

Information Technology & Business Systems Update

March 2012

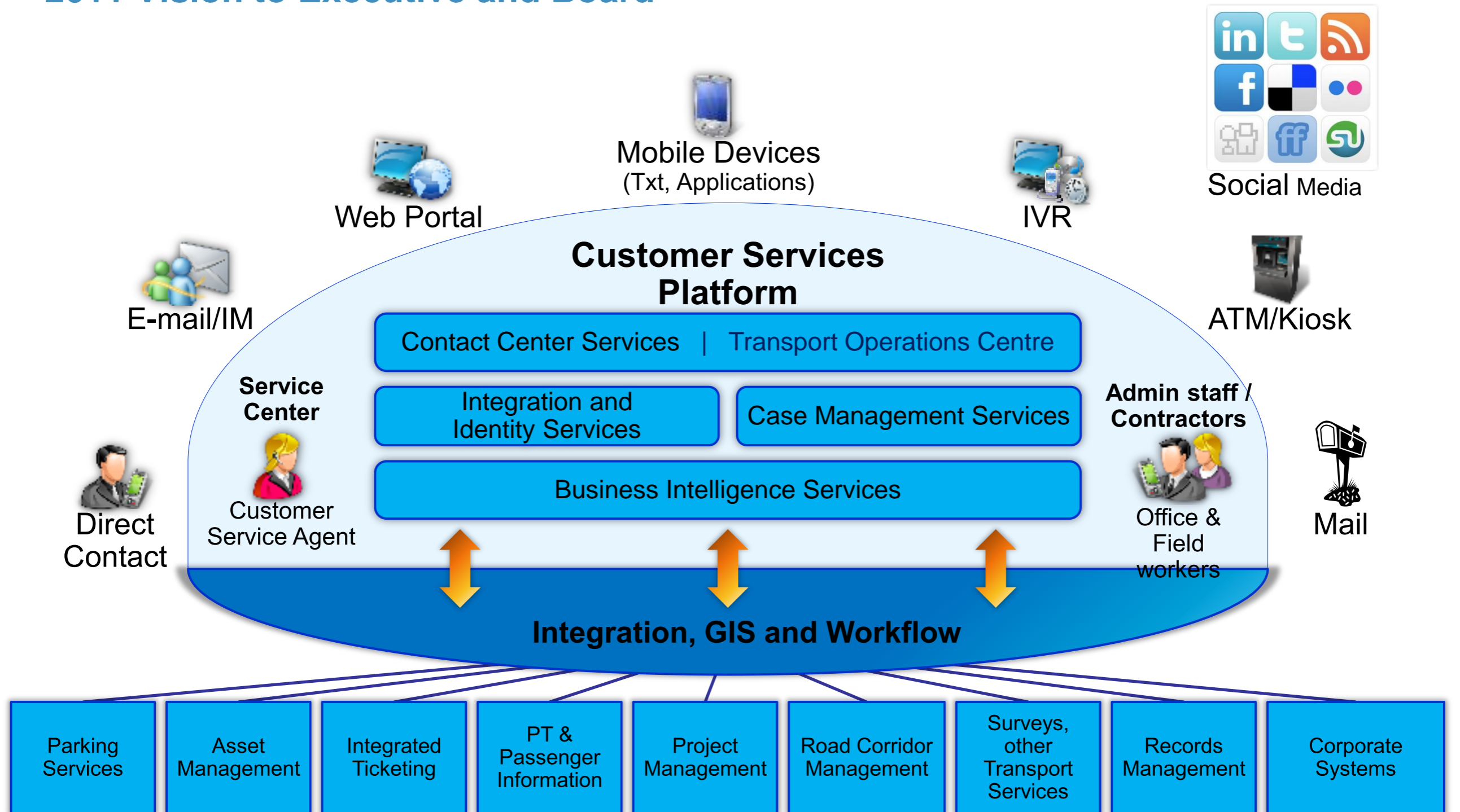


**Auckland
Transport**

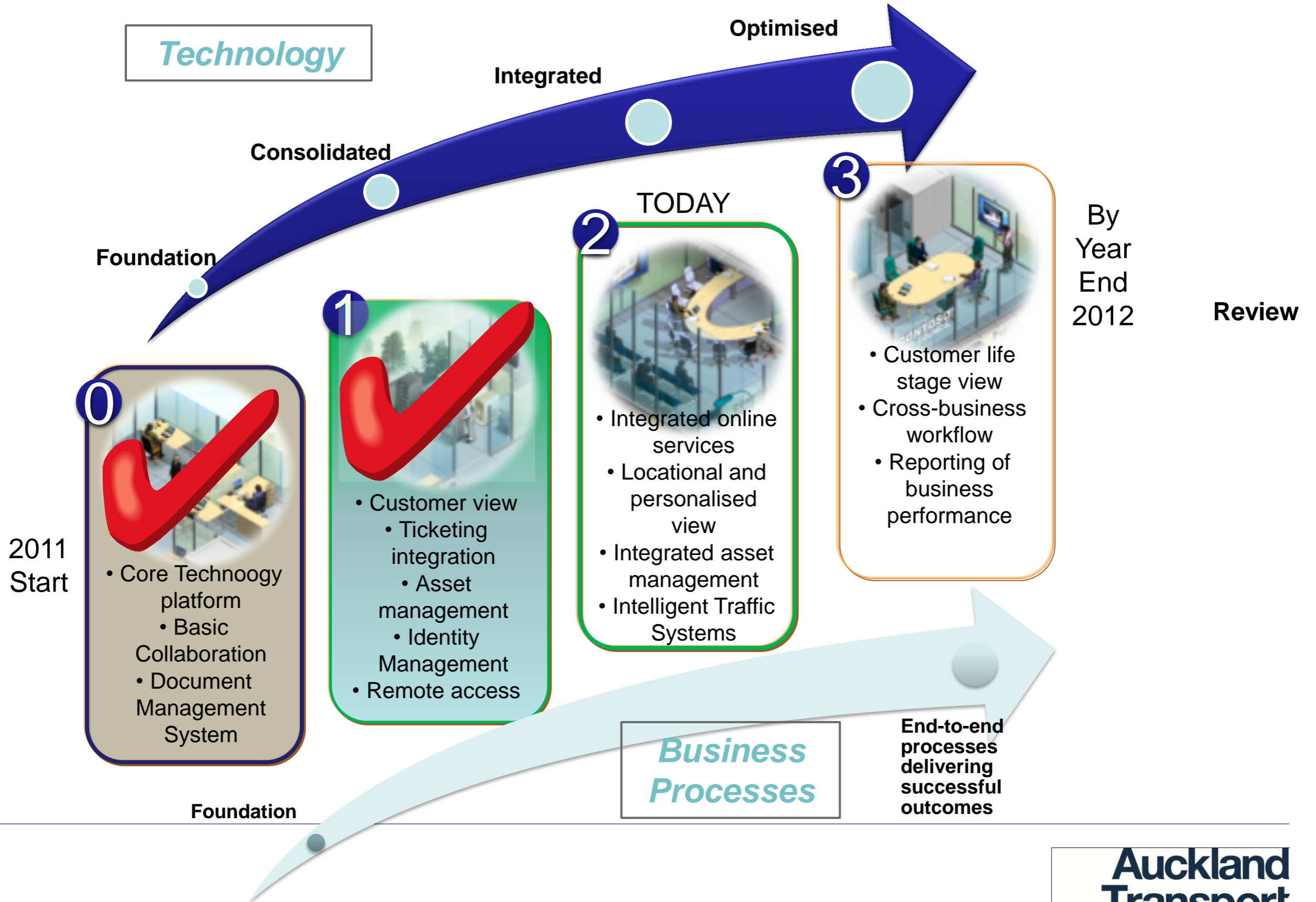
An Auckland Council Organisation

AT Services Platform

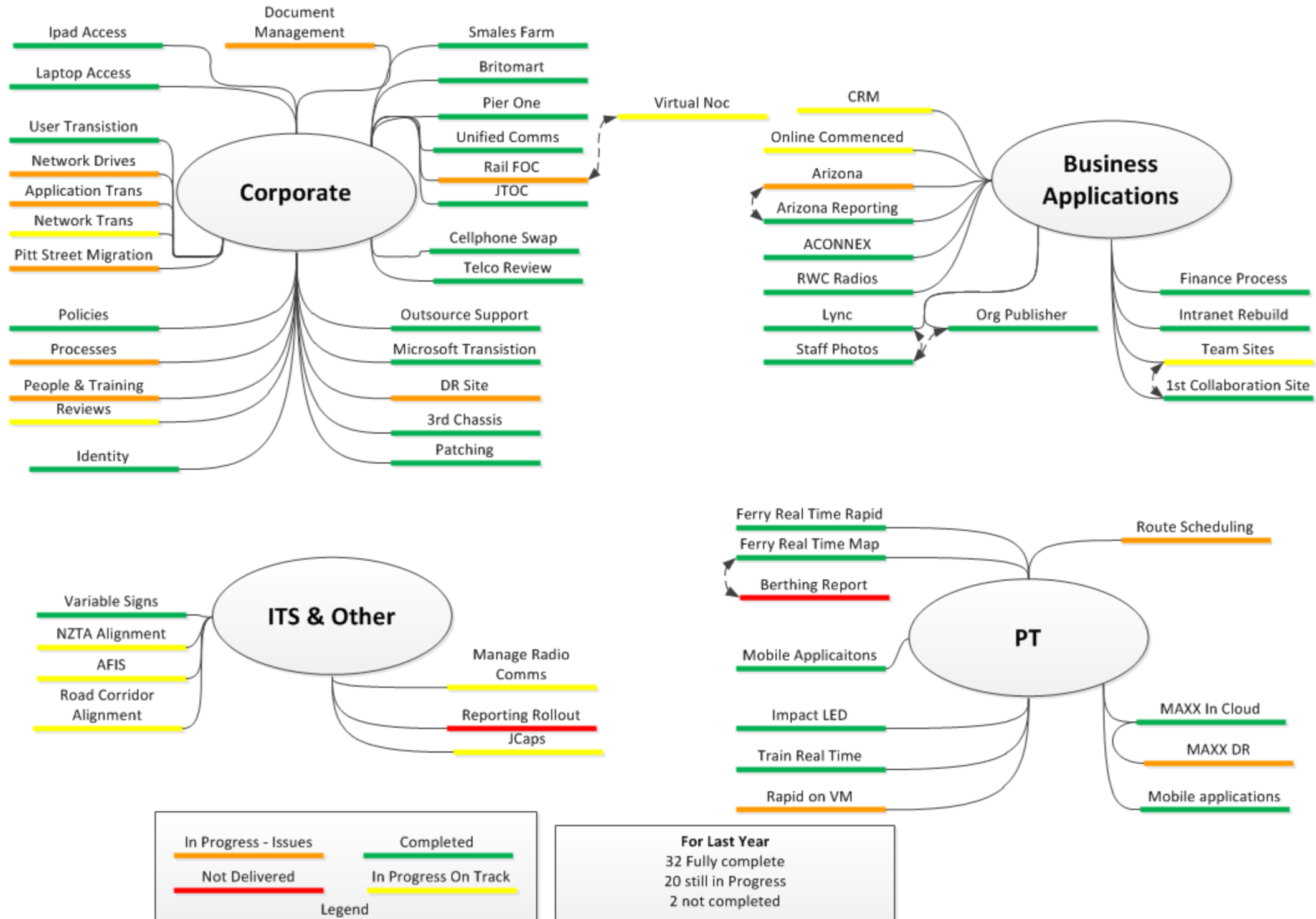
2011 Vision to Executive and Board



Progress Made



Last Years Results



Highlights – Strategic Projects

Delivering well – IT & BS Capability and Capacity expanded to meet demand. Business engaged at varying levels.

Online

- Identity Management Integration platform Implemented
- Customer Relationship Management (CRM) base platform implemented
 - Elected Representatives Requests – Completed
 - Road Corridor Maintenance – Requests For Service under build
 - Resolve (PT Complaints system) Migration – in planning by business
- AIFS integration into My Hop and CRM processes continuing

My Street

- Testing of 2 possible mapping solutions completed using the first iteration of data to be displayed.
- Definition of iteration 2- 5 in progress
