



Accreditation of ReadyTech's Esher House Cortex third party attitudinal assessment and case management tool

ReadyTech's third-party attitudinal assessment and case management tool, Esher House Cortex has been accredited by the Department of Education, Skills and Employment (the department) under the department's Right Fit For Risk (RFFR) program for the use in the provision of Australian Government services relating to employment services, education services, registered training organisations (RTOs) and the Australia's Apprenticeship Support Network. This accreditation letter summarises the key RFFR matters, of which current and intended users of Esher House Cortex should be aware. This summary should be used to assist users, and potential users, of Esher House Cortex to determine the actions that they must take and the shared responsibility actions for which they are responsible when procuring and utilising Esher House Cortex in their business operations. The accreditation assessment was performed with reference to the Australian Government Information Security Manual (ISM) as of December 2021.

This letter is only valid while ReadyTech maintains their certification under ISO 27001 and while the department has accepted the certificate from ReadyTech's assessor. The accreditation is dependent on annual surveillance audits and on ReadyTech maintaining their deed with the department for delivery of the services.

Accredited programs

ReadyTech's Esher House Cortex has been accredited for use to assist in the delivery of the following Australian Government skills and training programs:

- New Employment Services Model (NESM) – 2022-2027
- Transition to Work (TTW) – 2022-2027
- Apprenticeship Support Network (AASN)
- Trade Recognition Australia (TRA)
- Skills for Education and Employment.

Accredited scope of services

Esher House is an enterprise web application used by Employment, Education, RTO and AASN providers to manage and support use of behavioural science attitudinal assessments and interventions and case management tools. Australian user organisations are hosted in the Australian regions of Amazon Web Services (AWS). The platform includes:

- Application administration
- General reporting
- General user actions such as surveys, coaching support, and intervention activities
- Integrations with external systems using public APIs.

Internal systems used by ReadyTech to support Esher House Cortex have not been included in the scope of the accreditation. This accreditation is limited to the Esher House Cortex web application and its

supported APIs offered by ReadyTech. ReadyTech's applications Job Ready, Ready Apprentice and Ready Recruit are subject to separate accreditation letters. Users of those applications must review those specific letters.

The accreditation of Esher House Cortex has placed reliance on assertions by AWS with respect to the Australian instances of AWS and depends on the on-going conformance of the Australian instances of AWS with the requirements of the ISM.

ReadyTech's responsibilities with respect to Esher House Cortex

ReadyTech maintains the responsibility to provide secure code for the Esher House Cortex application through their ongoing development of the platform. ReadyTech maintains the infrastructure and secures their configurations of AWS. Identity management for Esher House Cortex relies on Microsoft Azure Active Directory (AAD).

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

ReadyTech makes public APIs available for Esher House Cortex.

ReadyTech provides a secured email gateway. Customer organisations of ReadyTech can choose to use this gateway or their own. If they choose to use their own gateway, they must consider the requirements to effectively configure that gateway to meet their RFFR requirements.

ReadyTech scans documents uploaded to Esher House Cortex for malware, however, customer organisations are responsible for implementation of anti-virus software and other security requirements on end-user devices.

Customer responsibilities

When a Customer (a provider of Employment, Education, RTO and / or AASN services) implements Esher House Cortex as part of their IT environment to deliver such services, the Customer retains accountability and responsibility for conformance with their requirements with respect to RFFR.

- Customers are to advise the department of their intention to start, expand or cease using Esher House Cortex.
- All interactions between Esher House Cortex and the Customer's ICT environment are subject to the customer's own assessment under the RFFR assurance approach.
- Customers are responsible for managing users within the system, both administrative and student users. This includes removing outdated data from users that are no longer current within the organisation.
- Customers are responsible for configuring user roles (role-based access control – RBAC).
- Customers are responsible for implementation of single-sign-on to Esher House Cortex.
- Customers should ensure that the password policy, user account lock-out policy and the user session timeout policy are configured to their requirements.
- Customers are responsible for enabling multi-factor authentication for all administrative and general users of Esher House Cortex.
- Customers are responsible for system monitoring of user activity logs, including logging, logouts, password resets and searches.
- Where customers choose to use their own email gateway, they are responsible for configuration of the SMTP settings.

- Where a customer develops their own system or choses a third-party system to integrate with Esher House Cortex via the Esher House APIs, the customer is responsible for their implementation, testing and assessment of their integration with the APIs.
- Customers are responsible for securing their workstations and their IT environment, including implementation of antivirus software on their workstations.
- Esher House Cortex can be integrated with Message Media's SMS gateway; however, the customer is responsible for signing up to use the gateway and for their assessment of the gateway.

Surveillance audits and action plans

The ISO 27001 Stage 2 report (adopting the DESE Scheme) did not note any areas of non-conformance or opportunities for improvement. The next surveillance audit is scheduled for March 2023.

Yours sincerely



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