

Report No:	RFN11-11-01
File No:	
Date:	31 October 2011
<b><i>Information Only – no decision required</i></b>	

## REPORT SUMMARY

**Report to:** Corporate Services Committee  
**Meeting Date:** 10 November 2011  
**Report Author:** Peter Darlington, Information Services Manager  
**Subject:** **Information Services Update – RFN11-11-01**

### EXECUTIVE SUMMARY

This report is an update for the Corporate Services Committee 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 (RFN11-11-01).**

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## **1. Broadband**

- 1.1 The Ultra Fast Broadband (UFB) rollout for the Nelson/Marlborough/Tasman region was launched in Blenheim on Monday 17 October. Chorus are talking with the Regional EDA about using the Nelson Marlborough Inforegion group to oversee the UFB rollout for our region.
- 1.2 The timetable for the first stage of the Rural Broadband rollout to Takaka in early 2012 remains unchanged.

## **2. Geographic Information Systems (GIS)**

- 2.1 Work continues on integrating the data layers into the new ExploreTasman system. The completion of ExploreTasman 2 has been delayed slightly by the development of Top of the South Maps version 2 which is scheduled to be released in mid-December 2011. The release of ExploreTasman 2 will now take place early in 2012.

## **3. Citrix Remote Access Upgrade**

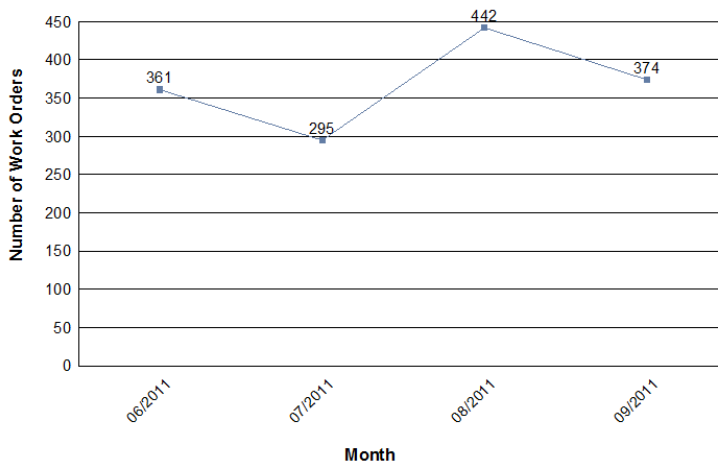
- 3.1 The Citrix system upgrade project is under way. The key dates are as follows;
  - October – November 2011 – Design and build test system
  - December 2011 – Test system complete, available for user testing and feedback
  - January 2012 – Move system across to live and begin moving users across
  - February 2012 – Project completion

#### 4. Miscellaneous Developments

- 4.1 Sue Greatrex has attended the Australian Confirm Asset Management User Group, where she delivered two presentations with Jenni Komarovsky from Engineering Services.
- 4.2 This was a valuable opportunity to meet with local government colleagues in Australia to share ideas about how to get the most from our Asset Management System.
- 4.3 The event has highlighted areas where we will be able to make significant gains over the next 12-24 months to further leverage the functionality available in Confirm in order to provide better service to our customers, and more effective management of our assets.
- 4.4 It was gratifying to note that whilst we seem to be following in Australia's wake in some areas, in others we are leading the way, most notably the use of Asset Information in our AMPs and Long Term Plan process.
- 4.5 The work we have done in recent years to make data from Confirm widely available throughout the organisation, using Microsoft Reporting Services, was particularly well received by the Australian delegates. Tasman District Council will be hosting the New Zealand User Conference in Nelson in November 2011.

#### 5. SERVICE DESK ACTIVITY

##### 5.1 Service Desk Help Requests Opened Last 4 Months



Total work orders opened last 4 months:	1472
Average work orders per month	368
Total work order completed last 4 months:	1446

## **6. RECOMMENDATION/S**

That the report be received.

## **7. DRAFT RESOLUTION**

**THAT the Corporate Services Committee receives the Information Services Report (RFN11-11-01).**