- Iteration one identified an issue with the mapping end user experience being unacceptable due to slowness of the responses. Work is underway to ensure that this issue is resolved prior to the build of iteration 2-5.

Identity Management

- My Hop Integration in test
- AIFS integration in build phase

Status Updates

Infrastructure

- Very Complex
- Over 160 logical Servers, 64 physical servers, being supported
- Over 100 Applications and 1500 users
- Networks
 - Large Networks growing quickly, proper management over networks mostly implemented
 - Parking and Traffic Light Network management visibility being implemented

Platform Stability

- Some initial issues but stability has improved as the result of remediation work
- AT has seen a significant growth in data volumes which contributed to stability issues, this is currently being addressed and additional equipment in process of being approved and ordered
- Impacts users and their experience. Links to document management.

Printers

- RFP completed by Auckland Council – The new supplier will be gathering all business requirements to determine printer replacement programme
- Follow me and secure print will be standard

Status Updates 2 (Collaboration and Information)

Unified Communications

- Smales Farm implemented, video conference to external parties due April in conjunction with AC. Video Conference within AT working now.
- Desktop sharing within AT already working
- Planning for rollout across rest of AT has commenced

Information Collaboration

- Known resistance to change, regardless of technology platform. We have proved with two teams that an individual personalised approach works.
- Re-visiting each team (23) , Target fully implemented by August 2012, 80%

Business Process Framework

- Comprehensive Framework Developed
- Training material and training being delivered to Business Units
- Process Mapping is being driven by various Business Unit requirements such as, PCI and contract changes.
- Business process change, e.g. RCM. Also Impacts Document and Records Management.

