

3. Executive Update

Work has continued on the integrated plan, which was approved by the Governance Board at the last meeting. A workshop is planned for all project managers early in the week starting 24 July to work through the dependencies and continue to refine the plan and identify any risks that need to be managed. As requested at the last meeting, our overall confidence level with the plan remains at [section 9\(2\)\(g\)\(i\)](#) which will improve once we have finalised the dependencies and risks, as well as when the detailed design is locked-down. We have also engaged IQA NZ to undertake an assurance of the plan to ensure its completeness. An update will be provided at the August Board meeting. The recommendations from the initial IQA review, including management responses, are included in the information papers. [section 9\(2\)\(b\)\(ii\)](#)

Environment Canterbury (ECAN) transition plan has been confirmed and a statement of work for the necessary activities has been executed with Cubic. ECAN are re-visiting their decision on provision of level 1 support for ticketing queries, whether they will provide this support (as originally confirmed) or the Transport Ticketing and Payments team (TTP) would provide this support for them. A decision is expected from ECAN during this week, and we can provide an update at the Board meeting. [section 9\(2\)\(g\)\(i\)](#)

[section 9\(2\)\(b\)\(ii\)](#) In the meantime, ECAN are continuing with their resource on-boarding and activities necessary for their transition.

The operating model work with TTP is continuing. Work is ongoing to build the operational support for ECan, with good progress in the development of the business processes. There is an emerging risk that the development of the final operating model, at the time when all PTAs have gone live, could result in rework as the operating model is iterated over phases. While we will endeavour to keep this at the minimum, some rework is unavoidable. With the scope of [section 9\(2\)\(b\)\(ii\)](#) [section 9\(2\)\(b\)\(ii\)](#) we are focusing on the additional business integrator capability that is required to ensure we can achieve the outcomes to the agreed quality levels. This will identify any capability gaps and how we will manage these.

As presented at the Self-service deep dive, we have now agreed the approach with ECAN for their customer self-service channels. All other PTAs, excepting Auckland Transport, are planning to take the same approach. In addition to the customer experience deep dive earlier in the week, which outlined some of the key customer experience decisions that are required, we have included the current status of the Brand development work in this Board pack. This includes an update on the brands that have been tested. Our plan is to take two options forward for more thorough testing before presenting a recommendation to the Governance Board, most likely in August.

The final feedback has been provided to Cubic on the Critical Design Review (CDR) documents, which cover all our requirements for the core solution for phase 1. This is expected to be signed-off by the end of July. A separate CDR for ECAN specific requirements will be reviewed over August and signed-off. An emerging risk relating to the financial reconciliation and transit card top-ups is materialising [section 9\(2\)\(b\)\(ii\)](#)

[section 9\(2\)\(b\)\(ii\)](#) [section 9\(2\)\(b\)\(ii\)](#) This is being progressed with urgency.

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section 9(2)(b)(ii)

are fully committed to the project and are working within the programme. Work on the development of the Operational activities statement of work with Cubic is progressing. This will form the basis for delivery of ongoing operational support once PTAs have transitioned to NTS.

section 9(2)(b)(ii)

Early discussions have also commenced with AT on how we will transition them to NTS.

Business services workshops have been completed with the Greater Wellington Regional Council (GWRC) and assumptive positions for the key decision areas made. These assumptive positions need to be further reviewed and approved by GWRC. Discussions are also underway with their incumbent supplier to involve them in the transition process. A draft MOU has been developed to enable these interactions.

Work is progressing with the Regional Councils (RITS). An approach of the RITS Business Readiness Process has been agreed, proposed to start with section 9(2)(g)(i). We have also proposed a rollout order which will be considered by the RITS steering group. Assumptive positions for the RITS business services have been outlined by the project team, based on work done with ECAN and GWRC, which will be discussed with the PTAs. Further workshop are planned in August to progress discussions.

Matters for Guidance:

- Go-live Decision
- Branding options
- section 9(2)(g)(i)
- Partner Dashboard

Month Ahead:

- Execution of FSP Contracts
- Phase 1 plan dependencies
- Māori engagement activities
- Finalisation of the Corneum report
- Branding options testing
- Reconciliation and Customer experience impacts

Key Risks:

- ECAN resourcing
- Effective Māori engagement
- Reconciliation and customer experience impact
- Resourcing remains an ongoing challenge, particularly for security resources

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