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External Systems Accreditation Authority
First Assistant Secretary – Digital Solutions Division
Kerryn Kovacevic

Accreditation of the third party employment system iCase

This document is to assist employment services providers understand the scope of the accreditation of iCase performed for the Department of Employment, Skills, Small and Family Business (the department). The accreditation assessment has been performed against the Information Security Manual (ISM) 2017.

Accredited employment programs

iCase has been accredited for use to assist in the delivery of the following employment programs:

- jobactive
- Disability Employment Services (DES)
- Transition to Work (TtW)
- ParentsNext.

Accredited features and benefits

The following features and benefits of iCase have been accredited for use to assist in the delivery of the above employment programs:

Feature	Feature description
Generic Business Functions coverage	Provides whole-of-business solution to several programmes (listed above) including the following functions: <ul style="list-style-type: none">- Configurable dashboards to keep track of key numbers (e.g. number of expiring service agreements, number of purchase orders raised, revenue vs claims etc.)- Jobseekers, notes, forms, placements, job matching, vacancies etc.- Customer Relationship Management CRM (employers, creditors, debtors, partners, contacts, marketing and sales management)

Feature	Feature description
<p>(continued)</p> <p>Generic Business Functions coverage</p>	<p>(continued)</p> <p>Provides whole-of-business solution to several programmes (listed above) including the following functions:</p> <ul style="list-style-type: none"> - Case/Project Management with notes, forms, attachments and tasks - Service Management with tasks, alerts, escalations, delegations, etc. - Document Management using bar code scanning technology - Staff and tasks rostering and management - Finance functions (Purchase Orders, Quotations, Invoicing, Service Agreements) and integration with accounting and payroll systems such as TechOne, Attache, GreenTree, QuickBook, Navision - Integration with ESS Web, Email, SMS, Payment Gateways - Asset management (vehicles, equipment, venues, services, etc.) <p>Client or Jobseeker self-service portals.</p>
<p>Job services and Post Placement Support</p>	<p>iCase provides out of the box complete support and process automation for:</p> <ul style="list-style-type: none"> - Jobseeker management: file notes, activities, plans and goals, costs - Employer management: file notes, Post Placement Support and revenue - Caseload management and performance reporting - Post Placement Support contact regimes tailored to meet jobseeker and/or employer needs - Full escalation process of alerts for scheduled PPS and other activities - Streamlined creation of the department's recoverable revenue items.
<p>ESS Web Integration and Automation</p>	<ul style="list-style-type: none"> - Claims uploaded into ESS Web via batch process - Populate Purchase Orders automatically based on course/activity registration for attended jobseekers - Supplier ABN validation against Australian Business Registry - Bulk & individual upload of claims and reimbursements.

Feature	Feature description
Tasks and Activities	<p>Allows:</p> <ul style="list-style-type: none"> - Creating tasks (automatically or manually) related to any activity in iCase (e.g. Post Placement Support, appointments, scheduling) - Use for any activity (e.g. training, courses) that jobseekers or clients attend - Integration with the PO function for invoicing and reimbursements - Assigning tasks to user groups instead of named users - Automating claims generation, fully reportable - Defining fields (e.g. pricing, venue, provider) - Creating notes, attachments and forms for each task - Monitoring task execution through alerts and escalation - Automating task notes, Scheduling, Alerts, Delegation and Task Escalation - Customising task types each with their own set of rules.
Timesheets	<ul style="list-style-type: none"> - Tracking time of staff spent on any task or activity - iCase notes captures information that is necessary & relevant to the job placement process - Reportable to enable claim generation - Automated invoice/claim generation based on task/activity type - Integrate timesheets with Award Interpretation and Payroll Systems.
Outlook Email and Calendar integration	<p>Communicate through email within iCase or outside and keep track of your schedule:</p> <ul style="list-style-type: none"> - Sending and receiving emails from within iCase - Receiving emails from outside into iCase - Synchronising the iCase calendar with a user's Outlook calendar.
Customisation	<p>Highly customisable by the Service Provider:</p> <ul style="list-style-type: none"> - Forms with form builder (Service Providers can create their own forms or use a suite of pre-loaded forms) - Custom fields (Service Providers can tailor screens to capture information of any kind with no need to engage SoNET) - Emails and Note templates (enables our clients to ensure that communications and/or note keeping meets internal and external compliance requirements and standards) - Purchase Orders & Invoice templates are customisable to ensure Service Provider's processes meet compliance requirements - Creation of their own reports using Jaspersoft.

Feature	Feature description
Jobseeker & Employer Engagement	<ul style="list-style-type: none"> - An external web service for Jobseekers and Employers to easily interact via web - Kiosks can be easily integrated into Service Providers current web site with no additional development.
Mobility and Access anytime, Anywhere on Any Device	<p>iCase is web-based software application designed to adapt itself to any device that uses a compatible browser:</p> <ul style="list-style-type: none"> - Browser based application delivery (IE, Edge, Safari, Chrome, Firefox, etc.) - Supported on Windows, MacOS, iOS, Android, Linux, Unix. - Supported on desktop and notebook computers, tablets (iPad, Android) - Smartphones (iPhone, Android).
iCaseGo Mobile App	<p>iCase is also offered as a native mobile app for iPhone and Android; includes:</p> <ul style="list-style-type: none"> - Instant access to client details and notes - Ability to record expenses and distance travelled - Ability to take / upload photos, audio, video, documents - Ability to create alerts.
Integration	<p>iCase can be easily integrated with accounting software:</p> <ul style="list-style-type: none"> - Accounts receivables (Claims and general invoices) - Accounts payable (POs, special POs, etc.) - Full general ledger integration via GL codes - Batch or real time data flow between systems.
Reporting	<p>Integrated Reports – reports are readily available in iCase or:</p> <ul style="list-style-type: none"> - Configure reports using Jaspersoft combining data from ESR & iCase - Drill down from Org level down to jobseeker record - Verified accuracy with ESS data and clients.
Workflow Automation	<ul style="list-style-type: none"> - Workflow engine allows configuring hundreds of rule combinations such as sending reminders to Jobseekers or staff based on pre-set criteria or creating notes or forms based on completion of a task.