Records Management

- Extension of Document Management in some aspects and separate in others
- Physical and Electronic Records
- Project being run to address Record Management

Status Updates 3

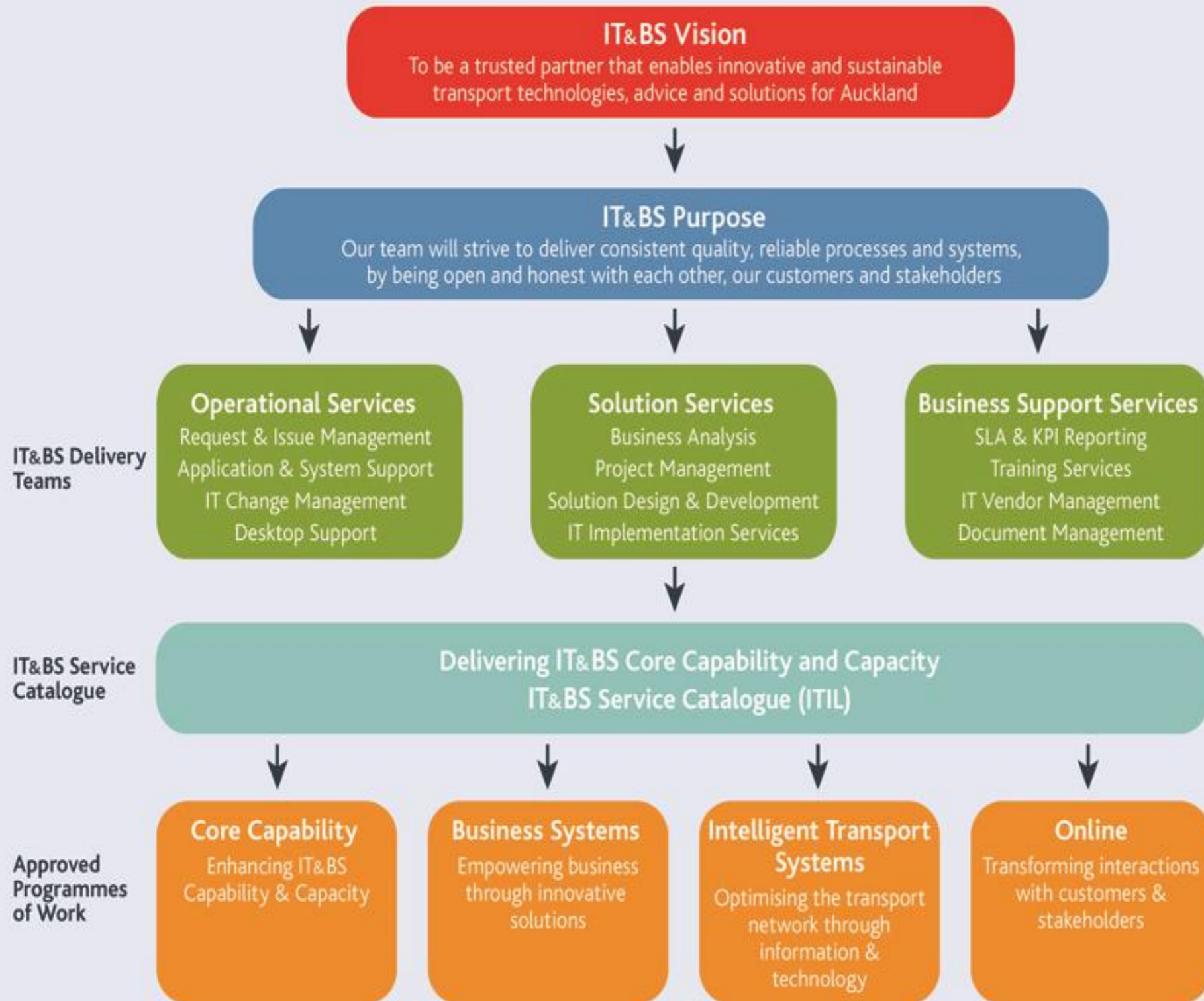
Disaster Recovery

- New DR site build in progress
 - Complicated by AC network
 - Will work initially for laptops and offsite personnel
 - Needs business to define Business Continuity Requirements. Project lead by IT is underway to define this.
- Using Rail Fibre as part of DR network
 - Work in progress to connect Manukau and Henderson offices to Rail Fibre.

