

9.2 Digital Transformation Program Update

Report Reference FRAC211214R9.2

Moved Councillor Duncan

Seconded Mr Papa

That pursuant to Section 90(2) and (3)(b)(i) and (ii) of the *Local Government Act 1999*, the Council orders that all persons present, with the exception of the following persons: Chief Executive Officer, General Manager City Development, General Manager Corporate Services, General Manager City Services, Manager Office of the CEO, Chief Financial Officer, Manager IT Operations, Unit Manager Governance and Council Support and Governance Officer,, be excluded from the meeting as the Council receives and considers information relating to Digital Transformation Program Update, upon the basis that the Council is satisfied that the requirement for the meeting to be conducted in a place open to the public has been outweighed by the need to keep consideration of the matter confidential given the information relates to the current status of the Digital Transformation Program and the impact on contractual expectations.

Carried Unanimously

4.04pm the meeting went into confidence.

The General Manager Corporate Services provided a brief update on the Digital Transformation Program acknowledging the challenges around recruitment. It was acknowledged they are in the final stages of appointing the DTP Manager and Business Analyst to assist with workload. It is expected the new DTP Manager will commence at the end of January.

The following comments and discussion were provided:

- The Committee questioned whether the poor data from the Civil Service Review will have an effect on AIMS. Staff have completed a data cleansing process and will ensure the quality of the data that is entered into the system is correct. If there is any doubt, it will not be entered.
- The Sharepoint migration project is near completion. Some archives and classifications provided a challenge regarding timing; however, it is anticipated this will be closed out in the next few weeks.
- It was noted resourcing and vacancies continue to be a challenge. Management advised they will go back to Council if need be. A report is also being presented to the Executive Leadership team on resourcing outlining various options and approaches. This remains a high priority ensuring it's not just about the money, but that we are paying the right person for the commitment to the role. One of the options being explored is around providing incentives for completing projects and demonstrating outputs.
- The Committee encouraged staff to be vigorous in delivering projects and re-prioritising if needed and to be agile and re-evaluate as necessary.
- Management confirmed they are exploring options to stay on track to deliver by the deadline and meeting actions along the way. Management also commented they are conscious of all other staff within the business to ensure there is some consistency and process in place to ensure the resource challenge doesn't result in an overall budget problem.
- The Committee raised concerns over the property and rating systems and queried what the challenge was and whether another the option of another provider had been explored. It may be difficult to achieve the desired outcome if following the best of breed. Management confirmed they are in negotiations and looking at various options to resolve these systems including Civica and Tech One, both of which have some concerns.

Seconded Mr Papa

Moved Ms Rantanen

That the Finance, Risk and Audit Committee note:

1. The update on the Digital Transformation Program.
2. In accordance with Section 91(7) and (9) of the Local Government Act 1999 the Council orders that this report, Digital transformation Program Update, any appendices and the minutes arising from this report having been considered in confidence under Section 90(2) and (3)(b)(i) and (ii) of the Act, except when required to effect or comply with Council's resolution(s) regarding this matter, be kept confidential and not available for public inspection for a period of 12 months from the date of this meeting. This confidentiality order will be reviewed at the General Council Meeting in December 2022.

Carried Unanimously

4.19pm the meeting came out of confidence.