

NATIONAL TICKETING SOLUTION

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National Ticketing Solution (NTS)

Executive Steering Group

Meeting Minute

Paper No: 2022-02-16-01

Date:	26 January 2022	
Time:	8:30am – 10:00am	
Location:	Microsoft Teams	
Steering Group (All Teams)	<div>section 9(2)(a) (Chair)</div> <div>Charles Ronaldson</div> <div>Vanessa Ellis</div> <div>Roger Jones</div> <div>Scott Gallacher</div> <div>Delaney Myers</div> <div>Nick Donnelly</div> <div>Stewart Gibbon</div>	<div>Independent</div> <div>WK-NZTA</div> <div>AT</div> <div>AT</div> <div>GWRC</div> <div>WK-NZTA</div> <div>ORC</div> <div>ECAN</div>
In Attendance (All Teams)	<div>Graham Alston</div> <div>James Timperley</div> <div>Rachael Turnage</div> <div>Andrew McCallin</div> <div>Laura Wilmot</div> <div>Mark McHugh</div> <div>(Secretariat for this meeting)</div> <div>s 9(2)(a)</div> <div>Nicki Lau Young</div> <div>s 9(2)(a)</div> <div>s 9(2)(a) (Actions)</div>	<div>NTS</div> <div>NTS</div> <div>AT</div> <div>Waka Kotahi</div> <div>Waka Kotahi</div> <div>NTS</div> <div>ECAN</div> <div>GWRC</div> <div>Waka Kotahi</div> <div>NTS</div>
Apologies		

NATIONAL TICKETING SOLUTION

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Item	Description	Action	Resp
1.	Review Minutes and Actions	<p>Actions</p> <p>Actions from 1 December onwards held over until end of meeting.</p> <p>Minutes from 15 December 2021 steering group meeting accepted</p>	
2.	Decision Point 10 Workshop – Negotiation Plan and Actions	<p>(Paper No 2022-01-26-02)</p> <p>GA confirmed that all actions prior to the negotiation have been completed and any items in the negotiation is a WIP</p> <p>Recommendations adopted.</p>	
3.	Negotiation Progress	<p>s 9(2)(b)(ii)</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>SOW0</p> <p>GA updated progress with SOW0 where there are workshop type sessions with the Ecan scope being discussed yesterday.</p> <p>DK confirmed that the design elaboration session ran well with the preferred supplier having a better feel for Ecan's minimum need. The transition session has provided more insight into how the installation will occur and progress has been good but more work is required.</p> <p>The only issue for Ecan is around CRM and its availability. Release 1 will have all the capability required by Ecan. The CRM will be required earlier than envisaged by the supplier and this will be covered off in design elaboration. As a turn key solution is being proposed with the CRM and transaction history integrated and as Ecan will be the first Authority to use with this combined, there is a need for access earlier for change management , training etc.</p> <p>Action</p>	

NATIONAL TICKETING SOLUTION

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		<p>1. Design elaboration workshops during SOW0 to include workshops on CRM availability and integration for Ecan</p> <p>Stewart G also made it clear that all participants will need to sign off testing acceptance for the first iteration.</p> <p>RJ stated that AT will not sign off acceptance until the full functionality is available for AT, as until then the solution will not be fit for purpose for AT. GA responded that the Ecan solution is 90% of functionality and <small>section 912</small> supported this by stating that AT's insight into the back office is required at the first point.</p> <p>RJ pointed out that AT would not be accepting the system at this stage.</p> <p><small>section 91</small> stated that AT help is required and the position is one of not creating risk for the NTS.</p> <p>VE asked when the Test Strategy would be available.</p> <p>GA outlined that SOW1 and SOW 2 (Design Elaboration and CBO) would require Participant signatures separately whilst the SOW's for transition will be signed off separately by the relevant Authority. It was further noted that each of these SOW's will have its own Acceptance Plan.</p> <p>JT further detailed that the Project Management Plan (PMP) will outline the plans and framework.</p> <p>VE stated that there was a need to understand what success is and what resources are required as this is a risk.</p> <p>Stewart G said that Ecan does need help from GW and AT in design elaboration starting February/March 2022 and a Resource Plan is required to support this.</p> <p>Action</p> <p>1. Resource Plan for initial design elaboration activities over next few months (SOW0) to be completed, including GW and AT engagement.</p> <p>RJ asked about what impact Covid will have on these design activities. GA stated that bringing resource into the country is the biggest issue and this will need to be provided remotely. In addition being able to recruit locally is also a handicap.</p> <p><small>section 91</small> asked that there be clarity on how the workshop process plays out over the first two weeks of February.</p>	<p>GA</p> <p>JT</p>