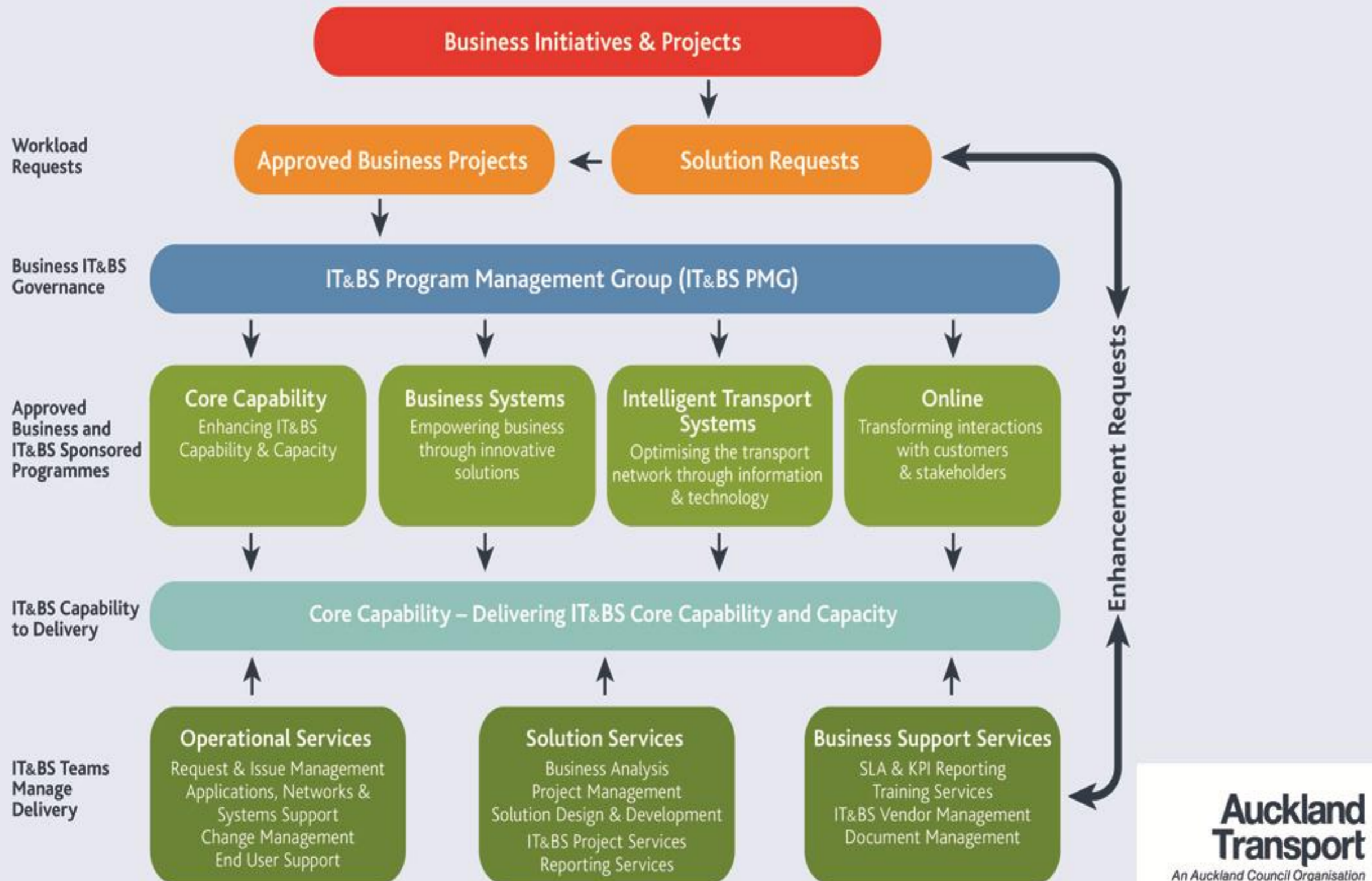
IT & BS Capability

- External Reviews and Audits completed
- Team Leader coaching and training underway
- Realignment of various roles and recruitment is progressing well

IT&BS Vision and Structure



IT&BS Solution Engagement Model



Current Workloads and Governance

Workload

- 46 Active Projects
- 25 Active Solution Requests
- 135 Future Project/Work Requests

Key Business Impacts

- Every part of the business is currently actively being touched by change involving IT & BS
- Systems, Processes and People are being defined as IT & BS interacts with Business Units

Wrap Up

- Vision as portrayed to the Board is on track and being delivered
- IT & BS capability being developed
- Interactions with the Business Units is working well, but drives more workload onto IT & BS