframes and pricing implications for the Customer if it wishes to adopt the new or additional functionality resulting. • The release of new functionality should not impact any Cluster Government Agency adversely under the terms of the Custer Contract. Any identified adverse impact will be notified and discussed with the Customer prior to implementation. • The Contractor will finalise the update and publish a AESG Product Roadmap no later than 1st of December each year.
		Customer Satisfaction		
SLA-10	Customer Satisfaction Surveys	• The Contractor will work with the Customer to conduct annual Customer Satisfaction Surveys to determine level of satisfaction with operation of functionality. • Customer Satisfaction survey information will be considered as an input towards AESG Product Roadmap and change and innovation directions.
SLA-11a	Product Satisfaction Survey	• The Contractor will work with the Customer to conduct a Product Satisfaction Survey with agreed stakeholders and questions agreed between the Parties to assess satisfaction with the AESG Product. • The Product Satisfaction Survey will be run twice per year or as agreed between the Parties in writing and the results

		Service Level Requirements and Targets
		discussed at a subsequent product governance meeting. • The Product Satisfaction Survey will be designed as agreed between the Parties during Transition In and conducted during Ongoing Service. • The commencement date will be agreed between the Parties and thereafter conducted twice per year unless otherwise agreed by the Parties. • Product Satisfaction Survey information will be considered as an input towards AESG Product Roadmap and change and innovation directions.
SLA-11b	Customer Experience/User Experience (CX/UX) Standards	• Measurable CX/UX standards, including the System Useability Score (SUS) to measure user experience, will be agreed by the Parties during Transition In activities (onboarding activities). These measurable standards will be baselined and a target agreed between the Parties. • The Contractor will update the CX/UX standards at least annually. The updates may be informed by the outcomes of CX/UX related questions in the Product Satisfaction Survey as defined in SLA-11a. • The CX/UX standards will be used by the Contractor where possible to govern solution design and used as an agreed target for this SLA. • The adoption of CX/UX changes into the AESG Solution would follow the appropriate governance process. • The Contractor commiits to work with the Customer to help drive incremental improvement to the System Usabiity Score with each subsequent release of functionality, where relevant.
SLA-11c	Product Compliance	• The Contractor will maintain an ADAPT Compliance Statement for its solution covering Core, Common and Divergent categories of functionality. • The Contractor will inform the Customer prior to proceeding with any development that consumes Adapt Units and any breaches to the agreed thresholds. • For the avoidance of doubt ADAPT/ADOPT compliance includes changes to processes, data objects, taxonomy, security

Service Level Requirements and Targets			
			roles, interface patterns (API), user experience, reports, enhancements, forms and workflows.

SLA-11d	Product Quality		• The Product Quality Service Level is categorised as a 'Critical' Service Level.
			
			• The AESG Solution is implemented and supported using the Contractor's standard methods, tools, and processes that have been developed and constantly improved in alignment to international standards. The Contractor's methodology and quality processes are standard globally and have been the primary element assessed for the Contractor's ISO9001 certifications.
			
			• The Contractor must ensure it has done all it is required to do to enable the Customer to commence or complete UAT for any final Deliverable in accordance with a Change Request.
			
			• The Customer may penalise the Contractor on the third failure of the Contractor to have completed all it is required to do to enable the Customer to commence or complete UAT for Change Requests. This means that two failed attempts at commencing or completing UAT execution for a Change Request due to the Contractor not having completed all it is required to do in accordance with section 9.11 of Schedule 3 (Service Level Agreement) would not incur a penalty. If a third UAT Test execution fails to commence or complete due to the Contractor not having completed all it is required to do in accordance with section 9.11 of Schedule 3 (Service Level Agreement), then the penalty would apply.
			
			• This penalty would be a ███████████████████████████████████ whichever is lower.
			
			• The rebate would apply when UAT execution is not able to be started or completed as planned for a third time, for example, the test environment is not available. For the avoidance of doubt, penalties do not apply:
			
			    ○ to Operations activities including technical currency, incidents and service requests, or to Transition in services (these are covered by the Schedule 12 PIPP);
			
			    ○ in the execution of UAT cycles where legitimate test execution defects are raised;
			
			• The Contractor will not be responsible for a Service Level Default under SLA-11d that is attributable to any circumstances listed in section 9.29 of Schedule 3 (Service Level Agreement).
			
			• The parties agree that the Rebate payable in respect of this SLA-11d will be the sole remedy available to the Customer for

Service Level Requirements and Targets			
			a failure to meet this SLA-11d. Any Rebate due under this SLA 11d for a Change Request will be adjusted against the invoicing for that same Change Request. For the avoidance of doubt, the rebate for Product Quality applies unless otherwise agreed by both parties.
SLA-11e	Product Quality Over a Period		- The Product Quality Over a Period Service Level is categorised as a 'Critical' Service Level. - The Customer may penalise the Contractor in the event there are more than three failures of the Contractor to have completed all it is required to do to enable the Customer to commence or complete UAT for any Change Requests in any calendar quarter. If a fourth UAT Test execution fails to commence or complete in the quarter due to the Contractor not having completed all it is required to do in accordance with section 9.19 of Schedule 3 (Service Level Agreement), then the penalty would apply. - This penalty would be a ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮ - The rebate would apply when UAT execution is not able to be started or completed as planned for a fourth time, for example, the test environment is not available. For the avoidance of doubt, penalties do not apply: - to Operations activities such as technical currency, incidents and service requests, or to Transition In Services (these are covered by the Schedule 12 PIPP); - in the execution of UAT cycles where legitimate test execution defects are raised; - The Contractor will not be responsible for a Service Level Default under SLA-11e that is attributable to any circumstances listed in section 9.29 of Schedule 3 (Service Level Agreement). - The parties agree that the Rebate payable in respect of this SLA-11e will be the sole remedy available to the Customer for a failure to meet this SLA-11e. Any Rebate due under this SLA 11e for a Change Request will be adjusted against the invoicing for the affected Change Requests. For the avoidance of doubt, the rebate for this SLA applies unless otherwise agreed by both parties. - For the avoidance of doubt, multiple small Change Requests bundled together into the same UAT execution cycle are considered a single UAT execution, and a failure to enable the Customer to commence or complete UAT would count as one failure for this SLA. - If further UAT test executions fail for any Change Requests during the same calendar quarter, the change request failure

Service Level Requirements and Targets		
		count would reset and start again.
		• A second rebate would be payable if eight UAT test executions failed in the same calendar quarter.

SLA-12	Process Documentation	• The Contractor will update and publish Levels 4 and 5 processes within 30 days or as otherwise agreed by the Parties of either:
		
		   o receiving a notification from the Customer in relation to Customer's updates to Customer's CSCJ processes (Levels 1-3); or
		
		   o deploying the change in the production environment resulting from other changes such as currency or legislative updates.

SLA-13	Staging environment refresh	The Contractor will carry out the refresh of the Staging non-production SAP S/4 environment as noted in Schedule 3 Attachment 3-4 section 8.1 (Environment Refreshes).

Service Level Notes – Incident Resolution Service Level

Time starts running once the Incident is either detected by the Contractor or is reported to the Contractor by a member of the Customer's Super User Group or any other personnel authorized by the Customer to make such reports. The Incident notification is to be logged immediately by the Contractor into its Contractor's Service Management Tool where it will be tracked.

Resolution Time for all Incidents shall be measured from the time that the Incident is detected or reported until the time of resolution of that Incident. The Contractor will establish a Contractor Service Management System to record and hold this information.

The Severity Level for each Incident shall be initially assigned by the Customer and recorded in the Contractor Service Management Tool (via the interface between the Customer and Contractor Service Management Tools). This assignment will be reviewed and may be adjusted by Contractor with agreement from the Customer.

Where an Incident is downgraded to a lower Severity Level, the measures for that lower Severity Level shall apply from the time of logging of the Incident.

Where an Incident is upgraded to a higher Severity Level, the measures for that higher Severity Level shall apply from the time of upgrading the Incident.

Incidents shall be measured in the Measurement Period in which they are resolved. All open Incidents shall be included in the regular reporting so as to provide visibility to any Incidents that may be outside the Service Level.

Where multiple Incidents occur for the same event, those Incidents shall be aggregated and reported as the single first lodged Incident that relates to the issue.

Where a Service Level continues to fall below the Tolerance Limits for such period as set out in Schedule 3 (Service Level Agreement) the failure to achieve the relevant Service Level will be deemed to be a Substantial Breach that is not capable of remedy.

When an Incident is with Customer for action, the Contractor will remind the Customer three times by the Service Management Tool, each reminder separated by at least 5 Business Days. For User Acceptance Testing, reminders will be over a thirty day period. Incidents requiring Customer action that have had three reminders issued without any action being taken by the Customer to progress the Incident will be highlighted in the regular monthly service delivery reports provided by the Contractor and will be raised by the Contractor at the regular service management meeting. If no action is carried out within five Business Days after the third reminder and after the Incident has been raised at a regular service management meeting, the Contractor may close the ticket. The reminders will clearly call out that the reversal will consume Service Request hours. Effort spent in reversing the functionality fixes or changes will be chargeable to the Customer via a Service Request only if the Incident has been raised at a regular service management meeting after the third reminder. The Contractor will engage the agreed operational governance process to advise the Customer prior to closing the ticket. The Contractor will advise the Customer via the ticket that the incident is being closed. The Customer will endeavour to advise the Contractor where a ticket cannot be actioned within the targeted period due to extenuating circumstances e.g., sickness, emergency leave, end of financial year activities and pre-December holiday payroll run.

The Contractor will report on tickets deemed not to be an Incident along with the baseline Service Request hours consumed, at the weekly operational governance meeting. Examples include:

  (a) Customer error e.g. Customer Data,
  (b) process non-compliance
  (c) failure to provide Customer Supplied Item
  (d) issues resulting from Customer Supplied Item

Upon notification during the weekly operational governance meeting the incident will be converted to a Service Request, along with the Service Request hours commensurate with the effort spent on the ticket upon agreement by the Parties based on a set of agreed criteria (criteria to be agreed during Service Introduction).

Examples, which are illustrative only, include:

  (a) Payroll is running and the payroll job fails. An incident is logged. The Contractor's team investigates and finds that the error has occurred due to one employee record with incorrect data maintained by the Customer. This error record is causing the payroll program to fail. The Contractor advises the Customer so that the latter's team can address the issue and run the activity again.

(b) It's the payment day for suppliers. The Customer runs the supplier payment interface to send the file to the bank. The interface is failing. An incident is logged with the Contractor. The Contractor's team investigates. Upon investigation it is identified that the bank's systems are down, therefore causing the interface to fail. The Contractor advises the Customer. The ticket is converted to a Service Request.

(c) Any Cluster Government Agency is unable to log in to the Contractor's systems. The Contractor investigates. Upon investigation it is identified that the Customer's network team updated settings overnight that caused an issue with connectivity to the Contractor's systems. The Customer's and the Contractor's teams work together. Issue is resolved. The ticket is converted to a Service Request.

Attachment 3-2: Management Committees and Governance

Management Committees

1.1 This Attachment 3-2 (Management Committees and Governance) to Schedule 3 (Service Level Agreement) provides details on the structures and processes necessary to effectively manage the relationship between the Contractor and the Cluster Government Agencies. Each committee established under this Attachment 3-2 (Management Committees and Governance) to Schedule 3 (Service Level Agreement) will be deemed to be a "**Management Committee**" for the purposes of Item 16 of the General Order Form and clauses 6.3 – 6.9 of the Customer Contract.

1.2 Clauses 6.3 – 6.9 of the Customer Contract will apply to each Management Committee established under this Attachment 3-2 (Management Committees and Governance) to Schedule 3 (Service Level Agreement).

1.3 The following levels of service delivery governance involving both Contractor and Customer are defined below:

    (a)   strategic governance;

    (b)   tactical governance;

    (c)   operational governance;

    (d)   solution governance; and

    (e)   project governance.

1.4 These levels of governance include Cluster Government Agencies solution governance.

1.5 A high level diagram depicting the above five levels of governance follows:
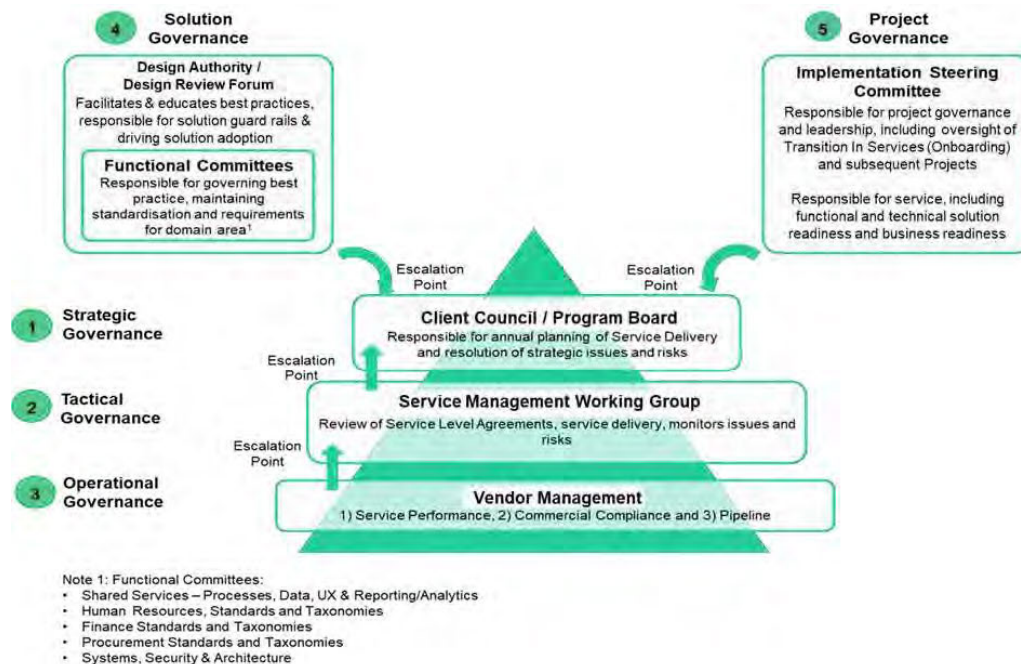
Figure 1 – Governance levels and forums

1.6 Project governance is separate to the operational service delivery governance structure although there may be some overlap in membership representation. The Management Committee for project governance will be the "Implementation Steering Committee". The project governance structure will be used in the first instance for the Transition In Services, and the same governance structure will then be used for any subsequent projects that involve the Cluster Government Agencies. There will be "Project Steering Committees" at the individual cluster level to oversee local activities such as data migration and business readiness. Project governance and relevant committee will only be required to meet when there are active projects.

1.7 Governance in relation to the Cluster Government Agencies is represented in the diagram above by the Client Council / Program Board. This ensures that an appropriate forum is in place to best inform the Contractor of determined and prioritised needs across Cluster Government Agencies and directions and to ensure the Contractor is provided with early notice of impending changes required to be incorporated into the standard solution for the Cluster Government Agencies.

1.8 The Management Committees to be established to support the above governance structure will be as follows:

(a) Client Council / Program Board;

(b) Service Management Working Group;

(c) Vendor Management;

(d) Design Authority / Design Review Forum;

(e) Functional Committees; and

(f) Implementation Steering Committee/Program Board.

The membership of each Management Committee and its functions are detailed in section 2 below.

1.9 The Customer must establish each of the Management Committees required and both Parties must ensure that their relevant Personnel attend each Management Committee meeting.

1.10 The Management Committees may appoint and determine sub-committees to carry out any of its functions, provided that each sub-committee has appropriate representation from both Contractor and Customer.

1.11 The Contractor and each Cluster Government Agency may have additional internal committees to provide direction to organisational representatives of the above committees.

Governance functions

2.1 The key governance bodies and functions are as detailed in the following table. Note the numbering in the Governance Body table below correlates to the numbering in Figure 1.

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
1. Client Council / Program Board	Monthly (Fortnightly start-up) Contractor to attend approx. every 6 months.	Customer	Provide overall direction of the AESG Service as a multi-tenant offering for NSW Government. Approve the Annual Plan. Review and approve requests to utilise the Improvement and Innovation Bank to fund innovation activities. Review services to be delivered to the Cluster Government Agencies based on Cluster Government Agencies' forecast of requirements, expected SAP release schedule etc. Approve Outage calendar. Review demand management and consider impacts of required changes associated with Cluster Government Agencies changes (including increase or decrease in number of Cluster Government Agencies).	Contractor Executives: • ANZ Public Sector Lead • Business Lead • Product & Innovation Executive • Delivery Executive • Operations Executive • Business Development Lead • NSW Client Account Lead Customer Executives: • Deputy Secretary, Corporate Services (HR, Finance, ICT Procurement) of MoG clusters • Other NSW Government Representatives as required eg from PSC and Treasury

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Approval of additional Cluster Government Agencies to onboard onto the Service.

Approve significant Updates, Upgrades, additional functionality or product changes.

Conduct annual Service review.

Approve changes to AESG Catalogue.

Consider Cluster Government Agencies' feedback on potential future directions, enhancements or increased functionality requirements to feed into future AESG Roadmap.

Manage strategic risk and issues.

Act as highest point of escalation for Cluster Government Agency related Risks and Issues within the governance structure.

Resolve issues amongst the Cluster Government Agencies. Determine timetables for implementation of new features and/or priorities. | |
| 2. Service Management Working Group | Monthly

Contractor not required to | Customer | Customer Vendor Manager would represent the AESG Services and Service performance at this forum. | Customer Vendor Manager

Customer Shared Service Delivery Owner Operations |

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
	attend, unless specific attendance has been requested by the Customer			Customer Applications Service Owners Customer Functional Custodians Contractor Representative(s) (as required)
3. Vendor Management	Monthly	Customer	Oversee service delivery of the AESG Services with respect to: • Service Management and Performance • Commercial Management • Pipeline Management – service demand including continuous improvement and innovation **Service Management and Performance** Review service delivery reports including the Customer Satisfaction Survey and Critical Incident Reports. Review performance against agreed Service Levels. Manage Outage requests and review any unplanned Outages and resultant Critical Incident review reports.	Contractor Operations Executive Contractor Onshore Operations Manager Contractor Global Offshore Operations Manager Contractor Service Manager NSW Contractor Commercial Lead Customer Vendor Manager

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Identify, manage and resolve risks and issues associated with Service delivery.	
			Manage and prioritise variations and requests for Additional Service delivery work, including managing and prioritising Service Requests.	
			Review report on all Security Incidents and make required decisions associated with mitigating similar future incidents.	
			Advise the Customer of High Priority/VIP Incidents for the month.	
			Advise of Incidents pending in Customer action for a longer than expected duration.	
			Review Adapt Compliance Statement and Adapt Units used and available for use by the Cluster Government Agency.	
			Commercial Management	
			Review of commercial compliance including:	
			• Purchase orders and invoicing issues	

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			• Monthly contract compliance: contracts calendar and obligations calendar • Annual commercial items such as COLA (**Cost of Living Adjustment**) rate card increase • Any proposed changes to the AESG Catalogue identifying contractual impact or price implications of such proposed changes • Change Requests executed **Pipeline Management** (Change Control Board (**CCB**) and Change Management Board (**CMB**)) Review activities and delivery of Services against the Service Definition and the Annual Plan, and adjust Annual Plan forward view as required. Seek feedback from Customer and review Customer feedback register, to ensure Customer expectations are being met or feedback is included in forward planning where necessary.	

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Identify opportunities for Service improvement, new products or product innovation.	
			Customer to identify and advise of known peak periods or business critical periods.	
			Identify changes in volumes or Customer requirements.	
			Customer to advise of any intentions to reduce Services required (including providing notice of planned termination or transitioning out from AESG Service).	
			Service Request Hours Planning (every quarter)	
			Every quarter, the Customer and the Contractor will cover the forward planning of Service Request hours and determine adjustments that may be required to the baseline Service Request hours.	
4.Design Authority / Design Review Forum, CMB (Change Management Board) and CCB (Change Control Board)	Monthly Contractor to attend part of the meeting as a major service provider there would be a	Customer	Facilitate / adjudicate best practice and maintains standardisation of policy, requirements and practice. Drives innovation and continuous improvement.	Contractor Product & Innovation Executive Contractor Process & Solution Owners Customer members: • COO – Shared Services

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
	standing slot for Contractor. related DA items		Maintains solution guard rails including providing governance to ensure Cluster Government Agencies ██████████████████████ Review and approve Change Requests (**CRs**) presented to the Design Authority / Design Review Forum by representatives from the Functional Committees. Review and approve requests to utilise the Currency Fund for legislative and functional currency requests presented to the Design Authority / Design Review Forum by representatives from the Functional Committees. Considering requests to utilise the Improvement and Innovation Bank to fund innovation activities, presented to the Design Authority / Design Review Forum by representatives from the Functional Committees, and endorse for next level of governance (Executive Governance Board) for final approval. Foster collaboration between Government Agencies that use the AESG Service.	• CHRO – HR • CFO – Finance • CPO – Procurement • CIO / CTO – Systems / Security / Architecture • Vendor Management / Service Provider Representation (as needed)

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Provide early advice to the Contractor on Cluster Government Agency changes to standard processes or additional mandatory system requirements. Prioritise cross agency change initiatives to ensure that government priorities are fully understood and managed effectively. Facilitate the use of standard processes across Cluster Government Agencies in relation to ERP functionality requirements. Facilitate sharing of relevant information on the solution across Cluster Government Agencies. Provide input into the AESG Product Roadmap to ensure that processes are standardised, that innovation and continuous improvement initiatives add maximum value to Cluster Government Agencies and to assist in ensuring that the AESG Solution continues to meet government objectives. Where relevant, changes tabled at the Design Authority / Design Review Forum will also be tabled at the CMB and CCB.	

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
Functional Committees:	Monthly Contractor would attend Functional Committee as required (e.g. to represent a particular change).	Customer	Facilitates / adjudicates best practice and maintains standardisation of policy, requirements and practice. Drives innovation and continuous improvement. Provide ownership and direction for processes in their relevant business domain (e.g. Finance) representing the needs of all Cluster Government Agencies on the AESG Service This includes owning the design of business process including incorporating required changes (e.g. to align to Customer Journeys, incorporate legislative and policy changes, incorporate software changes that impact processes etc) and bringing process innovation. Act as custodian of the AESG solution's integrity for their business domain, setting and maintaining solution guard rails. Collect, review and seek approval of any new requirements for their business domain from relevant business stakeholders and table changes (e.g. Change Requests) at Design Authority / Design Review	Customer members: • COO – Shared Services • CHRO – HR • CFO – Finance • CPO – Procurement • CIO / CTO – Systems / Security / Architecture • Vendor Management / Service Provider Representation (as needed)

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Forum for consideration and approval. Own the design of data and taxonomy for enterprise structures for relevant business domain (e.g. for Finance – owning the Chart of Accounts). Prepare and present to the Design Authority / Design Review Forum requests to utilise the Currency Fund for legislative and functional currency requests. Prepare and present to the Design Authority / Design Review Forum requests to utilise the Improvement and Innovation Bank to fund innovation activities. Provide input for functional domain in AESG Product Roadmap.	
5. Implementation Steering Committee at the overall program level (Program Board)	Monthly Contractor to attend as required	Customer	Provide overall management of the schedule for Transition In Services (also known as onboarding) and oversight of projects and activities that involve all MoG clusters.	Customer Executives: • Deputy Secretary, Corporate Services (HR, Finance, ICT Procurement) of MoG clusters
6. Project Steering Committees at the cluster level	Monthly	Customer	Provide overall management direction and control of projects being under-taken at the Cluster Government Agency level, to ensure all projects undertaken are delivered on time,	Contractor Delivery Executive Contractor Delivery Lead

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			within budget and that project delivery meets specified requirements.	Customer Project Executive
			Approve plan for Transition In of Cluster Government Agencies.	Customer Project Manager
			Review progress against agreed plan for Transition In.	Customer Change Manager (responsible for business readiness)
			Ensure that the plan for Transition In and Schedule 12 (PIPP) are complied with, and that the Milestones are met.	
			Act as the point of escalation for any issues arising from the Transition In Services.	
			Track and monitor all risks relating to any projects including the Transition In Services project.	
			Oversee the Transition In Services, including Acceptance Testing.	
			Review and manage project costs against approved budgets.	
			Approve additional cost variations in line with approved budget and delegations.	
			Manage project variations. Review, approve/reject and prioritise variations.	

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Ensure resourcing meets needs to complete project satisfactorily on time and within budget. Identify issues that need to be escalated to Implementation Steering Committee. Identify solution changes that require consideration by the Functional Committees and present to the Functional Committee for feedback. Functional Committee is then responsible, where required, for presenting solution changes to Design Authority / Design Review Forum with support from the Contractor Delivery Lead and Customer Project Manager.	
7. Project Meetings at the Cluster Government Agency level	Weekly	Customer	Project Management meetings between Customer Project Manager and Contractor Project Manager. Review progress and status reports to ensure projects remain on track, within budget and on time. Review status of Transition In progress against planned Milestones. Review and manage Risks and Issues associated with project.	Contractor Delivery Lead Customer Project Manager

Governance Body	Meeting Frequency	Chaired By	Governance Functions	Members
			Review Change Requests to determine those that should be escalated to the Project Steering Committee. Prioritise and re-prioritise project activities where required. Resolve project issues /disputes ad provide direction and clarification when required.	

Attachment 3-3: Service Definition

Software as a Service

SCOPE

1.1 The AESG Service is delivered as a multi-tenant cloud service for the Australian Public Sector, with the Contractor responsible for the provision of infrastructure and applications (save for any Customer Supplied Items) required to make the AESG Service available remotely to Cluster Government Agencies.

1.2 The AESG Service is provisioned for Cluster Government Agencies to support the organisational, functional and application scope described in:

(a) Attachment 3-14: AESG Product Definition (Base Services)

(b) Attachment 3-15: AESG Product Definition (Supplementary Services)

(c) Attachment 3-16 AESG Product Definition (Additional Services);

(d) Attachment 3-6: Functional Scope and CSCJ Processes;

(e) Attachment 3-7: RICEFW Scope;

(f) Attachment 3-8: SAP and Related Licences;

(g) Attachment 3-9: Data and Taxonomy Objects;

(h) Attachment 3-13: Security Roles

(i) Schedule 12 PIPP

1.3 The AESG Service is a multi-tenant service that the Contractor will continue to develop in accordance with this Service Level Agreement and other provisions of this Customer Contract, and may otherwise develop at its discretion, to provide a single consistent Enterprise Resource Planning (**ERP**) as a Service to the Australian Public Sector.

1.4 Subject to the terms of this Customer Contract, the AESG Services will not be tailored to the specific needs of any one Cluster Government Agency. They are standard services which provide Cluster Government Agencies with the capacity to personalise and adapt to their requirements, within pre-defined limits so as to ensure:

(a) consistency in the AESG Services across Cluster Government Agencies; and

(b) minimal or no impact on the AESG Services from the actions or use of one Cluster Government Agency (for other Cluster Government Agencies).

1.5 The Customer and the Contractor agree that a key objective is to ensure that one standard solution is maintained rather than different instances/solutions evolving over time for different Cluster Government Agencies. The Contractor will gain approval from the Client Council / Program Board as described in Attachment 3-2 Management Committees to the Schedule 3 SLA prior to creating a non-standard instance of the AESG Service.

AESG SERVICE COMPONENTS

1.6 Customer acknowledges that the AESG Service is a commoditised service and is intended to be consumed by multiple Cluster Government Agencies. In order to provide the efficiencies of a multi-tenant deployment model, the AESG Service has a framework to measure solution adoption and limit solution adaption. This framework is based on a classification of the solution components that the AESG Service offers as Core, Common and Divergent.

1.7 The definition of Core, Common and Divergent is as follows:

(a) **Core** are solutions where there is a single pattern that Cluster Government Agencies must adopt without change.

(b) **Common** are solutions where Cluster Government Agencies can select from multiple patterns defined by the AESG Service, during Onboarding / Transition In.

(c) **Divergent** are solutions and patterns allowed uniquely for each Cluster Government Agency.

The following diagram depicts the AESG Service Components and the Guard Rails Governance Framework.

As-A-Service Principles

AESG is a standardised, multi-tenant solution delivered on S/4 HANA ERP, incorporating Customer Service Customer Journey (CSCJ) standard processes, data and taxonomy guidelines.

The solution is underpinned by the following principles:

- Drive adoption across customers
- Focus on common solutions & services
- Minimise impact of MOG (Machinery of Govt) changes
- Support implementation of future innovations

Scope

Processes | Data Taxonomy | Security
User Experience | Technical Patterns | Governance

"Guard Rails" Governance Framework

The governance framework is defined through:

- Core (mandatory) solutions & services – based on CSCJ processes
- Common patterns & divergent requirements – based on inputs from customers

1.8 Further detail and examples of Core, Common and Divergent solution components and patterns are provided below.

(a) **Core** – These are the core elements of the solution offering that are to be adopted across all Cluster Government Agencies:

    (i) **Systems** – Integration patterns to systems that defined as core for all Cluster Government Agencies as follows:

- Core ERP Finance, Procurement and Human Capital Management - SAP S/4HANA
- Reporting and Analytics – SAP S/4HANA Embedded Analytics, Query Manager, SAP Business Warehouse and SAP Analytics Cloud
- Integration - SAP Process Orchestration and SAP Cloud Platform Integration
- Data Management and Archiving - SAP Information Lifecycle Management
- User Experience Platforms – including but not limited to SAP Fiori
- Financial Reconciliation, Balance Sheet Substantiation and Period-end Close - Blackline
- Invoice Automation - Readsoft (Kofax)

    (ii) **Processes** –the AESG Service provides a process catalogue that lists all core processes and these processes are aligned to the CSCJ processes included in Attachment 3 – 6 to this Schedule 3 (Service Level Agreement).

- The CSCJ processes, align to the "One Government, One Process" principle and utilise the significant investment NSW has made in the CSCJ standards.

(iii) **Data and Taxonomy –** the AESG Service will provide definitions for the core data objects (e.g. company code, cost centre, profit centre, payroll area) refer to Attachment 3-9 (Data and Taxonomy Objects). Having these data object definitions common across all Cluster Government Agencies will provide common financial and HR taxonomies which in turn enable holistic reporting across the Cluster Government Agencies and easier transition of employees between the Cluster Government Agencies as employee Master Data will be consistent.
The Master Data will be agreed between the Customer and the Contractor as indicated in Attachment 3-9 (Data and Taxonomy Objects).

(iv) **Authorisation / Role Definitions –** the AESG Service has a core set of roles with aligned authorisations that Cluster Government Agencies can choose from. This facilitates ease of maintenance of authorisations across the solution. Refer to Attachment 3-13 (Security Roles).

(v) **Reports, Interfaces, Conversions, Extensions, Forms and Workflows (RICEFWs)** as listed in Attachment 3-7 (RICEFW Scope). AESG has a pre-built set of RICEFWs that have been defined to enable commonality and reuse, which in turn accelerates Cluster Government Agency Onboardings.

The schematic representation of the major Core solution components is presented in the following figure.
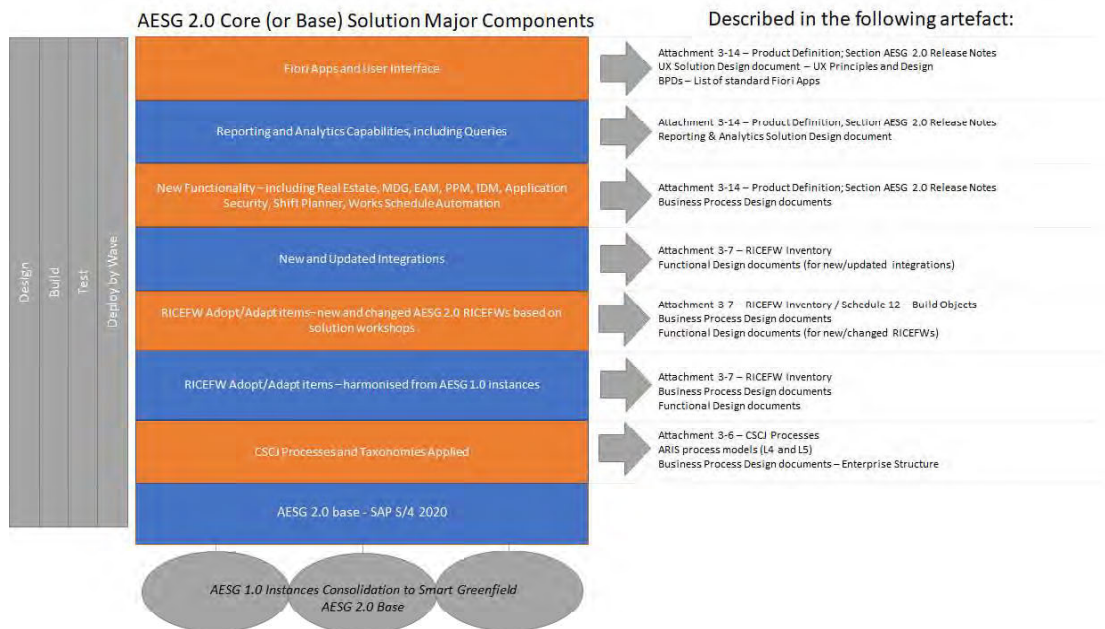
(b) **Common –** These solutions and services are defined as common as AESG has already defined patterns for Cluster Government Agencies to choose from. Examples of Common solutions and services are outlined below:

(i) **Systems -** Integration patterns to systems that are defined as Common for all Cluster Government Agencies as follows:
- Travel and expense management - Expense8, Concur and Promaster
- Contingent labour management - SAP Fieldglass
- Service management - ServiceNow
- Access and identity management – Okta and Sailpoint
- Records management –- integration from the ERP to the Records management solution for the creation of "pfiles" (personnel file) containers
- Payment gateways
- Enterprise reporting platforms – PowerBI, Tableau, Clickview
- Source to contract – Ariba and Bravo

- Human capital management - SuccessFactors
     (ii)   **Processes** (refer Attachment 3-6) - Common processes with variations that Cluster Government Agencies can choose from, for example:
- Labour Cost Distribution: Process Variation 1 - Processing the labour cost distribution via time sheet using the activity rates and Process Variation 2 - Processing the labour cost distribution using the organisation management - position based percentage and or fixed allocation
- Asset Maintenance Process: Process Variation 1 – Collection of the maintenance expenses occurred on the number of property assets to a holding cost object and then annually distributing the equal expenses to all the property assets and Process Variation 2 - Processing the individual maintenance expenses that occur directly to each of the property assets as the expense are incurred.
     (iii)   **Data and taxonomy** (refer Attachment 3-9):
- Data objects with variations that Cluster Government Agencies can choose from (such as Distribution channel and Material / service groups)
     (iv)   **Services** (refer AESG Service Catalogue):
- Budgeting and Planning – Cluster Government Agencies can choose SAC Planning as an alternate to integrating with TM1

(c)   **Divergent** – these are the elements of the solution offering that are unique for each Cluster Government Agency. The Contractor offers AESG Service Catalogue-based services and pricing to cater for these unique requirements. The AESG Service Catalogue and Pricing is included at Attachment 3 – 10 (Pricing Information) including the AESG Service Catalogue to this Schedule 3 SLA. Examples of Divergent solutions and services are outlined below:

     (i)   **Legacy data as a service** – Providing data migration services to transform data from legacy platforms and load the data into the AESG Service. This service can be provided during Cluster Government Agency Onboarding or project.

     (ii)   **Integration as a service** – Providing integration with other ERPs and line-of-business solutions that need to be retained in Cluster Government Agency ICT landscapes. The Contractor offers a standard set of Adopt interfaces (e.g. Single Touch Payroll integration, Banking interfaces) but Cluster Government Agencies have unique applications in their ICT landscape that require integration with the core ERP.

     (iii)   **Application licensing** – Providing licensing for application components where applicable rather than BYOL.

     (iv)   **Organisation change management and training services** – Providing services to prepare the business for change, this includes impact assessment, communications strategy, training and performance support strategy, creation of content for communications and training support (e.g. process and system simulations, training materials, job aids, FAQs).

     (v)   **Legacy or platform infrastructure as a service** – Providing services to host applications, this includes hosting legacy systems that need to be retained for read only access and hosting line-of-business applications.

     (vi)   **Transaction processing** – Provide business process services involving transactional processes (e.g. AP, AR, Payroll, Procurement).

ADOPT AND ADAPT MEASUREMENT PRINCIPLES

1.9   Customer acknowledges that the AESG Service is a commoditised service intended to be consumed by multiple Cluster Government Agencies. In order to provide the efficiencies of a multi-tenant deployment model.

1.10   Customer agrees to limit its adaptations of the AESG Service as detailed in this section.

1.11   To provide the multi-tenant efficiencies and drive solution adoption, the AESG Service uses the Adopt and Adapt principles to measure the Cluster Government Agency up-take of the

Core and Common solution components without change. ███████████████████
██████ of the Core and Common solutions and patterns must be adopted without change.

