



## ROLE DESCRIPTION

<b>Role Title:</b>	Service Delivery Manager
<b>Classification Code:</b>	ASO8
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Division:</b>	Digital Health SA
<b>Department/Section / Unit/ Ward:</b>	Technology & Infrastructure – Service Delivery Management
<b>Role reports to:</b>	Senior Service Manager
<b>Role Created/ Reviewed Date:</b>	November 2021
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Service Delivery Manager is accountable for the provision of end-to-end service delivery management across the Health Portfolio to ensure the operability of all Digital Health SA across regions, health units, agencies and the Department of Health 24 x 7.

### Direct Reports:

- > Nil.

### Key Relationships/ Interactions:

#### Internal

- > Reports to the Senior Service Manager.
- > Primary working relationship with Regional Executive, Department Heads, Clinical Heads and senior business managers to ensure operability of existing ICT systems.
- > Close working relationship with other Service Delivery Managers, Problem Manager and Change Manager.
- > Accountable for coordinating professional and technical staff across Operations to ensure operability of Digital Health SA across the Health Portfolio.
- > Liaises extensively with customers, senior management and staff within SA Health and Digital Health SA.
- > Close working relationship with business account managers assigned by business units across SA Health, customer account managers within Customer Services directorate.

#### External

- > Liaises extensively with external vendors.

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Aligning existing Service Management processes to ITIL best practice.
- > Improving Service Management maturity across the enterprise.
- > Establishing meaningful SLA's for customers and service providers.

**Delegations:**

- > Nil.

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
<b>Lead Service Delivery Management</b>	<ul style="list-style-type: none"><li>&gt; Managing end-to-end operational support and processes across single or multiple technical teams regardless of whether staff involved report directly to the Service Delivery Manager or are leveraged from other Digital Health SA groups.</li><li>&gt; Managing and meeting agreed delivery targets that align to Service Level Agreements (SLA), Service Catalogue and agreed cost models.</li><li>&gt; Taking responsibility of incidents that have a system wide impact and directing single or multiple technical teams (including external vendors) regardless of whether staff involved report to the Service Delivery Manager or are leveraged from other Digital Health SA groups.</li><li>&gt; Taking responsibility for end to end change and release management services including management of variation to customer SLA and associated cost models.</li><li>&gt; Taking responsibility of problems that have a system wide impact and directing single or multiple technical teams (including external vendors) until problem resolution.</li><li>&gt; Managing the coordination of end-to-end technical solutions and service restoration that have a system wide impact.</li><li>&gt; Provision of technical consultancy and expert advice relating to complex and critical service delivery issues and requirements that have system wide impact.</li></ul>
<b>Contribution to Service and Performance</b>	<ul style="list-style-type: none"><li>&gt; Understanding service offerings and capabilities (Service Catalogue) in order to participate fully in a successful partnership with SA Health business to ensure customer satisfaction and successful delivery of Digital Health SA services.</li><li>&gt; Managing relationships with customers regarding system wide incident, change and problem management, projects or other 'business as usual' activities providing direct day-to-day performance feedback and interface.</li><li>&gt; Acting as the focal point of contact for service delivery issues communicated by Department Heads, Clinical Heads, senior management and users or by the Customer Account Manager and/or Business Account Manager and initiating escalation for service issues as well as notification to customers in progress and resolution.</li><li>&gt; Coordinating and obtaining agreement with Department Heads, Clinical Heads, senior business management and technical teams prior to commitments being made on system wide deliverables, dates and changes to existing ICT systems.</li><li>&gt; Leading technical review of new solutions for existing IT systems, advising and collaborating with single or multiple technical teams on the best approach to support delivery of production environment services.</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Utilising service delivery management, principles and practices of project management and administrative resources, tools, and processes based on an understanding of the solution and delivery requirements.</li> <li>&gt; Managing Digital Health SA obligations with regard to hospital / agency accreditation.</li> </ul>
<b>Continuous Effective Service Delivery Management</b>	<ul style="list-style-type: none"> <li>&gt; Coordinating resolution of escalated system wide service delivery issues across single or multiple technical teams regardless of whether staff involved report directly to the Customer Service Delivery branch or are leveraged from other Digital Health SA groups.</li> <li>&gt; Working closely with Department Heads, Clinical Heads, senior business managers to ensure understanding of business expectations and technical requirements.</li> <li>&gt; Managing system wide priority requirements of the business including hours of critical business delivery and other significant projects or issues relevant to service delivery to single or multiple technical teams</li> <li>&gt; Performing a lead role on system wide high impact or escalated incidents, providing updates to the business and the Senior Manager, Customer Service Delivery.</li> <li>&gt; Leading both reactive system wide problem management by reviewing post problem review reports, as well as proactive problem management by identifying trends, recurrent problems and facilitating resolution.</li> <li>&gt; Representation of Customer Services directorate at customer and/or technical governance meetings and facilitating technical and/or service delivery teams workshops.</li> </ul>
<b>Performance Focus</b>	<ul style="list-style-type: none"> <li>&gt; Setting of high-level goals for team members who participate in the delivery of services, regardless of whether those team members are direct reports or members of a leveraged team.</li> <li>&gt; Monitoring team dynamics, team accountability and individual performance of team members related to delivery commitments.</li> <li>&gt; Ensuring training and skills alignment of team members to project needs and deliverables where the team member is a direct report to the Service Delivery Manager and ensuring the appropriate leader is aware of these requirements where the team member is not a direct report to the Service Delivery Manager.</li> <li>&gt; Contributing to the development of a quality culture including the conduct of quality assessment reviews and performance management and succession planning.</li> <li>&gt; Managing performance of external service providers, consultants, contractors, vendors and partners to ensure seamless end-to-end operational support.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > ITIL Foundation or equivalent.

