



Job Ready

Job Ready, a software-as-a-service (SaaS) solution, has been accredited by the Department of Education, Skills and Employment (the department) for the use in the delivery of employment and skills services by service providers engaged by the department. This accreditation is valid for 12 months from the date of this letter and while-ever ReadyTech, the developer and Vendor of Job Ready, maintains a deed with the department to provide this solution.

This accreditation letter should be used by Providers to understand the shared responsibility model with respect to their use of Job Ready. As part of their conformance to the requirements of Right Fit For Risk (RFFR), Providers can use this letter to help them assess the risks related to the use of Job Ready, the information in Job Ready that they manage on behalf of the department and the controls that they should implement to meet their RFFR requirements when using Job Ready.

Background

Job Ready is a SaaS solution provided by ReadyTech, an Australian listed company based in New South Wales. Job Ready has previously known as both JobReady Live and Neptune.

The solution is a customer relationship management system for the management of employers, job vacancies, job seekers and placements. It includes features for financial management, reporting and systems administration. Key features include a jobseeker portal, management of outcome claims, integration with the department's Employment Services System (ESS). A summary of the features, as described by ReadyTech is found in appendix A – System Features. Job Ready is hosted in the Amazon Web Services (AWS) Australian regions and uses the Australian data centres for Microsoft Azure Active Directory for the purposes of identity management.

Purpose

This accreditation letter is made available to organisations currently providing employment, skills, apprenticeship, and training services under existing deeds with the department, using Job Ready. The department provides no assurance with respect to Job Ready to organisations not engaged in a deed with the department or where organisations use Job Ready for purposes other than delivering the engaged services.

Key terms

The following terms are used in this accreditation letter:

Provider – an organisation engaged with the department to provide employment, skills, apprenticeship and / or training services on behalf of the department under a signed deed.

Customer – a Provider organisation using the SaaS solution made available by the Vendor in the delivery of employment, skills, apprenticeship and / or training services on behalf of the department.

Vendor – an organisation providing a SaaS solution with whom the department has signed a deed for the specific purposes of making available to Providers the SaaS solution.

User – an individual at a Provider with access to read, edit, extract and report data from the SaaS solution.

Scope

The scope of this accreditation is the Job Ready SaaS solution as provided by the Vendor, ReadyTech, and described in the ReadyTech Information Security Management System, as assessed under a customised statement of applicability for ISO 27001 – Information Security Management Systems. The customised assessment included controls identified in ISO 27001 Annex A, relevant controls from the Australian Government Information Security Manual (ISM) December 2021 and additional controls described in the deed between the department and ReadyTech.

Job Ready supports the delivery of the following Australian Government employment, skills, apprenticeship, and training programs:

- Workforce Australia
- Disability Employment Services (DES)
- ParentsNext
- Self-Employment Assistance (SEA)
- Transition To Work (TTW)

Job Ready has eight core modules. These include:

1. Employer Customer Relationship Management
2. Finance
3. Jobseeker management
4. Jobseeker portal
5. Post-placement support and outcome tracking
6. Reporting
7. Systems administration and
8. Vacancy Management

Internal systems used by ReadyTech to support Job Ready are out of scope of this accreditation. The accreditation is limited to the Job Ready web application and its supported APIs. ReadyTech's applications Job Ready, Ready Apprentice and Ready Recruit are subject to separate accreditation letters.

Shared responsibility model

Both parties, the Vendor, and the Customer, have responsibilities to protect Australian Government information and personal sensitive information stored in and processed via the SaaS solution.

Vendor responsibilities

ReadyTech maintains the responsibility to provide secure code for the Job Ready application through their ongoing development of the platform.

ReadyTech maintains the infrastructure and secures their configurations of AWS. Identity management for Job Ready relies on Microsoft Azure Active Directory (AAD).

ReadyTech's infrastructure partner for Job Ready, AWS, provides physical and virtual security for the operating environment and network infrastructure, while maintaining availability for end users.

ReadyTech's identity management services are provided by Microsoft using Microsoft Azure Active Directory. Microsoft provides physical and virtual security for the operating environment and network infrastructure, while maintaining availability for end users relating to identity management.

ReadyTech makes public APIs available for Job Ready.

ReadyTech provides a secured email gateway. A Provider can choose to use this gateway or their own. If they choose to use their own gateway, the Provider must consider the requirements to effectively configure that gateway to meet the Provider's RFFR requirements.

ReadyTech scans documents uploaded to Job Ready for malware, however, the Customer is responsible for implementation of anti-virus software and other security requirements on end-user devices.

Customer responsibilities

The Customer is ultimately accountable and responsible for the security of information entered, processed, stored, and reported in their implementation of Job Ready. Important requirements and key considerations with respect to the use of Job Ready and Customer conformance with RFFR are:

The Customer is to advise the department of their intention to start, expand or cease using Job Ready.

All interactions between Job Ready and the Customer's ICT environment are subject to Customer's own risk assessments under the RFFR assurance approach.

The Customer is responsible for managing users within Job Ready. This includes revoking user access for users separating from the Customer.

The Customer is responsible for configuring user roles (role-based access control – RBAC).

Where a Customer chooses to implement single-sign-on (SSO) to Job Ready the Customer is responsible for implementation and configuration of SSO.

The Customer should ensure that the password policy, user account lock-out policy and the user session timeout policy are configured to their requirements.

The Customer is responsible for enabling multi-factor authentication for all administrative and general users of Job Ready.

The Customer is responsible for system monitoring of user activity logs, including logins, logouts, password resets and searches.

Where a Customer chooses to use their own email gateway, the Customer is responsible for the configuration of the SMTP settings.