1.12 To provide a level of flexibility for Cluster Government Agencies for specific business needs, ██████████████████ Divergent solution components are excluded from the measurement as these are unique for each Cluster Government Agency e.g. the AESG Service provision of Legacy Data as a Service for a Cluster Government Agency to host a legacy application is not included within the ████████████████████

1.13 The figure below illustrates the measurement approach.
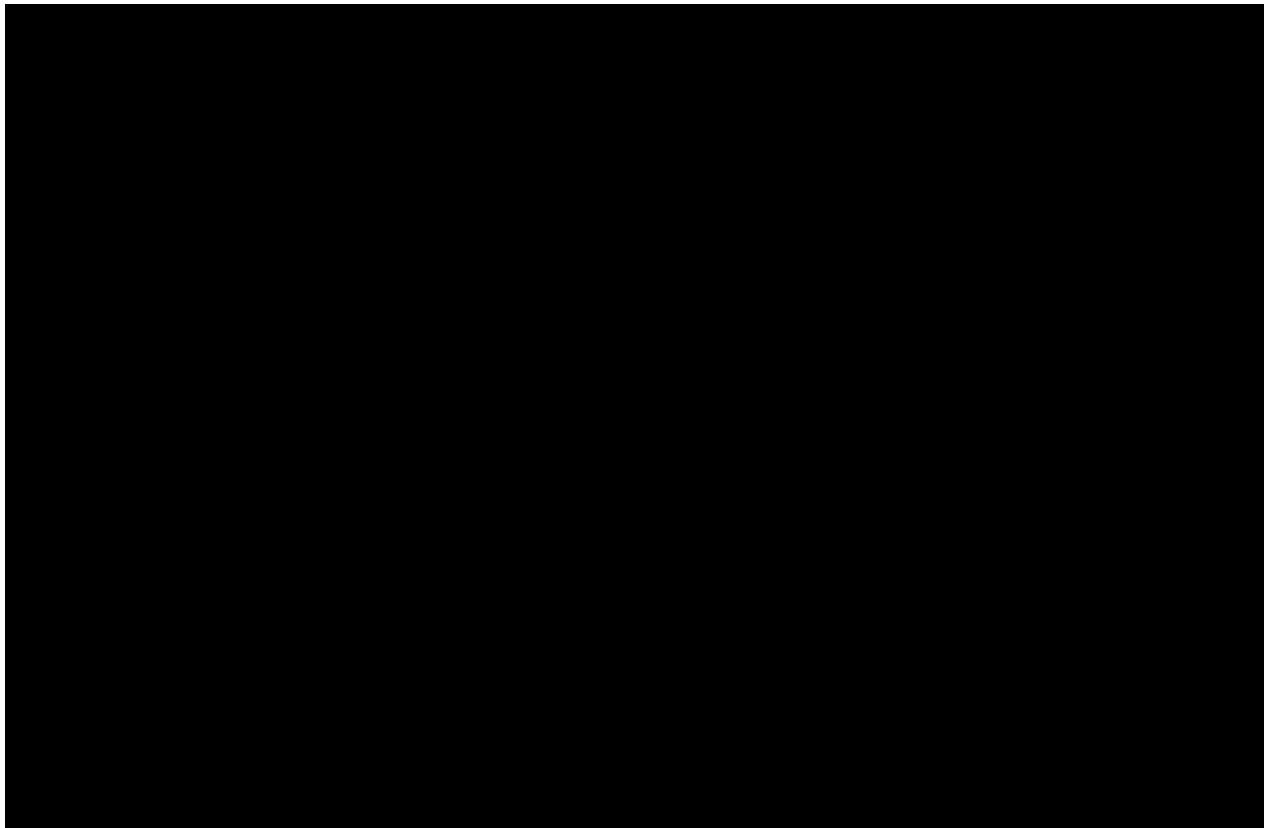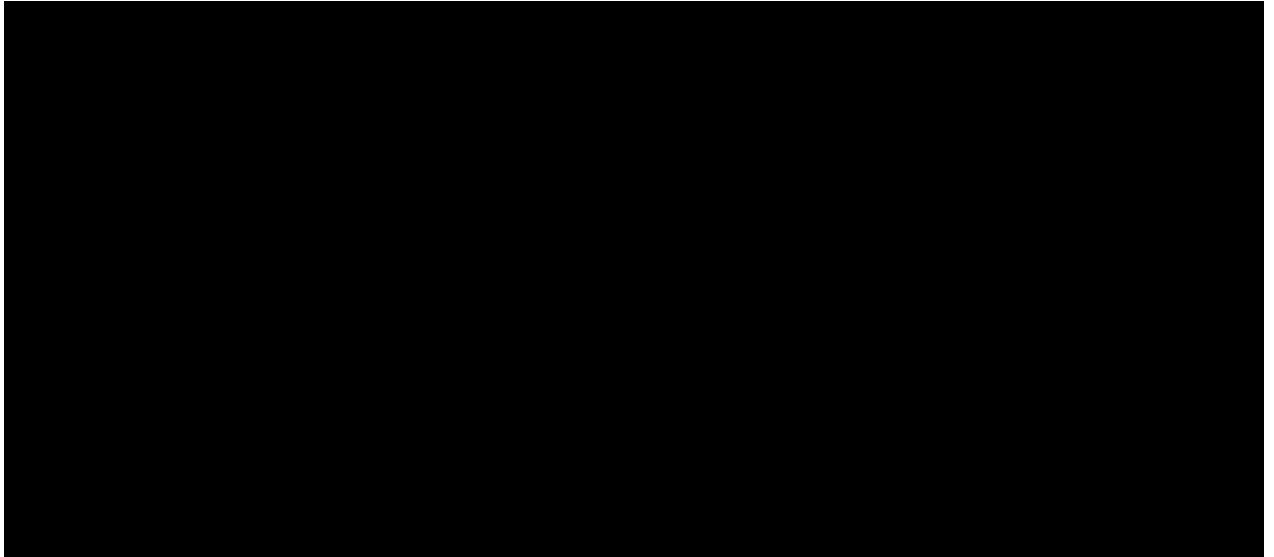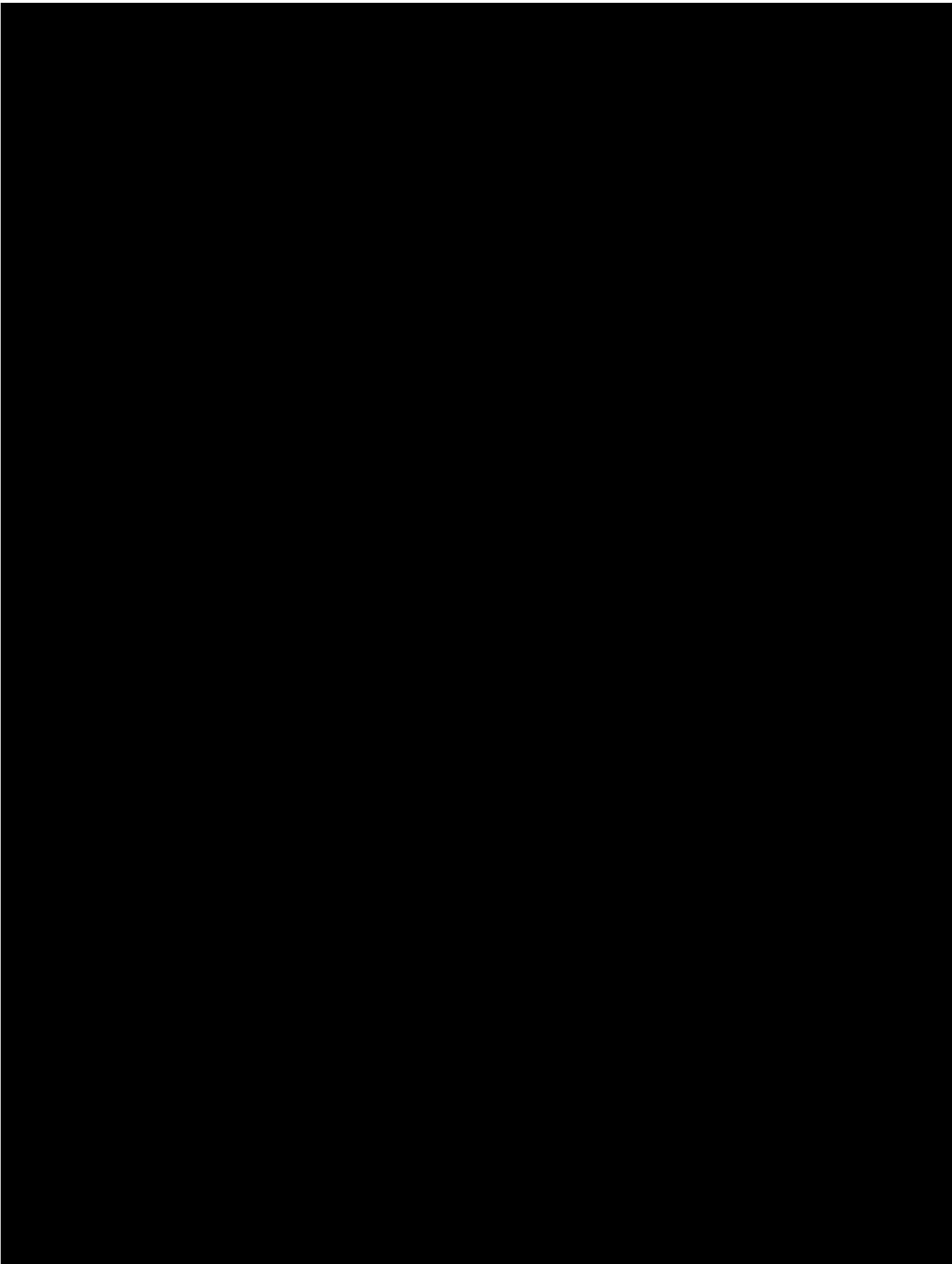
1.2
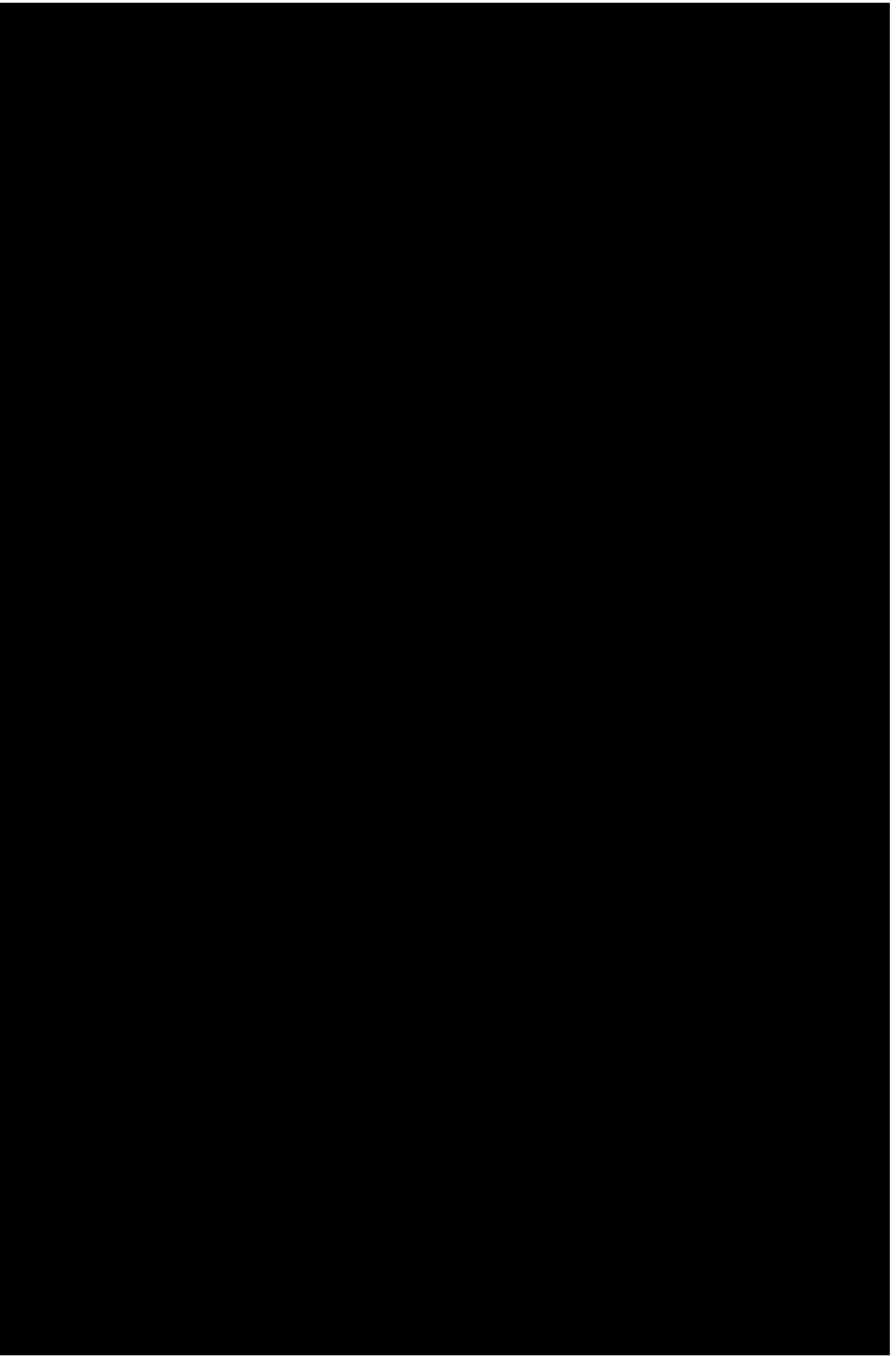
ADAPT COMPLIANCE GOVERNANCE

1.26   Adapt compliance will be governed based on the following guidelines:

(a)   Adapt compliance for the Customer will be reviewed on a regular basis (annually or as otherwise agreed by the parties) through the governance forums described in Attachment 3-2 (Management Committees) to Schedule 3 (SLA).

(b)   If the Customer is approaching or likely to exceed, or has exceeded the Adapt Capacity, the parties will meet to agree an action plan to reduce the number of Adapt components or take other action, so that Customer returns to compliance is as soon as possible (**Action Plan**).

(c)   Progress for achieving the Action Plan will be monitored through the governance forums described in Attachment 3-2 (Management Committees) to Schedule 3 (SLA).

1.27   Customer may propose a change that would result in the Customer exceeding the Adapt Capacity where there is a critical unavoidable requirement. The Contractor will in good faith work with the Customer to agree a Change Request consistent with Schedule 4 (Variation Procedures). The Customer may also agree with the Contractor a Change Request to deal with excess Adapt components as a supplementary or additional functionality.

REVIEWS

1.28   As part of each review the Parties will review and update the Adapt Compliance Statement and will discuss forecast changes to the Adapt Compliance Statement for a rolling 12-month period.

1.29   The Customer may also request a forecast of the Adapt Compliance Statement from time to time due to potential changes within the Customer (e.g. due to Machinery of Government).The parties accept that in these circumstances the Customer may exceed the

Adapt Capacity, but the parties will institute an Action Plan in accordance with section 1.26(b) in order to achieve compliance as soon as possible.

1.30   The Vendor Management will prioritise Additional Service Requests and monitor Adapt Unit usage as a standing item at its monthly management meetings set out in Attachment 3-2 (Management Committees) to Schedule 3 (SLA).

FURTHER CONSIDERATIONS

1.31   Contractor reserves the right to reject Change Requests (such as a new process or RIEFW) which in Contractor's opinion would have a negative impact on the AESG SaaS or any other Cluster Government Agency's use of the AESG Service whether or not that change would result in usage which exceeds the Adapt Capacity.

1.32   Where the Change Request is rejected, the Parties will work in good faith to accommodate the requirements of the request as a Supplementary Service or Additional Service.

STANDARD BUSINESS PROCESSES

1.33   The Customer will provide the Contractor access to an instance of ARIS containing the Customer Journey process models, formerly known as the CSSR (**Corporate Shared Services Reform**) process models.

1.34   The Customer is responsible for providing ARIS licensing for the Contractor to be able to view and update the business process models.

1.35   Within the ARIS instance, the Customer Journey processes will be modelled from Level 0 through to Level 5 according to the following definitions:

   (a)   Level 0 – Customer journey
   (b)   Level 1 – Process groups
   (c)   Level 2 – Business processes
   (d)   Level 3 – Business process steps
   (e)   Level 4 – System flow for a step within a Level 3 that is marked as a system step (e.g. generate an invoice for a vendor payment)
   (f)   Level 5 – System flow for an activity in a system step that is executed within more than one Level 4 process (e.g. validate an ABN vendor number)

1.36   Responsibilities for maintaining the processes models as follows:

   (a)   The Cluster Government Agencies are responsible for maintaining Levels 0, 1, 2 and 3 of the Customer Journey processes.

   (b)   The Contractor is responsible for maintaining Levels 4 and 5 of the Customer Journey processes, where the Level 3 business processes steps have a system step that is performed on a system that is in scope of the ASEG Services.

1.37   The Contractor retains the rights to the Intellectual Property of the Level 4 and 5 processes that are developed by the Contractor. The Contractor grants the Customer a licence in respect of the Level 4 and 5 processes as set out in clause 12 of Schedule 13 including being able to export and download these process models from the ARIS instance. The Customer will not and will procure that the Cluster Government Agencies will not provide the Level 4 and Level 5 processes developed by the Contractor to Competitors of the Contractor unless the Competitor has been engaged by the Cluster Government Agencies to undertake an engagement which requires the use of these processes and the Competitor has signed a Non-Disclosure Agreement as required by the Contractor. Where Level 4 and 5 processes are necessary to be disclosed to a Competitor as part of a tender process and where the Competitor has signed a Non-Disclosure Agreement as required by the Contractor, the Cluster Government Agencies is entitled to provide such Level 4 and 5 processes and commits that the Competitor will confirm the deletion of all Contractor's Intellectual Property at the conclusion of the tender process.

1.38   The Contractor is responsible for keeping the Level 4 and 5 processes up to date with the system functionality. This will be achieved by including the update to Level 4 and 5 processes as part of the Change Control Board approval process.

SOLUTION CURRENCY

1.39   The Contractor is responsible for keeping the AESG Service up to date in line with the Service Levels and RACI chart.

1.40   The Contractor will make reasonable efforts to keep the Customer appraised of planned changes to the AESG Service which include the removal of features or functionality and will provide at least 60 days' prior written notice of the proposed removal of any feature or functionality. No removal of any feature or functionality may occur without the Customer's prior written approval, unless it is necessary to remove such feature or functionality in order to address any legal risks, security risks, currency requirements, incident remediation or regulatory issues and the Contractor will endeavour to provide Customer as much prior written notice as commercially practicable. This section does not limit the Contractor's obligation under clause 4.4 of Module 10 (As a Service).

1.41   "Contractor Solution bundles" of functionality cannot be diminished during the period of the contracts ie the Contractor cannot redefine Contractor Solution bundles and reduce the scope of the functionality offered or change bundles thereby resulting in the addition of cost to the Customer for the services originally contracted.

1.42   Solution currency is categorised into the following components that are described in more detail below:

(a)   Technical Currency
(b)   Core Business Currency
(c)   Continuous Improvement and Innovation
(d)   Software Currency
(e)   Agency Specific Changes
(f)   Major Upgrades

1.43   With respect to the currency of existing SAP products, the Contractor will evaluate new SAP Software releases applicable to the AESG Service as they are made available by SAP. The Contractor will align its roadmap to new SAP technologies based on that assessment.

1.44   Prior to making any changes to the AESG Service (including applying patches, support packs or enhancement packs), the Contractor will test the relevant changes in a test environment to ensure that the change will have no material adverse effect on the AESG Service or the Cluster Government Agencies when implemented. If any change implemented by the Contractor has a material adverse effect on the AESG Service, the Contractor will at the request of the Customer roll the relevant software back to the version or configuration that prevailed immediately prior to the relevant change being implemented.

1.45   The Customer (and other Cluster Government Agencies if relevant) will carry out its own Acceptance Test to test and report to Contractor any impacts to its AESG Service.

1.46   In case further adaptive changes are required on customer-specific implementation as a result of legislative or SAP provided application of any patches or packs, the capacity to perform these changes shall be obtained either through use of aggregate Customer Service Request capacity (calculated in accordance with clause 3.4 of Attachment 3-4) or where that has been exhausted, through Additional Services.

1.47   The Customer will maintain the following PC SOE compatibility for client side as published by SAP and amended from time to time with respect to the SAP Software versions as detailed below or as subsequently notified to Customer:

SAP Note number 1728946 for Browser

Detailed notes are available from SAP Support Portal (http://support.sap.com/notes). In the event SAP replaces or substitutes new applicable notes for the above, then the new note applies in its place.

Technical Currency

1.48 **Technical Currency** is defined as maintaining the technical versions of the code base of the AESG Solution (operating system, database and application) that do not impact:

    (a)   Business processes
    (b)   Data and taxonomy
    (c)   Software functional currency
    (d)   Major upgrades

1.49 The Contractor will promptly implement any new releases relating to the SAP Software where the release addresses a security risk or defect in the SAP Software.

1.50 **Software Technical Currency** included in the agreed per FTE price comprises the following for SAP S/4 HANA and is conducted in three year cycles:

    (a)   Year 1 – application of the feature pack and HR support pack for the current version of SAP S/4 HANA
    (b)   Year 2 – application of the feature pack and HR support pack for the current version of SAP S/4 HANA
    (c)   Year 3 – release upgrade of the version of SAP S/4 HANA (e.g. 1909 to 20xx)

1.51 In addition to the above the following are included in Software Technical Currency:

    (a)   Emergency patching released by SAP
    (b)   Application of Operating Systems and Database version updates, security patches, virus programs, firewall versions or patches

1.52 Emergency patching will be performed as and when required. Emergency patches may comprise of corrections, security and urgent legislative patches.

1.53 The specific timing of all patching will be based on the agreed maintenance windows, urgency of the update and other operational issues, provided that security-related patches will be implemented promptly.

1.54 The Contractor will determine the frequency of patches and upgrades to third party products such as tools provided by EPI-USE Labs.

1.55 Customer will sign required licence agreement(s) in order to access third party products required by the Customer e.g. Query Manager.

Core Business Currency and Currency Fund

1.56 **Core Business Currency** is defined as being mandatory changes that are applicable for all Cluster Government Agencies and are time-bound i.e. there is a time-frame by which the change must be made.

1.57 Examples of core business currency include:

    (a)   Legislation change (e.g. STP – single touch payroll, domestic violence leave).
    (b)   Policy change (e.g. simple changes to workforce profile / staff establishment reporting).
    (c)   Standards change (e.g. accounting standards changes – IFRS 15 – Revenue Recognition and IFRS 16 – Lease Accounting).
    (d)   Industry change (e.g. changes to banking standards).

(e) Machinery of Government (**MoG**) change (e.g. creating a new cluster, moving agencies/functions between clusters).

1.58 Core Business Currency will be covered in the AESG Service Catalogue and Attachment 3-10.

1.59 This levy will generate a pool of funds to be drawn upon for utilisation for changes that meet the Core Business Currency definition.

1.60 Funds will accumulate and roll-over from year to year if not utilised in any year.

1.61 The Contractor shall manage the allocation of the funds from the levy referred to in section 1.59 for the Contract Period on the Customer's behalf as set out below (the **Currency Fund**).

1.62 The Contractor will credit funds from the Core Business Currency levy to the Currency Fund on an annual basis within 30 days of receipt of payment by the Customer.

1.63 If the Currency Fund has not been fully utilised within a given year, the funds may be used for other initiatives and currency changes (e.g. Continuous Improvement and Innovation) at the discretion of the Client Council / Program Board (refer section 1.56).

1.64 There will be annual review of the amount of funds allocated to determine if the Core Business Currency levy should stay the same or change (higher or lower). Any change to the levy or proportion of FTE allocated to the Currency Fund must be mutually agreed between the Contractor and Customer and implemented through a Change Request.

1.65 Should the Parties agree that a Core Business Currency change eventuate that has a cost that exceeds the available fund provision, the funding gap will be addressed by the Customer at its sole discretion and if the funding gap is not addressed the change will not proceed.

1.66 The funding gap may be addressed by a special levy across Cluster Government Agencies as determined by the Client Council / Program Board.

1.67 Cluster Government Agencies would only be charged the special levy if the decision for a special levy is approved by the Client Council / Program Board and a Change Request is agreed between Contractor and the Customer of the AESG Service agree to pay the relevant component of the cost.

Estimating Implementation and Run Costs

1.68 The Contractor will be responsible for estimating the implementation and run costs for Core Business Currency changes.

1.69 The Contractor will share with the Customer the approach for estimation using the Contractors estimating tools and methodology, covering both effort and other relevant costs (e.g. infrastructure costs, license costs) using the following approaches:

(a) Bottom up, widget count where relevant using ADM (Accenture Delivery Methods) estimator models.

(b) Top down, resource based where work is not able to be broken up into a widget count.

1.70 Where the Customer is concerned about the proposed effort impact of a Change Request provided by the Contractor, the Parties will discuss and negotiate the Change Request in good faith.

1.71 For Change Requests relating to Base Services and Supplementary Services, the Customer may, at its own cost, elect to provide its requirements related to the Change Request to a third party to provide an effort estimate using a comparable industry standard methodology for determining effort estimates provided that:

(a) the Customer may not provide any commercial or Confidential Information of Contractor to the third party, or any Contractor provided information contained in the relevant Change Request, except where such information is shared with a Cluster Government Agency;

(b) the Contractor will not assist the third party but would assist the Customer (and Cluster Government Agency if relevant) with the process;

(c) the Contractor is not required to automatically amend or adjust its effort estimate as a result of anything in the third party proposal. Any changes to the Contractor's effort estimate are subject to agreement of the Contractor; and

(d) In no event will the third party be able to provide any services to the Customer under a Change Request proposal that are covered within the Contractor's scope for Base Services and Supplementary Services of this Customer Contract unless mutually agreed.

1.72 In the event there is a material difference in the effort estimate of the Change Request proposal provided by the third party and the Contractor's effort estimate, the Contractor and Customer will work together in good faith to agree what, if any, adjustments should be made to the Contractor's effort estimate.

Currency Fund Governance and Approvals

1.73 Requests for utilisation of the Currency Fund are to be initially tabled at the Design Authority / Design Review Forum and once approved by the Design Authority / Design Review Forum, requests will be tabled at the Client Council / Program Board for final approval.

1.74 The Customer's Representative is the sole person authorised to nominate any payments to be allocated from the Currency Fund including transfers to or from the Improvement and Innovation Bank. Any payments to be allocated from the Currency Fund must be authorised in writing.

1.75 The Customer may audit the Currency Fund as part of the annual audit rights set out in Schedule 3 SLA.

Currency Fund Execution (Implementation)

1.76 For those initiatives approved by the Client Council / Program Board, governance will be transitioned to the relevant Implementation Steering Committee to govern implementation.

1.77 Implementation Steering Committee is responsible for managing implementation within the assigned budget and for reporting status, risks and issues.

1.78 If at any stage an initiative is at risk of going over the assigned budget, the Implementation Steering Committee will escalate the situation to the Client Council / Program Board and may instruct the Contractor to cease work.

1.79 Allocations from the Currency Fund would be based on agreement from the Implementation Steering Committee that specified milestones for each initiative have been achieved. The specified milestones being; (1) Design Completion, (2) Build and Unit Test Completion, (3) SIT (System Integration Test) Completion, (4) User Acceptance Test, (5) Deployment into Production, (6) Hypercare Completion and (7) Documentation Updated have been achieved. Milestones and Payment Amounts would be agreed as a Change Request under the Schedule 4 (Variation Procedure) prior to work commencing.

1.80 All Cluster Government Agencies will implement Core Business Currency initiatives at the same time where those currency initiatives are relevant for their business (e.g. if there are future changes to STP required by legislation, the changes will be implemented for all Cluster Government Agencies on the AESG Service at the same time).

Currency Fund Management and Reporting

1.81 The Contractor will provide to the Customer a monthly statement on the Currency Fund. The statement shall set out:

(a) Total value of funds

(b) Pipeline - Approved Currency Fund utilisation requests

(c) In-flight - Currency Fund initiatives in-flight – actuals to date and forecasted spend (giving an Estimate to Complete)

(d) Value of debits and credits to the Currency Fund

(e) Transfers to the Improvement and Innovation Bank

(f) Balance of funds

1.82 Reporting would also be included in quarterly service management reporting.

Continuous Improvement and Innovation

1.83 **Continuous Improvement and Innovation** is defined as changes and initiatives that exploit new capabilities and technologies. The changes are applicable for all Cluster Government Agencies, however they are not necessarily time-bound nor mandatory i.e. driven by change in legislation.

1.84 Examples of continuous improvement include:

(a) Changes to UX to improve experience
(b) Complex changes to Government specific features e.g. PRIME reporting, workforce profile / staff establishment reporting

1.85 Examples of innovation include:

(a) New processes – e.g. introducing source to contract capability
(b) Change to processes – e.g. changing from p-cards to virtual cards
(c) Implementing integration to Unimarket for procurement
(d) Implementing new software capability – e.g. process mining using Celonis
(e) Implementing new software capability – e.g. mobile asset maintenance using specific mobile app capabilities

Continuous Improvement and Innovation Approach

1.86 Continuous Improvement and Innovation will be funded via an initial investment from both the Contractor and the Customer and maintained independently by each Party.

1.87 This joint initial investment will generate a pool of funds to be utilised for changes that meet the Continuous Improvement and Innovation definition.

1.88 Funds will roll-over from year to year if not utilised in any year.

1.89 Funds will be topped up as agreed by the Parties either by realised savings or a top up levy.

1.90 The Contractor shall record and track the allocation of the funds held by each party for the Contract Period for the purposes outlined in section 1.97 - 1.101 (the **Improvement and Innovation Bank**).

1.91 The Contractor and Customer will make available initial investment funds to the Improvement and Innovation Bank after exit of Stage 4 Hypercare as and when an initiative is agreed by the Customer and the Contractor and approved by the Client Council / Program Board in accordance with section 1.105.

1.92 If the Improvement and Innovation Bank has not been fully utilised, the funds may be used for other initiatives and other chargeable items, in both cases being related to the AESG Service (e.g. Core Business Currency) at the discretion of the Client Council / Program Board (refer section 1.63.

1.93 There will be annual review of the balance of funds in the Improvement and Innovation Bank to agree whether further investment by both the Contractor and the Customer is required. Any changes to the investments in the Improvement and Innovation Bank must be mutually agreed between the Contractor and Customer and implemented through a Change Request.

1.94 Should a continuous improvement or innovation change eventuate that has a cost that exceeds the available fund provision, the funding gap will be addressed by the Customer.

1.95 The funding gap may be addressed by a special levy across Cluster Government Agencies as determined by the Client Council / Program Board.

1.96 Cluster Government Agencies would only be charged the special levy if the decision for a special levy is approved by the Client Council / Program Board and a Change Request is agreed between Contractor and the Customer and relevant Cluster Government Agencies agree to pay their component of the cost.

Continuous Improvement and Innovation Idea Generation

1.97 Collaborative idea generation would be done on a bi-annual basis to create a pipeline of ideas, thus creating the "**Innovation Pipeline**" for a 12 month horizon.

1.98 Parties involved in generation of the Innovation Pipeline would be: the Contractor's Product Team, the Customer solution guardians and other relevant contributors from the Cluster Government Agencies, and other key partners such as SAP. Each Party would bear its own costs in connection with the generation of the Innovation Pipeline.

1.99 Ideas would be considered, prioritized and plotted out in terms of rough timelines, focusing on those ideas to be under-taken within a 12 month horizon.

1.100 The Contractor would provide ROM (rough order of magnitude) costing for each initiative that falls within the 12 month horizon.

1.101 The Innovation Pipeline would be reviewed with the Functional Committees, Design Authority / Design Review Forum and then presented to and approved by the Client Council / Program Board.

Continuous Improvement and Innovation Operational Planning and Governance

1.102 Closer to each initiative from the Innovation Pipeline commencing, the Contractor would provide detailed scoping, solutioning and final costing.

1.103 These detailed inputs would go through Functional Committees for review and approval, and then the Design Authority / Design Review Forum for final review and approval.

1.104 The product guardians are responsible for gathering business requirements related to each initiative to be used and input to the Contractor scoping, solutioning and pricing.

1.105 Initiatives only go into "Execution" once approved by the Client Council / Program Board and after a Change Request has been agreed and signed.

1.106 The Customer's Representative is the sole person authorised to nominate any payments to be allocated from the Improvement and Innovation Bank including transfers to or from the Currency Fund. Any such payments to be allocated from the Improvement and Innovation Bank must be authorised in writing by the Customer Representative.

1.107 The Customer may audit the Improvement and Innovation Bank as part of the annual audit rights set out in Schedule 3 SLA.

Continuous Improvement and Innovation Estimating Implementation and Run Costs

1.108 The Contractor will be responsible for estimating the implementation and run costs for continuous improvement and innovation changes for the AESG deemed scope.

1.109 The Contractor will share with the Customer the approach for estimation using the Contractor's estimating tools and methodology, covering both effort and other relevant costs (e.g. infrastructure costs, license costs) using the following approaches:

(a) Bottom up, widget count where relevant using ADM (Accenture Delivery Methods) estimator models.

(b) Top down, resource based where work is not able to be broken up into a widget count.

1.110 Where Customer is concerned about the proposed effort impact of a Change Request provided by the Contractor parties will discuss and negotiate the Change Request in good faith.

1.111 The Customer may, at its own cost, elect to provide its requirements related to the Change Request to a third party to provide an effort estimate using a comparable industry standard methodology for determining effort estimates provided that:

(a) the Customer may not provide any commercially sensitive or Confidential Information of Contractor to the third party, except where such information is shared with a Cluster Government Agency;

(b) the Contractor will not assist the third party but would assist the Customer(and other Cluster Government Agency if relevant) with the process;

(c) the Contractor is not required to automatically amend or adjust its effort estimate as a result of anything in the third party proposal. Any changes to the Contractor's effort estimate are subject to agreement of the Contractor; and

(d) in no event will the third party be able to provide any services to the Customer under a Change Request proposal that are covered within the Contractor's scope for Base Services and Supplementary Services of this Customer Contract unless mutually agreed.

1.112 In the event there is a material difference in the effort estimate of the Change Request proposal provided by the third party and the Contractor's effort estimate, the Contractor and Customer will work together in good faith to agree what, if any, adjustments should be made to the Contractor's effort estimate.

Continuous Improvement and Innovation Execution (Implementation)

1.113 For those initiatives approved by the Client Council / Program Board, governance is transitioned to the relevant Implementation Steering Committee to govern implementation.

1.114 Implementation Steering Committee is responsible for managing implementation within assigned budget and reporting status, risks and issues.

1.115 If at any stage an initiative is at risk of going over assigned budget, Implementation Steering Committee will escalate to the Client Council / Program Board.

1.116 Draw down from the Improvement and Innovation Bank fund balance would be based on agreement from the Implementation Steering Committee that specified milestones for each initiative have been achieved. The specified milestones for each initiative being; (1) Design Completion, (2) Build and Unit Test Completion, (3) SIT (System Integration Test) Completion, (4) User Acceptance Test, (5) Deployment into Production, and (6) Hypercare

Completion (7) Documentation Updated. Milestones and Payment Amounts would be agreed as a Change Request under the Schedule 4 (Variation Procedure) prior to work commencing.

Continuous Improvement and Innovation Management and Reporting

1.117 The Contractor will provide to the Customer a monthly statement on the Improvement and Innovation Bank. The statement shall set out:

    (a)   Total value of funds in the Bank

    (b)   Pipeline - Approved Improvement and Innovation Bank utilisation requests

    (c)   In-flight – Improvement and Innovation Bank initiatives in-flight – actuals to date and forecasted spend (giving an Estimate to Complete)

    (d)   Value of debits and credits to the Improvement and Innovation Bank

    (e)   Transfers to the Currency Fund

    (f)   Balance of funds in the Improvement and Innovation Bank

1.118 Reporting would also be included in quarterly service management reporting.

Software Currency

1.119 **Software currency** covers the implementation of:

    (a)   new features released by the software manufacturer for already implemented AESG Solution components (e.g. new Fiori apps, new S/4HANA embedded analytics apps).

    (b)   features that can be implemented with minimal impact to the business in terms of training needs (e.g. changes that can be communicated via a "cheat sheet" or "FAQ").

1.120 Software Currency exclusions:

    (a)   Changes that cannot be done in the BAU landscape and which require additional infrastructure (e.g. Development and Test environments) as these are classified as major changes.

    (b)   Customisation of new features (e.g. if a new feature does not meet requirements "out of the box" and requires customisation).

    (c)   Implementing new software components (e.g. implementing Celonis for process mining).

Software Currency Approach

1.121 On-premise software components (i.e. SAP ERP) will be maintained under Software Currency which is undertaken annually following the application of the annual SAP S/4HANA ERP Feature Pack and HR Support Pack.

1.122 The Software Currency activity will be conducted as an 8 week sprint. The timing of the 8 week sprint will be after the application of the annual S/4HANA ERP Feature Pack and HR Support Pack is completed in the March to April period each year. The 8 week sprint would commence in May each year.

1.123 The "backlog" i.e. the features to go into the sprint will be agreed with the Customer based on:

    (a)   Review of release notes (i.e. reviewing new features that are available in the release that was implemented via technical currency) and in collaboration with SAP.

    (b)   Resource capacity of the Software Currency sprint.

1.124 The 8 week Software Currency sprint includes the following resources:

(a) 1 part-time Sprint lead
(b) 1 part-time Solution architect
(c) 1 full-time Finance consultant / configurer
(d) 1 full-time HCM consultant / configurer
(e) 2 full-time technical specialists (e.g. Fiori / ABAP / Integration)
(f) Relevant security and BASIS support

1.125 The 8 week Software Currency sprint is included in the agreed per FTE price.

1.126 Additional Software Currency sprints may be purchased through AESG Service Catalogue.

1.127 The Design Authority / Design Review Forum will approve the features to be included in each sprint.

Agency Specific Changes

1.128 **Agency Specific Changes** are defined as changes required for the Customer or a particular Cluster Government Agency. These changes could be for all Cluster Government Agencies, or for one specific Cluster Government Agency. These changes are not required by all Cluster Government Agencies on the AESG Service and are to address specific business needs of a particular cluster of Cluster Government Agencies or Agency within the Cluster Government Agency.

1.129 Examples of Agency Specific Changes include:

(a) Telephone interpreting - Invoicing and Payment integration with Language Link.
(b) Adding a new connection to an interface with an additional application within the Cluster Government Agency ICT landscape (e.g. DJ AC3 SFTP Automation Deployment, HOMES integration, ChildStory integration).
(c) Changing an ABAP report (e.g. Case worker report).
(d) Changing Agency specific interfaces (e.g. changing a ChildStory interface).

1.130 Agency Specific Changes will be managed as a change request with each individual Cluster Government Agency to fund.

1.131 Even though Agency Specific Changes are Cluster Government Agency specific, Agency Specific Changes will require approval by the Client Council / Program Board.

Major Upgrades

1.132 Major Upgrades has the meaning given to it in Attachment 13-3 (Consolidated Dictionary) to the General Order Form.

1.133 Major Upgrades impact multiple business processes supported by the AESG Solution and require significant effort to complete the following:

(a) Technical upgrade
(b) Remediation of existing adapt
(c) Remediation of data
(d) Testing of significant number of business processes impacted by the upgrade
(e) User impact analysis
(f) Change management
(g) Training

1.134 Examples of Major Upgrades include;

(a) The replacement of SAP HR with SuccessFactors Employee Central
(b) The replacement of SAP Payroll with SuccessFactors Employee Central Payroll

1.135   Major Upgrades are not included in the agreed per FTE price as major upgrades are unpredictable in nature and potentially require a large effort to complete.

1.136   No Major Upgrade will be made to the SAP Software for the term of the Customer Contract unless otherwise agreed with the Customer.

1.137   Major Upgrades will be agreed between the parties and processed as a Change Request in accordance with Schedule 4 (Variation Procedures).

AESG PRODUCT INNOVATION– AESG PRODUCT ROADMAP

1.138   The Contractor shall maintain the AESG Product Roadmap.

1.139   The AESG Product Roadmap is intended to be flexible, adjusting to current trends and needs and is subject to re-planning at the Contractor's discretion, noting that the Cluster Government Agencies will have input through the Client Council / Program Board.

1.140   The AESG Product Roadmap will be based on Cluster Government Agencies' feedback, current market needs and the expected requirements of future Cluster Government Agencies anticipated to be onboarded to the AESG Service. The Contractor retains sole discretion to include, or not include, functionality requested by Cluster Government Agencies in the AESG Product Roadmap.

1.141   The Contractor shall have regard to the following factors when considering the AESG Product Roadmap and priorities (the sequence is not reflective of the importance or weighting attached to each item):

(a)   requested functionality from the Cluster Government Agency community and the ability of the requested functionality to meet requirements of multiple Cluster Government Agencies;

(b)   SAP Software future functional Contractor's solution roadmap;

(c)   SAP Software maintenance and ongoing enhancement investment for an application component;

(d)   overall ERP SaaS market demand and direction;

(e)   risks associated with new solution components and the impact on the current Cluster Government Agency base;

(f)   costs associated with the new functionality (implementation, support, SAP Software licensing, infrastructure); and

(g)   any other factors the Contractor considers would be beneficial to the Cluster Government Agencies.