Feature	Feature description
Administration	<p>Provides functionality for an iCase Admin user to modify the performance of various iCase functions, including:</p> <ul style="list-style-type: none"> - Maintain Users, Roles, Sites, Forms, look up values and types, Templates, Custom Fields, Workflows, Triggers, System Settings, Other Settings, Reports and Categories including exports and integrations to external systems (e.g. ESS), Finance related items, Cost centres, categories, self-service portals, Meal items, Fundraising items, Help pages. - Monitor and query System queues such as Email, SMS, Inbox, Scheduled Services, Barcode scanned queues, Bulk Data File queues. <p>Process deleted items, merge duplicate items, import data, unprocessed scans and inboxes, invoices and files in file manager.</p>
Search & Advanced Search	<ul style="list-style-type: none"> - Simple search is similar to Google search that provides instant results across the whole iCase application. - Create advanced searches with conditions and operators on almost any data in iCase. <p>Advanced searches can be saved for individual or group use as a mini report or “ad hoc” reports.</p>
Document Management (Bar coding)	<p>Integrated document management system with bar code tagging, printing and scanning process:</p> <ul style="list-style-type: none"> - Digital file creation for jobseekers, employers, etc. - Automated process with no manual interaction. - Hardcopy or electronic forms and documents can be marked and stored electronically. - Search function with scanned iCase forms. <p>Create video and audio attachments to any of iCase entities.</p>
Audit Trail & Internal Security	<ul style="list-style-type: none"> - Audit Trail records all pages/records viewed and all changes to the data within iCase. - Highly granular and customised accessibility where Service Provider determines the level of functionality available to each role within their organisation. - Users operate a “need to know” approach to information and functions. - A complete organisational structure can be setup in iCase together with physical locations and org. units. - iCase integrates with Windows Active Directory (ADFS) / Azure for single sign on. <p>All transactions are SSL (TLS) encrypted.</p>

Provider responsibilities

To use iCase in an appropriately secure manner, there are actions required on the part of providers.

- Advise the department of your intention to start, expand or cease using iCase.
- All interactions between iCase and the provider's ICT environment are subject to the provider's own assessment under the Right Fit For Risk assurance approach.
- When a provider decides to use iCase, SoNET provide workshops to pilot users. These pilot users are taught the specifics to configure their own instance of iCase.
- User access for provider staff is controlled by these pilot users. Providers need to determine what roles are required to allow their staff to perform their jobs while maintaining minimum privileges. Providers are also responsible for the timely removal of iCase access when their staff no longer require it.
- Password resets are a manual process to allow the end user to be positively identified before the password is reset. The security around this identification and password reset process are controlled by, and the responsibility of, the provider.
- Data imported (exported) to iCase is not scanned for malicious and active content. iCase will accept the importation of content in CSV format which are based on field mappings provided as templates only. An error is reported and the document cannot be uploaded into iCase otherwise. However attachments in other formats are uploaded into an S3 bucket for document storage, where there is no execution. There is reliance on the use of appropriate anti-virus scans and log reviews by the provider using iCase when these documents are downloaded and accessed in their own environments. Providers should perform these monthly audits covering both the provider's own staff and SoNET staff importing (exporting) content to iCase relating to their job seekers.
- When information is introduced onto a system not accredited to handle the information, personnel must not delete the information until advice is sought from an ITSM. iCase does not currently prevent or detect unaccredited information introduced, or prevent a user deleting it. Providers are responsible for educating their staff as to what should be stored in iCase and that they are not to delete information until advice has been sought internally.
- When information is introduced onto a system not accredited to handle the information, personnel should not copy, print or email the information. iCase does not currently prevent or detect unaccredited information introduced, or prevent a user copying, printing or emailing it. Providers are responsible for educating their staff as to what should be stored in iCase and that they are not to copy, print or email it.

Action plans to address weaknesses

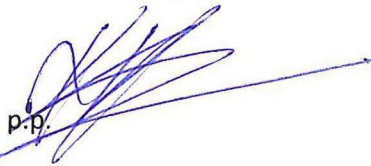
We note that iCase resides in the AWS environment.

However, as part of SoNet's continuous improvement, they have committed to raising the level of maturity in the areas of the Essential Eight and network security of their corporate network during the first quarter of 2020.

The Strategies to Mitigate Cyber Security Incidents (the Essential Eight) is a prioritised list of mitigation strategies to assist organisations in protecting their systems against a range of adversaries identified by the Australian Cyber Security Centre.

SoNet will provide the department with the results of an independent assessment to support this has been achieved.

Yours sincerely



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Kerryn Kovacevic
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