Where a Customer develops their own system or chooses a third-party system to integrate with Job Ready via the Job Ready APIs, the Customer is responsible for the implementation, testing and assessment of their integration.

The Customer is responsible for securing their workstations and their IT environment, including implementation of antivirus software on their workstations.

Where a Customer choose to integrate Job Ready with configurable third-party integrations, the Customer is responsible for engaging and contracting to use the third-party services and for their risk assessment. This includes the following third-party systems as advised by ReadyTech:

- Addressable – address verification, geocoding and auto completion
- Esher House Cortex – Psychological assessments
- KnowU and GuideU – Job seeker assessments
- MessageMedia – SMS Gateway
- National Crime Check – A police clearance certificate system accredited by the Australian Crime Commission

Matters of significance

The ISO 27001 Stage 2 report (with customised statement of applicability) did not note any areas of non-conformance or opportunities for improvement.

The ISO 27001 Stage 2 assessment was a point-in-time assessment and relied upon sampling. The department has reviewed the certification report and certificate relating to the ReadyTech ISMS by an accredited ISO 27001 certifying body. The department's accreditation is based on that certificate and report. The department has not performed its own audit and provides no assurance that controls continue to operate effectively, that risks continue to be effectively managed or that control failures or weaknesses cannot / will not occur. Users of this accreditation report seeking additional assurance with respect to the ISMS supporting Job Ready should contact their ReadyTech customer care manager. The next surveillance audit is scheduled for March 2023.

Yours sincerely



Kerryn Kovacevic
First Assistant Secretary – Digital Solutions Division

14 October 2022

Appendix A – Job Ready system features

| Feature | Description |
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| CCU Kanban | An agile management screen that facilitates the management of outcome claims. |
| DiscoverU | Automated SMS for Sarina Russo Job Access to help Jobseekers find jobs by providing weekly vacancy links. |
| Dispatchr | Merge information onto Microsoft Word document templates and generate a Portable Document format (PDF) as output for Purchase Order Generation. |
| Document Management | Job Ready supports the uploading of documents to entity records such as documents scanned from paper or files emailed to consultants. |
| Document Scanning Module | The document scanning module allows users to generate a Quick Response (QR) Code cover page for a key entity and select the type of document. |
| E-Forms | Allow ESP's to produce their own digital forms for completion within Job Ready by ESP staff. |
| Email Communications | Allow outbound emails from Job Ready to Jobseekers, Employers and ESP staff members. ESPs can use JobReady's Microsoft Office 365 email gateway or point to their own organisation's gateway. |
| Employer Customer Relationship Management Module | Provides ESPs with a tool to manage employers / organisations with whom the ESP is currently working, as well as prospective employers / organisations. |
| ESS Integration | <p>The usage of the department's ESS system to populate and update Job Ready with supported data including ES Reporting, Employer API and Vacancy API:ES Reporting involves downloading subscription data to populate and update JobReady.</p> <p>Employer API involves creating employers in ESS based on a record that exists in Job Ready. Vacancy API involves creating vacancies in ESS based on a record that exists in JobReady.</p> |
| Finance Module | Provide finance users with access to manage the Employment Fund Commitment and Reimbursement Process between Job Ready and ESS using the Department supported Extensible Mark-up Language (XML) upload / download process. |

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| Indigenous Mentoring | Manage indigenous mentoring activities such as: recording information related to identified barriers. Details of intervention provided, and time spent. |
| Job Match Attributes | Recorded against Jobseeker and Vacancy records, used to allow matching from either entity. |
| JobReady Client Hosted Database Access | Provide a facility for ESPs to connect their Business Intelligence tools to a restored instance of the ESPs Job Ready database. |
| Jobseeker Management Module | Management relationships with their caseload of Jobseekers. |
| Jobseeker Portal Module | Self-service access for jobseekers to perform actions such as reviewing key documents provided by the ESP and view available jobs / positions. |
| Jobseeker/Vacancy Recommendations | Allow ESPs to put forward a jobseeker to a vacancy. |
| KnowU and GuideU | Linkage to one existing client - Sarina Russo - Job Access to their KnowU and GuideU assessments. This involves providing Jobseeker Stream Type, Date of Referral and Age Group at the point of integration to PychPress. |
| National Crime Check Integration | Perform Australian Police Checks for Jobseekers using the National Crime Check Pty Ltd that has been accredited by the Australian Crime Intelligence Commission. |
| Noting | Notes are used to record comments relating specifically to the entity it is recorded against. |
| Post-Placement Support Outcome Tracking Module | Manage and track jobseekers who are in a placement, ensuring the jobseeker is supported whilst also tracking the jobseeker through to outcome milestones. |
| Purchase Orders | As part of the jobseeker management, goods and services may need to be purchased in order to achieve employment and this allows the raising of purchase orders. |
| Reporting Module | Reports are available covering a broad range of topics such as Performance Management and, Outcome / Claim Management Employer Engagement. File exports are available to users. |
| Reverse Marketing | Promote jobseekers to prospective employers to produce a position/opening for them. |
| Search / Filtering Data | All modules in Job Ready provide the user with the ability to filter lists of records to perform ad-hoc reporting, identifying lists of records and performing bulk actions. |

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| SMS Communications | Allow SMS to be used to communicate with Jobseekers and Employers. The backend of this service is MessageMedia located in Australia and owned by Message4u Pty Ltd. |
| System Settings (Administration Module) | Provides ESP administrative users control over the setup and configuration of their organisation's Job Ready site including user management, site management, template management, enumeration management and email gateway configuration. |
| Vacancy Management Module | Provides ESPs with end-to-end vacancy management across their organisation using the ESS Vacancy API. |