FEEDBACK PROCESS

1.142   The Contractor will ensure that the following items are included for consideration at the appropriate Management Committee meetings:

(a)   AESG Service improvement feedback;

(b)   innovation feedback:

(c)   results from the annual Customer Satisfaction Survey (see SLA-10) and the Product Satisfaction Survey (SLA-11a)

1.143   The Contractor will create and maintain a register of the Cluster Government Agencies' feedback provided to the Contractor by the Customer, which will be used as input to the AESG Product Roadmap planning and the Annual Plan for the Cluster Government Agencies.

1.144   The Contractor will consider the feedback from the Cluster Government Agencies provided to the Contractor by the Customer, at least quarterly in reviewing the AESG Product Roadmap.

1.145 The Contractor will comment on the Cluster Government Agencies' registered feedback items in the next governance meeting.

1.146 The Contractor will have the final decision on which innovations items will be implemented, the timing and manner of implementation.

UPDATES AND INNOVATION

1.147 Updates to the AESG Service will be either:

(a) mandatory, based on a change to the system (e.g. patching); or

(b) optional (e.g. new functionality). The Customer will have the option to accept or refuse any specific optional updates. Optional functional Updates that include bug fixes to existing functionality will be optional at no additional charge to the Cluster Government Agencies. The Contractor will notify the Customer of any new functionality available for implementation.

1.148 For optional items (new AESG Service functionality or components) that become available from time to time, the Contractor will notify the Customer if there are any SAP Software licensing or other technical requirements for the Customer to receive the update.

UPDATE IMPLEMENTATION PLAN

1.149 In respect of any Updates to the AESG Services, the Contractor will provide to the Customer an implementation plan which will specify the following:

(a) the adjustment required to Adapt Units (if any) as a result of the implementation;

(b) the sequence, timing, dependencies and responsibilities for activities to implement the new functionality (if any) for the Customer; and

(c) the implementation plan will be developed based on the Transition In methodology described in Schedule 12 (PIPP) subject to any modifications required by the circumstances and the scale of the change.

COMPUTE AND STORAGE CAPACITY

1.150 Subject to sections 1.151 and 1.154, the Contractor will provision sufficient compute resources to ensure satisfactory delivery of the AESG Services.

1.151 The Contractor will provision suitable storage for the environments and landscapes in the scope of the AESG Service. The infrastructure estimate is based on sizing questionnaires completed with the Customer, outputs from the technical workshops as captured below, a Brownfield sizing approach (based on AESG 1.0 growth patterns) and SAP Quick Sizer.

Parameter / Input	Value	Valid for Sizing Approach
S/4 HANA Sizing Modules	Self-Service Applications Finance Human Capital Management Product Development and Execution Sales and Service	SAP Quick Sizer

Parameter / Input	Value				Valid for Sizing Approach
	MDG Central Governance				
	SAP S/4 HANA Embedded Analytics				
Throughput Parameters	**Sizing Module**	**Throughput Parameter (per year)**	**Value**		SAP Quick Sizer
	Finance	Accounts Payable	150,000		
		Accounts Receivable	175,000		
		Business Accounting – Documents	200,000		
	Product Dev & Execution	Asset Lifecycle Mgmt. - maintenance orders (also in EAM)	50,000		
		Material movements	10,000		
		Purchase orders	100,000		
	Sales & Service	Billing documents	50,000		
		Sales Orders	25,000		
	MDG Central Governance	Central Governance for Customer per year	100,000		
General Sizing Parameters	• Concurrent users = 10% of total user base • Business Growth rate = 5% per annum • System lifetime = 60 months • Average workday = 8AM – 6PM • Peak load = 7AM – 12PM				SAP Quick Sizer
HANA Database Growth	3.6Mb per user / month				Brownfield sizing

Parameter / Input	Value	Valid for Sizing Approach
Data retention (in memory) before archiving	18 months	Brownfield sizing
Monthly database growth reduced by optimisation (archiving, data tiering)	70%	Brownfield sizing
Memory Usage Calculation	Memory Usage = Database size / 2 * 1.2 + 50Gb (SAP Note 1793345)	Brownfield sizing
Memory utilisation threshold (before moving to next size Virtual Machine)	80%	Brownfield sizing
Storage (Disk Sizing)	Data (Database Size) + Log (dependent on Memory consumption)	Brownfield sizing

1.152   The Contractor's storage services comprise:

(a)   provisioning, monitoring and management of the storage system; and

(b)   replication of production data to backup data centre to support disaster recovery.

1.153   Platform capacity consumption for Additional Services purchased will be costed on the basis of pricing outlined in the AESG Service Catalogue.

1.154   The table below sets out the assumptions that have informed the sizing scope. The assumptions are confirmed by the outcome of the Brownfield sizing and the SAP Quick Sizer approaches. If more capacity is required, the parties will agree a Change Request under Schedule 4 (Variation Procedures).

FTE	Category	Component	Capacity	Units	Comments
<40k	Compute	Small	32	CPU	
		Medium	64	CPU	
		Large	96	CPU	
	Attached Storage	SSD	10	TB	
	General Storage	Non-SSD	10	TB	NFS, Backup and DR
	HANA (Memory)	Prod	2	TB (mem)	
		NonProd	3	TB (mem)	
	Connectivity	Expressroute	200	Mbps	Primary Connection
40k-50k	Compute	Small	32	CPU	
		Medium	96	CPU	
		Large	140	CPU	
	Storage	SSD	12	TB	
	General Storage	Non-SSD	10	TB	NFS, Backup and DR
	HANA (Memory)	Prod	3	TB (mem)	
		NonProd	4	TB (mem)	
	Connectivity	Expressroute	200	Mbps	Primary Connection
50k - 54k	Compute	Small	32	CPU	
		Medium	96	CPU	
		Large	156	CPU	
	Storage	SSD	14	TB	
	General Storage	Non-SSD	10	TB	NFS, Backup and DR
	HANA (Memory)	Prod	4	TB (mem)	
		NonProd	5	TB (mem)	
	Connectivity	Expressroute	200	Mbps	Primary Connection

1.155 In addition, the table below provides an estimate of the memory and database size initial requirements based on the onboarding schedule and calculated via the brownfield sizing method:

	Wave 1a Go-Live	Wave 1b Go-Live	Wave 2 Go-Live	End of Contract Period
FTE	6,830	23,299	40,420	40,420
Memory Consumption	240GB	780GB	1600GB	4050GB
Database Size	310GB	1220GB	2500GB	6650GB
Storage (Data + Log)	550GB	1900GB	4100GB	10700GB

INFRASTRUCTURE SERVICES

1.156 The Contractor will implement suitable monitoring tools to monitor the Contractor's Production Services on a 24 x 7 basis.

1.157 The Contractor will apply the necessary security features to ensure requirements in section 5.8 of the SLA are met.

BACKUP AND RECOVERY

1.158 The Contractor will provide the following backup and recovery features in accordance with the Service Levels:

(a) disk backup and recovery at primary and backup data centres, where applicable;

(b) backups include all operating systems and Customer Data.

1.159 With regards to backup management, the Contractor will perform the following services:

(a) daily incremental backup and weekly full backup;

(b) retention of daily and weekly production backups for 30 days;

(c) retention of non-production backups for 14 days; and

(d) where mutually agreed by the parties pursuant to a Change Request under Schedule 4 (Variation Procedure) provide the Customer with a full SAP data export or if the Customer is appropriately licensed, a full SAP client export on the terms agreed in such Change Request.

1.160 Data restore requests, not resulting from any system failure or action by the Contractor, are regarded as an Additional Service.

NETWORK CONNECTIVITY

1.161 The AESG Service will be connected to GovDC and the Cluster Government Agencies will access the AESG Service by using the Network Aggregation services provided by the Contractor.

1.162 The Cluster Government Agencies must provision connectivity to GovDC by way of a pair of redundant connections.

1.163 The Cluster Government Agencies must provide the connectivity to the Network Aggregation point in GovDC as low latency redundant network design.

1.164 The Cluster Government Agencies are responsible for configuration of all the required network devices (switching/routing/security) up to the AESG Service point of presence.

1.165 The Cluster Government Agencies are responsible for monitoring and management of network devices at their premises and for any infrastructure comprising it's the Network Aggregation point in GovDC.

NETWORK CAPACITY

1.166 The Contractor must provision a sufficient network bandwidth between the primary and backup data centres. Currently, 200Mbps is provisioned and deemed sufficient to meet the requirements of this Schedule 3 Service Level Agreement for the Contract Period based on 1,000 concurrent users with an average dialogue size of 200kb per user per second. The Contractor must from time to time advise the Customer of any increased network bandwidth requirements, acting reasonably, and any additional network bandwidth required will be subjected to a Change Request under Schedule 4 (Variation Procedure).

1.167 The Cluster Government Agencies must provision sufficient network bandwidth up to the AESG Service solution point of presence to access the AESG Service. The sufficient network bandwidth required for the AESG Solution will be 200 Mbps based on 1,000 concurrent users with an average dialogue size of 200kb per user per second. This will be confirmed based on agreed acceptance network criteria during performance testing (see Schedule 12 (PIPP)). The Contractor must from time to time advise the Customer of any increased network bandwidth requirements, acting reasonably.

CUSTOMER DEVICES

1.168   The Customer will, and will ensure that each other Cluster Government Agency will, maintain all personal computers (**PCs**) and other client side infrastructure required for its Personnel to access and use the AESG Service as a remote server application.

1.169   The Customer will ensure currency of the PC SOE to ensure SAP versions can continue to be run effectively on its PCs.

SUSPENSION

1.170   The Contractor may not suspend the provision of any part of the Services to the Cluster Government Agencies (or any of its Permitted Users), except and to the extent it is necessary to lock access of a Permitted User or terminate processes to address an identified risk to the use of the Services that:

(a)   poses a security risk to or may materially harm the Services or any third party; or

(b)   may adversely impact the services, systems or content of any Cluster Government Agency,

provided that any such suspension must:

(c)   be in respect only of the relevant Permitted User and the minimum necessary portion of the Services;

(d)   not be in respect of more than five Permitted Users in relation to the identified risk without the prior consent of the Customer provided Customer grants its consent expeditiously and any such consent must not be unreasonably withheld (in light of the urgency of the relevant situation as determined by the Contractor); and be for only as long as reasonably necessary.

1.171   The Contractor will, where not prohibited by law and reasonable under the circumstances:

(a)   provide Customer with prior notice of any such suspension of Services; and

(b)   allow the Customer an opportunity to take steps to avoid any such suspension.

1.172   Upon any suspension of the Customer's or any Permitted User's right to access or use any portion or all of the Services and if the suspension is due to the fault of the Customer or such Permitted Users, then:

(a)   the Customer will continue to be liable to pay the usual Fees for the Services during the period of suspension;

(b)   the Customer will be responsible for any applicable Fees and charges for any Services to which Customer or any Permitted User continue to have access, as well as applicable data storage Fees and charges, and Fees and charges for in-process tasks completed after the date of suspension; and

(c)   the Customer will not be entitled to any rebates under any Service Levels pertaining to any suspended AESG Service.

1.173   If the suspension is not due to the fault of the Customer or any Permitted Users, the Customer will not be liable for any Fees or charges relating to the suspended Services for the duration of the suspension.

Support Services

SERVICE LOCATIONS

2.1   The Support Services will be provided from the delivery locations set out in Item 25A of the General Order Form and as amended by the parties from time to time.

SUPPORT SERVICES

2.2   The Contractor will perform the Support Services in accordance with the controls outlined in Attachments 3-4 (Support Services) and 3-5 (Security Services) to Schedule 3 (Service Level Agreement) and Transition Out Services under Schedule 13 (Additional Conditions).

APPLICATION SUPPORT SERVICES

2.3   The Contractors day to day operational solution Services are summarised as follows and within the security framework as outlined in Section 5 of the SLA and Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement):

Contractor's Service	High Level Service Summary
Ongoing service and delivery management	Day-to-day Service delivery and oversight; Provision of reporting detailed in the Customer Contract; Service Level monitoring; Participation in reviews, Customer Satisfaction Surveys and governance activities; Participation in audits as detailed in SLA-08.
Level 2 Help Desk services	Level 2 Help Desk is for Customer to call and log a Severity 1 and Severity 2 Incident.
Level 2 and 3 support & operations	Incident / problem management & resolution; Service Requests (23 hours per 1000 FTEs per month); Provision of Additional Services where required and agreed to; 'Priority/VIP Requests and/or Additional Services where required and agreed to with delivery being within negotiated and agreed timeframes; Production support (BASIS, DBA, technical architecture, performance management & environment management); Call logging & tracking; Updates for Incidents and Service Requests will be made via the ticket in the Contractor's Service Management Tool which will be linked to the Customer's Service Management Tool. Communications for ticket updates via other means such as in regular service management meetings, email or phone call will be on an exception basis only.

Contractor's Service	High Level Service Summary
	Production control and scheduling (batch operations);
	Software currency services (corrective patches, OSS notes, support packs, enhancement packs);
	Infrastructure administration and support;
	Application administration and support;
	Security investigations as required;
	Data centre LAN management.

SERVICE EXCLUSIONS

2.4 The following functions are out of scope for the Contractor as part of the ongoing Services of this Customer Contract after the Cutover Date, but may be considered, as available Additional Services with costs associated as detailed in the AESG Service Catalogue:

(a) Level 1 Requests;
(b) Business process support (except as defined in sections 1.33 – 1.38 of Attachment 3-3 of the Schedule 3 SLA) and legislative support;
(c) Enhancements and changes that do not fall within definition of Service Requests;
(d) Enhancements and changes that are not consistent with the AESG Product Roadmap.
(e) Permitted User training;
(f) Cluster Government Agencies site based services;
(g) Cluster Government Agencies LAN, desktop and PC SOE management;
(h) User Identity ownership – end user identity management.

NSW Government Data Centre or Cloud Provider: where the data centre is GovDC or Cloud Provider's data centre, the Contractor is not responsible for any issues related to the facilities (including electricity and utility supply, air conditioning and physical security).

SERVICE MANAGEMENT PROCESSES

2.5 The AESG Service is delivered using Contractor's processes with respect to Support Services which are aligned to ITIL standard processes.

2.6 Support Services are described in Attachment 3-4 (Support Service) to Schedule 3 (Service Level Agreement).

2.7 Information exchange about tickets will be via the Contractor Service Management Tool interfaced to the Customer's Service Management Tool. Emails or other means will be used as an exception only.

2.8 Operational Governance will be agreed between the Customer and Contractor for the management of cross-Cluster Government Agency impact incidents and service requests to minimise the risk of potential delays. For example, a service request has been raised for one Cluster Government Agency. The request impacts another Cluster Government Agency and therefore they need to test to confirm deployment to the production.

BUSINESS CONTINGENCY

2.9 The Contractor will develop a detailed Business Contingency Plan before the Cutover Date for each Wave as part of the Transitioning In, and will review and update the Business Contingency Plan as new services and additional areas of the business are included. The

Business Contingency Plan will comply with requirements as detailed in sections 4.9 to 4.17 of the SLA.

Services RACI Chart

1. Services RACI Chart

3.1 The key service delivery accountabilities for Contractor, Customer and Third-Party (SAP – Quality Assurance and SaaS products) in relation to the AESG Service and Support Services are defined in the following Service RACI chart:

3.2

Attachment 3-4: Support Services

1. Support Services (Overview)

PROVISION OF SUPPORT SERVICES

1.1   With respect to the Services, the Contractor must provide Support Services in accordance with this Attachment 3-4 (Support Services) to Schedule 3 (Service Level Agreement), the Service Levels set out in the Service Level Table in Attachment 3-1 (Service Level Requirements and Targets) to Schedule 3 (Service Level Agreement), the Security Services outlined in Section 5 of the Service Level Agreement and Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement), and the Transition Out Services as outlined in Schedule 13 (Additional Conditions) for the duration of the Contract Period. The Support Services are included in the Contract Price.

LEVELS OF SUPPORT SERVICES

1.2   The Contractor's responsibilities:

(a)   The Contractor's responsibilities are to support the operation and maintenance of the AESG Services.

(b)   The Support Services will be provided by the Contractor's Personnel with suitable knowledge of and experience in the technical support appropriate to, and maintenance of, the AESG Services.

(c)   Where there is an Incident, the Contractor acknowledges that urgency and emphasis will, as applicable, be in priority of:

   (i)   traffic restoration;
   (ii)   Incident Resolution;
   (iii) performance resolution;
   (iv)   network restoration or normalisation; and
   (v)   investigation and root cause analysis of Incidents and development of mitigation strategies to minimize the risk of any Severity 1, Severity 2 or Security Incidents re-occurring in the future.

(d)   Support Services provided by the Contractor will include:

   (i)   a Help Desk service, as set out in Section 2 of this Attachment;
   (ii)   a Service Request service and a Priority/VIP Service Request service, as set out in Section 3 of this Attachment; and
   (iii) the provision and/or installation of tools to measure the performance of the AESG Services and the Contractor's performance of the Support Services.

1.3   Incident escalation

(a)   The Cluster Government Agency, within its ability, will attempt to solve any Incident using the resolution procedures (if any) set out in the User Documentation.

(b)   If the Cluster Government Agency is unable to solve an Incident, then the Customer will report the Incident to the Contractor by means of the Help Desk for Severity 1 and Severity 2 incidents. Severity 3 and Severity 4 incidents to be logged by means of the Customer's Service Management Tool. Both Parties will act in accordance with the Service Levels set out in Attachment 3-1 (Service Level Requirements and Targets) to Schedule 3 (Service Level Agreement), and the procedures outlined in this Attachment 3-4 (Support Services) to Schedule 3 (Service Level Agreement).

(c)   The Customer will make all determinations regarding Incident escalation and the Severity assigned to a Incident.

SERVICE DELIVERY MODEL

1.4   The diagram below illustrates the delivery model for the Support Services and points of interaction with the Customer's service management personnel.
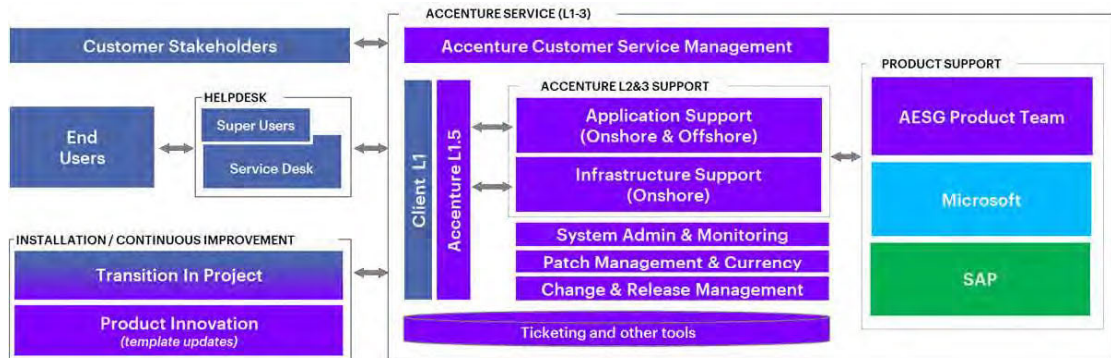
2.   Help Desk Service (See Service Level Table – SLA-01)

2.1   The Contractor will maintain an appropriately staffed support and maintenance help desk/technical enquiry service to provide technical assistance and consultation to fulfil the Contractor's obligations under this Customer Contract and to respond to Customer enquiries.

2.2   The Help Desk will operate between the hours of 7am to 6pm on Business Days. Severity 1 and Severity 2 Incidents, however, can be notified by telephone and via the Customer's Service Management Tool and logged with the Help Desk on a 24 X 7 basis.

2.3   The Customer may use the Help Desk to contact the Contractor to report a Severity 1 or Severity 2 Incident with Services. Severity 3 and Severity 4 Incidents and Service Requests, will use the Customer's Service Management Tool.

2.4   The Cluster Government Agencies will resolve all non-application issues (e.g. workstation issues, SAP client issues etc.) and the Super Users will resolve all business issues (e.g. Permitted User training, business process, user account lock account, password reset, SAP client support issues etc.).

2.5   All Incidents and Service Requests that come through to the Help Desk will be logged by the Customer's service desk.

2.6   A two-way communication will be established between the Contractor and the Customer's support organisation. Media will include, at least two of the following:

(a)   on-line hot-line (or "1800" number);

(b)   telephone;

(c)   mobile telephone; and

(d)   other media as agreed from time to time.

2.7   The Contractor agrees that the time-frames set out in the Service Level Table set out in Attachment 3-1 (Service Level Requirements and Targets) to Schedule 3 (Service Level Agreement), will apply to all calls made to the Help Desk.

2.8   The Contractor will rectify each Incident or error in the User Documentation in accordance with the Service Level Table according to the applicable Severity determined by the Customer at the time of notification to the Contractor (other than any SAP Software defect accepted by SAP). As part of that rectification, the Contractor will provide recommendations regarding the measures necessary to restore the functionality of the Services and will implement those measures. All root-cause analysis of Severity 1 and Severity 2 Incidents will be carried out by the Contractor or the Contractor's subcontractors within the scope of the Contractor's solution,

and the Contractor will not be entitled to charge the Customer any additional fees for any root-cause analysis of a Incident.

2.9   On a monthly basis, the Contractor must provide the Customer with:

(a)   a report detailing:

(i)   the volume, priority, nature and status of the calls taken by the Help Desk, including individual call sheets setting out the subject and details of the calls taken,

(ii)   level of compliance in meeting the Service Levels; and

(iii)   Critical Incident findings (based on root cause analysis) and mitigation strategies to minimise the risk of re-occurrence of Severity 1 or 2 Incidents or Security Incidents;

(iv)   Service delivery issues requiring discussion; and

(b)   an analysis of trends, for each Service in the volume and complexity of the calls taken by the Help Desk (including identification of repeat calls or calls being reopened as closed prematurely before the issue is satisfactorily resolved). The Contractor must analyse these trends and investigate and rationalise any extraordinary events, and provide the Customer with advice on results of investigations and on any recommended remedial action.

2.10   The Contractor will promptly make available to the Customer current information regarding any Incidents and/or errors with the User Documentation experienced by the Contractor's customers worldwide and resolutions to those Incidents and/or errors as it makes such information available to its customers generally.

2.11   The Super User Group will support the AESG Service through the provision of business process support, resolution of Level 1 Requests, triaging of calls and the provision of advice to users on the use of the application.

2.12   The Contractor will use the Contractor's Service Management Tool integrated with the Customer's Service Management Tool for service management and reporting.

3. Service Requests (See Service Level Table – SLA-02)

SERVICE REQUESTS

3.1 Service Requests are requests from the Cluster Government Agencies provided to the Contractor via the Super Users Group for information or for a standard change (a pre-approved low risk repeatable change relating to an existing functionality in Production) or for access to an IT service per the AESG Service Request Catalogue.

3.2 A Service Request is not:

(a) a solution design change or enhancement. Solution design changes required after the Consolidation Period must be handled in by way of a Change Request in accordance with Schedule 4 (Variation Procedures) and the required design governance refer Attachment 3 – 2 (Management Committees) of Schedule 3 (Service Level Agreement), even if the effort required is less than 4 person days

(b) an Incident; or

(c) a new customisation/RICEFW.

3.3 Changes to existing functionality delivered under the Transition In services detailed in Schedule 12 (Project Implementation and Payment Plan) will not be treated as Incidents or Service Requests.

SERVICE REQUEST MANAGEMENT PROCESS

3.4 The Customer Contract includes a capacity allowance of 23 hours per month per 1000 FTEs with respect to all Cluster Government Agencies for Service Requests for the AESG Service.

3.5 The maximum period of effort allowed for a Service Request is 4 person days.

3.6 A Service Request of more than 4 person days duration of effort is to be assessed in accordance with Schedule 4 (Variation Procedures).

3.7 Potential Service Requests would be reviewed internally by a Super User prior to submission of a Service Request to the Contractor.

3.8 The Cluster Government Agencies' authorised representatives will use the Customer's Service Management Tool (integrated with Contractor's Service Management Tool) to lodge a Service Request at any time.

3.9 The Customer will provide two weeks advance notice for Service Requests that require weekend work.

3.10 Service Requests will be selected from the AESG Service Request Catalogue. The Contractor will manage Service Requests as a queue of prioritised requests for one time Services. Service Request priority will be based on a forward demand planning arrangement with delivery dates mutually agreed by the Contractor and Customer. The parties may agree to reprioritise Service Requests to take into account urgent matters.

3.11 There may be times when a Service Request is raised by the Super Users which does not have a corresponding item in the AESG Service Request Catalogue. When this occurs, the Contractor will assess the item for inclusion in the AESG Service Request Catalogue and agree effort required to resolve the Service Request with a nominated representative from the Customer and receive approval for this effort prior to proceeding with the Service Request. If the Customer agrees to the effort, the Service Request resolution will proceed. The Contractor will consider such Service Requests for inclusion in the AESG Service Request Catalogue.

3.12 The AESG Service Request Catalogue is a living document owned and managed by the Contractor which itemises a list of common tasks that can be performed under a Service Request, along with the expected resolution time and effort associated with that task. The Customer is provided with visibility of the AESG Service Request Catalogue. The AESG Service Request Catalogue is common across all of the Cluster Government Agencies. The

Contractor will continue to update the AESG Service Request Catalogue to allow accurate categorisation of Service Requests. Effort documented in the Contractor's catalogue represents the end to end effort required to be undertaken by the Contractor's team members to resolve a Service Request. It includes effort to cover tasks such as Service Request analysis, build, test and AESG Change Advisory Board related activities.

3.13   Service Requests cannot be used for solution design changes.

3.14   The process for dealing with Priority/VIP Requests is detailed in Sections 7.1 to 7.10 of this Attachment 3 – 4 (Support Services) of Schedule 3 (Service Level Agreement).

3.15   The Contractor will track consumed and remaining hours on a weekly basis and the Contractor will present this information to the Customer weekly. The Customer will be responsible for managing business demand in line with Service Request capacity available.

3.16   The Contractor will provide sufficient resources to undertake the included Service Request capacity within a given month. Once the included Service Request capacity has been consumed for the month, the Customer may request and Contractor may provide further capacity as Additional Services purchased as Additional Service Request bundles per the AESG Service Catalogue.

3.17   Resourcing and delivery of Service Requests will be through the support offshore team members only.

3.18   Service Requests will be managed using the Contractor's offshore service delivery management function as opposed to a dedicated project manager supplied by the Contractor.

3.19   When a Service Request is with the Customer for action, the Contractor will send a reminder 3 times via the Service Management Tool. Each reminder will be separated by at least 5 Business Days. For user acceptance testing reminders will be over a 30 day period. Service Requests requiring Customer action that have had three reminders issued will be highlighted in the regular monthly service delivery reports provided by the Contractor and will be raised by the Contractor at the regular service management meeting. If no actions is carried out within 5 Business Days after the third reminder and after the Service Request has been raised at a regular service management meeting, the Contractor may close the ticket. The reminders will clearly call out that the reversal will consume Service Request hours. Effort spent in reversing the functionality fixes or changes will be chargeable to the Customer via a Service Request, only if the Service Request has been raised at a regular service management meeting after the third reminder. The Contractor will engage the agreed operational governance process to advise the Customer prior to closing the ticket.

BASELINE SERVICE REQUEST HOURS

3.20   The initial baseline is 23 hours per 1000 FTEs per month. Example calculations for baseline Service Request (**SR**) hours per month are shown below.

     (a)   If total FTE Count is 8000, then hours = 8000*23/1000 = 184
     (b)   If total FTE Count is 12900, then hours = 12900*23/1000 = 297
     (c)   If total FTE Count is 25100, then hours = 25100*23/1000 = 577

3.21   Each month the actual Service Request hours consumed will be tracked against the baseline. The baseline Service Request hours can be adjusted by mutual agreement between the parties in accordance with section 3.24 below.

3.22   Service Request hours above the baseline are uncapped, provided the Parties act reasonably, for example, in the following situations:

     (a)   **Forward Planning:** Unprecedented demand and expected processing spikes from events is accounted for in a revised baseline and is predicted through the relevant governance forums. e.g.
          (i)   The expected impact from Machinery of Government (MoG) changes;
          (ii)   expected 'peak' processing periods;
          (iii)   roll on of new agencies not familiar with the AESG Service and the AESG Solution.
     (b)   **Actuals Review:** The Customer and the Contractor would review the Service Request baseline periodically and adjust to accommodate trends (up and down). The

trigger for a review of the Service Request baseline would be Cluster Government Agencies' total consumption three consecutive months above or below the baseline level. The review would occur at the next quarterly Service Request planning discussion.

(c)   After review and adjustment, the Customer will purchase Additional Services bundles in accordance with section 3.34 for Service Request hours that exceed the combined total of the baseline Service Request hours and Rollover hours. Example scenario provided below:

    (i)   Baseline monthly Service Request hours are 23 hours per 1000 FTEs.

    (ii)   In August, actual monthly Service Request hours are 30 hours per 1000 FTEs.

    (iii)   In September, actual monthly Service Request hours are 31 hours per 1000 FTEs.

    (iv)   In October, actual monthly Service Request hours are 29 hours per 1000 FTEs.

    (v)   With three consecutive months of actual Service Request hours higher than the baseline Service Request hours, parties engage in a discussion to adjust the baseline in the relevant governance forum.

    (vi)   Parties agree that the monthly baseline Service Request hours are to be increased from 23 hours per 1000 FTEs to 30 hours per 1000 FTEs.

    (vii)   The Customer will purchase the Additional Service Request bundle for 7 hours per 1000 FTEs per month to increase the monthly baseline Service Request hours from 23 hours per 1000 FTEs to 30 hours per 1000 FTEs

3.23   The ongoing floor for Service Requests is 10 hrs per 1000 FTEs. For the avoidance of doubt:

(a)   The baseline must not fall below 10 hours per 1000 FTEs per month, notwithstanding that the actual monthly request hours are less than 10 hours, and regardless of the Cluster Government Agencies' consumption pattern of Service Request hours.

(b)   Example scenario provided below:

    (i)   Baseline monthly Service Request hours are 23 hours per 1000 FTEs.

    (ii)   In August, actual monthly Service Request hours are 7 hours per 1000 FTEs.

    (iii)   In September, actual monthly Service Request hours are 11 hours per 1000 FTEs.

    (iv)   In October, actual monthly Service Request hours are 9 hours per 1000 FTEs.

    (v)   The floor is 10 hours per 1000 FTEs per month.

    (vi)   With three consecutive months of actual Service Request hours lower than the baseline Service Request hours, parties engage in a discussion to adjust the baseline in the relevant governance forum.

    (vii)   The Service Request hours expected each month are 9 hours per 1000 FTEs. The adjusted monthly baseline would be 10 hours per 1000 FTEs per month and not 9 hours per 1000 FTEs per month because 9 is lower than the floor of 10 hours per 1000FTEs.

(c)   "Pooling" or "bundling" is not available.

3.24   If Service Request hours are over the baseline for three consecutive months, the following applies:

(a)   The relevant governance forum will adjust the baseline to the average Service Request hours of those three months, unless otherwise agreed.

(b)   Adjustments to the baseline Service Request hours will be formalised including any consequential Fee adjustment through a Change Request agreed by the Parties. Such adjustments to baseline Service Request hours will apply two months after the month the change was agreed. For example, if the agreement between the Parties to adjust the baseline Service Request hours occurs in the monthly Vendor Management meeting in month of July, the adjustments would come into effect from 1 October.

(c)   If the baseline Service Request hours are not adjusted, any existing Rollover hours will expire. Service Requests over the baseline will continue to be performed on a "best efforts" basis as provided in section 3.29 below.

3.25 Subject to section 3.26 below, in the event that the actual Service Request hours consumed is less than the baseline Service Request hours, the unused hours may be "rolled over" (**Rollover**). There is no refund of Fees for unused capacity. Example scenario below:

(a) Baseline monthly Service Request hours are 23 hours per 1000 FTEs.
(b) In February, actual monthly Service Request hours per 18 hours per 1000 FTEs.
(c) There is no refund provided for the 5 unused hours per 1000 FTEs in February.
(d) Rollover Service Request hours are 5 hours per 1000 FTEs.
(e) In March, the available Service Request hours are 28 hours per 1000 FTEs.
(f) In March, actual monthly Service Request hours are 20.
(g) In April, the available Service Request hours are 31 hours per 1000 FTEs.
(h) In April, actual monthly Service Request hours are 20.
(i) With three consecutive months of actual Service Request hours lower than the baseline Service Request hours, parties engage in a discussion to adjust the baseline in the relevant governance forum. Parties agree to reduce the monthly baseline Service Request hours to 20 hours per 1000 FTEs. The invoice amount associated with the reduction of 3 baseline Service Request hours per 1000 FTEs, will be reduced in the billing in accordance with section 3.33

3.26 Consumption below 10 hours per 1000 FTEs per month does not contribute towards the Rollover of hours to the following month. For example, if 5 hours per 1000 FTEs per month were consumed in a month instead of 23 hours per 1000 FTEs, 13 hours per 1000 FTEs would be rolled-over to the following month not 18 hours per 1000 FTEs.

3.27 The baseline Service Request hours is periodically reviewed taking into account the availability of self service tools (e.g. Work Schedule Rules Tool) and standard SAP processes (e.g. Master Data uploads). Where a self-service solution is available but a Service Request is raised, the corresponding hours will not contribute to the actual hours to be compared to the baseline Service Request hours. Instead the Customer will be billed for the hours consumed using the AESG Service Catalogue.

SERVICE LEVELS

3.28 Service Levels will be in place up to the agreed baseline Service Request hours.

3.29 Service Request hours over the baseline will be performed by the Contractor on a "best efforts" basis, meaning that performance of Services over the baseline Service Request hours is not required to meet or exceed their Service Request Targets.

GOVERNANCE FORUMS

3.30 The Contractor will report Service Request actuals against the baseline Service Request hours in the monthly vendor management governance meeting to confirm whether Rollover or additional billing would occur.

3.31 The Customer and the Contractor will leverage, every quarter, the vendor management meeting to plan and consider the impacts of factors on the baseline Service Request hours (and reset accordingly), for example:

(a) Onboarding cohorts of new end users
(b) Maturity of self-service capabilities
(c) Periodic / seasonal processing (e.g. EOY)

3.32 At least every 6 months (every second quarter), the Service Request regime would be jointly reviewed to assess, amongst other items:

(a) Coverage and additions / deletions on the AESG Service Request Catalogue
(b) Commitment to continuous improvement agenda on self service capabilities by setting targets/goals to be achieved by the next Service Request regime review meeting.

Invoicing of Service Request hours

3.33 Where the Parties have mutually agreed to reduce the baseline Service Request hours, the Contractor will issue a credit note ahead of the first measurement month where the changes apply. For example, if a reduction in baseline Service Request hours is agreed in July, the changes would come into effect on 1st October. If the annual invoice was issued in January,

the credit note would cover the adjustment for the amount already paid for October to December (both months inclusive). The next annual invoice issued in January the following year, would have the adjusted (reduced) amount for the twelve-month period.

3.34   Where the Parties have mutually agreed to increase the baseline Service Request hours, the Customer will purchase Additional Service Request Bundles from the AESG Service Catalogue from the month the increase comes into effect. The Contractor will issue an invoice for this purchase ahead of the first measurement month where the changes apply. For example, if the increase in baseline Service Request hours is agreed in July, the changes would come into effect on 1st October. If the annual invoice was issued in January, the invoice for the Additional Service Request Bundles would be issued for October to December (both months inclusive). The next annual invoice issued in January the following year, would have the adjusted (increased) amount for the twelve-month period.

3.35   Where the Customer wishes to purchase a one-off Additional Service Request bundle from the AESG Service Catalogue, the following process will apply:

   a.   The Customer is responsible for required approval for expenditure on Additional Service Request Bundles.
   b.   The Customer will nominate representatives who are authorised to make requests for Additional Service Request Bundles in the Contractor's Service Management Tool for service management.
   c.   The Cluster Government Agency will raise a ticket in the Customer's Service Management Tool. This will be integrated with the Contractor's Service Management Tool.
   d.   The Contractor will process the request.
   e.   The Contractor will send the Customer a weekly report showing consumption of Service Request hours.
   f.   The Customer is responsible for managing Service Request consumption.

4.   Service Level Management Categories

4.1   The Customer will notify the Contractor's Help Desk of Severity 1 and Severity 2 Incidents with the Services. At that time, the Customer will advise the Contractor of the Severity category assigned to such Incident, which the Customer must reasonably determine in accordance with the Incident severity definitions set out in the Service Level Table. For Severity 3 and Severity 4 incidents, the Customer will log a ticket in the Customer's Service Management Tool.

4.2   Both the Contractor's Personnel receiving the call and the Customer's Personnel reporting the Incident will agree on the time of the call (to the nearest minute) and will record that time.

4.3   Any request that is not in scope of a Service Request or a Priority/VIP Service Request (i.e. where the effort exceeds 4 days) will be dealt with as Change Request in accordance with Schedule 4 (Variation Procedures).

4.4   All Service Requests which modify the AESG Service will be assessed to ensure that they do not result in negative impact to the AESG Service or other Cluster Government Agencies and so that the level of Adapt for the Cluster Government Agency is within the determined limits.

5. Incident Resolution (See Service Level Table – SLA-03)

5.1   On receipt of a call by the Customer to the Help Desk, the Contractor must resolve the Incident in accordance with the Service Level Table.

5.2   The Contractor is not permitted to use a correction process to correct an Incident if:

    (a)   the correction process will result in the Services becoming unusable (or its performance becoming degraded) for more than a length of time to be agreeable by the Customer on any one occasion, such time to be agreed prior to the commencement of any correction process; or

    (b)   the correction will require the Cluster Government Agency to upgrade any of the software that is used, or that the Cluster Government Agency uses, with the Services,

unless the Contractor proves to the Customer's satisfaction that there is no other way to resolve or correct the Incident.

5.3   The Contractor will raise a problem ticket in the Contractor's Service Management Tool to carry out a root cause analysis for incidents that have reoccurred within three months of closure. The Contractor will highlight the incident and the associated problem ticket in the monthly service governance meeting to track and report on progress.

DATA CORRUPTION

5.4   If an Incident causes any corruption of Customer Data with respect to a Cluster Government Agency, then the Contractor must either:

    (a)   immediately provide sufficient technical and/or data entry Personnel to re-construct and/or re-enter data as needed to correct the corruption; or

    (b)   if in the reasonable opinion of Customer the Contractor is unable to comply with section 5.4(a) in a reasonable time, pay the Customer the reasonable cost of employing sufficient technical and/or data entry Personnel (as nominated by the Customer) to re-construct and/or re-enter data as needed to correct the corruption. Payment to be made within 30 Business Days of receiving an invoice from the Customer.

6. Interface Procedure

6.1 Incidents and Service Requests will be logged through the Customer's Service Management Tool which will be integrated with the Contractor's Service Management Tool. The Customer will log Severity 1 and Severity 2 Incidents by both a phone call to the Help Desk and using the Customer's Service Management Tool.

6.2 Once logged, the Contractor will manage the resolution of the Incident or the Service Requests within agreed Service Levels.

6.3 The Contractor will use its Service Management Tools for service management and reporting.

6.4 The Contractor will coordinate with third parties including SAP, for core software or overlapping issues with other third parties in respect of Incident resolution. Where required such as in the case of banks and the ATO, the Customer will facilitate communication between parties.

