Non-departmental ICT service provider flowchart

Step 1: ICT service availability

Determine requirements and the information security classification

- Is the ICT service available in DET?
  - Yes: Continue with the ICT service request through Service Centre Online
  - No: Has approval to proceed been provided?
    - Yes: Undertake risk assessment
    - No: Will the ICT service provider apply for GITC?
      - No: Are the terms and conditions reviewed with Corporate Procurement Branch acceptable?
        - Yes: Information/data with an information security classification of protected or highly protected must not be stored or transmitted offshore.
        - No: Do not proceed.
      - Yes: Are the ICT service provider GITC accredited?
        - No: Do not proceed.
        - Yes: Undertake risk assessment

Step 2: Review service providers

- Is the ICT service provider GITC accredited?
  - No: Will the ICT service provider apply for GITC?
    - No: Are the terms and conditions reviewed with Corporate Procurement Branch acceptable?
      - Yes: Information/data with an information security classification of protected or highly protected must not be stored or transmitted offshore.
      - No: Do not proceed.
    - Yes: Are the risks acceptable and able to be managed?
      - Yes: Proceed with the purchase following the procurement procedure for the ICT service with close monitoring after implementation.
      - No: Has approval to proceed been provided?
        - Yes: Do not proceed. Seek further advice.
        - No: Has consent from the D-G been given?
          - Yes: Seek approval from D-G or nominated delegate
          - No: Do not proceed.

Step 3: Risk assessment

- Are the risks acceptable and able to be managed?
  - Yes: Proceed with the purchase following the procurement procedure for the ICT service with close monitoring after implementation.
  - No: Do not proceed. Seek further advice.

NOTE: This flowchart provides an overview of the process to follow when considering the purchase or use of a non-departmental ICT service or product. The flowchart should not be followed in isolation but be used to supplement steps 1, 2 and 3 of the process section.

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