

Report No:	RFN11-08-08
File No:	
Date:	8 August 2011
<i>Information Only – no decision required</i>	

REPORT SUMMARY

Report to: Corporate Services Committee
Meeting Date: 18 August 2011
Report Author: Peter Darlington, Information Services Manager
Subject: **Information Services Report – RFN11-08-08**

EXECUTIVE SUMMARY

This report is an update for the Corporate Services Committee of Council on the latest activity and projects in the Information Services Section.

RECOMMENDATION/S

That the report be received.

DRAFT RESOLUTION

THAT the Corporate Services Committee receives the Information Services Report RFN11-08-08.

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1. Broadband

- 1.1 More information continues to be received on the details of the rollout. The main body of work (connecting schools) in Murchison and Takaka will be completed between January and July 2012. The extension into western Golden Bay (Collingwood) will take place from January 2013.
- 1.2 The Ministry for Economic Development and Crown Fibre Holdings are working with Auckland City Council on developing a set of fibre deployment standards for the rollout and have asked for feedback.
- 1.3 Council staff are currently reviewing how we can best assist to ensure work is completed in a timely fashion and with minimal impact to locals.

2. Geographic Information Systems (GIS)

- 2.1 Development is almost complete on the new version of ExploreTasman. GIS staff are now working on integrating Council data sets with the application. It is expected that this will be complete by November 2011 ready to launch the new system.
- 2.2 Phase 2 of Top of the South Maps begins in September 2011. This phase adds more detail to assets and other layers (in line with the information previously on the Nelson City Council public GIS system) as well as some new and or improved tools. The additions should be in place by 15 December 2011.

3. Videoconferencing

- 3.1 The first two units based at Richmond and Motueka offices have been installed and are ready for use. Orientation sessions for staff were held during the week of 25 July 2011.

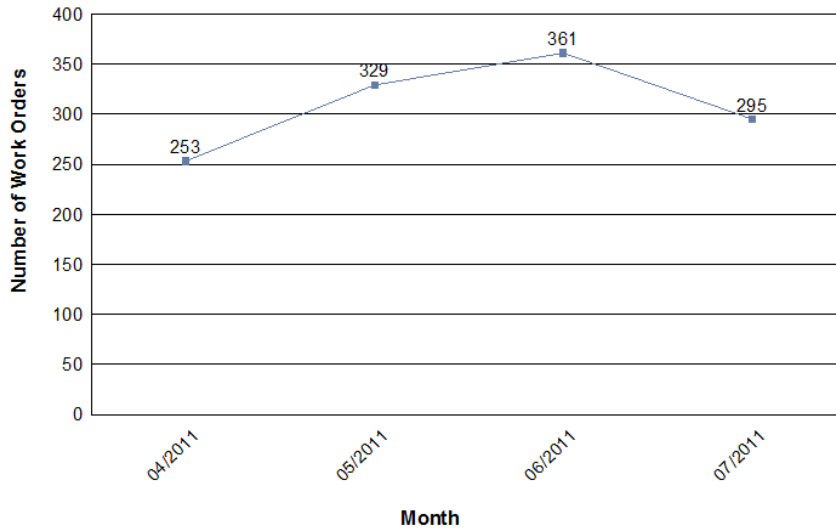
4. Miscellaneous Developments

- 4.1 On 16 August 2011 Council went live with new business processes in Confirm, Council's Asset Management System, for the Utilities Maintenance Contract. This has replaced systems used by MWH and the contractor in the execution of maintenance activities, and ensured that all processes relating to the maintenance of these assets are now conducted within Council's system. This includes the raising of public enquiries, the issuing of jobs to the contractor, the logging of work by the contractor, and the raising and payment of invoices.
- 4.2 Mobile devices have also been deployed with both the contractor and MWH to allow for timely and accurate reporting of job progress and to enable process efficiency improvements in the audit process.
- 4.3 This project has been the culmination of 8 months of work by the project team, which included staff from Council, MWH, Downer and Pitney Bowes Business Insight. By having all data relating to the maintenance of utility assets in Council's system, it will be possible to undertake more strategic asset management planning moving forward to ensure a better use of resources.
- 4.4 On 2 August 2011, the Information Services Teams from Tasman, Nelson and Marlborough met to look at potential shared services projects. The key outcomes from this meeting were to work closer on the following projects;
- Top of the South Maps GIS
 - Kotui Library System
 - Asset Management System changes
 - Shared Storage

The group also agreed to work together to promote and share skills and expertise where applicable either within shared projects or upon request, to maximise the resourcing available across the three teams.

5. SERVICE DESK ACTIVITY

5.1 Service Desk Help Requests opened last four months



Total work orders opened last 4 months:	1237
Total work order completed last 4 months:	1154
Total completion rate last 4 months:	93%

6. RECOMMENDATION/S

That the report be received.

7. DRAFT RESOLUTION

THAT the Corporate Services Committee receives the Information Services Report RFN11-08-08.