6.5 The Contractor's Service Help Desk contact details are to be communicated by the Contractor prior to the Cutover Date.

7. Request Handling for Priority/VIP Service Requests and Incidents

APPROACH

7.1 In order to provide predictability in the management of Service Requests and accelerated delivery for high priority Service Requests and Incidents in critical circumstances, the Parties agree a mechanism for:

    (a) dealing with Service Requests such that the work gets completed within a predictable timeframe and without causing unnecessary delays; and

    (b) increasing the priority of relevant Service Requests and Incidents.

7.2 The parties also wish to provide a process for handling high priority Service Requests and Incidents from designated VIPs.

INITIAL PROCESS

7.3 The Customer may raise a Service Request or Incident in accordance with this Attachment 3-4 (Support Services).

7.4 Within two Business Days of receiving a Service Request, the Contactor must undertake a high level analysis and provide Customer with:

    (a) a detailed estimate of time to complete the Service Request (together with a target date for completion); or

    (b) an indication that the Service Request will take more than 4 Business Days, in which case it will be dealt with by way of a Change Request in accordance with Schedule 4 (Variation Procedures).

7.5 Where a Service Request can be accommodated within the included capacity allowance for Service Requests, the Contractor must:

    (a) within an expected three Business Days (and in any event within a maximum of five Business Days) of the Customer's approval of the estimate, the Contractor must commence work on the Service Request; and

    (b) ensure that build and test activities are completed within an expected eight Business Days (and in any event within 10 Business Days) from receipt of the Customer's approval.

GOVERNANCE

7.6 The Cluster Government Agencies will nominate representatives who are authorised to tag Service Requests as Priority/VIP Requests in the Contractor's Service Management Tool for service management.

7.7 During the Management Committees detailed in Attachment 3-2 (Management Committees):

    (a) Service Requests will be reviewed to determine the priority for the Contractor to undertake such work; and

    (b) delivery of the Service Request will be assessed against the expected delivery timeframe target.

7.8 This Request Handling for High Priority/VIP Incidents and Service Requests process will be reviewed on a quarterly basis in the regular monthly operational Vendor Management Meeting.

PROCESS

7.9   High Priority/VIP Service Requests and Incidents:

(a)   Cluster Government Agency's Level 1 help desk may tag Incidents and Service Requests as high priority/VIP **(Priority/VIP Request)**. The high priority/VIP tag for a Priority/VIP Request will be carried into the Contractor's ticketing system via the mapping of an agreed field in the integration between the Customer and Contractor ticketing systems.

(b)   Where an Incident is a Priority/VIP Request:

(i)   in the case of Severity 4 Incidents, the Incident will have its Severity increased to Severity 3 and will be moved to the top of the Severity 3 queue; and

(ii)   in the case of all other Incidents, the Incident will be moved to the top of the queue for the relevant Severity level.

(c)   The Contractor will track Priority/VIP Requests with a view to ensuring that they are dealt with as promptly as possible and in the case of Incidents, within their existing Severity allocations.

(d)   Where resourcing for a Priority/VIP Request is limited because of a higher Severity Incident or current conflict of resource time, the Contractor will agree with the Customer the re-prioritisation of other activities that should take place.

(e)   In order to prioritise a Priority/VIP Request, the Customer may approve the Contractor to temporarily de-prioritise designated work. In such a case the Contractor will pause the Incident or Service Request resolution timer by changing the ticket to a 'Pending Customer' or equivalent status. Affected Incident(s) or Service Request(s) will be exempt from the Service Level requirements for the duration its status is 'Pending Customer' or equivalent. The Contractor is required to change the ticket status from 'Pending Customer' or equivalent as soon as the Priority /VIP Request has been completed or as agreed with the Customer.

(f)   The number of Priority/VIP Requests raised and the percentage of Priority/VIP Requests will be reported as a monthly governance item based on the Contractor's Service Management Tool ticket data and should not exceed 5% of logged Incidents and Service Requests.

EXAMPLES OF VIP HIGH PRIORITY SERVICE REQUESTS

7.10   High Priority Service Requests may include (but are not limited by) the following examples:

	CATEGORY	HIGH PRIORITY EXAMPLE	EXPECTATION
1	VIP or escalated Incident resolution	An Incident has occurred affecting a Priority/VIP Request. The Super User Group has been unable to resolve the Incident and requires assistance to resolve as a priority.	Customer escalates to the Contractor as a Priority/VIP Request seeking high priority assistance. For Severity 4 Incidents, the Incident is raised to the top of the Severity 3 queue. For all other Incidents, the Incident is raised to the top of the queue for the relevant Severity.
2	Workflow resolution	If workflows are jammed/lost and require urgent release/investigation.	Customer escalates to the Contractor as a Priority/VIP Request. The Contractor undertakes the request within allocated Service Request hours or advises Customer

	CATEGORY	HIGH PRIORITY EXAMPLE	EXPECTATION
			if insufficient Service Request hours are available. Customer reprioritises Service Request jobs or pays for additional Service Request hours if necessary.
3	Mass Upload required	Customer requires a mass upload of transactional/Master Data.	Customer escalates to the Contractor as a Priority/VIP Request. The Contractor undertakes the request within allocated Service Request hours or advises the Customer if insufficient Service Request hours are available. Customer reprioritises Service Request jobs or pays for additional Service Request hours if necessary.
4	Report change	Customer requires a minor report variation eg by adding an additional field.	Customer escalates to the Contractor as a Priority/VIP Request. The Contractor undertakes the request within allocated Service Request hours or advises the Customer if insufficient Service Request hours are available. The Customer reprioritises Service Request jobs or pays for additional Service Request hours if necessary.

8. ENVIRONMENT REFRESHES

8.1   After the Consolidation Period, the Contractor will carry out a refresh of the Staging non-production S/4 environment from the Production environment up to four times within a 12 month period or as agreed between the parties and published in the Contractor's Change Calendar.

8.2   If the Customer requires an off-cycle or an additional refresh of the Staging environment, the Customer can purchase this as an Additional Service from the AESG Service Catalogue. The refresh request for the S/4 Staging environment must be provided to the Contractor after the Cluster Government Agencies' internal governance process has been followed and agreement from the Change Management Board has been obtained.

8.3   Data in the Staging environment will be scrambled after the refresh. If the Customer requires this data to remain unscrambled, the Customer's authorised approver must provide this in writing to the Contractor for audit and record purposes.

8.4   The Staging environment refresh dates will be published in the Contractor's Change Calendar.

8.5   The Contractor will provide at least fifteen (15) working days' notice to the Customer prior to commencing the S/4 staging environment refresh activity if there is a change to the published refresh date in the Contractor's Change Calendar.

8.6   The Contractor reserves the right to refresh the non-production S/4 Quality environment at a frequency deemed necessary to support the services it provides. The Contractor must notify the Customer prior to the refresh so that the Customer is aware that the production environment data is being copied into a non-production environment. This data will be scrambled.

8.7   Two refreshes of the non-production instance of the SuccessFactors (non-Employee Central solution, DCJ solution) have been included on the basis that the data in SuccessFactors can

be updated from the ERP (SAP S/4) via the integration. For the avoidance of doubt, should data in the non-Production instance of SuccessFactors require scrambling, the Customer is required to perform or arrange for the performance of the data scrambling.

9. NON-PRODUCTION ENVIRONMENT USAGE

9.1 The Contractor will control and manage the availability of non-production environments. The environments used by Cluster Government Agencies, namely S/4 staging will be available from 7.30am AEDT-10.00pm AEDT Monday to Friday (excluding weekends and public holidays in NSW). Anticipating the need for occasional requirement for extended usage, the Contractor will provide additional availability for the S/4 staging system of 12 hours every month, expiring at the end of the month. Any additional usage will require a Change Request.

9.2 Where the Cluster Government Agency requires the environment to be available outside the availability window, the Customer must give two Business Days prior notice unless there are extenuating circumstances requiring urgent availability. The Cluster Government Agency will follow the internal governance processes to seek approval for extended systems uptime and running outside of the stated planned hours.

9.3 The availability of environments used primarily by the Contractor (such as Development S/4, Quality S/4 and shared systems) will be within the Contractor's sole discretion and outside the scope of the availability commitment in sections 9.1 and 9.2 above. Such environments will be made available should they be required for investigating and resolving Severity 1 and 2 tickets.

9.4 Non-production environment used by the Cluster Government Agency (such as UAT/ S/4 staging environment) may be shut down outside of the timings noted in section 9.1 by the Contractor or, where required, during the timings noted in section 9.1 after the Contractor obtains prior written consent from the Customer(not to be unreasonably withheld or delayed).

Attachment 3-5: Security Services

Overview

1.1 The Contractor will maintain the security standards and data protection protocols outlined in this Attachment and Customer will undertake its responsibilities as detailed herein.

1.2 This Attachment 3-5 (Security Services) to Schedule 3 (Service Level Agreement) applies to the protection of Customer Data. Section 2 details frameworks and standards applicable to the Services. Section 3 details the protocols with respect to delivery of Support Services and section 4 the features implemented for the AESG Service itself.

Security standards and control

STANDARDS

2.1 The Contractor will ensure that all systems, business processes and services covered under this Customer Contract comply with the following security frameworks and industry standards:

(a) Contractor's client data protection program – which requires Contractor to implement the data protection controls outlined in the Data Protection Protocols in sections 3.1 to 3.6 below;

(b) ISO 27001:2013. (The Contractor will ensure that it, Microsoft and AC3 are ISO 27001 certified);

(c) NSW Cyber Security Policy's Mandatory 25 Requirements for Cyber Security: https://www.digital.nsw.gov.au/policy/cyber-security-policy; and

(d) *State Records Act 1998* (NSW) provided that to the extent of any inconsistency with other Contractor obligations as set out this Customer Contract, such obligations shall prevail to the extent of the inconsistency.

2.2 With respect to the Subcontractors any agreement entered into by the Contractor with a Subcontractor will contain obligations relating to security and privacy at least as strict as those in the Customer Contract.

2.3 For avoidance of doubt, for the purposes of this Attachment 3-5 and Attachment 3-12, hosting or transiting of encrypted Customer Data does not of itself constitute 'access to Customer Data'.

AUDIT & COMPLIANCE CONTROLS

2.4 The Contractor will ensure that its information security management system complies with requirements materially the same as ISO 27001:2013, and will undertake an annual audit of its information security management system in compliance with ISO 27001:2013 Information Security Management System, or such other versions for which the Contractor is certified, and will retain records pertaining to the same.

2.5 In accordance with the Contractor's customer data protection program, the Contractor will review its controls annually or whenever there is a significant change made to the system, business processes or services.

2.6 The Contractor will provide the Customer with a copy of the annual security compliance audit results.

2.7 The Customer will have the right to have independent security audits of controls performed at the Customer's expense, and the Contractor will reasonably cooperate with the Customer for such purpose.

2.8 Contractor will maintain documentation as required for ISO 27001 certification.

2.9 Contractor will provide real time security alerts where required and will report on the following
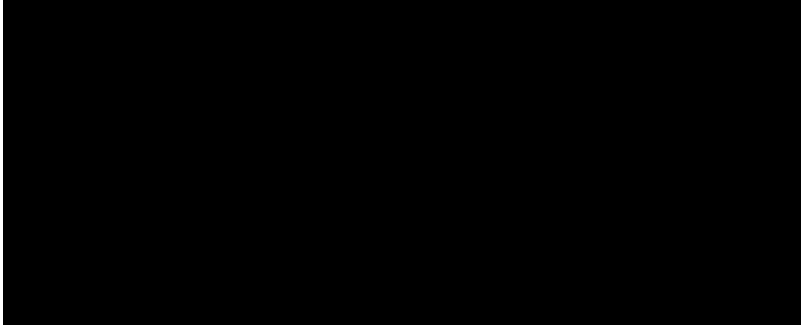
Data Protection Protocols

3.1   These data protection protocols set forth the procedures that Contractor will follow with respect to maintaining the security and privacy of Customer Data in connection with this Service Level Agreement.

SECURITY POLICY

3.2   The Contractor will effect, maintain, and continuously improve applicable policies, standards, technical and organisational measures, and procedures to protect Customer Data, consisting of:

a)   system security, including but not limited to the following: NSW Cyber Security Policy; Contractor's identification and authentication standards, logging and monitoring Standards approved encryption standards and products;

b)   security of information and Acceptable Use Terms;

c)   treating the Customer Data as the Customer's confidential information; and

d)   data privacy obligations as they pertain to NSW Government *(Privacy and Personal Information Protection Act 1998* (NSW) and the *Privacy Act 1988* (Cth)).

In addition, the Contractor will establish, maintain and comply with a Data Management and Protection Plan that sets out measures for how the Contractor and its Personnel will comply with its obligations under Privacy Laws and protect Personal Information in a way that is consistent with the security and privacy requirements under this Customer Contract. The Contractor will review and if necessary, update the Data Management and Protection Plan annually or at such other times as necessary as determined by the Contractor. The Contractor will provide a copy of the Data Management and Protection Plan to the Customer within six months of the Commencement Date and provide a copy of any updated Data Management and Protection Plan on the Customer's request.

To the extent that the Customer brings in any new policies, standards or procedures or changes any existing policies, standards or procedures which the Contractor is requested to comply with under this Agreement, clause 6 of Schedule 13 (Additional Conditions) (Changes to Compliance Requirements) applies.

GLOBAL ACCESS

3.3   Authority to access the Customer Data remotely for support and maintenance purposes is set out in Item 25A and Item 25B of the General Order Form and any agreed protocol between the parties (including Attachment 3-12 (Data Protocols)) or otherwise agreed in writing by the Customer. Permission may be granted in the agreed protocol or will in the circumstances of another agreement in writing, only be granted for short term interim access required to resolve Incidents, Problems or Issues. Agreed protocols will be agreed in relation to support (including information contained in the incident management system) which would include the ability to resolve Incidents, Problems or Issues.

ORGANISING INFORMATION SECURITY

3.4   The Customer and the Contractor will each appoint data protection executives who will be accountable for confirming the implementation of, and ongoing compliance with these procedures. Communication under these procedures will be as follows:

a)   communications regarding the day-to-day obligations should be communicated in writing via e-mail or other Notice in Writing to each of the data protection executives; and

b)   communications regarding any non-material change to the terms of these procedures should be provided as required under the notice provisions of the Customer Contract with copies provided to the data protection executives.

3.5 Any material changes to these procedures will be agreed through a Change Request in accordance with Schedule 4 (Variation Procedures).

3.6 The data protection executives will jointly review these procedures at a minimum on an annual basis to identify if any changes are necessary. Each party will promptly notify the other party of any suggested changes to the application of agreed procedures or other general concerns about potential gaps in the information security environment.

HUMAN RESOURCES SECURITY

3.7 The Contractor shall ensure that Personnel (excluding any third party that do not have access to Customer Data) involved in the provision of the Services are:

 a) required to complete standard data protection training;
 b) subjected to appropriate background checks based on applicable Contractor recruitment requirements; and
 c) subject to terms of engagement that require them to comply with Contractor's relevant security policies and processes.

3.8 The Contractor will ensure that terms of employment for all Contractor employees and the Subcontractor's employees contain clauses addressing compliance with Contractor security policies and section 3.7.

3.9 Contractor Personnel and the Subcontractor's employees (other than employees of third parties that do no have access to Customer Data) must undergo periodic security awareness training held by the Contractor focused on essential security policies and emphasising the user responsibilities related to Incident management, data privacy and information security.

PHYSICAL AND ENVIRONMENTAL SECURITY

3.10 The Contractor will implement security controls as per the location security standard (as described in the section entitled "Support Locations" below) where Customer Data is being processed. Customer retains responsibility for security controls in the Customer environment.

DATA CENTRE LOCATIONS

3.11 The Contractor will implement the following physical security features at all data centres owned and operated by the Contractor except GovDC (which will remain the responsibility of the Customer):

 a) restricted access to Contractor owned/controlled data centres as follows:
  (i) entrance barriers to control vehicle entry;
  (ii) revolving access doors with personnel security trap; and
  (iii) door access controls on all technical areas; and
 b) electronic access control and CCTV at entry/exit points and prominent locations, monitored 24x7. This includes:
  (i) full coverage of exterior, entryways, lifts, stairs and site interior;
  (ii) access control system for entrance, exit and lifts; and
  (iii) individual pin lockable racks as standard.

SUPPORT LOCATIONS

3.12 Where Services are provided from Customer locations, the Customer's policies with respect to security will apply and where they are not, the Contractor's own policies with respect to security will apply.

3.13 With respect to Contractor Personnel providing the Support Services located off shore (excluding any third party that does not have access to Customer Data), the following additional security measures will apply:

a) facilities will have the following levels of security which are cumulative, listed in increasing order of stringency and will limit access granted to the Contractor's Personnel based on the facility access they require to complete their function:
   (i) Level 0 – access to building premises (controlled by security guards);
   (ii) Level 1 – access to reception lobby (controlled by security guards and/or access control); and
   (iii) Level 2 – access to open work areas (controlled by access control readers);
b) a combination of physical and electronic access control and surveillance including security guards, electronic access control and CCTV at entry/ exit points and prominent locations and monitored 24 hours, 7 days a week;
c) all Personnel on-site shall be registered and required to carry appropriate identification badges;
d) visitors to the sites will be required to be sponsored, will be issued with a visitors' identification badge and will be escorted when within the facility;
e) facilities will have required infrastructure support with power backups using Uninterrupted Power Supply (UPS) and / or diesel generators to support critical services;
f) all locations will be compliant with local safety laws including fire safety laws and Work Health & Safety (or equivalent) laws;
g) the Contractor will operate the 'Accenture Security Operations Center' (ASOC) which serves as the 24/7/365 single point for all Contractor Personnel to report safety and security issues;
h) the Contractor will have senior professionals dedicated to safety and security roles who will use various forums including regularly scheduled knowledge sharing exercises with support staff who are responsible for safety and security duties; and
i) CCTV coverage will be provided on the perimeter, facility entrance points (main gate, secondary gates), interior common areas, emergency exits and material in/out areas for the facility. The recording will be carried out by Digital Video Recorder (DVR) and will be stored for a minimum of 10 days.

COMMUNICATION AND OPERATIONS MANAGEMENT

3.14 The Customer will be responsible for the communications and operations management security setting for the Customer's own workstations, servers and network equipment.

3.15 The Contractor has defined a minimum set of hardening requirements (steps to lock down technology) for its technology infrastructure which includes workstations, servers and network equipment. Workstation / servers images will contain pre-hardened operating systems which is reviewed annually and the risk assessment undertaken when the standard is updated. The Customer and Contractor will then agree on required changes based on latest standard (if any changes are required). Hardening requirements vary depending on the type of operating system and the applicable controls that are implemented. The key hardening controls to be used by the Contractor will be:

a) services that are provided by default and not required for delivery of the AESG Services such as telnet, remote registry and routing will be disabled;
b) password policy implementation as per the Contractor's identification and authentication standards;
c) default IDs will be disabled / renamed;
d) access privileges will be assigned on the basis of the principle of "least privilege" (i.e. on an as needed basis with the default being access is not given to an individual unless their role specifically requires such access);
e) logging and time synchronisation will be enabled;
f) logon banner can be enabled where applicable;
g) security tools as applicable can be installed such as antivirus, personal firewall and encryption where applicable;
h) prevention of installation of unauthorised software;
i) security controls must not be able to be altered by an individual user (other than an administrator altering controls as part of their legitimate duties);

j) IT assets are configured to continuously run virus checking software as a background task;

k) antivirus software is kept up-to-date and signature files are updated as soon as they are made available;

l) antivirus software is configured to scan inside archive files before they are unpacked for usesessions must be suspended after being inactive a significantly longer time than required for business activity and require the password to be re-entered;

m) the action and activity of any automated task is traceable, and all automated tasks performed by application processes are owned by designated member of Contractor's Personnel;

n) unused services and software must be deactivated or uninstalled and unused ports must be closed; and

o) latest security patches must be installed in a timely manner.

The Customer will verify these controls as part of its security risk assessment.

3.16 The Contractor must maintain controls that reasonably prevent data loss. Exporting of Customer Data will be restricted other than as contemplated under this Customer Contract with any export of Customer Data to removable devices or outside of the secure Environment to comply with the requirements of Attachment 3-5 including clauses 3.19 and 3.40 to 3.46. Administrative access will be controlled through Attachment 3-12 (Data Protocols).

3.17 The Contractor's Support Locations (as set out below) should provide appropriate tools to scan for potential virus/malware attachments (other than in respect of Hosting Providers, the requirements for which are set out in section 3.54 below).

3.18 Contractor's internal network (excluding the specific AESG's Service network the requirements for which are set out in section 4 below) has multiple layers of security built into its architecture to support resiliency and security). Access between Contractor's internal network, external networks and the internet is governed by defined inbound and outbound access policies placed on a combination of internal and external firewalls. Contractor firewalls are configured for "security by default" (i.e. deny-all) policies. Key network security controls are as follows:

a) critical network zones are logically isolated. Systems with external connections will be protected by hardening and firewalls. Externally facing systems will be placed in a "Demilitarised Zone" (DMZ) or other similar configuration to protect internal Contractor systems;

b) remote access to devices on the Contractor internal network, with the exception of the email system, requires the use of the Contractor's standard VPN solution;

c) access control lists are implemented on perimeter / screen routers; and

d) network intrusion detection / prevention systems (NIDS/ NIPS) are placed in strategic locations in the network and are monitored and managed 24 hours a day, 7 days a week.

3.19 Backup copies of essential information and configuration files are taken on a regular basis. Backups are encrypted with industry standard encryption when stored on portable media or transmitted outside the Contractor managed data centres.

3.20 The Customer and the Contractor require that sensitive information stored in an external / portable storage media be encrypted using approved encryption solutions.

3.21 The Contractor security policies and standards mandate secure disposal of media. In accordance with the public cloud providers obligations under the ISM accreditation to decommission and destroy the data, at the end of the agreed retention periods under Schedule 3 (Service Level Agreement), the Contractor will:

a) for IT hardware, ensure that any potential residual data is securely deleted;

b) for mobile devices and removable devices, ensure that stored data is fully deleted in an unrecoverable way; and

c)   for printed material, ensure it is either shredded or stored in a special bin which is secured, until arrangements for a secure disposal are met.

3.22   On the date that any Customer Data is no longer needed for the purposes of the Contractor performing its obligations in this Customer Contract (or should the Customer notifiy the Contractor that the Customer Data is no longer needed), the Contractor must, at its sole cost, immediately stop using the relevant Customer Data (except as permitted under the Customer Contract, or as required by a Law to which the Contractor is subject and then only for the period mandated by Law), and, at the Customer's discretion: (a) securely and permanently destroy the Custoemr Data in accordance with the timeframes under this Customer Contract and supply the Customer with a certificate of destruction that confirms that this has occurred; or (b) securely return the Customer Data to the Customer in accordance with the timeframes under this Customer Contract.

3.23   Contractor must ensure that:

a)   appropriate procedures for monitoring system use are implemented including auditability, log file integrity and timely review; and
b)   it complies with all applicable Laws relating to monitoring and notifies Personnel of that monitoring as required by such applicable Law.

3.24   The Contractor must maintain event logs:

███
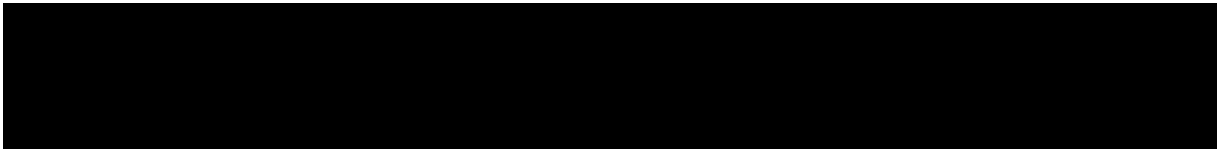
b)   which can be used to generate reports about their occurrence and frequency and to track the network interfaces and where possible their source addresses; and
c)   for 2 years (with a minimum 1 year online) from the date of their creation.

3.25   The Contractor must ensure that all security related events and activities are logged including at least the following:

a)   successful and unsuccessful logons and logoffs;
b)   failed attempts to access information assets;
c)   access to information assets by Personnel or privileged system utilities;
d)   changes of security related parameters, especially user profiles and permissions, security policies;
e)   use of privileges and of privileged system utilities; and
f)   the object impacted by the event (e.g. file or user-id) or any other relevant parameters (e.g. report or search parameters),

and must continuously analyse those security related logs to identify any security related events.

3.26   All devices that have logging capabilities, such as operating systems, databases, applications, firewalls, routers and switches are required to be configured as per Contractor's logging and auditing standard.

3.27   The Contractor will implement Log Analytics to provide higher degree of compliance and anomaly detection and remediation, including 24/7 incident monitoring and response capability.

3.28   The Contractor will enforce access governance to prevent unauthorised access to Customer Data from the Cloud Services.

ASSET MANAGEMENT

3.29   The Contractor has implemented processes to account for and manage its software and hardware assets. Assets are required to have an identified owner for establishing the requisite

security for that asset. Asset inventory agent software is required to be installed on all Contractor workstations, servers and network devices at the Contractor's locations.

3.30 The Contractor will comply with the Customer-provided guidelines and policies in respect of the Customer-provided devices.

INFORMATION CLASSIFICATION

3.31 The parties acknowledge that the Contractor is not responsible for classifying Customer Data under the NSW Government's Information Classification and Labelling Guidelines. Notwithstanding any other part of the Customer Contract, in no event will the Customer provide any information to the Contractor which has a classification that is higher than "OFFICIAL" whether in isolation or in aggregate. The Customer acknowledges that the Contractor is not responsible if the Customer provides information in isolation or in aggregate that exceeds "OFFICIAL" and that receipt of such information does not change the Contractor's obligations beyond that required for "OFFICIAL" information. The Contractor will meet the "OFFICIAL" classification requirements under the NSW Government's Information Classification and Labelling Guidelines upon Stage 4 or Stage 5 go-live (as applicable) and in the form they exist at the date of execution of the Customer Contract. For the purposes of this Customer Contract, the parties agree that no Dissemination Limiting Marker (DLM) is applicable. For the avoidance of doubt:

(a) any other changes may be subject to a Change Request; and

(b) this classification does not impact nor require any changes to the onshore and offshore delivery model nor service levels as set out in the Customer Contract.

Furthermore, the parties agree:

(c) should the Customer wish to upgrade the Customer's information classification requirements from "OFFICIAL" to "OFFICIAL: Sensitive" within six months of Commencement Date, then this will require a Change Request for AESG Service Catalogue item 3.29.1; and

(d) should the Customer wish to upgrade the Customer's information classification requirements from "OFFICIAL" to "OFFICIAL: Sensitive" after six months from the Commencement Date, then this will require a Change Request. The Parties agree that the Contractor, in proposing the price for the relevant Change Request, will have regard to the pricing set out in AESG Service Catalogue item 3.29.1.

(e) and to the extent the proposed pricing for the Change Request differs to the pricing set out in AESG Service Catalogue item 3.29.1 the Contractor will provide an explanation for that difference.

NETWORK SECURITY MANAGEMENT

3.32 The Contractor must ensure that all access points to wired networks are contained within physically secure areas controlled by the Contractor.

3.33 The Contractor will maintain Access Control Lists for network devices.

3.34 Network traffic shall pass through firewalls that are monitored and protected by intrusion detection/prevention systems that allow traffic flowing through the firewalls to be logged.

3.35 Access to network devices for administration shall require industry standard encryption.

3.36 IP-spoofing filters shall be enabled.

3.37 Network, application and server authentication passwords will meet the Contractor's security policy guidelines or otherwise align to the NSW Cyber Security Policy including alignment to the requirements of the relevant ACSC Essential Eight Strategies.

3.38 To the extent possible, the Customer will disable non-Customer email access from the Customer-provided devices that access Customer Data.

3.39 The Customer will enable Transport Layer Security (**TLS**) between the Customer and Contractor email domains.

3.40 The Contractor must ensure that:

(a) all connections to other networks, network topology, network components and configurations of these components is documented and kept up to date; and

(b) a copy of any documentation relevant to a Cluster Government Agency (any information that comprises the security of any other tenants will be redacted or may not be provided) concerning the security of the network, including the security concept for the security domain to which the network belongs, is provided to Customer upon request by Customer.

VIRTUAL PRIVATE NETWORKS

3.41 Connections will be encrypted using industry standard encryption.

MEDIA HANDLING WHEN TRANSFERRING CUSTOMER DATA

3.42 Both the Contractor and the Customer will implement encryption of Customer Data where required unless restricted by local regulations or agreed by both parties. The Contractor will set up secure connectivity from its support locations to each of the Data Centres for the AESG Service using site-to-site VPN tunnels with appropriate level of encryption ▮▮▮▮▮▮▮

3.43 Use of portable media to transfer Customer Data will be avoided if possible. When necessary, transfers of data on recordable or portable media must be encrypted at all times while in transit, with encryption keys transported or transmitted separately and all Customer Data transmitted between the Parties will be conveyed using a secured and encrypted storage device or file transfer mechanism as agreed by the data protection executives in accordance with Attachment 3-12. Portable backup media, e.g. tapes, DVDs/CDs, USB Flash ("Thumb") drives, etc. must be encrypted using Advanced Encryption Standard (AES) 256-bit encryption. For the purposes of this section, any portable media will be disposed of in accordance with sections 3.48 to 3.50 (Data Disposal).

3.44 During Transition In the Customer shall implement means such as masking or de-identification of personal information prior to providing access to the Contractor or give permission to the Contractor to utilise unmasked data.

3.45 The Customer must identify instances where unmasked/unscrambled production data is used outside of production environments before providing the Contractor with access. If production data is used for testing, compensating controls shall be agreed and employed. Data in the non-production environments will be scrambled after refreshes from the production environment. If the Customer requires this data to remain unscrambled, the Customer must provide this advice in writing to the Contractor.

3.46 Sensitive data must not be copied into the development and test environments without the written approval of the Customer, and if used, must be treated in accordance with its classification.

3.47 Individual data records may be copied from the production environment to the non-production environment to support the resolution and testing for Incidents and Service Requests with written approval of the Customer through the associated ticket in the Service Management Tool. This data will be copied using the data copy tool and will be scrambled.

DATA DISPOSAL

3.48 The Contractor will ensure that project or operational team members will return or securely destroy any Customer Data that is in their possession as soon as the Customer Data is no longer required for the immediate performance of the Services.

3.49 The Contractor may retain archival copies of records containing Customer Data as reasonably necessary or as part of normal business management processes to verify Contractor's compliance with this Customer Contract.

3.50 The Contractor shall securely destroy hard copies containing Customer Data via shredder or by depositing in a secure destruction bin when no longer required in the performance of the Services.

THIRD PARTY SERVICE DELIVERY MANAGEMENT

3.51 The Contractor will execute substantially similar contractual terms relating to privacy and security with all Subcontractors other than as set out in the Customer Contract.

3.52 As at the date of this Customer Contract the approved subcontractors for the Services (including Transition In and Ongoing Services) are:

(a) Subcontractors:

Subcontractor	Subcontractor details	Services
EPI-USE	EPI-USE Australia Pty Ltd (ABN 74 126 123 108) Level 1, 3/5 West St, North Sydney NSW 2060	Human Capital Management
EPI-USE Labs	EPI-USE Labs Australia Pty Ltd (ABN 99 603 434 804) of Level 3, 75 Miller Street, North Sydney NSW 2060	Software provider
AC3	Australian Centre for Advanced Computing and Communications Pty Ltd (ABN 27 095 046 923) Level 7/477 Pitt St, Haymarket NSW 200	Providing connectivity between GovDC and Cloud Provider to the AESG Services.

(b) The Cloud Provider (which is also a Subcontractor) is:

Microsoft Azure	Microsoft Pty Ltd (ABN 29 002 589 460).

3.53 The Customer consents to the use of these Subcontractors for the purposes of clause 8.14 of the Customer Contract and will not withdraw this consent for the duration of this Customer Contract (subject to the Customer's rights under clause 8.15 of the Customer Contract).

ACCESS CONTROL

3.54 The Contractor will apply the following principles to its own systems to control the access for Contractor's Personnel to Customer Data:

a) the principle of role based access is used for providing logical access control. User access is provided via a unique user ID and password. The Contractor password policy has defined complexity, strength, validity and password history related controls;

b) user account creation and deletion procedures as have been mutually agreed are implemented, for granting and revoking access to the Customer systems that are used during the course of any project or as part of the ongoing service delivery contract;

c) access rights such as roles are reviewed on an ongoing basis as result of changes and user access rights will be reviewed on a quarterly basis; and

d) Personnel ending their employment or affiliation with the Contractor will have their access revoked prior to or immediately on their departure.

3.55 The Contractor shall revoke access for its Personnel departing the engagement as soon as reasonably practicable, or in compliance with contractual obligations, whichever is sooner. The Customer is responsible for informing the Contractor of the Customer's Personnel that are departing the engagement for whom access should be revoked.

3.56 When applicable, the Contractor will provide access for project Personnel and other applicable Personnel using the concept of least privileged access, meaning individuals are only granted access to those resources and systems that are required to perform their role.

3.57 The Contractor shall logically separate access between environments (e.g., development, testing, and production) so that an individual can be granted access to one environment without being able to access others.

3.58 With regards to the Contractor applications, the Contractor shall provide each individual accessing a system or application with a unique user ID and password and will prohibit user IDs and passwords from being shared. Multifactor authentication will be implemented to authenticate all users of remote access solutions, all privileged users and any positions of trust, and all users when accessing important data repositories. Any exceptions will be documented. For the avoidance of doubt, use of multifactor authentication by the Customer users is the responsibility of the Customer.

3.59 The Customer will implement similar controls to those listed above with respect to the Contractor's Confidential Information.

PASSWORD MANAGEMENT

3.60 The Contractor must apply the following password management protocols:

a)   passwords must not be transmitted in clear text on the network, an approved authentication protocol must be used;

b)   if the protocol the Parties agree upon uses plaintext credential transmission, such as HTTP Basic authentication, LDAP simple bind or HTTP forms authentication, then any data transmission must be encrypted with an approved transport security mechanism; and

c)   for AESG SAP S/4HANA applications, initial user passwords are to be changed during the first logon, to prohibit user identifications and passwords being shared. Password rules for access to SAP Cloud applications are dictated and managed directly by SAP.

3.61 The Contractor will utilise the Customer's authentication standards for password expiry, account lockout threshold and external application use for any departmental systems within the Contractor's control.

ENCRYPTION OF DATA AT REST

3.62 The Customer requires encryption of data at rest for data hosted in Data Centres that are compliant with ISO27001:2013.

SECURITY INCIDENT REPORTING

3.63 The Contractor maintains a Security Incident monitoring, reporting, investigation, and escalation process. The Contractor's Personnel are required to report actual or suspected Security Incidents to a 24-hour central hotline maintained by the Contractor. Once reported, Security Incidents are reviewed and escalated to appropriate teams for further investigation and analysis.

3.64 The Contractor maintains its own computer forensics, corporate investigations, and legal data privacy teams, but will also engage outside experts in these areas as needed. Where Customer Data has been affected by a Security Incident, the Contractor's data privacy legal team advises on notification or other applicable requirements. These teams work as needed with team members available to engage on new investigations around the clock. If a Security Incident is identified as having resulted in a security breach, affected business teams work to communicate the incident promptly to the Customer and coordinate further investigative activities.

3.65 The Contractor will implement its standard processes and procedures which will be applied in the event of a Security Incident. These processes and procedures will address the relevant security incident in an efficient and timely manner and the Contractor will follow these processes and procedures as soon as it is aware that a security incident has occurred (or is about to occur).

3.66 In the event of security incident impacting the Customer, the Contractor must, when requested by the Customer:

a) provide the Customer with the name of and contact information for an employee of Contractor who shall serve as Customer's primary contact for any matters or issues relating to the incident (**Nominated Security Contact**); and

b) ensure that the Nominated Security Contact is available to assist Customer twenty-four (24) hours per day, seven (7) days per week in connection with any Security Incidents classified as a Severity 1 or 2 incident.

3.67 In the event of a Data Breach the process for notification is described in Item 25A of the General Order Form.

VULNERABILITY TESTING

3.68 Once each year the Contractor must engage an independent third party to conduct a full internal and external penetration test and vulnerability assessment of the Contractor's systems. The Contractor must provide the results of the tests and assessment to the Customer.

3.69 If a penetration test or vulnerability assessment identifies any vulnerabilities:

a) the Contractor must promptly take all necessary action to remediate the vulnerability; and

b) once it has done so, repeat the relevant tests or assessments to verify the remediation of the vulnerability and provide the results of those tests and assessments to the Customer.

PATCH MANAGEMENT

3.70 The Contractor must establish procedures for patch management including:

(b) procedures to address vulnerabilities with security patches which ensure that that security patches are:
(i) quickly identified (e.g. by tracking CERT alerts, vendor publications);
(ii) evaluated to determine the criticality and relevance of patches for the IT infrastructure and possible business impact of applying the patch; and
(iii) tested, documented and applied in a timely manner (including monitoring of this process);

(c) when a vulnerability has no adequate patch available or the adequate patch cannot be successfully applied due to technical restrictions, an alternative risk mitigation approach is identified, tested, documented and implemented as soon as possible;

(d) obtaining patches from trusted origins and ensuring their integrity;

(e) updating system installation instructions and hardening guidelines to ensure patches are applied when re-installing a system;

(f) ensuring that remote systems are patched in close succession to the local systems and, at the latest, when they are first connected to internal networks; and

(g) ensuring that patching requirements are applied to IT assets in test and development environments.

Service Technical Security

IDENTITY AND ACCESS MANAGEMENT

4.1   The Customer's identity and access management system will be used for accessing the AESG Service. The Customer will implement a federated identity solution which will interface to the AESG Service.

4.2   Standard features of the SAP Software will be implemented to control access to the Contractor's applications through defined roles and permissions.

INFRASTRUCTURE SECURITY

4.3   The Contractor will deploy the following Infrastructure security features:

a)   network perimeter security management via firewall appliances;

b)   network perimeter intrusion detection / prevention management by firewall appliance software modules;

c)   SSL encryption with decryption offloading provided by load balancer appliances or similar offloading appliance in each site;

d)   network level segregation where communications between tiers of operating systems will be protected by firewalls or a similar separation such as network security groups; and

e)   Security Incident and event management for firewall and IDS / IPS events.

INTRUSION DETECTION

4.4   AESG Service includes intrusion detection that monitors unauthorised access attempts, breaches or suspicious activity and unexpected behaviour. The Contractor will inform the Customer of any significant alerts that may constitute a Security Incident.

4.5   The Contractor will conduct penetration testing at least annually in accordance with sections 3.68and 3.69.

NETWORK SECURITY

4.6   The Contractor will provide a point of presence at the GovDC for Network aggregation. The Customer will access the AESG Service by connecting to the Contractor's point of presence at GovDC.

4.7   The Customer must provide connectivity to the Network aggregation point in GovDC as a low latency network and redundant with active-passive design.

4.8   The Customer will be responsible for configuration of all the required network devices (switching/routing/security) and associated security settings up to the AESG Service point of presence.

4.9   The Customer will be responsible for monitoring, management and security of network devices at their premises and for any infrastructure comprising GovDC and its connectivity to the AESG Service point of presence.

