

### 3. Executive Update

There has been a significant amount of work undertaken over the course of last month which has resulted in the development of an integrated plan for phase 1. ECan have finalised their decisions on business services and transition planning, which are factored into the integrated plan. We have considered the feedback provided by Queensland on their deployment and the plan allows for those eventualities. We are now proposing a limited go-live (pilot) [section 9\(2\)\(g\)\(i\)](#)  
[REDACTED] We are undertaking an independent assurance of the plan to ensure no key activities have been missed and a verbal update will be provided at the meeting.

ECAN transition plan has been endorsed by the ECAN steering committee. A key risk is the ability of ECAN to resource their transition activities to deliver the plan. [section 9\(2\)\(b\)\(ii\)](#)  
[REDACTED]  
[REDACTED] These issues are recognised by the ECAN steering committee and are being addressed. [section 9\(2\)\(b\)\(ii\)](#)  
[REDACTED]

Cubic delivery risk has been mitigated by ensuring there is adequate contingency in the relevant parts of the plan, which has resulted in the [section 9\(2\)\(g\)\(i\)](#)  
[REDACTED] Cubic are aware of our concern and will present to the meeting today. Based on the feedback provided both by us as well as Queensland, Cubic are strengthening their delivery capability in the region. They have appointed a new leader for the region, who was previously heading their engineering group. This is a positive outcome for our delivery.

While the focus has been on finalising the integrated plan, a number of other activities are being progressed. Our review of the Critical Design Review (CDR) documents, which cover all our requirements, is continuing. We are targeting early July for the sign-off of CDR. [section 9\(2\)\(b\)\(ii\)](#)  
[REDACTED]  
[REDACTED]

[REDACTED] We are developing the Operational activities statement of work with Cubic. This will form the basis for delivery of ongoing operational support once PTAs have transitioned to NTS. Likewise, the operating model work with TTP is continuing, including customer support process.

We are continuing our work on Brand development and expect to provide a fuller update at the July meeting, including some design options. This work is also being aligned with the Māori engagement activities to ensure we can test any options with Iwi / Māori groups. A plan for Māori engagement is included in this pack. We have also made contact with disabled persons organisation to test the accessibility model. Design of the customer experience is progressing with Cubic and Reflexions (a specialist design organisation). Options for customer self-service are being finalised and we expect to present these at the July meeting.

Greater Wellington Regional Council (GWRC) has appointed a new permanent public transport ticketing lead. This will now provide continuity certainty while we continue their transition planning. The equipment order for GWRC has also been placed.

We have commenced discussions with the Regional Councils (RITS) to inform them of the work required for their transition, as well as agreeing a time-line for when we will transition them.

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AT restructure activities are concluding with new appointments being confirmed and subject matter individuals remaining. However, we are losing two key leaders who have been involved in NTS and there will be a loss of knowledge and potentially some momentum, [section 9\(2\)\(b\)\(ii\)](#), while new leaders come up to speed.

[section 9\(2\)\(b\)\(ii\)](#) With the integrated plan finalised, the programme in undertaking a review of maturity and capability to ensure we can achieve the outcomes to the agreed quality levels. This also considers the functions of a business integrator. The next slide outlines the scope of functional activities which are being assessed. We will provide an update to the Board in July on the outcome as well as how we are going to deal with any gaps.

We have completed the targeted Gateway review and the outcome has been positive in that we have either fully addressed all of the previous recommendations or are on track to do so. The pack includes a summary of the report. IQANZ have also completed their review and recommendations are being finalised. We expect to provide an update to the Board at the July meeting. Corneum have also completed an initial review of our activities and their report is due in late June. A verbal update will be provided if outcomes are available earlier.

#### Matters for Guidance:

- Integrated Plan
- Budget contingency
- Maori engagement plan

#### Month Ahead:

- Baseline phase 1 budget
- Execution of FSP Contracts
- Customer Self-service Options
- Māori engagement activities
- Finalisation of the IQA report
- Branding options
- Maturity and capability assessment

#### Key Risks:

- ECAN resourcing
- Branding finalisation
- Effective Māori engagement
- Resourcing remains an ongoing challenge, particularly for security resources

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