



## Privacy Threshold Assessment

### Project Details

Project name	Enterprise Service Management Tool (ESMT)
Business Owner and System Owner	Director, Blueprint Implementation Director, ICT Service Management
Threshold assessment drafter	Project Manager, Enterprise Service Management Tool Project
Description of the project	<p>Geoscience Australia’s interim service management tool, known as the ‘Support Workplace’ is based on Cherwell Service Management platform (a commercial off the shelf product) and is hosted on privately owned infrastructure located physically within Australia. The Enterprise Service Management Tool project involves an uplift of the Support Workplace tool.</p> <p>The current tool supports some ICT service management (ITSM) functions, mainly the ability to log service requests and report on incidents. The existing ITSM functionality will be extended to include the Service Assets and Configuration Management functionality within the tool, including uploading configuration management databases. Knowledge management will also be uplifted and additional data will be captured to enable reporting on managed service provider contract service level agreements and key performance indicators.</p> <p>Additionally, a broad range of corporate/enabling (non-ICT) functions will be enabled in the tool for service requests and incidents with a generic workflow.</p> <p>A privacy threshold assessment was completed in May 2021 (D2021-30861). This is a review of that assessment based on the scope of changes proposed to the tool.</p>
Types of personal information being handled as part of the project	<p>The uplifted tool will continue to handle users’:</p> <ol style="list-style-type: none"> <li>1. first and last names</li> <li>2. work email addresses</li> <li>3. contact telephone numbers (which may occasionally be private mobile phone numbers)</li> <li>4. the ‘resolver groups’ they belong to.</li> </ol> <p>The personal information will continue to be used as part of integration with Geoscience Australia’s Active Directory environment with those details being associated to accounts, requests and incidents.</p> <p>Uploading the configuration management databases will allow individual users to be linked to ICT assets information, including device names, internet protocol (IP) addressing and other asset management-based information.</p>

<p>What is the purpose of handling the personal information?</p>	<p>The handling of personal information is necessary to support the provision of ICT, HR, and other corporate services for Geoscience Australia staff.</p> <p>The end users' first name, last name, work email address and telephone number (or mobile number) will be used to authenticate self-service access to the tool or to verify telephone identification for support calls as currently happens in the interim tool. The information will enable users to instigate requests and incidents. The personal information may be stored by support staff selectively (as part of user driven actions) as part of incident, problem and request creation and management.</p> <p>The personal information will also be used to identify a user within Geoscience Australia's organisational structure to allow for approval workflows to be directed to the relevant approvers (approvers are an identified attribute within user profiles in the tool).</p> <p>Work email addresses will be used to provide updates proactively to requesting or identified users of the progress of their incident and/or request.</p> <p>Linking individual users to ICT assets is necessary to ensure that assets are managed appropriately.</p> <p>Controls which are relevant to the handling of this data, and minimise the privacy risk include:</p> <ul style="list-style-type: none"> <li>• There will be staff communications regarding the uplifted capabilities of the tool.</li> <li>• Prominent notices advising users to not include sensitive personal or confidential information, for example related to HR performance management processes or legal privilege, will be included within to tool reducing the likelihood of sensitive information being collected.</li> <li>• Reporting in relation to incidents, problems, requests and changes will only be reported on in aggregate with no personal information attached to the reports.</li> <li>• Only a limited number of administrators will have access to be able to view the personal information as part of them acquitting their duties.</li> <li>• Further partitioning of personally identifying information will be implemented to enable manual restriction of certain information to certain individuals.</li> <li>• The tool hosts content wholly within Australia with the provider contractually required to comply with the <i>Privacy Act 1988</i>.</li> </ul>
<p>Stakeholders</p>	<ul style="list-style-type: none"> <li>• Corporate Division (ICT Service Management) – own the system and require information on request, incident, problem and change requirements and will benefit from the reporting and visibility provided by the tool.</li> <li>• Geoscience Australia staff – end users of the tool who will benefit from the enhanced functionality.</li> </ul>

## Part 1: Personal information handling

### Does the project involve new or changed ways of handling personal information?

- Yes** Complete Part 2 of the assessment below.
- No** It is not necessary to complete a privacy impact assessment (PIA). Record the decision at Part 3 and file this assessment with the Privacy Officer.

## Part 2: Determining potential for a high privacy risk

Consider the following questions and record each answer as 'yes', 'potentially' or 'no'. The purpose of these questions is to help you screen for factors which point to the potential for a high privacy risk project. It's important to note that these questions are non-exhaustive, and you should also consider whether there are any other relevant factors that may indicate that your project is a high privacy risk project.