APPLICATION SECURITY

4.10   **Standard Operating Environment:** Hardened standard operating environments are created and maintained by the Contractor. This comprises the removal of unnecessary software and functionality, the disablement of unused accounts, changing default passwords for all required accounts, the configuration of access control, the installation of anti-virus software for windows operating systems and the timely application of critical security related updates and patches.

4.11   **Controlling Outbound Connections:**
SAP requires connectivity back to SAP AG for both patching and support purposes. In the

AESG Service, these connections are only enabled by the Contractor on an as-needed basis, and controlled by the agreed change management process.

4.12 Protection of Web Servers:
The Contractor will ensure that web servers are hardened through disabling unnecessary functionalities, and patched in a timely manner. Additionally, web servers are protected by a reverse proxy.

4.13 Application security:
The Contractor will ensure that SAP is hardened through the use of SAP's recommended hardening approach, and patched periodically in a timely manner. Additionally, the version of SAP used will be in mainstream support for vendor support and the availability of software updates.

CLUSTER GOVERNMENT AGENCY SEGREGATION

4.14 SAP has a comprehensive collection of security controls built into the SAP Software which will be used by the Contractor as follows so that none of the Customer Data pertaining to one Cluster Government Agency is accessible by any other Cluster Government Agency and a Cluster Government Agency's use of the Service is not adversely affected by any other Cluster Government Agency. There are two main security controls within SAP to manage access to data, namely authorisation roles and data restrictions.

a) Authorisation roles define the transactions users are allowed to access. Each transaction represents the execution of a program, such as "Create Purchase Requisition". The authorisation roles can therefore be used to restrict the user's access to a collection of transactions relevant to their job (such as a financial analyst) in the organisation. Each role can be applied to several users if they have the same job. Each user can also have multiple roles assigned.

b) Data restriction refers to the access control applied based on organisational structure. This is used to restrict the user's data access to a specific part of the organisation. By applying data restriction, the same transaction can operate on the subset of data relevant to the user.

4.15 The combination of the authorisation roles and data restriction permits a given user to only have access to transactions and data relevant to their job and to a specific Cluster Government Agency.

4.21 The Contractor will ensure that application single sign-on is achieved through federation services.

Attachment 3-6: Functional Scope and CSCJ Processes

Customer Journey	Process Area L1 (VACD)	Process L2 (VACD)	STANDARDS V7.4 (NSW ROG Reference)	Sub-Process L3 (EPC)	In Scope for L4/L5 Modelling	Previous Version (for comparison purposes)	Applicable Stage	SAP Module	Core / Common / Divergent	PAG	DPE OEH/EPA	SOPA	AHO	LAHC	FACS	DOJ	Legal Aid	Corrective Services	Sport	Juvenile Justice	Customer Service	Treasury	DPC	HCCC	Notes
Acquire 2 Dispose	Ent. Asset Management	Configuration Management	STD.AM.CM.010	Manage Maintenance Configurations	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Defect Management (Corrective)	STD.AM.DM.010	Initiate Unplanned Maintenance	Yes	Yes	Stage 5	PM	Core	Yes	Yes				Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Defect Management (Corrective)	STD.AM.DM.020	Manage Defect Maintenance	Yes	Yes	Stage 5	PM	Core	Yes	Yes				Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Defect Management (Corrective)	STD.AM.DM.030	Manage Warranties	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Design and Build or Purchase	STD.AM.DB.040	Acquire Control Plan	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Design and Build or Purchase	STD.AM.DB.020	Conduct Support Analysis	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Design and Build or Purchase	STD.AM.DB.010	Manage Design and Control Activities	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Ent. Asset Management	Design and Build or Purchase	STD.AM.DB.030	Manage Project Execution	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Ent. Asset Management	Disposal Execution	STD.AM.DE.010	Execute Asset Disposal	Yes	Yes	Stage 4	FI-AA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Ent. Asset Management	Disposal Planning	STD.AM.DP.010	Plan Asset Disposal	No	Yes																			
Acquire 2 Dispose	Ent. Asset Management	Engineering Management	STD.AM.EM.010	Incorporate System Engineering	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Engineering Management	STD.AM.EM.040	Manage Configuration Specification	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Engineering Management	STD.AM.EM.030	Manage Risks	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Engineering Management	STD.AM.EM.020	Manage Specifications	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Evaluation and Selection	STD.AM.ES.010	Manage Asset Procurement	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.020	Create and Maintain Asset Master Data	Yes	Yes	Stage 4	FI-AA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.050	Perform Asset Period End Accounting	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.040	Perform Asset Transaction	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.090	Perform Asset System Maintenance	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.080	Reporting Fixed Assets	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.010	Request Asset Master Data Maintenance	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.030	Request Asset Transaction Data Maintenance	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.060	Revalue Assets	Yes	Yes	Stage 4	FI-AA	Core	Yes					Yes						Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Finance	Fixed Assets	STD.FI.FA.070	Stock-take Assets	Yes	Yes	Stage 4	FI-AA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes		Yes	Yes	Yes	Yes	
Acquire 2 Dispose	Ent. Asset Management	HAZOP Analysis	STD.AM.HA.010	HAZOP Engineering	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.060	Assess Asset Maintenance	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.040	Assess Asset Performance	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.030	Incorporate RCM Maintenance Planning	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.050	Manage Facilities	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.010	Prepare Asset Documentation	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Integrated Support Management	STD.AM.SM.020	Provide Asset Tactics	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.010	Dispatch Maintenance Job	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.060	Execute Maintenance Work	Yes	Yes	Stage 5	PM	Core	Yes	Yes				Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.050	Issue Materials	Yes	Yes	Stage 5	MM	Core	Yes	Yes	Yes			Yes				Yes		Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.030	Perform Condition Monitoring and Inspection	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.020	Record Maintenance Details	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Delivery	STD.AM.MD.040	Replace Asset	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Planning (Preventive)	STD.AM.MP.020	Define Scheduled Maintenance	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Planning (Preventive)	STD.AM.MP.010	Develop Maintenance Master Plan	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Scheduling	STD.AM.MS.020	Arrange Permits	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Scheduling	STD.AM.MS.040	Manage Inventory	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Maintenance Scheduling	STD.AM.MS.050	Manage Work with 3rd Party	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Scheduling	STD.AM.MS.030	Run Risk Assessment	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Maintenance Scheduling	STD.AM.MS.010	Schedule Maintenance	Yes	Yes	Stage 5	PM	Core	Yes					Yes						Yes				
Acquire 2 Dispose	Ent. Asset Management	Manage Asset Monitoring	STD.AM.AM.020	Develop Asset Condition Reporting	No	No																			
Acquire 2 Dispose	Ent. Asset Management	Manage Asset Monitoring	STD.AM.AM.010	Schedule Condition Monitoring and Inspection	No	No																			
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.020	Establish Customer Credit	No	Yes																			
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.040	Issue Customer Invoice / Credit Note	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.140	Manage External Customer Enquiries	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.010	Manage Customer Master	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.100	Manage Disputes	No	Yes																			
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.130	Perform AR Periodic and Period End Activity	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.060	Perform Collection Activities	No	No																			
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.070	Perform Dunning	Yes	Yes	Stage 4	FI-BL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.120	Process Cash Application	Yes	Yes	Stage 4	FI-BL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.050	Process Customer Credit Note	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.080	Process Customer Debt Write-off	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.090	Process Customer Refund	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.110	Process Inbound Payments	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.030	Process Sales Order	Yes	Yes	Stage 4	SD	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Revenue 2 Bank	Finance	Accounts Receivable	STD.FI.RM.150	Reporting Accounts Receivable	Yes	Yes	Stage 4	FI-AR	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.080	Adjust Budget	Yes	Yes	Stage 4	PSA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.100	Conduct Review of Budgeting and Forecasting Process	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.090	Develop and Update Driver-based Models	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.070	Identify Target Budget Savings	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.010	Plan and Develop Budget Cycle Guidelines	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.030	Prepare and Approve Forward Estimates	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.060	Prepare NSW State Budget Paper	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.050	Receive Final Budget / Forward Estimates Allocation	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.040	Review and Submit Budget / Forward Estimates Proposals to NSW Treasury	No	No																			
Budget 2 Report	Finance	Budgeting and Forecasting	STD.FI.BF.020	Update Budget / Forward Estimates	Yes	Yes	Stage 4	PSA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.050	Coordinate and Support External Audit	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.020	Develop Annual Internal Audit Plan and Approach	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.010	Develop Internal Audit Function, Methodology and Compliance	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.080	Develop Internal Audit Strategy	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.070	Establish and Maintain Audit and Risk Committee	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.040	Execute Annual Internal Audit Plan	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.060	Monitor and Review Risks and Opportunities	No	No																			
Plan 2 Deliver	Finance	Compliance Management FI	STD.FI.CM.030	Review Internal Audit Strategy and Annual Internal Audit Plan with Audit Committee	No	No																			
Budget 2 Report	Finance	Consolidation	STD.FI.CN.010	Complete Consolidations System Maintenance	No	No																			
Budget 2 Report	Finance	Consolidation	STD.FI.CN.030	Prepare and Post Consolidation Adjustments	No	No																			
Budget 2 Report	Finance	Consolidation	STD.FI.CN.040	Prepare Financial Statements (BS, IS, CF)	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Consolidation	STD.FI.CN.020	Run and Review Consolidations	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	External Reporting	STD.FI.ER.010	Prepare Department Reporting to Treasury	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.020	Create and Maintain General Ledger Master Data	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.030	Maintain Foreign Exchange Rates	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	

Customer Journey	Process Area L1 (VACD)	Process L2 (VACD)	STANDARDS V7.4 (NSW ROG Reference)	Sub-Process L3 (EPC)	In Scope for L4/L5 Modelling	Previous Version (for comparison purposes)	Applicable Stage	SAP Module	Core / Common / Divergent	PAG	DPE	OEH/EPA	SOPA	AHO	LAHC	FACS	DOJ	Legal Aid	Corrective Services	Sport	Juvenile Justice	Customer Service	Treasury	DPC	HCCC	Notes
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.080	Perform Account Analysis / Reconciliation	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.090	Perform Bank Reconciliation	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.070	Perform Intercompany Settlement	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.050	Perform Intercompany Transactions	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.110	Perform Period End Close for General Ledger	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.100	Perform Period End Close for Subledger	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.120	Perform Year End Close Activities	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.140	Reconcile and Process Unclaimed Money	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.060	Reconcile Intercompany Balances	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.130	Execute General Ledger Reports	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.010	Request Setup / Modification for Finance Master Data	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	STD.FI.GA.040	Process Routine (Journal) Transaction	Yes	Yes	Stage 5	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Management Accounting	STD.FI.MA.030	Create and Maintain Allocation Cycles	Yes	Yes	Stage 4	CO-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Management Accounting	STD.FI.MA.010	Create and Maintain Master Data for Overhead Accounting	Yes	Yes	Stage 4	CO-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Management Accounting	STD.FI.MA.020	Create and Maintain Master Data for Overhead Allocations	Yes	Yes	Stage 5	CO-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Management Accounting	STD.FI.MA.040	Perform Overhead Allocations	Yes	Yes	Stage 5	CO-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Management Accounting	STD.FI.MA.050	Execute Management Accounting Reports	Yes	Yes	Stage 4	CO-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Project Accounting	STD.FI.PA.020	Create and Maintain Project	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Project Accounting	STD.FI.PA.030	Perform Project Periodic and Period End Close Activities	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Project Accounting	STD.FI.PA.060	Execute Projects Accounting Reports	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Project Accounting	STD.FI.PA.010	Request Setup / Modification of Project Master Data	No	No																			
Budget 2 Report	Finance	Project Accounting	STD.FI.PA.040	Settle Project and Close Project	Yes	Yes	Stage 4	PS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	
Budget 2 Report	Finance	Tax Management	STD.FI.TX.020	Manage Payroll Tax Accounting and Lodgment	No	Yes																			
Budget 2 Report	Finance	Tax Management	STD.FI.TX.010	Analyse and Plan Tax Management	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes		Yes		Yes	Yes	
Budget 2 Report	Finance	Tax Management	STD.FI.TX.060	Lodge BAS Returns	No	No																			
Budget 2 Report	Finance	Tax Management	STD.FI.TX.030	Manage FBT Accounting and Reporting	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes		Yes		Yes	Yes	
Budget 2 Report	Finance	Tax Management	STD.FI.TX.040	Manage GST Accounting and Reporting	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes		Yes		Yes	Yes	
Budget 2 Report	Finance	Tax Management	STD.FI.TX.050	Manage Other Taxes	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes		Yes		Yes	Yes	
Budget 2 Report	Finance	Tax Management	STD.FI.TX.070	Execute Tax Reports	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes	Yes		Yes		Yes	Yes	
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.110	Conduct Review of Cash Flow Management Process	No	No																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.130	Monitor and Report Cash Flow Performance	No	No																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.170	Manage Bank Accounts	No	Yes																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.120	Manage Daily Cash Flow Forecasting and Reporting	No	No																			
Procure 2 Pay	Finance	Treasury Management	STD.FI.TM.180	Manage Ex-Gratia Payments	No	No																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.140	Manage Monthly Cash Flow Forecasting and Reporting	No	No																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.150	Manage NSW Treasury Capital Appropriations Reporting	No	No																			
Budget 2 Report	Finance	Treasury Management	STD.FI.TM.160	Monitor NSW Treasury Cash Interest Accounting	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.020	Analyse Employee Engagement	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.070	Develop Award / Agreement	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.040	Manage Grievance / Complaint	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.010	Manage Industrial Appeal	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.030	Manage Misconduct	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.080	Prevent Industrial Action	No	No																			
Engage 2 Resolve	Human Resource Management	Employee Relations	STD.HR.ER.090	Resolve Industrial Action	No	No																			
Plan 2 Deliver	Procurement	Agency Accreditation Scheme	STD.PR.AA.020	Manage Accreditation Assessment	No	No																			
Plan 2 Deliver	Procurement	Agency Accreditation Scheme	STD.PR.AA.010	Manage Accreditation Planning	No	No																			
Plan 2 Deliver	Procurement	Agency Accreditation Scheme	STD.PR.AA.040	Manage Accreditation Reporting	No	No																			
Plan 2 Deliver	Procurement	Agency Accreditation Scheme	STD.PR.AA.030	Manage Accreditation Review	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.080	Administer GIPA Contracts Disclosure	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.010	Establish Contract	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.070	Manage Contract Close Out	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.040	Manage Contract Disputes	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.030	Manage Contract Issues and Risks	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.050	Manage Contract Performance	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.060	Manage Contract Variations	No	No																			
Procure 2 Pay	Procurement	Contract Management	STD.PR.CT.020	Monitor Contract	No	No																			
Placeholder only	Work Health and Safety	Injury Management	#N/A	Manage Return to Work	No	No																			
Placeholder only	Work Health and Safety	Injury Management	#N/A	Manage Workplace Injury	No	No																			
Placeholder only	Work Health and Safety	Injury Management	#N/A	Report and Investigate Incident/Injury	No	No																			
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.090	Administer Data Security	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Covered by AESG access and authorisation processes
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.050	Execute Reporting and Analysis	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.010	Maintain Employee Master Data	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.030	Maintain Employee Personal Data	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.100	Manage Employee Enquiries	No	No																			
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.070	Manage Record Retention	No	No																			
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.080	Manage Record Retrieval	No	No																			
Hire 2 Retire	Human Resource Management	Employee Data Management	STD.HR.DM.110	Request Prior Service Recognition	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Exit Management	STD.HR.EM.050	Manage Death in Service	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Exit Management	STD.HR.EM.040	Manage Involuntary Termination	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Exit Management	STD.HR.EM.020	Manage Medical Retirement / Unfit to Work	No	No																			
Hire 2 Retire	Human Resource Management	Exit Management	STD.HR.EM.010	Manage Retirement or Voluntary Termination	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Exit Management	STD.HR.EM.030	Manage Workforce Realignment	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.030	Administer Learning Enrolment	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.080	Administer Mentoring Program	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.010	Assess Learning Needs	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.090	Cancel Learning Enrolment	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.050	Deliver Informal Learning and Development	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.040	Deliver Learning Program	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.020	Design and Develop Learning Program	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.070	Establish Mentoring Program	No	No																			
Hire 2 Retire	Human Resource Management	Learning and Development	STD.HR.LD.060	Evaluate and Analyse Learning Program	No	No																			
Hire 2 Retire	Human Resource Management	On-boarding	STD.HR.OB.010	Manage New Hire Orientation	No	No																			

Customer Journey	Process Area L1 (VACD)	Process L2 (VACD)	STANDARDS V7.4 (NSW ROG Reference)	Sub-Process L3 (EPC)	In Scope for L4/L5 Modelling	Previous Version (for comparison purposes)	Applicable Stage	SAP Module	Core / Common / Divergent	PAG	DPE OEH/EPA	OEH/EPA	SOPA	AHO	LAHC	FACS	DOJ	Legal Aid	Corrective Services	Sport	Juvenile Justice	Customer Service	Treasury	DPC	HCCC	Notes
Hire 2 Retire	Human Resource Management	On-boarding	STD.HR.OB.020	Prepare for New Hire	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.090	Evaluate Career Path	No	No																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.040	Manage 360 Degree Performance Review	No	No																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.100	Manage Absence	No	Yes																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.020	Manage Goal Setting	No	Yes																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.010	Manage Individual Career Planning	No	Yes																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.050	Manage Performance Review and Development	No	Yes																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.060	Prepare Periodic Performance Agreement	No	No																				
Hire 2 Retire	Human Resource Management	Performance Management and Career	STD.HR.PM.110	Resolve Unsatisfactory Performance	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.130	Advertise Role	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.030	Assess Candidate	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.050	Conduct Referee Checks	No	No																				
Replaced	Human Resource Management	Recruiting	STD.HR.RS.020	Define Candidate Sourcing Approach	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.070	Manage Graduate Recruiting	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.040	Manage Employment Offer and Acceptance	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.010	Manage Role Requisition	No	No																				
Hire 2 Retire	Human Resource Management	Recruiting	STD.HR.RS.120	Select Candidate	No	No																				
Hire 2 Retire	Human Resource Management	Staff Movement	STD.HR.SM.080	Administer Non-Executive Staff Transfer and Second	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	
Hire 2 Retire	Human Resource Management	Staff Movement	STD.HR.SM.120	Administer Role Reassignment	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	
Hire 2 Retire	Human Resource Management	Staff Movement	STD.HR.SM.090	Manage Excess Employees	No	No																				
Hire 2 Retire	Human Resource Management	Staff Movement	STD.HR.SM.110	Manage Non-Executive Staff Transfer and Secondme	No	Yes																				
Hire 2 Retire	Human Resource Management	Staff Movement	STD.HR.SM.100	Manage Return from Long Term Leave and Secondm	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes		Yes			Yes	Yes	Yes
Hire 2 Retire	Work Health and Safety	Work Health and Safety Administration	STD.WHS.HS.01	Manage Work Health and Safety Guidelines	No	No																				
Hire 2 Retire	Work Health and Safety	Injury Management	#N/A	Manage Workers Compensation Claims	No	No																				
Hire 2 Retire	Work Health and Safety	Work Health and Safety Administration	STD.WHS.HS.02	Report and Investigate Incident / Hazard	No	No																				
Hire 2 Retire	Work Health and Safety	Work Health and Safety Administration	STD.WHS.HS.03	Report and Investigate Serious Incident	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.050	Determine Total Cost of Ownership	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.040	Optimise Inventory	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.060	Optimise Maintenance	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.020	Perform Asset Performance Benchmarking	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.030	Perform High Reliability Monitoring	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset and Maintenance Performance A	STD.AM.PA.010	Perform Performance Root cause Analysis	No	No																				
Plan 2 Deliver	Ent. Asset Management	Asset Capability Specification	STD.AM.AC.010	Develop Functional or Product Specification	No	No																				
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.050	Compile and Submit TAM Submission	No	No																				
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.060	Conduct Post-Mortem Review of Capital Planning Pr	No	No																				
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.070	Define Project Performance and Management	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.010	Develop and Communicate Capital Budgeting Frame	No	No																				
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.040	Develop TAM Plans	No	No																				
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.090	Plan and Execute Project Review	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.100	Program / Portfolio Reviews (Governance)	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.030	Project Approval and Prioritisation (Governance)	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.020	Project Identification and Selection	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Finance	Capital Planning	STD.FI.CP.080	Track Project Performance	Yes	Yes	Stage 4	PPM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes
Plan 2 Deliver	Ent. Asset Management	Concept Identification Assessment	STD.AM.CI.020	Develop Maintenance Concept	No	No																				
Plan 2 Deliver	Ent. Asset Management	Concept Identification Assessment	STD.AM.CI.010	Develop Operating Concept	No	No																				
Plan 2 Deliver	Ent. Asset Management	Improvement Initiative Management	STD.AM.IM.010	Incorporate Continuous Improvement	No	No																				
Plan 2 Deliver	Ent. Asset Management	Need Identification and Agreement	STD.AM.NI.030	Analyse Asset Demand	No	No																				
Plan 2 Deliver	Ent. Asset Management	Need Identification and Agreement	STD.AM.NI.020	Develop Asset Business Plan	No	No																				
Plan 2 Deliver	Ent. Asset Management	Need Identification and Agreement	STD.AM.NI.010	Develop Asset Management Plan	No	No																				
Plan 2 Deliver	Ent. Asset Management	Need Identification and Agreement	STD.AM.NI.040	Develop Strategic Asset Management Plan	No	No																				
Plan 2 Deliver	Ent. Asset Management	Scope of Work Establishment	STD.AM.SC.020	Develop Statement of Work	No	No																				
Plan 2 Deliver	Ent. Asset Management	Scope of Work Establishment	STD.AM.SC.010	Develop Technical Specification	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.080	Conduct Post-Mortem Review of Strategic Planning	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.090	Conduct Strategic Scenario Analysis	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.100	Construct Strategic Plan	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.110	Develop Vision, Goals and Performance Measures	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.120	Finalise and Submit SBI or RSP	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.130	Formulate Strategies and Develop Support	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.140	Perform External Appraisal	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.150	Perform Internal Appraisal	No	No																				
Plan 2 Deliver	Finance	Strategic Planning	STD.FI.SP.160	Review Strategic Plan	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.080	Conduct Operational Scenario Analysis	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.090	Conduct Post-Mortem Review of Targets	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.100	Consolidate Targets	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.110	Prepare Funding Proposal Targets	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.120	Prepare Operational Targets	No	No																				
Plan 2 Deliver	Finance	Target Setting	STD.FI.TS.130	Review and refine Targets	No	No																				
Plan 2 Deliver	Human Resource Management	Benefits Planning	STD.HR.BP.050	Consolidate Benefits Plan	No	No																				
Plan 2 Deliver	Human Resource Management	Benefits Planning	STD.HR.BP.040	Design and Maintain Benefits Plan	No	No																				
Plan 2 Deliver	Human Resource Management	Benefits Planning	STD.HR.BP.030	Develop benefits Strategy	No	No																				
Plan 2 Deliver	Human Resource Management	Benefits Planning	STD.HR.BP.010	Manage External Benefits Survey	No	No																				
Plan 2 Deliver	Human Resource Management	Benefits Planning	STD.HR.BP.020	Manage Internal Benefits Survey	No	No																				
Plan 2 Deliver	Human Resource Management	Human Resources Strategy and Planning	STD.HR.SP.020	Develop and Maintain Human Resources Policies and	No	No																				
Plan 2 Deliver	Human Resource Management	Human Resources Strategy and Planning	STD.HR.SP.010	Manage Human Resources Strategic Planning	No	No																				
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.020	Develop Organisational Plan	Yes	Yes	Stage 4	HR-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Organisation modelling is out of scope
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.080	Maintain Organisational and Job Data	Yes	Yes	Stage 4	HR-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Organisation modelling is out of scope
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.060	Manage Change and Communication	No	No																				
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.040	Manage Organisational Alignment	Yes	Yes	Stage 4	HR-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Organisation modelling is out of scope
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.030	Manage Organisational Design	Yes	Yes	Stage 4	HR-OM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Organisation modelling is out of scope
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.010	Manage Organisational Review	No	No																				
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.050	Measure Organisational Performance	No	No																				
Plan 2 Deliver	Human Resource Management	Organisational Design and Management	STD.HR.OM.070	Plan, Design and Evaluate Roles	No	No																				
Plan 2 Deliver	Human Resource Management	Remuneration Planning	STD.HR.RP.030	Design, Analyse and Plan Remuneration Program	No	No																				
Plan 2 Deliver	Human Resource Management	Remuneration Planning	STD.HR.RP.050	Deploy Remuneration Program	No	No																				
Plan 2 Deliver	Human Resource Management	Remuneration Planning	STD.HR.RP.020	Develop Remuneration Strategy	No	No																				
Plan 2 Deliver	Human Resource Management	Remuneration Planning	STD.HR.RP.010	Manage Labour Market Surveys	No	No																				
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.020	Analyse Workforce Environment	No	Yes																				
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.060	Develop Leadership Program	No	Yes																				
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.040	Manage Organisational Capability Planning and Mod	No	Yes																				
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.050	Manage Resource Planning	No	Yes																				
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.070	Manage Succession Planning	No	Yes																				

Customer Journey	Process Area L1 (VACD)	Process L2 (VACD)	STANDARDS V7.4 (NSW ROG Reference)	Sub-Process L3 (EPC)	In Scope for L4/L5 Modelling	Previous Version (for comparison purposes)	Applicable Stage	SAP Module	Core / Common / Divergent	PAG	DPE	OEH / EPA	SOPA	AHO	LAHC	FACS	DOJ	Legal Aid	Corrective Services	Sport	Juvenile Justice	Customer Service	Treasury	DPC	HCCC	Notes
Plan 2 Deliver	Human Resource Management	Strategic Workforce Planning	STD.HR.SW.030	Manage Workforce Planning	No	Yes																				
Plan 2 Deliver	Procurement	Compliance Management	STD.PR.CO.020	Manage External Compliance	No	No																				
Plan 2 Deliver	Procurement	Compliance Management	STD.PR.CO.010	Manage Internal Compliance	No	No																				
Plan 2 Deliver	Procurement	Customer Management	STD.PR.CM.010	Manage External Customers	No	No																				
Plan 2 Deliver	Procurement	Customer Management	STD.PR.CM.020	Manage Internal Customers	No	No																				
Plan 2 Deliver	Procurement	Customer Management	STD.PR.CM.030	Support Material / Service Development and Design	No	No																				
Plan 2 Deliver	Procurement	Organisation Procurement Strategy	STD.PR.OS.010	Develop Procurement Organisation Strategy	No	No																				
Plan 2 Deliver	Procurement	Organisation Procurement Strategy	STD.PR.OS.020	Generate Procurement Reporting and Analysis	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.030	Develop Sourcing and Supply Base Strategy	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.050	Evaluate Vendors	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.010	Identify Strategic Category Sourcing and Vendor Req	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.040	Identify Vendors	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.020	Manage Categories	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.060	Negotiate with Vendors	No	No																				
Procure 2 Pay	Procurement	Supply Base Strategy Development and	STD.PR.SE.070	Transition Vendors	No	No																				
Plan 2 Deliver	Procurement	Vendor Management and Development	STD.PR.SM.010	Manage Vendor Performance	No	No																				
Plan 2 Deliver	Procurement	Vendor Management and Development	STD.PR.SM.020	Partner with Vendors	No	No																				
Placeholder only	Work Health and Safety	Risk Management	#N/A	Identify and Assess Risk	No	No																				
Placeholder only	Work Health and Safety	Risk Management	#N/A	Implement Risk Controls	No	No																				
Placeholder only	Work Health and Safety	Risk Management	#N/A	Monitor and Review Risk and Controls	No	No																				
Placeholder only	Work Health and Safety	Work Health and Safety Plans	#N/A	Develop Work Health and Safety Plans	No	No																				
Placeholder only	Work Health and Safety	Work Health and Safety Plans	#N/A	Evaluate Work Health and Safety Performance	No	No																				
Placeholder only	Work Health and Safety	Work Health and Safety Plans	#N/A	Implement Work Health and Safety Consultation	No	No																				
Placeholder only	Work Health and Safety	Work Health and Safety Plans	#N/A	Implement Work Health and Safety Governance	No	No																				
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.060	Create and Approve Payments	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.130	Execute Accounts Payable Reports	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.090	Issue and Manage Cheque Payments	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.080	Issue Electronic Payments	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.160	Issue Online Banking Payments	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.010	Manage Incoming Invoice / Credit Note /Supporting Documents	No	Yes																				
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.120	Manage Vendor / Accounts Payable Enquiries	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.110	Perform Accounts Payable Periodic Activities	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.140	Process Invoice / Credit Note via Data Upload	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.050	Process Non-PO Invoice / Credit Note Data	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.040	Process PO Based Invoice / Credit Note Data	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.150	Process Recipient Created Tax Invoice (RCTI)	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.070	Process Vendor Downpayments	Yes	Yes	Stage 4	FI-AP	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.020	Scan and Capture Invoice / Credit Note Data and Doc	No	No																				
Procure 2 Pay	Finance	Accounts Payable	STD.FI.AP.030	Validate Invoice / Credit Note Data	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.040	Audit and Review Purchasing/Virtual Purchasing Card	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.020	Maintain Purchasing / Virtual Purchasing Card	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.030	Process Purchasing Card Acquittals	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.010	Process Purchasing Card Application	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.070	Process Virtual Purchasing Card Acquittals	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.050	Process Virtual Purchasing Card Application	No	No																				
Procure 2 Pay	Finance	Purchasing / Virtual Purchasing Card Exp	STD.FI.PC.060	Process Virtual Purchasing Card Purchase	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.010	Manage Contingent Labour Requisition	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.070	Manage Contingent Worker Exit	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.040	Process Contingent Labour Time / Expenses and Billi	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.030	Process Contingent Labour Work Order	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.020	Source and Select Contingent Worker	No	No																				
Procure 2 Pay	Procurement	Contingent Labour Management	STD.PR.CL.060	Manage Contingent Labour Work Order Extension /	No	No																				
Procure 2 Pay	Procurement	E-Procurement Requisition and Purchas	STD.PR.SB.020	Complete Shopping Cart	No	No																				
Procure 2 Pay	Procurement	E-Procurement Requisition and Purchas	STD.PR.SB.030	Obtain Cart Category Approval	No	No																				
Procure 2 Pay	Procurement	E-Procurement Requisition and Purchas	STD.PR.SB.040	Obtain Cart Financial Approval	No	No																				
Procure 2 Pay	Procurement	E-Procurement Requisition and Purchas	STD.PR.SB.010	Prepare Shopping Cart	No	No																				
Procure 2 Pay	Procurement	E-Procurement Requisition and Purchas	STD.PR.SB.050	Transmit E-Procurement PO to Vendor	No	No																				
Procure 2 Pay	Procurement	Goods / Service Receipt Processing	STD.PR.RP.020	Process Goods Receipt	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Goods / Service Receipt Processing	STD.PR.RP.040	Process Goods Return	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Goods / Service Receipt Processing	STD.PR.RP.030	Process Service Receipt	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Goods / Service Receipt Processing	STD.PR.RP.010	Receive Goods	No	Yes																				
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.090	Change Purchase Orders	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.030	Complete Purchase Requisition	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.010	Identify Purchase Method	No	No																				
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.070	Monitor Purchase Orders	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.110	Obtain Purchase Order Category Approval	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.100	Obtain Purchase Order Financial Approval	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.040	Obtain Purchase Requisition Category Approval	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.050	Obtain Purchase Requisition Financial Approval	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.020	Prepare Purchase Requisition	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Requisition and Purchase Order Process	STD.PR.PO.060	Process Purchase Orders	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.060	Maintain Purchase Information Record	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.050	Manage Catalogue	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.040	Manage Contract Master	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.080	Manage E-Procurement Contract Master	No	No																				
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.030	Manage Material Master	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.070	Manage Service Master	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.020	Manage Vendor Master	Yes	Yes	Stage 4	MM	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
Procure 2 Pay	Procurement	Supply Data Management	STD.PR.SD.010	Qualify Vendor	No	No																				
Procure 2 Pay	Procurement	Vendor Scheduling	STD.PR.SS.030	Coordinate and Communicate Internal / External Del	No	No																				
Procure 2 Pay	Procurement	Vendor Scheduling	STD.PR.SS.020	Manage Inbound Tactical Supply	No	No																				
Procure 2 Pay	Procurement	Vendor Scheduling	STD.PR.SS.010	Review Scheduling Requirements	No	No																				
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.020	Finalise Travel Expenditure (Post Travel)	No	No																				
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.040	Maintain Planned Trip	No	No																				
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.050	Manage Cash Advance	Yes	No	Stage 4	Travel and Expense	Divergent								Yes			Yes	Yes					
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.060	Manage Petty Cash	Yes	No	Stage 4	Travel and Expense	Divergent								Yes			Yes	Yes					

Customer Journey	Process Area L1 (VACD)	Process L2 (VACD)	STANDARDS V7.4 (NSW ROG Reference)	Sub-Process L3 (EPC)	In Scope for L4/L5 Modelling	Previous Version (for comparison purposes)	Applicable Stage	SAP Module	Core / Common / Divergent	In Scope by Agency / Cluster																Notes
										DPIE						DCJ										
										PAG	DPE	OEH / EPA	SOPA	AHO	LAHC	FACS	DOJ	Legal Aid	Corrective Services	Sport	Juvenile Justice	Customer Service	Treasury	DPC	HCCC	
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.010	Obtain Approval to Book Travel (Pre Travel)	Yes	No	Stage 4	Travel and Expense	Divergent								Yes				Yes	Yes				
Time 2 Pay	Finance	Travel and Expenses	STD.FI.TE.030	Reconcile Travel Expenses	No	No																				
Time 2 Pay	Human Resource Management	Benefits Administration	STD.HR.BA.010	Administer Benefits Enrolment	No	No																				
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.020	Administer Deduction and Garnishee Order	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.090	Administer Payroll Schedule	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.100	Administer Superannuation Set-up	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.120	Manage Salary Packaging	No	Yes																					
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.130	Manage Superannuation (Defined Benefits) Annual R	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.010	Prepare Payroll	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.070	Prepare Payroll Reports	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.040	Process Off-cycle Payroll	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.030	Process On-cycle Payroll	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.050	Process Payroll Payment	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.140	Process Payroll Payment Amendment	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.080	Process Payroll Payment Summary	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.150	Process Single Touch Payroll Report	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Payroll Administration	STD.HR.PR.110	Process Superannuation Change	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Remuneration Administration	STD.HR.RA.050	Administer Ad Hoc Remuneration Adjustment	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Remuneration Administration	STD.HR.RA.040	Administer General Award Adjustment	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Remuneration Administration	STD.HR.RA.060	Administer Increment Adjustment	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Remuneration Administration	STD.HR.RA.070	Administer Temporary Assignment Allowance	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.020	Administer Time Schedule	Yes	Yes	Stage 4	PA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.060	Cancel Leave Request	Yes	Yes	Stage 4	PT	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.040	Process Time	Yes	Yes	Stage 4	PT	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.070	Purchase Leave	Yes	Yes	Stage 4	PT	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.030	Report and Approve Time	Yes	Yes	Stage 4	CATS	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.050	Request Leave	Yes	Yes	Stage 4	PT	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Time 2 Pay	Human Resource Management	Time Administration	STD.HR.TA.080	Request Leave Balance Payment	Yes	Yes	Stage 4	PY	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Generic	Finance	Manage Report Request	STD.FI.RR.040	Produce Ad-hoc Report	Yes	Yes	Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Hire 2 Retire	Human Resource Management	Recruiting	New	Conduct Pre-employment Checks	No																					
Hire 2 Retire	Human Resource Management	Recruiting	New	Manage Talent Pipeline	No																					
Hire 2 Retire	Human Resource Management	Recruiting	New	Manage Graduate Promotion	No																					
Hire 2 Retire	Human Resource Management	Staff Movement	New	Manage Redeployment of Excess Employees	No																					
Hire 2 Retire	Human Resource Management	Performance Management and Career Planning	New	Manage Probation Review	No																					
Budget 2 Report	Finance	Budgeting and Forecasting	New	Create Budget Structure	No		Stage 4	PSA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Budget 2 Report	Finance	Budgeting and Forecasting	New	Allocate Budget	No		Stage 4	PSA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	New	Create and Maintain Funds Management Master Data	Yes		Stage 4	PSA	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	New	Create and Maintain Bank Account	No		Stage 4	FI-BL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Budget 2 Report	Finance	General Ledger Accounting	New	Execute Financial Period End Reports	Yes		Stage 4	FI-GL	Core	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes		Yes	Yes	Yes	
Procure 2 Pay	Procurement	Contract Management	New	Manage Contract Claims	No																					

Abbreviation	Detail	ERP
CATS	Cross Application Timesheets	S/4HANA
CO-OM	Overhead Cost Controlling	S/4HANA
FI-AA	Asset Accounting	S/4HANA
FI-AP	Accounts Payable	S/4HANA
FI-AR	Accounts Receivable	S/4HANA
FI-BL	Banking	S/4HANA
FI-GL	General Ledger	S/4HANA
HR-OM	Organisation Management	S/4HANA
MM	Materials Management	S/4HANA
PA	Personnel Administration	S/4HANA
PM	Plant Maintenance	S/4HANA
PMS	Performance Management System	S/4HANA
PPM	Portfolio & Project Management	S/4HANA
PS	Project Systems	S/4HANA
PSA	Public Sector Accounting	S/4HANA
PT	Time Management	S/4HANA
PY	Payroll	S/4HANA
SD	Sales & Distribution	S/4HANA

