**ATTACHMENT 1**

**STATEMENT OF WORK**

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| **Nominated Candidate** | |  |
| **Role** | | Business Analyst |
| **Contract Commencement Date** | | On or after 19 July 2021 |
| **Contract Expiry Date** | | 30 June 2022 |
| **Purpose of Services:** | | Professional Services (Clause 7.11) |
| **Role Description** | | The Business Analyst will work within the Security Culture and Governance section in the Australian Signals Directorate (ASD).  The Business Analyst will have Atlassian administrator skills and be familiar with JIRA service Management (or similar software), to develop, maintain and automate security workflows to improve organisational business performance and deliver business intelligence data.  The Business Analyst interprets the business needs and works with architects and system engineers to ensure the customers’ fundamental needs are understood at a basic level. The role is required to work with engineers and architects to satisfy business needs within the strategic technology direction of the organisation.  The Business Analyst will be responsible for customer engagement, process modelling and development of system requirements. This position is responsible for the elicitation of business and technical requirements and the modelling of new Atlassian business processes for a fast paced, dynamic business unit. |
| **SFIA Level of Responsibility Required**  *Description Below* | | The Specified Person will be expected to demonstrate attributes of SFIA Level of Responsibility 5 |
| **SFIA Skills Required**  *Description Below* | | **ASUP 5**  **BUAN 5**  **REQM 4**  **DESN 3** |
| **Other Skills and Knowledge** | | **Statement of Suitability Against Other Skills and Knowledge** |
| 1. Atlassian administration (or similar software) skills | |  |
| 1. Experience analysing and transforming ICT business processes specifically in the areas of automation. | |  |
| 1. Experience in using Atlassian Server and Data Centre products (or similar software solutions). | |  |
| **Major Responsibilities:** | | **Statement of Suitability Against Major Responsibilities** |
| 1. Lead the process for gathering, documenting, communicating and managing requirements | |  |
| 1. Provide advice and leadership on complex systems design within a Services Oriented Architecture | |  |
| 1. Communicate business requirements to developers involved in system improvements, enhancements, and elimination of problems and inefficiencies. | |  |
| 1. Work with business analysts and product owners to ensure applications are complimentary and integrated wherever appropriate. | |  |
| 1. Draft and maintain Atlassian workflows to support organisational security functions. This includes responsibility for developing, maintaining and automating business workflows to improve performance. | |  |
| 1. Provide leadership in stakeholder engagement and manage relationships with customers that have unique and often conflicting requirements and priorities. | |  |
| 1. Analysis of stakeholder objectives and underlying issues in current business processes to incorporate these into business requirements and associated Atlassian workflows. | |  |
| 1. Specify user/system interfaces in support of Atlassian software, and translate logical designs into physical designs. Produce detailed designs and document all work to required standards. | |  |
| 1. Responsible for the definition, approach, facilitation and satisfactory completion of the Atlassian software. This includes the development of Standard Operating Procedures, system, and security documentation to support the use and ongoing maintenance of the software. | |  |
| **Other Features of the Role (e.g. location, travelling, shift hours,)** | | **Service Provider Response** |
| 1. Role will require some travel between ACT facilities | |  |
| Prepared by: Charles Irwin-James  Date: 07 June 2021  Authorised by: Charles Irwin-James | | |
| **SFIA Core Competencies** | | |
| **SFIA Level Of Responsibility 5** | | |
| **Autonomy** | Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. | |
| **Influence** | Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. | |
| **Complexity** | Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. | |
| **Business skills** | Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Takes all requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder. | |
| **SFIA Professional Skill Level Description** | | |
| **ASUP 5** | Drafts and maintains procedures and documentation for applications support. Manages application enhancements to improve business performance. Advises on application security, licensing, upgrades, backups, and disaster recovery needs. Ensures that all requests for support are dealt with according to set standards and procedures. | |
| **BUAN 5** | Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change. Applies and monitors the use of modelling and analysis tools, methods and standards, giving special consideration to business perspectives. Collaborates with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies. Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks. | |
| **REQM 4** | Facilitates scoping and business priority-setting for change initiatives of medium size and complexity. Contributes to selection of the most appropriate means of representing business requirements in the context of a specific change initiative, ensuring traceability back to source. Discovers and analyses requirements for fitness for purpose as well as adherence to business objectives and consistency, challenging positively as appropriate. Obtains formal agreement by stakeholders and recipients to scope and requirements and establishes a base-line on which delivery of a solution can commence. Manages requests for and the application of changes to base-lined requirements. Identifies the impact on business requirements of interim (e.g. migration) scenarios as well as the required end position. | |
| **DESN 3** | Specifies user/system interfaces, and translates logical designs into physical designs taking account of target environment, performance & security requirements and existing systems. Produces detailed designs and documents all work using required standards, methods and tools, including prototyping tools where appropriate. | |