Will the project involve:	Yes	Potentially	No
<b>Handling large amounts of personal information?</b> <i>Consider the amount of personal information and the number of individuals that will be impacted by your project. Even if you consider that each individual will only have a small chance of suffering a negative impact, handling personal information on a large scale can increase the privacy risk associated with your project. You should also consider whether your project will result in significant increases in the volume of personal information being handled through new or existing channels.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Handling sensitive personal information?</b> <i>Sensitive personal information includes, but is not limited to, information about an individual's racial or ethnic origin, political opinions, religious beliefs or affiliations, criminal records, sexual preferences or practices, biometric information, health information and genetic information.</i> <i>The privacy risk associated with your project can increase if sensitive information is involved given the potential for adverse consequences for an individual, or those associated with the individual, if it is mishandled (for example, discrimination, mistreatment, humiliation or embarrassment).</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Sensitivities based on the context in which the project will operate?</b> <i>Consider the context and circumstances surrounding the project. Are there prior concerns over this type of handling or activity? Is the project likely to have community support? Is the handling of personal information novel in any way? What is the current state of technology in this area and has there been any previously identified security or technology flaws? Are there any current issues of public concern that you should factor in? What is the nature of your relationship with individuals that may be impacted by the project? How much control will they have over the handling of their personal information? Would they expect you to use their personal information in this way?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Will the project involve:</b>	<b>Yes</b>	<b>Potentially</b>	<b>No</b>
<p><b>Handling personal information in a way that could have a significant impact on the individuals concerned?</b></p> <p><i>Consider the potential consequences for the individuals concerned. For example, negative impacts on physical and mental wellbeing, reduced access to public services, discrimination, financial loss or identity theft.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Disclosing personal information outside of your entity?</b></p> <p><i>Consider whether your project will involve sharing personal information with another entity, organisation or to any individuals other than the individual to whom the information relates. This might include the use of contractors or sub-contractors. Also consider whether your project will require the disclosure of personal information overseas.</i></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Handling personal information of individuals who are known to be vulnerable?</b></p> <p><i>Consider whether the activity may have greater sensitivities or disproportionate impacts on vulnerable populations and certain groups of individuals. This could include children and seniors, people with impaired intellectual or physical functioning, people who are not native speakers of the local language, people with low levels of literacy or education, people from a low socio-economic background, people experiencing financial hardship, people who are Aboriginal or Torres Strait Islanders.</i></p> <p><i>An individual's circumstances, or the increased power imbalance between the individual and an entity, may mean, for example, they are unable to easily consent to, or oppose, the handling of their personal information, understand its implications, or exercise control over their personal information.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Using or disclosing personal information for profiling or behavioural predictions?</b></p> <p><i>This includes valuation or scoring, profiling and predicting (including in relation to economic situation, health, personal preferences or interests, reliability or behaviour, location or movements).</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Using personal information for automated decision-making?</b></p> <p><i>This might include the use of artificial intelligence technologies or data analytics techniques on personal information to produce insights for policy-making or improved service delivery. It might also include using automated decision-making to make decisions that affect the rights, entitlements and opportunities of an individual.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p><b>Systematic monitoring or tracking of individuals?</b></p> <p><i>For example, the introduction or enhancement of a surveillance system, the monitoring of communications, tracking an individual's geolocation or behaviour.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Will the project involve:**

Yes

Potentially

No

**Collecting personal information without notification to, or consent of, the individual?***This might include collecting personal information about an individual from a third party without the individual's knowledge or consent. It might also include collecting personal information compulsorily under an existing, or proposed, legislative authority.***Data matching (linking unconnected personal information)?***For example, a new data matching program combining, comparing or matching personal information obtained from multiple sources.***Any other relevant factors that may have a significant impact on the privacy of individuals?****Part 3: Decision & declaration**

If you have answered 'Yes' or 'Potentially' to any of the questions in Part 2, a PIA should be completed. If you are uncertain as to whether you have considered all relevant risks, you are strongly encouraged to seek support from the Privacy Officer to ensure your assessment is thorough and complete. If still unsure, err on the side of caution and conduct a PIA.

Based on your answers above, is a PIA required?

**Yes** Yes, there are (or potentially are) high privacy risk elements to this project.

**No** No, a PIA is not necessary. The project does not carry any high privacy risks.

It is necessary for Geoscience Australia to disclose personal information to its ICT managed service provider in order for them to provide ICT services for the entity. Contractual arrangements require the service provider to comply with the Australian Privacy Principles.

**Business owner sign-off**

Position	Director, Blueprint Implementation Director, ICT Service Management	Date	19/04/2022
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**Privacy Officer sign-off**

Position	A/g Director, Governance	Date	17/03/2022
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