Attachment 3-7: RICEFW

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
1	Core	F_FI_003	Finance	Form	Adopt	Simple	Customer Invoice form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
2	Core	F_FI_004	Finance	Form	Adopt	Simple	Customer Credit Note form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
3	Core	E_FI_1013	Finance	Enhancement	Adopt	Medium	TPAR reporting of to separate Service Expenses	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
4	Core	E_FI_3002	Finance	Enhancement	Adopt	Simple	Project Custom Field	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
5	Core	E_FI_4015	Finance	Enhancement	Adopt	Medium	Instalment Payments Reminder Notices and Due Date Reset	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
6	Core	E_FI_4016	Finance	Enhancement	Adopt	Complex	Interest Calculation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	
7	Core	E_FI_4018	Finance	Enhancement	Adopt	Medium	Additional Fields on Customer master - Including MOD10 logic	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
8	Core	E_FI_4020	Finance	Enhancement	Adopt	Simple	Instalments invoices and interface posting programs	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
9	Core	E_FI_4021	Finance	Enhancement	Adopt	Simple	Dunnings Enhancement to consider account statements	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
10	Core	E_FI_4023	Finance	Enhancement	Adopt	Simple	Receipt Management	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
11	Core	E_FI_4024	Finance	Enhancement	Adopt	Medium	Automated Workflow for the Approval of Inter-company Posting	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
12	Core	E_FI_4025	Finance	Enhancement	Adopt	Complex	Westpac - Bank Statements ISO	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
13	Core	E_FI_4026	Finance	Enhancement	Adopt	Medium	Enhancement-Project System search field on timesheet (Linked with E_HR_4010)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
14	Core	E_PR_4001	Procurement	Enhancement	Adopt	Medium	Material Group Search Help Enhancement to include G/L Account	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
15	Core	E_PR_4004	Procurement	Enhancement	Adopt	Simple	MRBR Program (Send email notification which Invoice Blocked is removed)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
16	Core	E_PR_4005	Procurement	Enhancement	Adopt	Medium	BP Employee Sync Program for additional information	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
17	Core	E_PR_4006	Procurement	Enhancement	Adopt	Medium	Enhancement Related to Procurement Fiori App (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
18	Core	E_TA_4000	Tech_Arch	Enhancement	Adopt	Medium	Nested Grouping in Fiori Launchpad (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
19	Core	E_TA_4001	Tech_Arch	Enhancement	Adopt	Simple	AESG Logoff Page (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
20	Core	F_FI_1001	Finance	Form	Adopt	Medium	Print Payment Advice	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
21	Core	F_FI_4001	Finance	Form	Adopt	Simple	Dunnings Letter Level 0	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
22	Core	F_FI_4002	Finance	Form	Adopt	Simple	Dunnings Letter Level 1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
23	Core	F_FI_4003	Finance	Form	Adopt	Simple	Dunnings Letter Level 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
24	Core	F_FI_4004	Finance	Form	Adopt	Simple	Dunnings Letter Level 3	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
25	Core	F_FI_4005	Finance	Form	Adopt	Simple	Dunnings Letter Level 4	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
26	Core	F_FI_4006	Finance	Form	Adopt	Medium	Customer Invoice layouts Type 1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
27	Core	F_FI_4007	Finance	Form	Adopt	Medium	Customer Invoice layouts Type 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
28	Core	F_FI_4008	Finance	Form	Adopt	Medium	Customer Invoice layouts Type 3	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
29	Core	F_FI_4009	Finance	Form	Adopt	Medium	Customer Invoice layouts Type 4	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
30	Core	F_FI_4010	Finance	Form	Adopt	Medium	Customer Invoice layouts Type 5	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
31	Core	F_FI_4011	Finance	Form	Adopt	Simple	Instalments Due Reminder – Type 1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
32	Core	F_FI_4012	Finance	Form	Adopt	Simple	Instalments Due Reminder – Type 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
33	Core	F_FI_4013	Finance	Form	Adopt	Simple	Credit Memo – Adjustment Notes	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
34	Core	F_FI_4014	Finance	Form	Adopt	Simple	Interest Calculation Invoice Layout	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
35	Core	F_PR_1002	Procurement	Form	Adopt	Medium	Purchase Order Form > Type 1 (agency specific)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
36	Core	R_FI_1017	Finance	Report (Abap)	Adopt	Simple	Duplicate Customer Master Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
37	Core	R_FI_4001	Finance	Report (Abap)	Adopt	Simple	Report on suppliers invoice receipt date	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
38	Core	R_FI_4003	Finance	Report (Abap)	Adopt	Simple	Ability to report days from Invoice Document Date to Date Received by Dept.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
39	Core	R_FI_4006	Procurement	Report (Abap)	Adopt	Simple	Report to track Vendors with the same ABN number	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
40	Core	R_FI_4010	Finance	Report (Abap)	Adopt	Simple	Ability to balance dates or reclassify balances	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
41	Core	R_FI_4014	Finance	Report (Abap)	Adopt	Simple	Detail number and $ value of items processed at each dunning level	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
42	Core	R_FI_4015	Finance	Report (Abap)	Adopt	Simple	Report number and details of PO/Invoices with Invoice Doc Date > PO Creation Date and Invoice Date <= PO Creation Date	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
43	Core	R_FI_4016	Finance	Report (Abap)	Adopt	Simple	Report number of POs paid in a period	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
44	Core	R_FI_4017	Finance	Report (Abap)	Adopt	Simple	Project Manager Exception Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
45	Core	R_FI_4018	Finance	Report (Abap)	Adopt	Medium	Project Manager Delegation Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
46	Core	R_FI_4019	Finance	Report (Abap)	Adopt	Medium	Cost Centre Breakdown Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
47	Core	R_FI_4021	Finance	Report (Abap)	Adopt	Medium	Profit centre Report for Budget and Actual	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
48	Core	R_FI_4022	Finance	Report (Abap)	Adopt	Simple	Commitment Items for Project and Cost Centre	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
49	Core	R_FI_4023	Finance	Report (Abap)	Adopt	Medium	Monthly Profit and Loss by Division	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
50	Core	R_FI_4024	Finance	Report (Abap)	Adopt	Medium	Report-Project Report excluding settlement based on cost element	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
51	Core	R_FI_4025	Finance	Report (Abap)	Adopt	Medium	Report-Project Report for Resource /Personnel	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
52	Core	R_FI_4026	Finance	Report (Abap)	Adopt	Medium	Report-Project Report by Activity Type Plan vs Actual Hours/Actual amount/variance	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
53	Core	R_PR_4001	Procurement	Report (Abap)	Adopt	Medium	Automated notifications of PO's raised with no complete or partial deliveries past due date or that there are residual balances to be finished on the PO	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
54	Core	W_FI_4011	Finance	Workflow	Adopt	Simple	Sales order workflow (Approval of Invoices)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
55	Core	W_PR_4001	Procurement	Workflow	Adopt	Complex	PR & Change PO Approval Process with Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
56	Core	E_FI_4032	Finance	Enhancement	Adopt	Complex	The RicefW will allow the system to recognise revenue based on Performance Obligation.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
57	Core	E_PR_1002	Procurement	Enhancement	Adopt	Simple	PO Enhancement & Validation PO Custom Fields	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
58	Core	F_FI_1003	Finance	Form	Adopt	Medium	Consolidate Customer Invoice form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
59	Core	F_FI_1004	Finance	Form	Adopt	Medium	Consolidate Customer Credit Note form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
60	Core	R_FI_1020	Finance	Report (Abap)	Adopt	Simple	Ageing Report for AP - Transaction used to determine the age of the master data and determine if there is a need to block or delete. Legacy Transaction : Z122 & ZF83	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
61	Core	W_PR_1006	Procurement	Workflow	Adopt	Medium	SES Acceptance Workflow > Type 1 (agency specific)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
62	Core	F_FI_1015	Finance	Form	Adopt	Simple	Generic Tax Invoice Form (RCTI), this is generic (different from F_FI_1020)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
63	Core	E_PR_1003	Procurement	Enhancement	Adopt	Medium	PR Document Attachment	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
64	Core	R_FI_1018	Finance	Report (Abap)	Adopt	Simple	Inactive Customer Report (mass blocking function)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
65	Core	R_FI_1021	Finance	Report (Abap)	Adopt	Simple	Ageing Report for AR - Transaction used to determine the age of the master data and determine if there is a need to block or delete. Legacy Transaction : Z122 & ZF84	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
66	Core	F_FI_1012	Finance	Form	Adopt	Simple	Generic Vendor Account statement	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
67	Core	F_FI_1005	Finance	Form	Adopt	Medium	Incoming payment receipt	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
68	Core	F_FI_1006	Finance	Form	Adopt	Simple	Check deposit list - The purpose of this form is to generate a check deposit list to be attached to the checks sent to the Bank for cash	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
69	Core	F_FI_1007	Finance	Form	Adopt	Simple	Customer dunning letter - Level 1 - The purpose of this form is to generate the dunning letter for the 1st level of dunning	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
70	Core	F_FI_1008	Finance	Form	Adopt	Simple	Customer dunning letter - Level 2 - The purpose of this form is to generate the dunning letter for the 2nd level of dunning	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
71	Core	F_FI_1009	Finance	Form	Adopt	Simple	Customer dunning letter - Level 3 - The purpose of this form is to generate the dunning letter for the 3rd level of dunning	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
72	Core	F_FI_1011	Finance	Form	Adopt	Simple	Consolidate Customer Account statement	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
73	Core	R_FI_1015	Finance	Report (Abap)	Adopt	Simple	Duplicate Vendor Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
74	Core	R_FI_1016	Finance	Report (Abap)	Adopt	Simple	Inactive Vendor Report (mass blocking function)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
75	Core	R_FI_1019	Finance	Report (Abap)	Adopt	Simple	Vendor Master Log Report (creation time, volume etc.) - This development should be looked at in conjuction with the Procurement process to maintain vendor master.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
76	Core	F_FI_1016	Finance	Form	Adopt	Simple	Vendor Dunning	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
77	Core	E_FI_3003	Finance	Enhancement	Adopt	Medium	Duplicate Vendor invoice check	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
78	Core	E_FI_3005	Finance	Enhancement	Adopt	Medium	Update Budget for Cost and Revenue ZPS44 - Upload functionality of Budgets and Costs to Projects.	1	DPIE (LAHC)	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1b
79	Core	E_PR_1004	Procurement	Enhancement	Adopt	Simple	PR Enhancement & Validation PR Custom Fields	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
80	Core	E_PR_1001	Procurement	Enhancement	Adopt	Simple	Duplicate Vendor Check - During Vendor Master Record creation, this user-exit will check if a Vendor which contains the same information in key fields as the Vendor which is being created already exists. If so, an error message will be raised to notify the processor.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
81	Core	E_FI_1002	Finance	Enhancement	Adopt	Medium	Validation for AP Invoice and Credit Note Park and Post	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
82	Core	E_FI_1003	Finance	Enhancement	Adopt	Simple	Validation for AR Invoice and Credit Note Park and Post	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
83	Core	R_FI_3011	Finance	Report (Abap)	Adopt	Simple	Asset Transactions	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
84	Core	R_FI_3012	Finance	Report (Abap)	Adopt	Simple	Asset Sales Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
85	Core	E_PR_1005	Procurement	Enhancement	Adopt	Medium	Vendor Search Help - Additional Selection Criteria to search for vendor (e.g. blocked indicator, ABN Number)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
86	Core	E_PR_1006	Procurement	Enhancement	Adopt	Simple	Extension of Employee Vendor records across company codes - Enhancement to extend employee vendor records across multiple company codes	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
87	Core	E_FI_1010	Finance	Enhancement	Adopt	Simple	Transaction to enable the creation of Projects via upload file	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
88	Core	W_FI_3001	Finance	Workflow	Adopt	Medium	Workflow for the Approval of Journal Entries	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
89	Core	E_FI_3021	Finance	Enhancement	Adopt	Simple	Duplicate asset validation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
90	Core	F_FI_1020	Finance	Form	Adopt	Simple	Tax Invoice Form (RCTI) > agency specific (e.g. LAHC / ARIBA)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
91	Core	E_FI_018	Finance	Enhancement	Adopt	Medium	Function Module for Bank Master Data conversion with BAUP	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
92	Core	F_FI_011	Finance	Form	Adopt	Medium	Customer Account statement	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
93	Core	R_PR_3009	Procurement	Report (Abap)	Adopt	Medium	AP management report for Lexmark Performance Analytics	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
94	Core	R_FI_3046	Finance	Report (Abap)	Adopt	Medium	Assets Movement Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
95	Core	E_PR_3002	Procurement	Enhancement	Adopt	Medium	BPAY for Vendor Payment - New Payment Method using BPAY	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
96	Core	E_W2FI2011	Finance	Enhancement	Adopt	Medium	Banking Interface-Rejections	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
97	Core	F_W2PR2021	Procurement	Form	Adopt	Medium	Recipient Created Tax Invoice (RCTI) for Construction Payments	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
98	Core	R_FI_1023	Finance	Report (Abap)	Adopt	Simple	Extended "RPCIP_DOCUMENT_ANALYSE" Report for PYFN Reconciliation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
99	Core	E_FI_2020	Finance	Enhancement	Adopt	Medium	Ability to produce Remittance Advice on ad-hoc basis. - Customer Direct Debit file to bank	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
100	Core	E_FI_2023	Finance	Enhancement	Adopt	Medium	Ability to re-charge personnel costs from DJ Company code CC01 to other company codes	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
101	Core	R_FI_2213	Finance	Report (Abap)	Adopt	Complex	Payroll Recharge - To post the payroll journals on the deployed to entities	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
102	Core	R_FI_2214	Finance	Enhancement	Adopt	Medium	Asset Master Upload - This RICEFW is to create multiple asset master using an upload file	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
103	Core	F_FI_8001	Finance - REM	Form	Adopt	Medium	Customer Dunning Letter - Dunning Letter for AR & REFX Customer	1	OOS, PAG, OEH	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
104	Core	F_FI_8002	Finance - REM	Form	Adopt	Medium	Customer Invoice - Customer Invoice for AR & REFX Customer	1	OOS, PAG, OEH	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
105	Core	R_PR_1001	Procurement	Report (Abap)	Adopt	Simple	Spend Cube Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
106	Core	R_PR_3001	Procurement	Report (Abap)	Adopt	Medium	Open PO Report_v0.1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
107	Core	R_PR_3002	Procurement	Report (Abap)	Adopt	Medium	PO Clean_up v2.8	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
108	Core	R_PR_3004	Procurement	Report (Abap)	Adopt	Medium	Delegation Report v1.0	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
109	Core	R_PR_3006	Procurement	Report (Abap)	Adopt	Simple	PO-Mass Changes Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
110	Core	R_FI_3004	Procurement	Report (Abap)	Adopt	Simple	Vendor Address Listing	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
111	Core	E_PR_RSXX	Procurement	Enhancement	Adopt	Medium	Readsoft Enhancement & Validation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
112	Core	W_PR_RSXX	Procurement	Workflow	Adopt	Medium	Readsoft Workflows	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

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113	Core	New	Finance	Enhancement	Adopt	Complex	Risk and Issues in Portfolio and Project Accounting	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
114	Core	New	Finance	Enhancement	Adopt	Complex	R A G status reporting in Portfolio and Project Accounting	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
115	Core	E_FI_4019	Finance	Enhancement	Adopt	Medium	Accounts Receivable Portal Invoice (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
116	Core	W_FI_4005	Finance	Enhancement	Adopt	Medium	Accounts Payable Portal Invoice final (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
117	Core	R_FI_4037	Finance	Report (Abap)	Adopt	Complex	Inter Company -Reconciliation Report & Posting-A SAP report to identify the Intercompany posted document, calculate and post the AP & AR documents	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
118	Core	F_FI_4017	Finance	Form	Adopt	Medium	Print Tax Invoice Form for Charge raised in Loans Module	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
119	Core	E_FI_4037	Finance	Enhancement	Adopt	Complex	Penalty Interest maintenance, Calculation & Posting Framework	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
120	Core	E_FI_4038	Finance	Enhancement	Adopt	Medium	Update Loan Effective Interest Rate from CT	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
121	Core	E_FI_4039	Finance	Enhancement	Adopt	Medium	Loans Penalty Interest - FIOA	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
122	Core	E_FI_4040	Finance	Enhancement	Adopt	Medium	Auto-disbursement of Loan while Contract Creation from Interface	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
123	Core	R_FI_4035	Finance	Report (Abap)	Adopt	Simple	Extract Receipt List	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
124	Core	E_FI_4035	Finance	Enhancement	Adopt	Complex	Centralized clearing Hierarchy	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
125	Core	R_FI_4036	Finance	Report (Abap)	Adopt	Medium	Security Deposit List report	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
126	Core	E_FI_4032_1	Finance - Loans & Grant	Enhancement	Adopt	Medium	Update Interest rate on Loan Contracts as selected and entered by user.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
127	Core	E_FI_4033	Finance	Enhancement	Adopt	Simple	Calculate IOA amount based on nominal interest rate present at Loan Contract	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
128	Core	R_FI_4033	Finance	Report (Abap)	Adopt	Medium	Calculate Refund amount of Interest charged on Loan Accounts	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
129	Core	E_FI_4034	Finance	Enhancement	Adopt	Simple	Post Refund Interest to Loan Accounts	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
130	Core	R_HR_008	HCM	Report (Abap)	Adopt	Complex	List of Staffing Position Displays information like the list of positions, competency type, competency level, job size, job grade under the job category, Number of employee in each job category Example of parameters: job category, division/department	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
131	Core	R_HR_009	HCM	Report (Abap)	Adopt	Complex	Manpower Management Framework (MMF) Report Contains information like the current headcount strength in the organisation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
132	Core	R_HR_010	HCM	Report (Abap)	Adopt	Medium	Job Description Report To display all the job description in formatted template	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
133	Core	E_HR_023	HCM	Enhancement	Adopt	Medium	Other Employee Data Infotype Enhancements To store other employee information such as Election Appointment, Emergency Planning, Medical Review, Other/External Appointment, Union/Other Membership and Household Information of an employee.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
134	Core	E_HR_024	HCM	Enhancement	Adopt	Simple	IT0032 Internal Data Enhancement Enhancement to allow employee/ administrator to maintain their full work location in the enhanced Infotype 0032 (Internal Data).	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
135	Core	E_HR_015	HCM	Enhancement	Adopt	Medium	Mass Lock/Unlock Program For mass approval of allowances/deduction records via lock/unlock of infotype records.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
136	Core	E_HR_005	HCM	Enhancement	Adopt	Medium	Other Employment Infotype Enhancement (IT9009) Customised infotype to record information regarding outside employment history or secondment.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
137	Core	E_HR_019	HCM	Enhancement	Adopt	Medium	Mass Placement Program This is a mass update program for staff movement/transfer module. Program also has functionality to send rejection notification to the respective employee.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
138	Core	E_HR_057	HCM	Enhancement	Adopt	Medium	Purchased Leave Application Screen This enhancement will support the online submission of Purchased Leave Application request. This customized screen will enable the following: • Employee to submit application online via ESS. • Employee details, such as personnel number and position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
139	Core	R_HR_014	HCM	Report (Abap)	Adopt	Medium	Hiring and Leaving Report Report displaying a listing of new hires and leavers based on entry and leaving date.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
140	Core	E_HR_050	HCM	Enhancement	Adopt	Simple	Posting Run for IT0011 Customised transaction code to run report RPCDTBQ0 to process IT0011 External Transfer records instead of payroll results, for bank rejection cases.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
141	Core	E_HR_010	HCM	Enhancement	Adopt	Medium	Employee Self-Service Resignation Screen Creation of ESS Screen to submit online resignation request.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
142	Core	W_HR_010	HCM	Workflow	Adopt	Medium	Purchased Leave Application Workflow The purpose of this design is to create a workflow for purchased leave application request. Workflow will create a work item for each application request and will route this to the corresponding approver.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
143	Core	E_HR_017	HCM	Enhancement	Adopt	Medium	Employee Self-Service Exit Checklist Creation of ESS screen to allow employees and respective administrators to track items to be cleared in the online exit checklist. Notification to be sent to leaving service administrator and HR administrator upon completion of the exit checklist.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
144	Core	E_HR_046	HCM	Enhancement	Adopt	Medium	Mass Approving Leave Application Program Mass Approving Leave Application program executed by Time Data Administrator	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
145	Core	R_HR_015	HCM	Report (Abap)	Adopt	Medium	Staff with Changes Since Last Payroll Report Report displaying a listing of employee with changes to payroll related data since last payroll run.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
146	Core	R_HR_016	HCM	Report (Abap)	Adopt	Medium	Allowance and Deduction Listing Report Report displaying all allowances and deductions for employees within a payroll period.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
147	Core	E_HR_029	HCM	Enhancement	Adopt	Simple	Batch Upload Program for IT0008 Basic Pay Batch upload program to allow mass update of basic pay data for multiple employees based on a Microsoft Excel upload file format. Program is able to perform distribution of salary into various components in accordance with distribution guidelines defined	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
148	Core	E_HR_025	HCM	Enhancement	Adopt	Simple	IT0021 Family Members Enhancement Enhancement to capture relationship of emergency contact and additional information of family member	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

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149	Core	E_HR_055	HCM	Enhancement	Adopt	Simple	ESS Enhancement in Personal Profile The purpose of this document is to display Education details in Personal Profile of the employee in Employee Self-Service. Employee would be able to add / edit or delete the Education details from the self-service portal	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
150	Core	E_HR_003	HCM	Enhancement	Adopt	Simple	Notification Engine Program to send out periodic notifications for various processes	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
151	Core	E_HR_014	HCM	Enhancement	Adopt	Simple	Short of notice function module To calculate the short of notice of a leaving service employee.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
152	Core	R_HR_001	HCM	Report (Abap)	Adopt	Simple	Contract Renewal Emplacement Outcome List Report to identify employees who are due for confirmation, entitled to contract gratuity and/or have successfully had their contract renewed or employees who have been emplaced.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
153	Core	R_HR_002	HCM	Report (Abap)	Adopt	Simple	Contract Staff Listing Report Report to extract information on contract staff. Some of the information the report will capture include the contract staff name, contract start date, contract end date and contract duration.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
154	Core	R_HR_1003	HCM	Report (Abap)	Adopt	Medium	Employee Master Listing Report Generate an overview for a list of employees in the organisation. The Employee Master Listing can be used to obtain the following information: - Employee Staff Profile– Race, Gender, Marital Status, Birth Dates, Email, Official Contact Number, Education and Length pf Service.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
155	Core	E_HR_051	HCM	Enhancement	Adopt	Medium	Length of Service function module Function module to determine the length of service of an employee based on various IT0041 date types and no pay leave records. The function module supports configuration of a series of length of service calculation rules based on a custom configuration	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
156	Core	E_HR_030	HCM	Enhancement	Adopt	Medium	Batch Upload Program for IT0014, IT0015, IT0267 Batch upload program to allow mass update earnings and deductions data in IT0014(Recurring Payments/Deductions), IT0015(Additional Payments/Deductions), IT0267(Additional Off-Cycle Payments) for multiple employees based on a Microsoft Excel upload file	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
157	Core	E_HR_033	HCM	Enhancement	Adopt	Medium	Team Calendar Team Calendar screen for Employee Self Service (ESS) and Manager Self Service (MSS)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
158	Core	R_HR_012	HCM	Report (Abap)	Adopt	Medium	Leave Report by Leave Types Show by Detailed or Summary. Summary displays the count of number of days of leave taken	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
159	Core	R_HR_018	HCM	Report (Abap)	Adopt	Medium	Exception Listing Report Report listing the employees who fail payroll exception rules such as, active employees with no pay, inactive employees with pay, negative pay etc.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
160	Core	E_HR_3010	HCM	Enhancement	Adopt	Simple	Enhancement to address screen for additional telephone numbers	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
161	Core	E_HR_3011	HCM	Enhancement	Adopt	Simple	Tax service enhancement to include TFN number	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
162	Core	E_HR_1109	HCM	Enhancement	Adopt	Complex	Enhancement program for position and contract expiry	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
163	Core	F_HR_1012	HCM	Form	Adopt	Complex	Change Work Schedule	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
164	Core	F_HR_1014	HCM	Form	Adopt	Complex	Objects on Loan	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
165	Core	F_HR_1023	HCM	Form	Adopt	Complex	Overtime and Additional Hours	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
166	Core	F_HR_1024	HCM	Form	Adopt	Complex	Allowance	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
167	Core	W_HR_1020	HCM	Workflow	Adopt	Complex	Change Work Schedule	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
168	Core	W_HR_1022	HCM	Workflow	Adopt	Complex	Objects on Loan	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
169	Core	W_HR_1031	HCM	Workflow	Adopt	Medium	Increment Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
170	Core	W_HR_1035	HCM	Workflow	Adopt	Complex	Overtime and Additional Hours	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
171	Core	W_HR_1036	HCM	Workflow	Adopt	Complex	Allowance	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
172	Core	E_HR_1082	HCM	Enhancement	Adopt	Simple	Qualification Expiry	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
173	Core	E_HR_008	HCM	Enhancement	Adopt	Medium	Leaving Service Infotype (IT9008)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
174	Core	E_HR_1133	HCM	Enhancement	Adopt	Medium	Time Calculation Enhancements - IT0007: Default Part-time employee indicator for PT employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
175	Core	E_HR_1139	HCM	Enhancement	Adopt	Medium	Enhancement for adding Email in PRAA	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
176	Core	E_HR_1143	HCM	Enhancement	Adopt	Medium	Email notification to Manager (Reminders) reminding about the open items for action	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
177	Core	E_HR_4001	HCM	Enhancement	Adopt	Simple	CATS % Cost Distribution	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
178	Core	E_HR_4002	HCM	Enhancement	Adopt	Medium	Leave Request Enhancement for Flex employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
179	Core	E_HR_4003	HCM	Enhancement	Adopt	Medium	Timesheet Enhancement to Check for Retro Changes	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
180	Core	E_HR_4004	HCM	Enhancement	Adopt	Medium	Time In Lieu Management	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
181	Core	E_HR_4005	HCM	Enhancement	Adopt	Medium	Upload of Time Entries to CATS	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
182	Core	E_HR_4006	HCM	Enhancement	Adopt	Medium	Auto Update on New Hire Part 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
183	Core	E_HR_4007	HCM	Enhancement	Adopt	Medium	Permanent Address Validation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
184	Core	E_HR_4008	HCM	Enhancement	Adopt	Simple	Time Entry UI Cost Centre field (Fiori App)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
185	Core	E_HR_4009	HCM	Enhancement	Adopt	Simple	Default Break time in Timesheet	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
186	Core	E_HR_4010	HCM	Enhancement	Adopt	Medium	Limit WBS list on Timesheet	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
187	Core	E_HR_4011	HCM	Enhancement	Adopt	Simple	Default Activity Type for an Employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
188	Core	E_HR_4012	HCM	Enhancement	Adopt	Medium	Update CATS Target Hours Validation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
189	Core	E_HR_4013	HCM	Enhancement	Adopt	Medium	Validation of attendance types on timesheet	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
190	Core	E_HR_4014	HCM	Enhancement	Adopt	Medium	Flex calculation for Emergency Management	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
191	Core	E_HR_4015	HCM	Enhancement	Adopt	Simple	Time Entry UI: (Fiori App) • Flex balance on the timesheet should be removed • A link to flexsheet application should be added on the timesheet to navigate directly to flexsheet • The column wage type needs to be renamed as "Allowances" • Bandwidth checks should be flagged as error instead of warning.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
192	Core	E_HR_4016	HCM	Enhancement	Adopt	Medium	Bandwidth checks	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
193	Core	E_HR_4017	HCM	Enhancement	Adopt	Medium	CATS Escalations - separating escalation process for cost allocation and other time related entries	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
194	Core	F_4001	HCM	Form	Adopt	Medium	Leave Encashment Form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
195	Core	F_HR_4002	HCM	Form	Adopt	Simple	Create Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
196	Core	F_HR_4003	HCM	Form	Adopt	Simple	Change Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
197	Core	F_HR_4004	HCM	Form	Adopt	Simple	Delimit Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
198	Core	F_HR_4005	HCM	Form	Adopt	Simple	Additional fields in Statement of Earnings	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
199	Core	F_HR_4006	HCM	Form	Adopt	Medium	Additional validations in TAA form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
200	Core	F_HR_4007	HCM	Form	Adopt	Medium	Intention to cease duty - Additional	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
201	Core	F_HR_4008	HCM	Form	Adopt	Medium	Final Clearance - Additional	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
202	Core	F_HR_4009	HCM	Form	Adopt	Complex	Superannuation - allow delimit & default ER fund	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
203	Core	W_HR_4001	HCM	Workflow	Adopt	Simple	CATS Approval Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
204	Core	W_HR_4002	HCM	Workflow	Adopt	Medium	Flexsheet Workflow approval.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
205	Core	W_HR_4003	HCM	Workflow	Adopt	Medium	Leave Encashment Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
206	Core	W_HR_4004	HCM	Workflow	Adopt	Complex	Time Entry Workflow based on Cost Object Owner/Manager	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
207	Core	W_HR_4005	HCM	Workflow	Adopt	Simple	Create Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
208	Core	W_HR_4006	HCM	Workflow	Adopt	Simple	Change Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
209	Core	W_HR_4007	HCM	Workflow	Adopt	Simple	Delimit Organisational Unit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
210	Core	E_HR_1068	HCM	Enhancement	Adopt	Medium	&PITB - Process internal table - Custom operation. Copy of PITAB. Enhanced to delete GRT	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
211	Core	E_HR_1098	HCM	Enhancement	Adopt	Medium	Custom Indirect Evaluation Module - Required to create annual salary	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
212	Core	E_HR_1067	HCM	Enhancement	Adopt	Medium	&P416 - Process Quota Compensation-extn. - Custom operation. Modified to handle rounding day up to nearest quarter	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
213	Core	E_HR_1069	HCM	Enhancement	Adopt	Medium	&C1 - Create C1 entry and pass pointer in OT - Copies C1 (cost distribution) details from one pay result to another	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
214	Core	E_HR_1086	HCM	Enhancement	Adopt	Medium	_LOAD - Leave Loading Data Uploads - Used to assign V0 values to wage types	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
215	Core	E_HR_1087	HCM	Enhancement	Adopt	Medium	_ZAUP - Leave Payment Calculation Enhanced for rounding to Quarter Day - Copy of standard function AUTLP. Enhanced to round quota accruals on termination to nearest quarter day	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
216	Core	E_HR_1088	HCM	Enhancement	Adopt	Medium	_ZSUP - Period decision for super - Currently used for wage types /341 State Auth.Super Scheme and S158 Nationwide Super SS. Reads pay period to determine if 3rd pay period for a month. Used for additional wage type processing after SUPER.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
217	Core	E_HR_3005	HCM	Enhancement	Adopt	Medium	&NM - Calculations in the current number field - extension - Copy of operation NUM. Queries V0TYP and VOZNR in addition to NUM. Used for reporting dates on payslips. Shift payments are also paid Mon-Sun. This rule brings in carry over WT's to current period.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
218	Core	E_HR_1089	HCM	Enhancement	Adopt	Complex	Termination Workbench - Private sector termination workbench is used in the AESG template. Custom functionality will be required to replicate public sector functionality.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
219	Core	E_HR_3006	HCM	Enhancement	Adopt	Medium	&ZLVO - Link dates to wage types - Used to import ZL and assign dates to wage types	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
220	Core	E_HR_1108	HCM	Enhancement	Adopt	Medium	Post processing interfaces - ZP_SUPER_SALARY	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
221	Core	F_HR_1028	HCM	Form	Adopt	Complex	Payslip General - Form: - will use standard AESG (with variation for workplace giving & display of retro period data rather than just an indicator)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
222	Core	E_HR_3007	HCM	Enhancement	Adopt	Medium	Implementation of BAdI PBSAULLM - This will be developed to handle customer specific counting requirements for payment of leave loading when taking 2 weeks annual or recreation leave.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
223	Core	E_HR_3008	HCM	Enhancement	Adopt	Complex	Payroll Vendor Remittances	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
224	Core	E_HR_101	HCM	Enhancement	Adopt	Simple	IT0024 Qualification Update Notification Program	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
225	Core	F_HR_3001	HCM	Form	Adopt	Complex	Payslip with breakdown of time - Form: - additional form required for some employees wit detailed breakdown of time i.e.. time statement in payslip	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
226	Core	E_HR_3009	HCM	Enhancement	Adopt	Simple	Enhancement to bank for validity dates	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
227	Core	E_HR_1070	HCM	Enhancement	Adopt	Simple	Work history service based on IT0001 and IT0509	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
228	Core	E_HR_1071	HCM	Enhancement	Adopt	Simple	Payslip Restriction - Payslip restriction BADI prior to payroll exit	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
229	Core	E_HR_1072	HCM	Enhancement	Adopt	Simple	Qualification History - Qualification Expriry	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
230	Core	E_HR_1073	HCM	Enhancement	Adopt	Medium	MSS Employee Profile Fields - Enhancement to add TAA position and org fields in Employee Profile	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
231	Core	E_HR_1074	HCM	Enhancement	Adopt	Simple	Deduction service with restricted wage types	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
232	Core	E_HR_1104	HCM	Enhancement	Adopt	Simple	Leave Balances Projection on Leave Balances - BADI to be implemented to allow leave projection.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
233	Core	E_HR_1105	HCM	Enhancement	Adopt	Medium	Reason Code on Leave Request - Leave reason codes on request screen	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
234	Core	E_HR_1110	HCM	Enhancement	Adopt	Complex	IT0019 program to trigger the workflow for various events	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
235	Core	E_HR_3012	HCM	Enhancement	Adopt	Medium	Portal Substituion BADI - Portal substitution BADI to restrict line managers	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
236	Core	F_HR_1008 or F_H	HCM	Form	Adopt	Complex	New Hire Part 1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
237	Core	F_HR_1009	HCM	Form	Adopt	Complex	New Hire Part 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
238	Core	F_HR_1010	HCM	Form	Adopt	Complex	New appointment existing employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
239	Core	F_HR_1011 or F_H	HCM	Form	Adopt	Complex	Extend temporary contract for temporary employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
240	Core	F_HR_3003	HCM	Form	Adopt	Complex	Extend / Resume from Secondment out / in	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
241	Core	F_HR_1013 or F_H	HCM	Form	Adopt	Complex	Change Substitution	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
242	Core	F_HR_1017 Comm	HCM	Form	Adopt	Medium	Final Clearance	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
243	Core	E_HR_1075	HCM	Enhancement	Adopt	Medium	Org Profile Fields	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
244	Core	E_HR_1076	HCM	Enhancement	Adopt	Medium	Position Profile Fields	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
245	Core	F_HR_1018	HCM	Form	Adopt	Complex	Create Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
246	Core	F_HR_1019 or F_H	HCM	Form	Adopt	Complex	Extend Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
247	Core	F_HR_1020 or F_H	HCM	Form	Adopt	Complex	Update Position - Update Postion	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
248	Core	F_HR_1025	HCM	Form	Adopt	Complex	AESG HDA Form Enhancements - AESG standard note: HDA solution to be extended to meet GSE (including WF for Cessation)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
249	Core	F_HR_1026	HCM	Form	Adopt	Complex	Statement of Earnings Form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
250	Core	W_HR_1014 or W	HCM	Workflow	Adopt	Complex	New Hire Part 1	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
251	Core	W_HR_1015	HCM	Workflow	Adopt	Complex	New Hire Part 2	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
252	Core	W_HR_1016	HCM	Workflow	Adopt	Complex	New appointment temporary employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
253	Core	W_HR_1018 or W	HCM	Workflow	Adopt	Complex	Extend temporary contract for temporary employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
254	Core	W_HR_1019	HCM	Workflow	Adopt	Complex	Extend / Resume from Secondment out / in	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
255	Core	W_HR_1021 or W	HCM	Workflow	Adopt	Complex	Change Substitution	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
256	Core	W_HR_1023	HCM	Workflow	Adopt	Complex	IT0019 program to trigger the workflow for various events	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
257	Core	W_HR_1024	HCM	Workflow	Adopt	Medium	Intention to cease duty / Seconment out	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
258	Core	W_HR_1025 or W	HCM	Workflow	Adopt	Medium	Final Clearance	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
259	Core	F_HR_1021 or F_H	HCM	Form	Adopt	Complex	Move Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
260	Core	F_HR_1022 or F_H	HCM	Form	Adopt	Complex	Delete Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
261	Core	W_HR_1026 or W	HCM	Workflow	Adopt	Complex	Create Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
262	Core	W_HR_1027 or W	HCM	Workflow	Adopt	Complex	Extend Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
263	Core	W_HR_1028	HCM	Workflow	Adopt	Complex	Update Position - Update Postion	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
264	Core	W_HR_1029 or W	HCM	Workflow	Adopt	Complex	Move Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
265	Core	W_HR_1030 or W	HCM	Workflow	Adopt	Complex	Delete Position	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
266	Core	W_HR_1032	HCM	Workflow	Adopt	Medium	General Workflow Class - Generic Workflow Utility class to handle delegations, 1-up line manager, payroll administrator etc.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
267	Core	W_HR_1033	HCM	Workflow	Adopt	Complex	Leave Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
268	Core	W_HR_1034	HCM	Workflow	Adopt	Complex	Higher Duties Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
269	Core	W_HR_1037	HCM	Workflow	Adopt	Medium	Qualification Expiry Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
270	Core	E_HR_3013	HCM	Enhancement	Adopt	Simple	Qualification Object Identifier	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
271	Core	E_HR_3014	HCM	Enhancement	Adopt	Simple	Employee PA20 Header Enhancement	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
272	Core	E_HR_1077	HCM	Enhancement	Adopt	Simple	Features Enhancements	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
273	Core	E_HR_1078	HCM	Enhancement	Adopt	Complex	ZXPADU01 - EXIT_SAPFP50M_001 - Process before output user exits.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
274	Core	E_HR_1079	HCM	Enhancement	Adopt	Complex	ZXPADU02 - EXIT_SAPFP50M_002 - Process after input user exits.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
275	Core	E_HR_1080	HCM	Enhancement	Adopt	Medium	Additional field in Relationship 1001 - B032 to record numbers	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
276	Core	E_HR_1081	HCM	Enhancement	Adopt	Medium	Search Help Match Code	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
277	Core	E_HR_1083	HCM	Enhancement	Adopt	Medium	Dynamic Action Enhancements	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
278	Core	E_HR_1084	HCM	Enhancement	Adopt	Simple	PPOME Enhancements	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
279	Core	E_HR_1085	HCM	Enhancement	Adopt	Simple	Cost centre Determination for Higher Duties	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
280	Core	F_HR_1015 or F-HI	HCM	Form	Adopt	Medium	Form: - Contract Renewal letter production as part of PCR form	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
281	Core	E_HR_1090	HCM	Enhancement	Adopt	Medium	Workforce Profile Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
282	Core	R_HR_3005	HCM	Report (Abap)	Adopt	Medium	Workers Compensation Reconciliation Report – Employee Wise	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
283	Core	R_HR_3000	HCM	Report (Abap)	Adopt	Medium	Costing report - • List of staff payment showing wage type, cost centre/fund code charge, TAA data • Current example CS cross Company report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
284	Core	R_HR_1025	HCM	Report (Abap)	Adopt	Medium	Long Term Leave Expiry	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
285	Core	R_HR_3006	HCM	Report (Abap)	Adopt	Simple	WF task report for table ZRSWIWI_TASKS	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
286	Core	R_HR_3012	HCM	Report (Abap)	Adopt	Simple	PCR (now Forms)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
287	Core	R_HR_3015	HCM	Report (Abap)	Adopt	Simple	Leave Entitlement Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
288	Core	R_HR_3017	HCM	Report (Abap)	Adopt	Simple	Payroll Transactions	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
289	Core	R_HR_3020	HCM	Report (Abap)	Adopt	Medium	Survey of Employee Earnings and Hours for ABS	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
290	Core	R_HR_3021	HCM	Report (Abap)	Adopt	Medium	ABS Survey Empl Earnings	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
291	Core	R_HR_3022	HCM	Report (Abap)	Adopt	Medium	ABS Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	Report	Wave 1
292	Core	R_HR_3013	HCM	Report (Abap)	Adopt	Medium	Work items with monitored deadlines	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
293	Core	R_HR_3004	HCM	Report (Abap)	Adopt	Complex	Staff Establishment Report by Division	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
294	Core	R_HR_3023	HCM	Report (Abap)	Adopt	Medium	ABS Average Weekly Earnings	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
295	Core	R_HR_3002	HCM	Report (Abap)	Adopt	Medium	Leave taken report by Division	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
296	Core	E_HR_1097	HCM	Enhancement	Adopt	Medium	Time Evaluation Schema Operation &ANZ2 - &ANZ2 Set actual end time from 2002	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
297	Core	E_HR_1100	HCM	Enhancement	Adopt	Medium	Time Evaluation Schema Operation &OTZL - &OTZL Provide information from time wage types-extended ALP Alternative payment number(ALZNR)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
298	Core	E_HR_1101	HCM	Enhancement	Adopt	Simple	Time Evaluation Schema Operation &VR E - &VR Edit Number of Hours Field-extension Operation &VR can be used to change the number of hours field or to compare it with other values. &VR may or may not be a decision operation, depending on the parameters set.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
299	Core	E_HR_1102	HCM	Enhancement	Adopt	Complex	Custom message for advance leave paid crossing Financial year - Rec Leave to Sick Leave change should display custom message on infotype and that will flow in to ESS as well	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
300	Core	E_HR_3001	HCM	Enhancement	Adopt	Medium	- Absence Type 6350 - Purchased Leave - Check for Blocks of 5 Working Days	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
301	Core	E_HR_1103	HCM	Enhancement	Adopt	Medium	IT2002 Attendances - Check that Overtime Attendance does not overlap the Planned working Time	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
302	Core	E_HR_1091	HCM	Enhancement	Adopt	Simple	Time Evaluation Schema Operation _ZACC - _ZACC Time Management Operation to Compare Acc End Dates DATA: ANBEG LIKE P0568-ANBEG, " original Anniv. date NEW_ANBEG LIKE P0568-ANBEG, " shifted by possible LWOP	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
303	Core	E_HR_1092	HCM	Enhancement	Adopt	Simple	- check for an anniversary date for the accrual or payment of Extra Leave, - Infotype 0007: Additional indicator for time management (Search help to restrict on 4 values)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
304	Core	E_HR_3002	HCM	Enhancement	Adopt	Medium	Custom message when unpaid leave is requested	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
305	Core	E_HR_1094	HCM	Enhancement	Adopt	Medium	Hours to days transformation Rules - Function group XQP1 Customer Exit (in package P13P7 HR-PS:Australia Leave accrual solution)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
306	Core	E_HR_3003	HCM	Enhancement	Adopt	Medium	- Unsupported Sick Leave (> Wkly wrk Hrs - Unidentified	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
307	Core	E_HR_1095	HCM	Enhancement	Adopt	Medium	ZXPADU02 IT0041 Date Specification - Check that the Start Date of the Record defaults to the start of the Payroll Period for Actions: Hire, Re-hire or resume from Secondment if ZL, ZR or ZE Date type is entered	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
308	Core	E_HR_1106	HCM	Enhancement	Adopt	Complex	Placeholder: ECC enhancement to restrict absence reason code on PA2001 detail screen to selected absence type	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
309	Core	E_HR_3004	HCM	Enhancement	Adopt	Complex	Rec Leave to Sick Leave change message on infotype - Rec Leave to Sick Leave change should display custom message on infotype and that will flow in to ESS as well	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
310	Core	E_HR_1093	HCM	Enhancement	Adopt	Medium	Leave accrual - HR-PS: Australia Leave accrual solution (1 class, 5 methods) 6 includes ZX* Include ZHR_ACCRUAL1 EXIT_SAPL3QP7_002	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
311	Core	E_HR_1120	HCM	Enhancement	Adopt	Medium	Enhancements to email payslip - Enhancements to provide functionality to email payslip	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
312	Core	E_HR_3015	HCM	Enhancement	Adopt	Medium	Enhancements to email time statement form - Enhancements to provide functionality to email second custom Payslip (time statement form)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
313	Core	R_HR_3029	HCM	Report (Abap)	Adopt	Medium	Workflow tasks pending with managers	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
314	Core	R_HR_3030	HCM	Report (Abap)	Adopt	Simple	Leave History Report - Report to identify the leave history of employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
315	Core	E_HR_1124	HCM	Enhancement	Adopt	Medium	Salary calculation for PSSE employees on TAA - Salary calculation for PSSE employees onTAA	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
316	Core	E_HR_1149	HCM	Enhancement	Adopt	Medium	Leave Projection from ECC - Leave Projection for maintace of absences in SAP ECC (not Self Service)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
317	Core	E_HR_1145	HCM	Enhancement	Adopt	Medium	Common Quota in Self Service - Combine quotas for Recreation Leave, Rec Leave for Western areas, Recreation Leave Transfer in and extended leave in one quota in Self Service	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
318	Core	E_HR_1146	HCM	Enhancement	Adopt	Simple	Update and disclosure of employee details - infotype - Custom infotype to store the dates for latest update and disclosure of employee details and the next update to be conducted.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
319	Core	E_HR_1147	HCM	Enhancement	Adopt	Medium	Update and disclosure of employee details - ESS Popup - Popup in ESS Framework to request employees to validate employee details.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
320	Core	E_HR_1148	HCM	Enhancement	Adopt	Medium	Update and disclosure of employee details - ESS enhancement to update SAP - ESS service to update SAP infotype to track latest verification/update and the next update to be conducted.	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
321	Core	E_HR_1150	HCM	Enhancement	Adopt	Medium	Termination Workbench Payment Breakdown Report - Report in Termination Workbench that displays the breakdown of payments, leave balances and length of service	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
322	Core	E_HR_1140	HCM	Enhancement	Adopt	Medium	Email Notification to Manager for Overtime Approval upon submission by employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
323	Core	E_HR_1141	HCM	Enhancement	Adopt	Medium	Email Notification to Employee with details of rejected Time records upon rejection by Manager	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
324	Core	E_HR_1142	HCM	Enhancement	Adopt	Medium	Email Notification to Employee with details of Approved Time records upon Manager Approval	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
325	Core	E_HR_1151	HCM	Enhancement	Adopt	Medium	Default Bank data in IT0011 based on main bank in IT0009 - Enhancement of IT0011 to default the main bank account details basedo n IT0009	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
326	Core	E_HR_1162	HCM	Enhancement	Adopt	Medium	HRBP PD Profile Function Module - Function module to determine the objects that HRBP is responsible for and is used within the PD profile definition	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
327	Core	E_HR_106	HCM	Enhancement	Adopt	Medium	- Enhancement for work schedule substitutions used by shift planners	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
328	Core	E_HR_107	HCM	Enhancement	Adopt	Medium	- Utilise standard exit to differentiate between employees managed through core SAP rostering and time administration & those managed on KRONOS. tion	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
329	Core	E_HR_140	HCM	Enhancement	Adopt	Medium	&QHDA - Identify cross award hours - Identify cross award hours. This payroll operation identifies staff who are on HDA and returns an flag indicating changes in hours/award	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
330	Core	E_HR_004	HCM	Enhancement	Adopt	Medium	Form Generation Program	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
331	Core	F_HR_3006	HCM	Form	Adopt	Medium	Form for Travel Allowance claims for meals and incidentals	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
332	Core	W_HR_3002	HCM	Workflow	Adopt	Medium	Workflow for approval of Travel Allowance claims for meals and incidentals	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
333	Core	F_HR_3007	HCM	Form	Adopt	Medium	Workflow for approval of Board member payment	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
334	Core	F_HR_3008	HCM	Form	Adopt	Medium	New Requisition Request Form - Requisition Request form for hiring new employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
335	Core	W_HR_3004	HCM	Workflow	Adopt	Medium	New Requisition Request Workflow - Requisition Request workflow for hiring new employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
336	Core	E_W2HR2162	HCM	Enhancement	Adopt	Simple	Time Calculation Enhancements - CATS enhancement	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
337	Core	EPCHR2173	HCM	Enhancement	Adopt	Medium	SUPER Stream Change for SES and PSSE employees	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
338	Core	WW2HR2117	HCM	Workflow	Adopt	Medium	TAA Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
339	Core	WW2HR2152	HCM	Workflow	Adopt	Medium	1/4 Day Leave Rule - subset of E_HR_2011	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
340	Core	E_HR_2173	HCM	Enhancement	Adopt	Medium	IT0008 enhancements to include PSA	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
341	Core	E_HR_1002	HCM	Enhancement	Adopt	Medium	Deploy Notifications Send notification to the relevant administrators upon the creation of Actions record (IT0000) pertaining: 1. Different contract renewal & confirmation status. 2. Start of Secondment assignment	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
342	Core	E_HR_1123	HCM	Enhancement	Adopt	Medium	User Exit to post Garnishments to individual Vendor Accounts	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
343	Core	E_HR_1125	HCM	Enhancement	Adopt	Medium	Lengh of Service calculation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
344	Core	E_HR_1126	HCM	Enhancement	Adopt	Medium	Custom transaction codes for RPCSC000 - Parallel execution of payroll and RPCS0000 - Parallel execution of time evaluation	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
345	Core	E_HR_1127	HCM	Enhancement	Adopt	Medium	Payroll function / operation to stop leave loading accrual	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
346	Core	E_HR_1128	HCM	Enhancement	Adopt	Medium	Time Calculation Enhancements - OT & Time Off in Lieu	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
347	Core	E_HR_1129	HCM	Enhancement	Adopt	Medium	FTE Field on position - part time employee	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
348	Core	E_HR_1130	HCM	Enhancement	Adopt	Medium	Function Modules for Organisation Levels	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
349	Core	E_HR_1131	HCM	Enhancement	Adopt	Medium	Enhancement in Employee Profile in MSS	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
350	Core	E_HR_1132	HCM	Enhancement	Adopt	Medium	Time Calculation Enhancements - User Exit to check HDA reason code and award for TE, Leave Accruals according to TAA Award	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
351	Core	E_HR_1135	HCM	Enhancement	Adopt	Medium	CATS Enhancement (CATS UoM Default)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
352	Core	E_HR_1156	HCM	Enhancement	Adopt	Medium	Enhancement for CATS integration with Approved Leave Requests	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
353	Core	E_HR_1161	HCM	Enhancement	Adopt	Medium	Workplace Admin Role – enahncement to create MSS like WP Admin role	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
354	Core	E_HR_1164	HCM	Enhancement	Adopt	Medium	Default Pay Scale Level (IT0008) for TAA Request	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
355	Core	R_HR_006	HCM	Report (Abap)	Adopt	Medium	Retirement Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
356	Core	E_HR_2162	HCM	Enhancement	Adopt	Complex	Time Calculation Enhancements - CATS enhancement - Lifelink(BDM)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
357	Core	E_HR_2143	HCM	Enhancement	Adopt	Medium	Report link for employees in MSS only. - NSWBuy(smartbuy) Catalogue (punch-in, punch-out)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
358	Core	E_HR_2144	HCM	Enhancement	Adopt	Medium	Reports on MSS (CC Report, Establishment, Excess Leave) - EHS & WC- Incident Lifecycle Workflow	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
359	Core	E_HR_2146	HCM	Enhancement	Adopt	Medium	Automated email functionality to employees - payment summary (Use EPI-USE Tool) - EHS & WC - Injury/Illness Summary Report	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
360	Core	E_HR_3123	HCM	Enhancement	Adopt	Simple	Function to clear CVS	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
361	Core	E_HR_3124	HCM	Enhancement	Adopt	Medium	Custom AUPLD function for leave loading	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
362	Core	E_HR_2215	HCM	Enhancement	Adopt	Simple	Time transfer update based on Quota Correction	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
363	Core	E_HR_2214	HCM	Enhancement	Adopt	Simple	Variation of hours for Flex Leave - Variation of hours for Flex Leave	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
364	Core	E_HR_2216	HCM	Enhancement	Adopt	Medium	Flex Period Locking in Absence and Attendances - Blocking of flex related attendance and absences in the flex period which is already approved	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
365	Suppl	W_FI_4012 , W_FI_	Finance - Loans & Grant	Workflow	Adopt	Complex	Approval Workflow(delegation check) - Assess Application process workflow	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
366	Suppl						Travel & Expense Enhancements & Validations (Finance)Enh 1 ->	1		85	NA			NA	NA	NA	PIPP	Wave 1
		E_FI_2209	Finance - T&E	Enhancement	Adopt	Simple	ZCL_IM_TE_PERSNO_AUTH_CHK + 1000 more enhancement	1	DJ , OOS			Stage 4					
367	Suppl	W_HR_1039	Finance - T&E	Workflow	Adopt	Complex	Travel Request Approval Workflow (WS91100084)	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
368	Suppl	W_HR_1040	Finance - T&E	Workflow	Adopt	Complex	Travel Expense Approval Workflow (WS91100076)	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
369	Suppl	E_HR_1137	Finance - T&E	Enhancement	Adopt	Complex	Travel & Expense Enhancements & Validations (HCM)	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
370	Suppl	New	Finance - T&E	Form	Adopt	Complex	Travel Request Form (Modification to std app) to match with JSAP / OOS Form	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
371	Suppl	New	Finance - T&E	Form	Adopt	Complex	Travel Request Approval Limit Maintenance with Inerstate or intrastate	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
372	Suppl	New	Finance - T&E	Report (Abap)	Adopt	Medium	Status of the Request Travel and Expenses	1	DJ , OOS	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
373	Suppl	F_FI_2035	Grants	Form	Adopt	Medium	Capture Eligibility and File check list	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
374	Suppl	F_FI_2025	Grants	Form	Adopt	Simple	Adobe form for Remittance advices Loans and Grants	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a