#### **Personal Abilities/Aptitudes/Skills:**

- > Excellent written and verbal skills with high level ability to articulate and present complex concepts clearly and concisely, identify, analyse and conceptualise problems to formulate and execute appropriate solutions and present high level written reports.
- > Highly effective interpersonal skills, with proven ability to relate effectively to a diverse customer base, negotiate successful outcomes in an innovative and resourceful manner, whilst maintaining a high standard of professional competence and an ethical approach.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the *Work Health and Safety Act 2012* (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.

#### **Experience**

- > Proven experience in ICT service delivery management within a large and complex organisation.
- > Proven experience managing and delivering significant ongoing change and service improvement initiatives.
- > Proven extensive experience in providing high-level technical advice on ICT systems within a large, complex organisation.
- > Proven experience in service level agreement management and reporting.

#### **Knowledge**

- > Demonstrated detailed knowledge of ICT service delivery management within a large, complex organisation.
- > Demonstrated knowledge of change management practices and processes in a large, complex organisation.
- > Demonstrated extensive knowledge of incident, change and problem management practices and processes in a large, complex organisation.
- > Comprehensive knowledge of diverse enterprise scale ICT operational environments and associated operational best practice models.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > An appropriate tertiary qualification in a related field.
- > ITIL Managers Certificate or ITIL Diploma (Desirable).

### Special Conditions:

- > The incumbent may be required to work out of hours and some intra/interstate may be required.
- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012* (SA) and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014* (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008* and the *SA Health (Health Care Act) Human Resources Manual*.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

**Performance Development:**

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

## Organisational Context

### **Organisational Overview:**

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### **Our Legal Entities:**

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc., and SA Ambulance Service Inc.

### **SA Health Challenges:**

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### **Health Network/ Division/ Department:**

Our Mission at Digital Health SA is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develops a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state. Our vision at Digital Health SA is to provide the right information, to the right person, at the right time, in the right place.

Digital Health SA has 7 key directorates:

<b>Executive</b>	The Digital Health SA Executive Office provides executive support services for the senior DHSA executives and Governance support for the Tier 1 and 2 committees within the Department. The Executive Office manages the coordination and review of Ministerial, CE and CEO correspondence, briefings and high-level third-party requests for DHSA.
<b>Business Performance &amp; Operational Services</b>	Supports the key directorates in pursuit of Digital Health SA's strategy through the provision of services to our internal customers. Maintains strong relationships with the Department of Health and Wellbeing and Local Health Networks to deliver high levels of customer services for finance, facilities management, human resources, procurement, communications and corporate support.
<b>Business Transformation</b>	Manages, delivers, and governs state-wide outcomes via the portfolio of programs and projects approved by the Digital Health SA Board, including those defined in SA Health's digital strategy. Provides independent governance and risk management to Digital Health SA.
<b>Office of the Chief Medical Information Officer</b>	Focuses on supporting clinician led design and engagement for Digital Health SA projects. Leads and collaborates on projects that support the development of SA Health's digital health capabilities and operational use of data. Contributes to improved health outcomes for South Australians through the development of an integrated, agile, and clinically relevant digital health information network.
<b>Strategy, Architecture &amp; Business Partnership</b>	Partners with SA Health stakeholders to develop the digital strategy and prioritise investments to accelerate benefits realisation across the health network. Development and adoption of architectural frameworks to ensure the new and existing investments deliver the greatest return on investment aligned to the SA Health strategy and objectives. Data integrity to ensure foundational systems and data analytic platforms have quality data to improve quality and safety of health care through a single view of a patient.
<b>Technology &amp; Infrastructure</b>	Responsible for end-to-end IT service delivery across the Digital Health SA portfolio for SA Health. This includes all centralised support and management for the following ICT operations delivery capabilities: applications, data centres, central computing platforms and telecommunications LAN/WAN network, telecommunications mobility, cyber security, service management, change management, customer contact and end user computing. Digital Health SA does not support ICT services managed by the Local Health Networks.
<b>Electronic Medical Record (Sunrise EMR &amp; PAS)</b>	SA Health's Electronic Medical Record (EMR) is the primary administration and clinical documentation system to manage patient care across public hospitals and health care facilities. Accessible by doctors, nurses, allied health professionals and administration staff, the system facilitates improved continuity of care for patients across the public health sector. The EMR is also the core electronic medical record for integration with other key SA Health applications, e.g. pathology, medical imaging and meals management systems.



## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values – Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy – Serving the people of South Australia.
- > Honesty and Integrity – Acting at all times in such a way as to uphold the public trust.
- > Accountability – Holding ourselves accountable for everything we do.
- > Professional Conduct Standards – Exhibiting the highest standards of professional conduct.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

*The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.*

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

**Name:**

**Signature:**

**Date:**

**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	10/02/2017	09/04/2017	Original version.
V2	10/04/2017	04/07/2017	Safety & Quality statement in General Requirements.
V3	04/07/2017	10/07/2018	Minor formatting with order of information amended.
V4	11/07/2018	26/03/2019	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/2019	04/06/2019	Added categories for immunisation requirements on front page.
V6	05/06/2019	25/06/2019	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/2019	09/06/2020	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/2021		Inclusion of integrity statement under Code of Ethics on Page 6