NATIONAL TICKETING SOLUTION

CONFIDENTIAL

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		<p>GA responded that the 20 day plan outlines the detail of these sessions, with drafting in the week commencing 31 January, closing this out week of 7 February with TSMSA and SOW0 ready to sign Feb 11.</p> <p><small>section 91</small> asked what visibility does the steering group require over this early February period.</p> <p>Agreed that this will be covered at the next verbal update for the steering group.</p> <p>Action</p> <ol style="list-style-type: none"> Steering Group to meet in week of 7 February for one hour with a briefing paper including matters of note for TSMSA/SOW0 to be presented at this meeting before completion on 11 February. 	GA
4.	MPGG	<p>Update provided by CR:</p> <p>MPGG meeting held 25 January 2022</p> <p>Standardisation agreement was that the small authorities will follow the big authorities</p> <p>Confirmed that the Minster and Nicol Rosie see this NTS project as high priority.</p> <p>Noted by MPGG that competency based governance is key for the NTS project.</p> <p><small>section 91</small> noted that more work needs to be done to sell the value proposition</p> <p>Also Nicol Rosie wanted to ensure that there was improved communications with the PTA's in the short term to support their approvals</p>	
5.	NTS Communications	<p>Status update presented by Laura.</p> <p>Communications Plan for period to 30 June 2022 being prepared and sequenced. This will be available for the next meeting and will also include Board engagement.</p> <p>GA asked that a way is found to name the preferred supplier to enable their recruitment process to be supported.</p> <p>Action</p>	

NATIONAL TICKETING SOLUTION

CONFIDENTIAL

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		<ol style="list-style-type: none"> 1. Communications Plan to be tabled at next steering group meeting. 2. Wording to announce preferred supplier while maintaining confidentiality to be drafted. 	<p>LW</p> <p>LW</p>
6.	NTS Status Report	<p>(Paper No 2022-01-26-04)</p> <p>JT confirmed that the detailed business case would be in the IQA process by late February. To date there had been good feedback from the PTA's to support the approvals process.</p> <p>Focus has been on next iteration of the operations model by the end of February. Wider socialisation into the PTA's will occur in early March with a need to finalise by the end of April 2022.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Steering Group to approve Operations Model early March 2022 before socialisation 	<p>JT</p>
7.	AoB	<p>Standardisation</p> <p>CR noted that standardisation needs to be driven by AT and that Waka Kotahi can fund this. This was supported by MPGG that sees this being driven by the PTA's.</p> <p>RJ stated that this needs to be prioritised as there is a need to standardise in some areas acknowledging that some tough decisions will need to be made.</p> <p>Supported by RT who also acknowledged that there are areas of complexity and the Cubic proposed areas are being worked through, noting that the PTA's are supportive.</p> <p>JT noted that there is more required to get this to land and section 91 asked what was the plan.</p> <p>AM further noted that we do need to change the way we are approaching this and asked whether AT was willing to lead this work.</p> <p>RT asked that this is taken off line.</p> <p>s 9(2)(a) stated that the design elaboration work will prioritise aspects of standardisation over the next few months, examples being branding and design.</p> <p>NLY acknowledged that WK and the PTA's are working well together and that this is in hand and the team was awaiting an understanding of the benefits.</p>	

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		<p>VE asked whether standardisation is a critical part of the work and this was confirmed. On this basis VE asked that there be a leader and that this is scoped. Furthermore VE asked whether this was on the critical path for key decisions supported by a clear resource plan. Initial work is to get standardisation on the critical path for decisions first and then work out how to do this after. The objective is for the programme key decisions to be understood.</p> <p>Stewart G also asked that the consequences of standardisation are understood</p> <p>Action.</p> <ol style="list-style-type: none"> 1. Working Group to pick up critical path decisions, including standardisation (and impacts) and feedback through the steering group. To discuss with RT, [REDACTED] and VLY. 2. Standardisation to be on agenda for mid-February to ensure key decisions are able to be made at this meeting 	<p>CR</p> <p>GA</p>
8.	Meeting Closed 10:00am	Next Steering Group Meeting: Wednesday 9 February 2022, 7:00am – 9:00am	

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