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375	Suppl	F_FI_2026	Grants	Form	Adopt	Simple	Adobe form for Loan rejection/decline letter	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
376	Suppl	F_FI_2027	Grants	Form	Adopt	Simple	Adobe form for Grant rejection/decline letter	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
377	Suppl	F_FI_2029	Grants	Form	Adopt	Simple	Adobe form for notifying Interest rate change	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
378	Suppl		Finance - Loans & Grants							85	NA		NA	NA	NA	PIPP	
		F_FI_2031		Form	Adopt	Simple	Final Draw down - Letter with Conditions	1	DOI			Stage 4					Wave 1a
379	Suppl	F_FI_2023	Grants	Form	Adopt	Simple	Dunning form for Customers	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
380	Suppl	F_FI_2030	Grants	Form	Adopt	Complex	Adobe Form for Customer Contract Pack	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
381	Suppl	F_FI_2022	Grants	Form	Adopt	Simple	Adobe form for Customer Account Statement	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
382	Suppl	F_FI_2029_1	Grants	Form	Adopt	Simple	Adobe form for Interest Change letter for Customer	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
383	Suppl	F_FI_2032	Grants	Form	Adopt	Simple	Adobe form for Internal Submission Form.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
384	Suppl	F_FI_2033	Grants	Form	Adopt	Simple	Form to capture the FDE details of the Loans / Grants	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
385	Suppl	F_FI_2034	Grants	Form	Adopt	Simple	Form to capture the Security Information about the Loans	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
386	Suppl	F_FI_4017_1	Grants	Form	Adopt	Simple	Adobe Form for Loan Tax Invoices.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
387	Suppl	E_FI_4025_1	Grants	Enhancement	Adopt	Complex	Enhancements for allocating the payments in to the contracts through bank statements.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
388	Suppl	E_FI_2029	Grants	Enhancement	Adopt	Simple	Enhancements to add Custom fields in the Contract Master data.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
389	Suppl	E_FI_2011	Grants	Enhancement	Adopt	Simple	Automatic Bank Rejections processing.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
390	Suppl	I_FI_4066_1	Grants	Enhancement	Adopt	Complex	Automatic Disbursement of Loans and Grants with Approval with GST / WHT enhancemen	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
391	Suppl	E_FI_4033_1	Grants	Enhancement	Adopt	Medium	Enhancement to calculate the IOA % from the Repayment Terms.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
392	Suppl	E_FI_4032_2	Grants	Enhancement	Adopt	Medium	Update the repayment frequency (Interest %) of multiple contracts	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
393	Suppl	E_FI_4038_1	Grants	Enhancement	Adopt	Medium	Upload Journal to post directly to the Loan Contract.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
394	Suppl	E_FI_4040_1	Grants	Enhancement	Adopt	Medium	Change the Loan Effective conditions with IOA waiver flag.	1	DOI	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1a
395	Suppl		Finance - Loans & Grants			Complex	New workflow triggered on receiving new Partial invoices based on Product Types and Enhancement to automate disbursement of Loans / Grants			85	NA		NA		NA	PIPP	
		W_FI_4015		Workflow	Adopt			1	DOI			Stage 4		NA			Wave 1a
396	Core	E_W2PR_2013	Finance	Form	Adopt	Complex	Vendor Master E-form (interim for Stage 4 only)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
397	Core	F_FI_4016	Finance	Form	Adopt	Complex	Customer Master E-form (interim for Stage 4 only)	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
398	Core	New	Procurement	Fiori	Adopt	Medium	Purchase Requisition Item (Version 2) modification (Fiori App)	1	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
399	Core	New	Finance	Fiori	Adopt	Medium	Where-Used List Cost Centers (Fiori App)	1	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
400	Core	New	Finance	Fiori	Adopt	Simple	Profit and Cost Centre Group Maintenance (Fiori App)	1	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
401	Core	New	Procurement	Fiori	Adopt	Complex	Manage Purchase Requisition Professional (Fiori App)	1	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
402	Core	New	Tech	Fiori	Adopt	Medium	Homepage for Alerts of Inbox and Service Notifications (Fiori App)	1	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
403	Core	New	Reporting & Analytics	Embedded Analytics v	Adopt	Medium	TBD	20	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
404	Core	New	Reporting & Analytics	Embedded Analytics v	Adopt	Medium	TBD	0	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
405	Core	New	Reporting & Analytics	SAC on S/4 CDS – Stan	Adopt	Medium	TBD	20	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
406	Core	New	Reporting & Analytics	SAC on S/4 CDS - Cust	Adopt	Medium	TBD	0	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
407	Core	New	Reporting & Analytics	SAC Dashboards on S/	Adopt	Complex	TBD	5	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
408	Core	New	Reporting & Analytics	BOBJ on BW Queries -	Adopt	Medium	TBD	10	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
409	Core	New	Reporting & Analytics	SAC Report on BW Qu	Adopt	Medium	TBD	10	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
410	Core	New	Reporting & Analytics	External Self Service v	Adopt	Medium	TBD	0	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
411	Core	New	Reporting & Analytics	External Self Service v	Adopt	Medium	TBD	0	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
412	Core	New	Reporting & Analytics	External Self Service v	Adopt	Medium	TBD	3	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
413	Core	New	Reporting & Analytics	BW Extractors - Custo	Adopt	Medium	TBD	3	All Agency	0	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
414	Core	New	Finance	Enhancement	Adopt	Medium	Counter Party in GL Journal upload	1	All Agency	85	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
415	Core	E_HR_1107	HCM	Enhancement	Adopt	Medium	Projection of leave balances apply for leave	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
416	Core	E_HR_2226	HCM	Enhancement	Adopt	Medium	Flex Sheet Status display status on flexsheet	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
417	Core	F_HR_1016	HCM	Form	Adopt	Medium	Intention to Cease Duty	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
418	Core	F_HR_2064	HCM	Form	Adopt	Medium	Create Position	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
419	Core	E_HR_2221	HCM	Enhancement	Adopt	Medium	Superannuation Salary	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
420	Core	E_HR_2222	HCM	Enhancement	Adopt	Medium	Superable Salary for SASS and SSS program for DoJ	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
421	Core	E_HR_3125	HCM	Enhancement	Adopt	Medium	TAA 0509 New payroll operation to work similar to payroll operation AUHDC, however doe	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
422	Core	F_HR_1014	HCM	Enhancement	Adopt	Medium	Objects on Loan	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
423	Core	New	HCM	Form	Adopt	Medium	Timesheet (CATS) FIORI service	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
424	Core	New	HCM	Form	Adopt	Medium	Flexsheet FIORI service	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
425	Core	New	HCM	Enhancement	Adopt	Medium	ESS EEO Form for Equity & Diversity Infotype	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
426	Core	New	HCM	Enhancement	Adopt	Medium	E_HR_1106 ECC enhancement to restrict absence reason code on PA2001 detail screen to	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
427	Core	New	HCM	Enhancement	Adopt	Medium	SASS / SSS Annual Review Day (Outbound)	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
428	Core	New	HCM	Enhancement	Adopt	Medium	SASS / SSS Annual Adjustment Day (Inbound)	1	All Agency	90	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
429	Core	E_HR_3128	HCM	Enhancement	Adopt	Medium	Auto Update IT0017 Travel Privileges	1	DJ	90	NA	Stage 5	NA	NA	NA	PIPP	Wave 1b
430	Core	New	HR	Interface	Adapt	Medium	User Data from MyCareer (SF) -> Accelerate	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
431	Core	New	HR	Interface	Adapt	Medium	Training Completion Integration AX -> MyCareerSF	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
432	Core	New	HR	Interface	Adapt	Medium	- User data & Fire Role Status	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
433	Core	New	HR	Interface	Adapt	Medium	User Data from MyCareer (SF) -> LinkedIn Learning	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
434	Core	New	HR	Interface	Adapt	Medium	Training Completion Integration LinkedinLearning -> MyCareerSF	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
435	Core	New	Finance	Interface	Adapt	Medium	centre, trial balance report and G/L line item details	7	DPE	90	DPIE	Stage 5	Y	N	NA	CR	Wave 2
436	Core	New	HR	Interface	Adapt	Medium	ECC sends HR data i.e. delegations, org structure etc. to Ariba.	2	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
437	Core	New	Procurement	Interface	Adapt	Complex	Ariba sends information on PO, Goods receipt and other cost objects to ECC.	2	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
438	Core	New	Procurement	Interface	Adapt	Medium	GR from Mainpac to ECC	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
439	Core	New	Procurement	Interface	Adapt	Medium	PO from ECC to Mainpac	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
440	Core	New	Finance	Interface	Adapt	Medium	Ungerboeck-Event bookings	2	OEH	90	DPIE	Stage 5	Y	N	NA	CR	Wave 2

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
441	Core	New	Finance	Interface	Adapt	Medium	Rebates Journal Upload into Finance	1	OEH	90	DPIE	Stage 5	Y	N	NA	CR	Wave 2
442	Core	New	Finance	Interface	Adapt	Medium	Payment details from External bespoke application to Finance	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
443	Core	New	Finance	Interface	Adapt	Medium	Outbound Payment Gateway	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
444	Core	New	Finance	Interface	Adapt	Medium	Revenue posting from Salesforce to SAP- Camping details	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
445	Core	New	Finance	Interface	Adapt	Medium	Customer Invoice Posting to NABERS	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
446	Core	New	Finance	Interface	Adapt	Medium	Revenue posting to HMS	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
447	Core	New	Finance	Interface	Adapt	Medium	PALMS to SAP Management of EPA Payment Gateway	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
448	Core	New	Finance	Interface	Adapt	Medium	PALMS to SAP Management of POEO licenses	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
449	Core	New	Finance	Interface	Adapt	Medium	LMS to SAP Payment gateway for PROVISION of training course to public	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
450	Core	New	HR	Interface	Adapt	Medium	Learning and Training- SAP to Uperform	1	PWA	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
451	Core	New	HR	Interface	Adapt	Medium	Newly recruited employees through Cornerstone system flows through to SAP	1	PWA	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
452	Core	New	HR	Interface	Adapt	Medium	Master data interfaced to Sailpoint for network access	1	PWA	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
453	Core	New	Finance	Interface	Adapt	Medium	The Waste and Resource Reporting Portal(WARRP)- Journal extract from SAP	1	DPE	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
454	Core	New	Finance	Interface	Adapt	Medium	BGCP Revune posting-Journal extract from SAP	1	DPE	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
455	Core	New	Finance	Interface	Adapt	Medium	Container Deposit Scheme(CDS)-Journal extract from SAP	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
456	Core	New	Finance	Interface	Adapt	Medium	management System(ISEMS)-EPA License Payment	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
457	Core	New	Finance	Interface	Adapt	Medium	Permit and Licensing Management System(PALMS)- EPA License Payment	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
458	Core	New	Procurement	Interface	Adapt	Medium	Mainpac - GR	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
459	Core	New	Procurement	Interface	Adapt	Medium	Mainpac - PO List	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
460	Core	New	HR	Interface	Adapt	Simple	for learning	3	PWA	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
461	Core	New	Finance	Interface	Adapt	Medium	Access(GIPA)- Journal Posting	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
462	Core	New	Finance	Interface	Adapt	Medium	Finance, Procurement, Performance and Service(FPPS)- Customer Invoice Posting	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
463	Core	New	Finance	Interface	Adapt	Medium	Government Licensing System (GLS)- Payment for Government Licenses	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
464	Core	New	Finance	Interface	Adapt	Medium	Interactive Component Modelling System(ICMS)- Journal Posting	1	OEH	50	DPIE	Stage 5	Y	N	NA	CR	Wave 2
465	Core	New	Finance	Interface	Adapt	Medium	Fire and Incident management System (FIMS)-Extract Equipment data	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
466	Core	New	HR	Interface	Adapt	Medium	check	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
467	Core	New	HR	Interface	Adapt	Medium	vFire new onboarding - raise vFire ticket for new employee	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
468	Core	New	Finance	Interface	Adapt	Medium	(PPPG)	1	DPE	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
469	Core	New	Finance	Interface	Adapt	Medium	Salesforce-Payment Gateway for Return and Earn container	1	OEH	0	DPIE	Stage 5	Y	N	NA	CR	Wave 2
470	Core	New	Finance	Interface	Adapt	Complex	Check Creditcard-Westpac	1	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
471	Core	New	Finance	Interface	Adapt	Complex	GL, Sales (Material) , Tax Invoices- LINKS to SAP	3	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
472	Core	New	Finance	Interface	Adapt	Complex	Customer, Material, Payments- SAP to LINKS	3	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
473	Core	New	Procurement	Interface	Adapt	Medium	GR-Mex to SAP	1	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
474	Core	New	Procurement	Interface	Adapt	Medium	Purchase Orders, Vendors-SAP to MEX	2	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
475	Core	New	Finance	Interface	Adapt	Complex	sales, customer, payments,products data- SAP to Salesforce	4	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
476	Core	New	Finance	Interface	Adapt	Complex	Salesforce to SAP posting	1	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
477	Core	New	Finance	Interface	Adapt	Medium	Customers, Purchase Orders, Vendors, GL- SAP to Calumo	4	SOPA	0	DPIE	Stage 4	Y	N	NA	CR	Wave 2
478	Core	New	Finance	Interface	Adapt	Medium	Upload Trial Balance from Pronto	1	Correctives	0	DCJ	Stage 5	Y	N	NA	CR	Wave 2
479	Core	New	Finance	Interface	Adapt	Medium	Send Vendor master to Pronto	1	Correctives	0	DCJ	Stage 5	Y	N	NA	CR	Wave 2
480	Core	New	Finance	Interface	Adapt	Medium	Correctives TB Report	1	Correctives	0	DCJ	Stage 5	Y	N	NA	CR	Wave 2
481	Core	New	Finance	Interface	Adapt	Medium	Correctives Monthly Report by GL	1	Correctives	0	DCJ	Stage 5	Y	N	NA	CR	Wave 2
482	Core	New	Finance	Interface	Adapt	Medium	Create SAP Vendors from ATLAS	1	Legal Aid	50	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
483	Core	New	Finance	Interface	Adapt	Medium	Create SAP Customers from ATLAS	1	Legal Aid	50	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
484	Core	New	Finance	Interface	Adapt	Medium	Create SAP AP Vendor documents from Case claims certified in ATLAS	1	Legal Aid	50	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
485	Core	New	Finance	Interface	Adapt	Medium	Contra Contribution Financial interface from ATLAS	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
486	Core	New	Finance	Interface	Adapt	Medium	Create SAP AP Vendor documents from Duty claims submitted in Grants Online	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
487	Core	New	Finance	Interface	Adapt	Medium	Create SAP AR customer documents for Contribution transactions generated in ATLAS	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
488	Core	New	Finance	Interface	Adapt	Medium	Interface customer receipts from SAP to ATLAS	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
489	Core	New	Finance	Interface	Adapt	Medium	Identify ATLAS transactions with invalid GL rule mappings	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
490	Core	New	Finance	Interface	Adapt	Medium	Interface customer adjustments from SAP to ATLAS	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
491	Core	New	Finance	Interface	Adapt	Medium	Update SAP Customer records from ATLAS Debt Security tables	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
492	Core	New	Finance	Interface	Adapt	Medium	Update SAP customer records with dunning type based on ATLAS client details	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
493	Core	New	Finance	Interface	Adapt	Medium	Read Expense8 import files and post to SAP Finance- Citibank	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
494	Core	New	Finance	Interface	Adapt	Medium	websire to the Westpac Master Payment Gateway System	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
495	Core	New	Finance	Interface	Adapt	Medium	SAP to ATLAS interface to update clients on repayment plan	1	Legal Aid	0	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
496	Core	I_FI_3210	Finance	Interface	Adapt	Medium	EventPro_CustomerMasterCreationUpdate_CI	1	CI	50	DPC	Stage 5	Y	N	NA	CR	Wave 2
497	Core	I_FI_8004	Finance	Interface	Adapt	Complex	EventPro_CustomerPaymentStatus	1	CI	50	DPC	Stage 5	Y	N	NA	CR	Wave 2
498	Core	I_FI_8005	Finance	Interface	Adapt	Complex	EventPro_CustomerInvoice	1	CI	50	DPC	Stage 5	Y	N	NA	CR	Wave 2
499	Core	QM Extract	HR	Interface	Adapt	Simple	I_QM_Reports_DJ	1	DJ	95	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
500	Core	R_FI_2216	Finance	Interface	Adapt	Medium	TacticalReporting_CAJ	1	DJ	95	DCJ	Stage 5	Y	N	NA	CR	Wave 1b
501	Core	New	Finance	Interface	Adapt	Medium	Produce a Copy of a Rates Notice	1	DOI	20	DPIE	Stage 4	Y	N	NA	CR	Wave 1a
502	Core	New	Finance	Interface	Adapt	Medium	Customer rates/invoice interface (Rates, RSMP, SID)	1	DOI	20	DPIE	Stage 4	Y	N	NA	CR	Wave 1a
503	Core	New	Finance	Interface	Adapt	Medium	Generate Non-Rateable PIC ReNewals	1	DOI	50	DPIE	Stage 4	Y	N	NA	CR	Wave 1a
504	Core	New	Finance	Interface	Adapt	Medium	Issue a Routine Stock Movement Permit Invoice	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a
505	Core	New	Finance	Interface	Adapt	Medium	Issue a Roadside Grazing Permit Invoice	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a
506	Core	New	Finance	Interface	Adapt	Medium	Issue a Long Term (Annual) Grazing Permit Invoice	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a
507	Core	New	Finance	Interface	Adapt	Medium	Issue a Walking Permit – TSR Invoice (WP)	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a
508	Core	New	Finance	Interface	Adapt	Medium	Issue a Reserve Use Permit Invoice	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
509	Core	New	Finance	Interface	Adapt	Medium	Issue a Stock Watering Place Lease Invoice (SWP)	1	DOI	50	DPIE	Stage 4	N	N	NA	CR	Wave 1a
510	Core	New	Finance	Interface	Adapt	Medium	Produce a copy of Permit	1	DOI	60	DPIE	Stage 4	Y	N	NA	CR	Wave 1a
511	Core	New	HCM	Workflow	Adopt	Complex	Leave approval	1	All Agency	0	NA	Stage 4	NA	NA	NA	CR	Wave 1
512	Core	New	HCM	Workflow	Adopt	Complex	Timesheet update workflow (administrator)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
513	Core	New	HCM	Workflow	Adopt	Simple	Timesheet approval	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
514	Core	New	HCM	Workflow	Adopt	Simple	Allowance approval workflow	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
515	Core	New	HCM	Workflow	Adopt	Complex	Temporary Assignment (self service or obo; create/extend)	1	All Agency	0	NA	Stage 4	NA	NA	NA	CR	Wave 1
516	Core	New	HCM	Workflow	Adopt	Medium	New Hire Part 1	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
517	Core	New	HCM	Workflow	Adopt	Medium	New Hire Part 2 (Confirm Entry on Duty)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
518	Core	New	HCM	Workflow	Adopt	Medium	New Appointment Existing Employee (submit request workflow)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
519	Core	New	HCM	Workflow	Adopt	Medium	Extend / Renew Temporary Contract for Temporary Employee (notification workflow?)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
520	Core	New	HCM	Workflow	Adopt	Medium	(notification workflow?)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
521	Core	New	HCM	Workflow	Adopt	Medium	Increment	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
522	Core	New	HCM	Workflow	Adopt	Medium	Create Position (exists as its own workflow)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
523	Core	New	HCM	Workflow	Adopt	Medium	Extend / Update / Move Position (exists as its own workflow)	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
524	Core	New	HCM	Workflow	Adopt	Medium	Separation - Intention to Cease	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
525	Core	New	HCM	Workflow	Adopt	Medium	FlexSheet approval WF	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
526	Core	New	HCM	Workflow	Adopt	Medium	Monitoring of tasks, notification & approval of probational periods	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
527	Core	New	HCM	Enhancement	Adopt	Medium	Custom Function	1	All Agency	0	NA	Stage 4	NA	NA	NA	CR	Wave 1
528	Core	New	HCM	Enhancement	Adopt	Complex	Table 1 Workflow Path	1	All Agency	0	NA	Stage 4	NA	NA	NA	CR	Wave 1
529	Core	New	HCM	Enhancement	Adopt	Complex	Table 2 Leave Attendance Grouping	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
530	Core	New	HCM	Enhancement	Adopt	Complex	Table 3 Business Rules	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
531	Core	New	HCM	Enhancement	Adopt	Complex	Table 4 Notification Group	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
532	Core	New	HCM	Enhancement	Adopt	Complex	Table 5 Escalation Groups	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
533	Core	New	HCM	Enhancement	Adopt	Complex	Table 6 Delegation Logic	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
534	Core	New	HCM	Enhancement	Adopt	Complex	Table 7 Notifications	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
535	Core	New	HCM	Enhancement	Adopt	Complex	Table 8 Workflow Rules	1	All Agency	60	NA	Stage 4	NA	NA	NA	CR	Wave 1
536	Core	Existing	Finance	Enhancement	Adopt	Complex	Assets Capital Improvement Program	1	All Agency	60	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
537	Core	Existing	Finance	Enhancement	Adopt	Complex	Assets Revaluation	1	All Agency	60	NA	Stage 4	NA	NA	NA	PIPP	Wave 1
538	Core	I_FI_1015	Finance	Interface	Adapt	Medium	Bank Interface - BPayCredit	1	All Agency	90	NA	Stage 4	Y	Y	NA	PIPP	Wave 1
539	Core	I_FI_1016	Finance	Interface	Adapt	Medium	QuickStreamCAF	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
540	Core	I_FI_3001	Finance	Interface	Adapt	Medium	COMS - Allowances	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
541	Core	I_FI_3002	Finance	Interface	Adapt	Medium	COMS - BSB Update	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
542	Core	I_FI_3003	Finance	Interface	Adapt	Medium	COMS - Payment Status	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
543	Core	I_FI_3005	Finance	Interface	Adapt	Medium	COMS - Vendor Master Data	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
544	Core	I_FI_3060	Finance	Interface	Adapt	Medium	ProMaster - Financial Transaction	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
545	Core	I_FI_3062	Finance	Interface	Adapt	Medium	ProMaster Transactions Journal Entry	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
546	Core	I_FI_3064	Finance	Interface	Adapt	Medium	ProMaster - GL Master Data	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
547	Core	I_FI_3200	Finance	Interface	Adapt	Medium	VendorMaster-Childstory	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
548	Core	I_FI_3201	Finance	Interface	Adapt	Medium	CreateAllowance-Childstory	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
549	Core	I_FI_3204	Finance	Interface	Adapt	Medium	BankBSBQuery-ChildStory	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
550	Core	I_FI_3207	Finance	Interface	Adapt	Medium	Adaptive Integration - Upload budget	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
551	Core	I_FI_3208	Finance	Interface	Adapt	Medium	Adaptive Integration – Download budget	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
552	Core	I_FI_3209	Finance	Interface	Adapt	Medium	Language Link - Customer Master	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
553	Core	I_FI_3210	Finance	Interface	Adapt	Medium	Language Link - Customer Invoices	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
554	Core	I_FI_3211	Finance	Interface	Adapt	Medium	Finance integration to CIW	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
555	Core	I_FI_3223	Finance	Interface	Adapt	Simple	Cost Centre	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
556	Core	I_FI_3224	Finance	Interface	Adapt	Simple	Fund Centre	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
557	Core	I_HR_3001	HR	Interface	Adapt	Simple	Housley Interface	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
558	Core	I_HR_3010	HR	Interface	Adapt	Simple	LMS Interface	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
559	Core	I_HR_3012	HR	Interface	Adapt	Simple	EmployeeInformation-Childstory	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
560	Core	I_HR_3020	HR	Interface	Adapt	Medium	User Extract	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
561	Core	I_HR_3021	HR	Interface	Adapt	Medium	Position Extract	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
562	Core	I_HR_3022	HR	Interface	Adapt	Medium	Paygrade Extract	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
563	Core	I_HR_3023	HR	Interface	Adapt	Medium	Department Extract	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
564	Core	I_HR_3024	HR	Interface	Adapt	Simple	Location Extract	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
565	Core	I_HR_3027	HR	Interface	Adapt	Medium	New Hire	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
566	Core	I_HR_3028	HR	Interface	Adapt	Medium	User Existence	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
567	Core	I_HR_3029	HR	Interface	Adapt	Medium	User Reactivation	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
568	Core	I_HR_3030	HR	Interface	Adapt	Medium	User Termination	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
569	Core	I_HR_3031	HR	Interface	Adapt	Medium	User EventHireNotification - HR onboarding	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
570	Core	I_HR_3032	HR	Interface	Adapt	Medium	Staff Business phone extract from SF to AD	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
571	Core	I_PO_3001	HR	Interface	Adapt	Simple	TRIM Document Mgt Interface	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
572	Core	I_PR_1005	Procurement	Interface	Adapt	Medium	Invoice Data from Fieldglass to SAP	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
573	Core	I_PR_1007	Procurement	Interface	Adapt	Medium	Notification from SAP to Fieldglass for payment	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
574	Core	I_PR_1011	Procurement	Interface	Adapt	Simple	Fieldglass Cost Object integration	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
575	Core	I_PR_1012	Procurement	Interface	Adapt	Simple	Fieldglass Fund Code integration	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
576	Core	I_PR_1013	Procurement	Interface	Adapt	Simple	Fieldglass – User management	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
577	Core	I_PR_3000	Procurement	Interface	Adapt	Medium	One System - - Goods Receipts	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
578	Core	I_PR_3005	Procurement	Interface	Adapt	Medium	One System - Purchase Order	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
579	Core	I_PR_3010	Procurement	Interface	Adapt	Medium	CreatePO-Childstory	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
580	Core	I_PR_3011	Procurement	Interface	Adapt	Medium	ClosePO-Childstory	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
581	Core	I_PR_3012	Procurement	Interface	Adapt	Medium	PerfOfService-ChildStory	1	FACS	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
582	Core	I_PR_3013	Procurement	Interface	Adapt	Medium	Invoice Status-ChildStory	1	FACS	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
583	Core	R_HR_3031	HR	Interface	Adapt	Medium	Case Workers Report	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
584	Core	R_PR_1001	Procurement	Interface	Adapt	Simple	Spend Cube Report	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
585	Core	I_HR_3012_1	HR	Interface	Adapt	Simple	Employee Information-Generic	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
586	Core	I_HR_3004	Finance	Interface	Adapt	Simple	EMS - Employee Master Interface	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
587	Core	I_PR_3028	Procurement	Interface	Adapt	Medium	Ariba- Inspection PO link	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
588	Core	I_HR_3019_1	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_Diversity_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
589	Core	I_HR_3019_2	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_EmergencyContact_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
590	Core	I_HR_3019_3	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_JobClassificationDept_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
591	Core	I_HR_3019_4	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_JobRole_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
592	Core	I_HR_3019_5	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_PositionDepartment_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
593	Core	I_HR_3019_6	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_PostalAddress_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
594	Core	I_HR_3019_7	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_ResidentialAddress_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
595	Core	I_HR_3019_8	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_RoleJobCodeDepartment_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
596	Core	I_HR_3019_9	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_ServiceHistory_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
597	Core	I_HR_3019_10	HR	Interface	Adopt	Simple	I_HR_3019_SuccessFactors_WorkAddress_FACS	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
598	Core	I_W2FI_2011	Finance	Interface	Adopt	Simple	Westpac_BPAYResponse	1	All Agency	85	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
599	Core	I_HR_3036	HR	Interface	Adapt	Medium	People Pulse	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
600	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_AbsenceExtraction_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
601	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_ActionReasonTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
602	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_ActionTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
603	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_AdditionalActions_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
604	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_AdditionalPersonalData_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
605	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_ApparisalsText_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
606	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_Appraisals_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
607	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_AttendanceType_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
608	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_BasicPay_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
609	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_CompanyCodes_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
610	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_Corporation_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
611	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_DateSpecifications_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
612	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_DateTypeTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
613	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_DiscretionaryPayData_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
614	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EEOOccupationalCategories_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
615	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EmployeeGroupTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
616	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EmployeeMasterData_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
617	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EmployeeSubgroupTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
618	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EmploymentAssignment_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
619	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EquityandDiversityExtraction_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
620	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_EthnicOriginTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
621	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_FTeextraction_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
622	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_HRObjectTypeTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
623	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_JobActions_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
624	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_Jobs_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
625	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_ObjectRelationships_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
626	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_OccupationalCategories_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
627	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_OrganizationalKeyTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
628	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PayrollAreaTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
629	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PayScaleAreaTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
630	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PayScaleTypeTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
631	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PersonalData_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
632	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PersonnelArea_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
633	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PersonnelAreaTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
634	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PlannedWorkingTime_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
635	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PositionMasterData_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
636	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PublicHoliday_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
637	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_PublicHolidayText_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
638	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_QuotaExtraction_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
639	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_Status_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
640	Core	Standard API (New	HR	Interface	Adopt	Simple	I_HR_SuccessFactors_WFA_WorkContractTexts_FACS	1	FACS	99	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
641	Core	I_HR_2009_1	HR	Interface	Adopt	Simple	SF- JobData	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
642	Core	I_HR_2009_2	HR	Interface	Adopt	Simple	SF-JobFamily	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
643	Core	I_HR_2009_3	HR	Interface	Adopt	Simple	SF-PositionData	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
644	Core	I_HR_2009_4	HR	Interface	Adopt	Simple	SF-RoleData	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
645	Core	I_HR_2010_1	HR	Interface	Adopt	Simple	SF- Education	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
646	Core	I_HR_2010_2	HR	Interface	Adopt	Simple	SF- Employee	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
647	Core	I_HR_2010_3	HR	Interface	Adopt	Simple	SF- Employment	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
648	Core	I_HR_2010_4	HR	Interface	Adopt	Simple	SF- Service	1	FACS	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
649	Core	I_FI_2001	Finance	Interface	Adapt	Medium	CIS- CustomerMasterData	1	DJ	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
650	Core	I_FI_2002	Finance	Interface	Adapt	Medium	CIS- PrivateManagedFundsData	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
651	Core	I_FI_2003	Finance	Interface	Adapt	Medium	CIS- TransactionalData	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
652	Core	I_FI_2004	Finance	Interface	Adapt	Medium	CIS- Collection Against Fee	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
653	Core	I_FI_2005	Finance	Interface	Adapt	Medium	TEAMS- TransactionalData	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
654	Core	I_W2FI_2024	Finance	Interface	Adapt	Medium	CARES- Debtor Status File	1	DJ	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
655	Core	I_W2FI_2025	Finance	Interface	Adapt	Medium	CARES- Payment Status File	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
656	Core	I_W2FI_2026	Finance	Interface	Adapt	Medium	CARES- Acknowledgement	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
657	Core	I_W2FI_2027	Finance	Interface	Adapt	Medium	JL - PaymentNotice	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
658	Core	I_W2FI_2028	Finance	Interface	Adapt	Medium	JL - VoidPaymentNotice	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
659	Core	I_W2FI_2029	Finance	Interface	Adapt	Medium	JL - Acknowledgement	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
660	Core	I_W2FI_2030_1	Finance	Interface	Adopt	Medium	Expense 8(ICMS)	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
661	Core	I_W2FI_2030_2	Finance	Interface	Adopt	Medium	Expense 8 (ICMS) - GLAccounts	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
662	Core	I_W2FI_2030_3	Finance	Interface	Adopt	Medium	Expense 8 (ICMS) - WbsElements	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
663	Core	I_W2FI_2037	Finance	Interface	Adapt	Medium	JRS- PaymentFile	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
664	Core	I_W2FI_2031	Finance	Interface	Adapt	Medium	JRS- PaymentFileAck	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
665	Core	I_W2FI_2032	Finance	Interface	Adapt	Medium	CARES- Debtors File	1	DJ	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
666	Core	I_W2FI_2051	Finance	Interface	Adopt	Medium	Expense 8(ICMS) - ExpensesFile	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
667	Core	I_W2FI_2033	Finance	Interface	Adapt	Medium	CARES- DebtsFile	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
668	Core	I_W2FI_2034	Finance	Interface	Adapt	Medium	CARES- InstallmentsFile	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
669	Core	I_W2FI_2035	Finance	Interface	Adapt	Medium	CARES- PaymentsFile	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
670	Core	I_W2FI_2036	Finance	Interface	Adapt	Medium	CENTRELINK - VCTCentrePayFile	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
671	Core	I_W2FI_2038	Finance	Interface	Adapt	Medium	VCTPayWayFile	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
672	Core	I_W2FI_2040_1	Finance	Interface	Adapt	Medium	JL- ReceiptUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
673	Core	I_W2FI_2040_2	Finance	Interface	Adapt	Medium	JL- ReplacementReceiptUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
674	Core	I_W2FI_2040_3	Finance	Interface	Adapt	Medium	JL- BulkLodgementFeeUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
675	Core	I_W2FI_2040_4	Finance	Interface	Adapt	Medium	JL- BulkLodgementRefundIssued	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
676	Core	I_W2FI_2040_5	Finance	Interface	Adapt	Medium	JL- DishonourUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
677	Core	I_W2FI_2040_6	Finance	Interface	Adapt	Medium	JL- PaymentUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
678	Core	I_W2FI_2040_7	Finance	Interface	Adapt	Medium	JL- InvestmentUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
679	Core	I_W2FI_2040_8	Finance	Interface	Adapt	Medium	JL- InvestInterestUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
680	Core	I_W2FI_2040_9	Finance	Interface	Adapt	Medium	JL- InvestRedeemUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
681	Core	I_W2FI_2040_10	Finance	Interface	Adapt	Medium	JL- LapsedMoneyUpdate	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
682	Core	I_W2FI_2050	Finance	Interface	Adapt	Medium	DirectDebitsRequest	1	DJ	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
683	Core	I_W2FI_2056	Finance	Interface	Adapt	Medium	SDROReceiptsFile	1	DJ	85	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
684	Core	I_HR_2180_1	HR	Interface	Adopt	Simple	TRIM-EmployeeTerminate	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
685	Core	I_HR_2180_2	HR	Interface	Adopt	Simple	TRIM-EmployeeUpdate	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
686	Core	I_HR_2180_3	HR	Interface	Adopt	Simple	TRIM-NewEmployee	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
687	Core	I_HR_1014	HR	Interface	Adopt	Medium	SF LMS- Organisational Data	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
688	Core	I_HR_1015	HR	Interface	Adopt	Medium	SF LMS- Job Data	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
689	Core	I_HR_1016	HR	Interface	Adopt	Medium	SF LMS- User Data	1	DJ	95	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
690	Core	I_FI_1001	Finance	Interface	Adopt	Complex	Westpac CustomerDirectDebit	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
691	Core	I_FI_1004	Finance	Interface	Adopt	Complex	Westpac BankPayment	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
692	Core	I_FI_1010	Finance	Interface	Adopt	Complex	Westpac DERPS	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
693	Core	I_FI_1012	Finance	Interface	Adopt	Complex	Westpac DEEDS	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
694	Core	I_FI_1013	Finance	Interface	Adopt	Complex	Westpac Payroll	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
695	Core	I_FI_2211_1	Finance	Interface	Adopt	Complex	Westpac DERPS PayrollRejection	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
696	Core	I_FI_2211_2	Finance	Interface	Adopt	Complex	Westpac DEEDS PayrollRejection	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
697	Core	I_FI_4002_1	Finance	Interface	Adapt	Complex	ODI GLAccountingEntry	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
698	Core	I_FI_4002_2	Finance	Interface	Adapt	Complex	Boomi GLAccountingEntry	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
699	Core	I_FI_4003	Finance	Interface	Adapt	Complex	Boomi PrintBulkInvoices	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
700	Core	I_FI_4004_3	Finance	Interface	Adapt	Complex	Boomi CustomerInvoice	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
701	Core	I_FI_4012_1	Finance	Interface	Adapt	Complex	Boomi MaintainCustomerMaster	1	DOI	80	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
702	Core	I_FI_4021	Finance	Interface	Adapt	Complex	Boomi MaintainCustomerInvoice	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
703	Core	I_FI_4023	Finance	Interface	Adapt	Complex	Boomi TransactionHistory	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
704	Core	I_FI_4024	Finance	Interface	Adapt	Complex	IRIS Projects	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
705	Core	I_FI_4032	Finance	Interface	Adapt	Complex	Boomi SupplierInvoice	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
706	Core	I_FI_4044	Finance	Interface	Adapt	Medium	GDR FinancialDelegation	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
707	Core	I_FI_4046	Finance	Interface	Adapt	Medium	Boomi ODI CostCenter	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
708	Core	I_FI_4047	Finance	Interface	Adapt	Medium	Boomi GLMasterData	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
709	Core	I_FI_4049	Finance	Interface	Adapt	Medium	Boomi QueryDueTransaction	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
710	Core	I_FI_4054	Finance	Interface	Adapt	Medium	BYTE PaymentAndAllocations	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
711	Core	I_FI_4055	Finance	Interface	Adapt	Complex	Boomi ProjectTask	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
712	Core	I_FI_4056	Finance	Interface	Adapt	Complex	Expense8 GLAccountingEntry	1	DOI	85	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a

| Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
713	Core	I_FI_4058	Finance	Interface	Adapt	Complex	Westpac BankStatement	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
714	Core	I_FI_4059	Finance	Interface	Adapt	Complex	Boomi CancelCustomerInvoice	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
715	Core	I_FI_4061_1	Finance	Interface	Adapt	Simple	DataMart_FMDTInternalWH	1	DOI	95	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
716	Core	I_HR_1013	HR	Interface	Adapt	Medium	IdentityHub IdentityCreateAndUpdate	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
717	Core	I_HR_4003	HR	Interface	Adapt	Medium	HRDataExtract (OM/ PA data)	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
718	Core	I_HR_4004	HR	Interface	Adapt	Medium	Boomi PayrollExpense	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
719	Core	I_PR_1003	Procurement	Interface	Adapt	Medium	ABN VendorLookup	1	All Agency	90	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
720	Core	I_PR_4002	Procurement	Interface	Adapt	Medium	Cherwell SupplierData	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
721	Core	I_PR_4003	Procurement	Interface	Adapt	Medium	IVETS SupplierCreationACK	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
722	Core	I_PR_4004	Procurement	Interface	Adapt	Complex	Progenesis SupplierData	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
723	Core	I_FI_4012_2	Finance	Interface	Adapt	Complex	ODI Create/Update Customer master	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
724	Core	I_FI_4004	Finance	Interface	Adapt	Complex	Customer Invoice	1	DOI	80	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
725	Core	I_FI_4069	Finance	Interface	Adapt	Medium	Customer Query	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
726	Core	I_FI_4062	Finance	Interface	Adapt	Medium	Create Loan	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
727	Core	I_FI-4002	Finance	Interface	Adapt	Complex	Create Journals	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
728	Core	I_FI_4068	Finance	Interface	Adapt	Complex	Australia post file posting	1	DOI	90	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
729	Core	New	Finance	Interface	Adopt	Medium	Blackline - Inbound	1	All Agency	0	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
730	Core	New	Finance	Interface	Adopt	Medium	Blackline - Outbound	1	All Agency	0	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
731	Core	New	Finance	Interface	Adopt	Medium	TM1 (budgeting)	1	All Agency	0	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
732	Core	I_FI_2190	Finance	Interface	Adapt	Complex	ALMA-RevenuePosting	1	CI	80	DPC	Stage 5	Y	N	NA	PIPP	Wave 2
733	Core	I_FI_3007	Finance	Interface	Adapt	Medium	One System - Financial Transaction	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
734	Core	I_FI_3009	Finance	Interface	Adapt	Medium	One System - GRIR-Variance	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
735	Core	I_FI_3010_1	Finance	Interface	Adapt	Medium	One System -InboundAcknowledgement_	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
736	Core	I_FI_3010_2	Finance	Interface	Adapt	Medium	One System - Payment Details	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
737	Core	I_FI_3015	Finance	Interface	Adapt	Medium	One System - Project Details	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
738	Core	I_FI_3024	Finance	Interface	Adapt	Medium	Ok2Pay	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
739	Core	I_FI_3025	Finance	Interface	Adapt	Medium	Commitments/Accruals	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
740	Core	I_FI_3026	Finance	Interface	Adapt	Medium	RemmittanceDetails	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
741	Core	I_FI_3027	Finance	Interface	Adapt	Medium	One System - Reference & Master Data	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
742	Core	I_FI_3028	Finance	Interface	Adapt	Medium	One System - Project Master Reference	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
743	Core	I_FI_3029	Finance	Interface	Adapt	Medium	One System - Project System Data	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
744	Core	I_FI_3030	Finance	Interface	Adapt	Medium	One System - Asset Data	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
745	Core	I_FI_3031	Finance	Interface	Adapt	Medium	One System - Employee Information	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
746	Core	I_FI_3101	Finance	Interface	Adapt	Medium	HOMES - Client Payments - Australia Post for Asset Creation	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
747	Core	I_FI_3103_1	Finance	Interface	Adapt	Medium	HOMES - DirectDebits	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
748	Core	I_FI_3103_2	Finance	Interface	Adapt	Medium	HOMES - Client Payments - Bank Direct Debits	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
749	Core	I_FI_3104	Finance	Interface	Adapt	Medium	HOMES - Client Payments - BPAY	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
750	Core	I_FI_3107	Finance	Interface	Adapt	Medium	HOMES - Client Payments - Quick Web	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
751	Core	I_FI_3110	Finance	Interface	Adapt	Medium	HOMES - HDLS Commitments/Accruals	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
752	Core	I_FI_3112	Finance	Interface	Adapt	Medium	HOMES - HDLS Payment details	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
753	Core	I_FI_3113	Finance	Interface	Adapt	Medium	HOMES - HDLS Payment requests	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
754	Core	I_FI_3116	Finance	Interface	Adapt	Medium	HOMES - PLC Asset Master Details	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
755	Core	I_FI_3117	Finance	Interface	Adapt	Medium	HOMES - PLC CWP Details	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
756	Core	I_FI_3123	Finance	Interface	Adapt	Medium	HOMES - Rental Charged & Payments	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
757	Core	I_FI_3124	Finance	Interface	Adapt	Medium	HOMES - Renting Services Bonds	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
758	Core	I_FI_3128	Finance	Interface	Adapt	Medium	HOMES - Vendor updates	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
759	Core	I_FI_3129	Finance	Interface	Adapt	Medium	HOMES - Client Payments - Service NSW	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
760	Core	I_FI_3130	Finance	Interface	Adapt	Medium	HOMES - Indemnity Details	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
761	Core	I_FI_3209_1	Finance	Interface	Adapt	Medium	HOMES - Client Payments - Centrelink	1	LAHC	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
762	Core	I_HR_3009	HR	Interface	Adapt	Simple	ARIBA- Employee Master Data	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
763	Core	I_PR_3015_1	Procurement	Interface	Adapt	Medium	Vacants from Ariba	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
764	Core	I_PR_3016	Procurement	Interface	Adapt	Medium	VacantsRequisition	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
765	Core	I_PR_3017	Procurement	Interface	Adapt	Medium	WorkContractorDetails	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
766	Core	I_PR_3018_1	Procurement	Interface	Adapt	Medium	WorkContractor	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
767	Core	I_PR_3020	Procurement	Interface	Adapt	Medium	ContractorNoticeResponse	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
768	Core	I_PR_3021	Procurement	Interface	Adapt	Medium	MultiApprovedSDP	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
769	Core	I_PR_3022	Procurement	Interface	Adapt	Medium	ApprovedSDP	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
770	Core	I_FI_3214	Finance	Interface	Adapt	Medium	Homes- Bond Lodgment	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
771	Core	I_FI_3216	Finance	Interface	Adapt	Medium	RBS - Bond Lodgment Details	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
772	Core	I_FI_3217	Finance	Interface	Adapt	Medium	Homes- Payment Request	1	LAHC	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
773	Core	I_FI_3221	Finance	Interface	Adapt	Medium	Homes- Bond Validation	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
774	Core	I_FI_3222	Finance	Interface	Adapt	Medium	Homes- Remittance Advice	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
775	Core	I_FI_3218	Finance	Interface	Adapt	Medium	Homes- SHMT	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
776	Core	I_PR_3015_2	Procurement	Interface	Adapt	Medium	Homes-CHPs-Vacant Request	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
777	Core	I_PR_3018_2	Procurement	Interface	Adapt	Medium	SHMT-Property Element Update	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
778	Core	I_PR_3018_3	Procurement	Interface	Adapt	Medium	SHMT-Vacant Update	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
779	Core	I_PR_3025	Procurement	Interface	Adapt	Medium	Ariba Facility Tenancy MasterData	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
780	Core	I_PR_3212	Procurement	Interface	Adapt	Medium	AMS EDW Interface	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
781	Core	I_PR_3027	Procurement	Interface	Adapt	Medium	Ariba_PropertyElementUpdates	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
782	Core	I_PR_1152	Procurement	Interface	Adapt	Medium	Ariba_VacantUpdates	1	LAHC	85	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
783	Core	I_HR_2189	HR	Interface	Adopt	Simple	ODPP-LeaveExtract	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
784	Core	I_QM_2210_1	HR	Interface	Adopt	Simple	ODPP- AbsencesExport	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
785	Core	I_QM_2210_2	HR	Interface	Adopt	Simple	ODPP-AllowancesExport	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
786	Core	I_QM_2210_3	HR	Interface	Adopt	Simple	ODPP-AttendancesExport	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
787	Core	I_QM_2210_4	HR	Interface	Adopt	Simple	ODPP-BudgetLedger	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
788	Core	I_QM_2210_5	HR	Interface	Adopt	Simple	ODPP-ChartofAccounts	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
789	Core	I_QM_2210_6	HR	Interface	Adopt	Simple	ODPP-EmployeeExport	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
790	Core	I_QM_2210_7	HR	Interface	Adopt	Simple	ODPP-GLTransactionalData	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
791	Core	I_QM_2210_8	HR	Interface	Adopt	Simple	ODPP-OrganisationalData	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
792	Core	I_QM_2210_9	HR	Interface	Adopt	Simple	ODPP-PositionCostDistribution	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
793	Core	I_QM_2210_10	HR	Interface	Adopt	Simple	ODPP-PositionExport	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
794	Core	I_QM_2210_11	HR	Interface	Adopt	Simple	ODPP-PositionHolders	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
795	Core	I_QM_2210_12	HR	Interface	Adopt	Simple	ODPP-ProjectionLedger	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
796	Core	I_QM_2210_13	HR	Interface	Adopt	Simple	ODPP-RevisedBudget	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
797	Core	I_QM_2210_14	HR	Interface	Adopt	Simple	ODPP-Secondments	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
798	Core	I_QM_2210_15	HR	Interface	Adopt	Simple	ODPP-Terminations	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
799	Core	I_QM_2210_16	HR	Interface	Adopt	Simple	ODPP-VendorEmailAddress	1	ODPP	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
800	Core	I_FI_8005	Finance	Interface	Adapt	Medium	Ungerboeck, StarRez, CIMS, OneGov	1	OOS	85	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
801	Core	I_FI_8006	Finance	Interface	Adapt	Medium	Ungerboeck-Maintain Customer Master Inbound-Ungerboeck	1	OOS	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
802	Core	I_FI_4061_2	Finance	Interface	Adapt	Medium	Power BI- FI Extracts	1	OOS	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
803	Core	I_FI_8009	Finance	Interface	Adapt	Medium	Ungerboeck-Statistical WBS creation	1	OOS	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
804	Core	New	Finance	Interface	Adapt	Medium	ePlanning Concurrence & Referrals (CNR)	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
805	Core	New	Finance	Interface	Adapt	Medium	Planning Reform Fund (PRF)	1	DPE	0	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
806	Core	New	Finance	Interface	Adapt	Medium	Energy Rebates (Low Income Household Rebate - LARRY)	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
807	Core	New	Finance	Interface	Adapt	Medium	Energy Rebates (Family Energy Rebate - FER)	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
808	Core	New	Finance	Interface	Adapt	Medium	MyProcure-PO, Invoice	2	DPE	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
809	Core	New	HR	Interface	Adopt	Simple	FCM Travel	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
810	Core	I_PO_3000	HR	Interface	Adopt	Simple	AD Synchronisation	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
811	Core	I_HR_3019	HR	Interface	Adopt	Medium	My Career- SuccessFactors- User Data and Organisation Data	3	DPE	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
812	Core	New	Finance	Interface	Adopt	Simple	FIMS	1	DPE	90	DPIE	Stage 5	Y	Y	NA	PIPP	Wave 2
813	Core	New	Procurement	Interface	Adapt	Medium	My Procure- RFQ, Contract	2	DPE	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
814	Core	New	HR	Interface	Adapt	Medium	vFire Onboarding	1	DPE	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
815	Core	New	Finance	Interface	Adapt	Medium	My Expenses	1	DPE	80	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
816	Core	Standard API (New	HR	Interface	Adapt	Medium	Single Touch Payroll	1	All Agency	60	DCJ	Stage 4	Y	Y	NA	PIPP	Wave 1
817	Core	New	Finance	Interface	Adapt	Medium	Site Compatibility Certificates (SCC)	1	DPE	90	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
818	Core	New	Finance	Interface	Adapt	Medium	Voluntary Planning Agreements (VPA)	1	DPE	0	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
819	Core	New	Finance	Interface	Adapt	Medium	Special Infrastructure Contributions (SIC)	1	DPE	0	DPIE	Stage 5	Y	N	NA	PIPP	Wave 2
820	Core	I_PR_1004_1	Procurement	Interface	Adapt	Medium	Readsoft-Inbound	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
821	Core	I_PR_1004_2	Procurement	Interface	Adapt	Simple	Readsoft-Master Data	1	All Agency	90	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
822	Core	Standard API (New	HR	Interface	Adapt	Medium	SHL to SAP SF Recruiting Management Assessment Response	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
823	Core	Standard API (New	HR	Interface	Adapt	Medium	Login to SF HCM Suite Talent Management	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
824	Core	Standard API (New	HR	Interface	Adapt	Medium	List to SAP ERP HCM	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
825	Core	Standard API (New	HR	Interface	Adapt	Medium	Generic Upsert Request Confirmation to SAP ERP HCM	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
826	Core	Standard API (New	HR	Interface	Adapt	Medium	Descriptions to SAP ERP HCM	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
827	Core	Standard API (New	HR	Interface	Adapt	Medium	Logout of SuccessFactors HCM Suite Talent Management	1	FACS	90	DCJ	Stage 5	Y	N	NA	PIPP	Wave 1b
828	Core	New	HR	Interface	Adapt	Medium	Interface with CS Intelligence System (IIS)	1	Correctives	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
829	Core	New	HR	Interface	Adapt	Simple	CS IIS Interface - Employee and Manager detail - Error Handling	1	Correctives	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
830	Core	New	HR	Interface	Adapt	Medium	WFS	1	Correctives	90	DCJ	Stage 5	Y	Y	NA	PIPP	Wave 2
831	Core	New	HR	Interface	Adapt	Medium	WFS Leave Balances Import of employee leave balances accrual. From SAP to WFS	1	Correctives	90	DCJ	Stage 5	Y	Y	NA	PIPP	Wave 2
832	Core	New	HR	Interface	Adapt	Complex	adjustments From WFS to SAP	1	Correctives	90	DCJ	Stage 5	Y	Y	NA	PIPP	Wave 2
833	Core	New	HR	Interface	Adapt	Complex	WFS Actual Roster Export of Actual work schedule pattern. From WFS to SAP	1	Correctives	90	DCJ	Stage 5	Y	Y	NA	PIPP	Wave 2
834	Core	I_FI_2187	Finance	Interface	Adapt	Complex	OIMS Payroll Journal	1	Correctives	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
835	Core	I_FI_2197	Finance	Interface	Adapt	Simple	OIMS Clear DCS	1	Correctives	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
836	Core	New	HR	Interface	Adapt	Simple	Uniform flag Interface (extract)	1	Correctives	80	DCJ	Stage 5	Y	N	NA	PIPP	Wave 2
837	Suppl	I_FI_4067_1	Finance - Loans & Grant	Interface	Adapt	Medium	Create loan & Grant Application	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
838	Suppl	I_FI_4063	Finance - Loans & Grant	Interface	Adapt	Simple	Loan and Grant Application Status Interface	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
839	Suppl	I_FI_4064	Finance - Loans & Grant	Interface	Adapt	Complex	Interface to send Customer statement from MyHQ to Salesforce via DOI SFTP.	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
840	Suppl	I_FI_4065	Finance - Loans & Grant	Interface	Adapt	Simple	Interface to send Customer docs from MyHQ to CM9 via DOI SFTP	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
841	Suppl	I_FI_4066	Finance - Loans & Grant	Interface	Adapt	Medium	Grant & Loans Invoice notification from Salesforce to MyHQ	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
842	Suppl	I_FI_4067_2	Finance - Loans & Grant	Interface	Adapt	Medium	Send Loan & Grants application data to SFDC	1	DOI	70	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
843	Suppl	I_FI_8011	Finance - T&E	Interface	Adapt	Medium	OOS & VNSW used Citibank PCARD processing done using TnE solution	1	OOS	70	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
844	Suppl	I_FI_8007	Finance - T&E	Interface	Adapt	Medium	Concur is only used by NSWIS for Credit Card (PCARD) Expense Settlement	1	OOS	70	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1a
845	Core	New	HR	Interface	Adapt	Medium	User data to SF	1	DOI	50	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
846	Core	New	HR	Interface	Adapt	Medium	Org Data to SF	1	DOI	50	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
847	Core	New	HR	Interface	Adapt	Medium	Extended User data to SF	1	DOI	50	DPIE	Stage 4	Y	N	NA	PIPP	Wave 1a
848	Core	E_HR_1096	HR	Enhancement	Adopt	Simple	SL Without Cert Checks	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1

Sr #	RICEFW Category	RICEFW ID	Functional Area	RICEFW Type	Adapt/Adopt	Complexity	RICEFW Description	Count	Agency	Re-Use Factor(%)	Bill to Cluster - Interfaces	Stage	Unique for AO	Core Pattern	Dependencies	CR/Baseline	Wave
849	Core	E_HR_1138	HR	Enhancement	Adopt	Simple	Default fund code	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
850	Core	E_HR_2011	HR	Enhancement	Adopt	Simple	Medical evidence for Carers	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
851	Core	E_HR_2217	HR	Enhancement	Adopt	Simple	Position Based Allowance	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
852	Core	E_HR_2224	HR	Enhancement	Adopt	Simple	Increment Due Date	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
853	Core	E_HR_2228	HR	Enhancement	Adopt	Simple	Payslip Logo and ABN based on Personnel Area	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
854	Core	E_HR_4018	HR	Enhancement	Adopt	Simple	Retro Posting Enhancement	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
855	Core	F_HR_3004	HR	Form	Adopt	Simple	AESG Payslip	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
856	Core	R_HR_1003	HR	Report (Abap)	Adopt	Medium	Workforce Profile Report	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
857	Core	W_HR_1038	HR	Workflow	Adopt	Medium	CATS_Workflow Approval	1	All Agency	90	NA	Stage 4	Y	NA	NA	PIPP	Wave 1
858	Core	New	Finance	Interface	Adapt	Medium	integrate to a Payments Gateway (Heritage)	1	Heritage	0	DPIE	Stage 5	Y	N	NA	PIPP	Wave 1b
859	Core	New	Finance	Interface	Adapt	Medium	financial consolidation/reporting for DPC entities	1	DPC	0	DPC	Stage 5	Y	N	NA	PIPP	Wave 2
860	Core	New	Finance	Interface	Adapt	Medium	Grants Interface	1	DPC	0	DPC	Stage 5	Y	N	NA	PIPP	Wave 2
861	Core	New	Finance	Enhancement	Adapt	Medium	Asset Register	1	DPC	0	NA	Stage 5	Y	NA	NA	PIPP	Wave 2
862	Core	New	HR	Interface	Adopt	Medium	Fieldglass- Onboarding	1	All Agency	0	DCJ	Stage 4	Y	N	NA	PIPP	Wave 1
863	Core	F_HR_2162	HR	Form	Adopt	Simple	CR545 – Filter cessation drop down list in MSS while termination	1	All Agency	85	NA	Stage 4	Y	NA	NA	PIPP	Wave 1

RICEFW Category	Core
Functional Area	(All)
RICEFW ID	(Multiple Items)

Sum of Count	Column Labels			
Row Labels	**Complex**	**Medium**	**Simple**	**Grand Total**
Enhancement	17	128	57	202
Form	22	25	26	73
Workflow	20	17	5	42
Grand Total	**59**	**170**	**88**	**317**

Complex   **Medium**   **Simple**   **Total (New Build)**
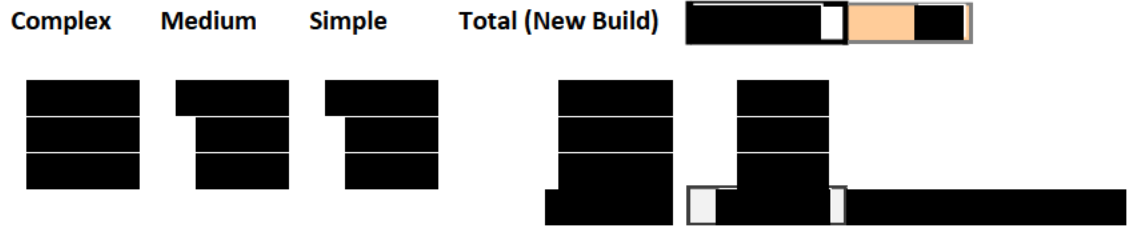
RICEFW ID	(Multiple Items)
RICEFW Category	Core

Row Labels	Sum of Count
Enhancement	202
Form	73
Interface	283
Report (Abap)	69
Workflow	42
Grand Total	**669**

RICEFW ID	New
RICEFW Category	Core

Row Labels	Sum of Count	Total
BOBJ on BW Queries - Custom	10	10
BW Extractors - Custom	3	3
Embedded Analytics via Fiori - Standard	20	20
Enhancement	17	219
External Self Service via BW - Custom	3	3
Fiori	5	5
Form	2	75
Interface	130	413
SAC Dashboards on S/4 CDS - Custom	5	5
SAC on S/4 CDS – Standard	20	20
SAC Report on BW Queries - Custom	10	10
Workflow	16	58
Grand Total	**241**	

RICEFW Type	Interface
Unique for AO	Y

Sum of Count	Column Labels			
Row Labels	Complex	Medium	Simple	Grand Total
Wave 1	**8**	**15**	**5**	**28**
All Agency	8	15	5	28
Wave 1a	**18**	**26**	**3**	**47**
DOI	18	20	3	41
OOS		6		6
Wave 1b		**141**	**74**	**215**
DJ		35	4	39
FACS		39	69	108
Heritage		1		1
LAHC		52	1	53
Legal Aid		14		14
Wave 2	**20**	**79**	**26**	**125**
CI	3	1		4
Correctives	3	7	3	13
DPC		2		2
DPE	2	37	3	42
ODPP			17	17
OEH		22		22
PWA		3	3	6
SOPA	12	7		19
Grand Total	**46**	**261**	**108**	**415**

EnhancementSimple	Enhancement	Simple	Additional Service: Incremental Enhancement (Complexity: Low)	Additional personalisation: New low Complexity Enhancement	1	18,911
EnhancementMedium	Enhancement	Medium	Additional Service: Incremental Enhancement (Complexity: Medium)	Additional personalisation: New Medium Complexity Enhancement	1	34,671
EnhancementComplex	Enhancement	Complex	Additional Service: Incremental Enhancement (Complexity: High)	Additional personalisation: New High Complexity Enhancement	1	65,139
FormSimple	Form	Simple	Additional Service: Incremental Form (Complexity: Low)	Additional personalisation: New low Complexity Form	1	22,063
FormMedium	Form	Medium	Additional Service: Incremental Form (Complexity: Medium)	Additional personalisation: New Medium Complexity Form	1	33,620
FormComplex	Form	Complex	Additional Service: Incremental Form (Complexity: High)	Additional personalisation: New High Complexity Form	1	46,228
WorkflowSimple	Workflow	Simple	Additional Service: Incremental Workflow (Complexity: Low)	Additional personalisation: New low Complexity Workflow	1	32,569
WorkflowMedium	Workflow	Medium	Additional Service: Incremental Workflow (Complexity: Medium)	Additional personalisation: New Medium Complexity Workflow	1	43,076
WorkflowComplex	Workflow	Complex	Additional Service: Incremental Workflow (Complexity: High)	Additional personalisation: New High Complexity Workflow	1	57,784

Attachment 3-8: SAP and Related Licences

Code	Software Product	Cloud	Comments
7003013	SAP Developer User		
7003012	SAP Professional User		
7003015	SAP Employee User		
7011043	SAP Employee Self Service Core User		
7011045	SAP Manager Self-Service User		
ERP_PACKAGE	SAP ERP Foundation Starter		
7018538	SAP S/4HANA Enterprise Management for ERP customers		
7020280	SAP S/4HANA Digital Access		
7001132	SAP Payroll Processing		
7019816	SAP OpenHub for S/4HANA		
7017299	SAP Single Sign-On		
7018603	SAP Identity Management		
7018703	SAP Access Control for SAP S/4HANA		
7020284 7020023 7020024	SAP BW/4HANA SAP BusinessObjects Enterprise (user) SAP BusinessObjects Enterprise (CS)		
8008942 8008396	Business Analytics & Reporting: • SAC, BI predictive edition, private option (user) • SAC, Test Tenant, predictive edition, private option •	Yes	
7020214 7020213	Finance, Procurement & Project Systems: • SAP S/4HANA Enterprise Portfolio and Project Management, professional • SAP S/4HANA Enterprise Portfolio and Project Management, standard		
7020232	• SAP S/4HANA for Group Reporting		

Code	Software Product	Cloud	Comments
8008640	SuccessFactors: • SAP SuccessFactors Core Bundle	Yes	Note: Implementation of SuccessFactors Employee Central is not in scope
8006119 8006118	Budgeting & Planning: • SAC, Planning, predictive professional edition, private option • SAC, Planning, predictive standard edition, private option	Yes	Pending – subject of a decision paper
7020198 7020329	SAP Transactional Banking for SAP S/4HANA, legal person option SAP Transactional Banking for SAP S/4HANA, natural person option		
7018838 7020307	Real-Estate Management: • SAP Real-Estate Management for S/4HANA office, retail and industrial property management option • SAP Real-Estate Management for S/4HANA residential property management option		
7018852 7020165 7020026	Enterprise Information Management: • SAP Enterprise Master Data Governance for SAP S/4HANA • SAP Information Lifecycle Management for SAP S/4HANA • SAP Data Services, Enterprise Edition		
7020045 7020336	HANA: • SAP HANA Runtime Edition for applications & SAP BW - New/Subsequent or • SAP HANA Enterprise Edition		HANA Runtime – Yes (AESG 1.0) HANA Enterprise – Yes (AESG 2.0) Customer to bring HANA licensing for Runtime or sufficient Enterprise Edition to cover system sizing in GB of memory

7018996	Infrastructure:
	• SAP NetWeaver
	• SAP Landscape Management (LaMa)
	
	Databases:
	  • HANA:
	    ○ S/4HANA		

Code	Software Product	Cloud	Comments

	o BW/4HANA
	o SAP Process Orchestration
	o SAP Adobe Document Service (running on Portal)
	o SAP LAMA
	• Sybase:
	    o SAP IDM
	    o SAP Solution Manager
	    o SAP BOBJ (Business Objects)
	• MAX DB:
	    o SAP Content Server		

8008412	Integration: • SCP Integration Suite, Premium Edition	Yes	
7015920 7020287	Integration: • SAP Netweaver Process Orchestration (Including NW BPM – business process management and NW BRM – business rules management) • SAP Application Interface Framework		
8008853 8003145 8005306 8008183 8000351 8001022 8008837 8003103	User Experience and Mobility: • SCP Work Zone (includes Launchpad, Identity Authentication Services) • SCP Mobile Services • SCP Workflow Management • SCP Business Application Studio • SCP, Bandwidth • SCP, Custom Domain • SCP, Cloud Foundry runtime • SCP, Web IDE	Yes	
8006100	Learning: • SAP Enable Now, cloud edition	Yes	Optional: If Customer is going to use EnableNow for training and performance support
	Ariba Modules in scope: • Ariba Procurement (Buying)		This is for the provision of licenses for the Ariba Land and Housing

Code	Software Product	Cloud	Comments
	• Ariba Network • Ariba Supplier Performance Management • Ariba Invoice Automation • Ariba Supplier Management • Ariba Custom Forms • Ariba API Reporting		Corporation (LAHC) solution
	Work, Health and Safety • C-Net Safety Suite (SAP partner product)		
	Invoice Automation		ReadSoft (Kofax) Licenses The Customer will procure and maintain licenses for the following ReadSoft software products (Noting that ReadSoft is being rebranded as it is now owned by Kofax). • Invoice Capture (licenses are required for the volume of invoices to be scanned) • Process Director (licenses are required for the volume of invoices to be process in AESG SAP) • Collector (Licenses are in addition to the invoice capture component.)
Customer managed solutions - Customer to supply licensing for solutions managed by Customer, noting the Customer may change these solutions from time to time			
	Finance Reconciliation		Blackline (SAP partner product)

Code	Software Product	Cloud	Comments
	Contingent Labour Management		SAP Fieldglass
	Travel and Expense Management		Pending – subject of a decision paper
	Process Modelling		ARIS
	Service Management		ServiceNow
	Access Management		OKTA, SailPoint
	Rostering and Workforce Scheduling		INFOR, Kronos