


Motor Registry Project



Better Practice Forum

Russell Kennedy
Project Team Leader

Department of Infrastructure,
Energy and Resources

April 2008






Motor Registry System

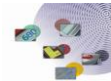

- What is It?
 - Approx 27 Years Old
 - 200 + Million in Revenue
 - Cobol Computer Language
 - Government Data Source

Department of Infrastructure,
Energy and Resources

April 2008



Large source of revenue for state Govt
Relied upon by many agencies
Definitive source of data




MRProject Purpose

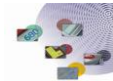

To implement a new *'system'* for managing driver licences, vehicle registrations and associated activities for the Sate of Tasmania.

Department of Infrastructure,
Energy and Resources

April 2008



System in this sense means a holistic combination of people, process and supporting information technology that operate in synch to serve a common purpose and outcome.




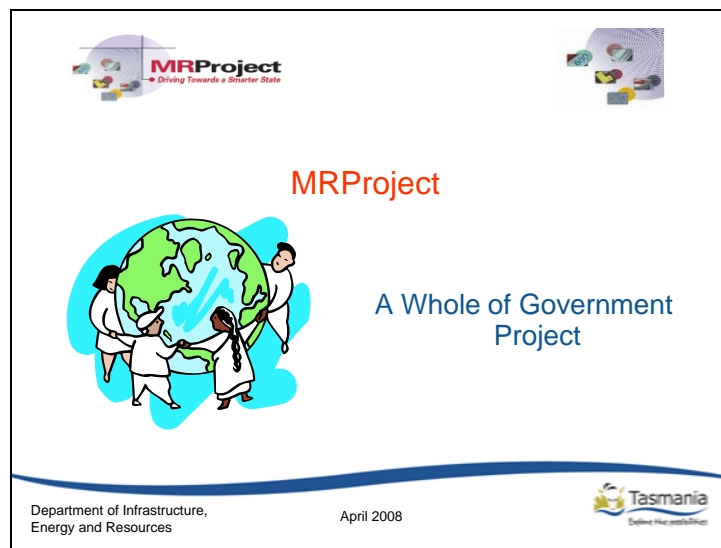
MRProject - Scope

- To implement a series of identified business initiatives which will deliver a motor registry system that is capable of meeting current and future business and functional demands for the whole of government

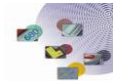

Department of Infrastructure,
Energy and Resources

April 2008






- We talk of whole of government, or joined up government.
- Traditional silo approach
- Department of Infrastructure, Energy & Resources
- Department of Primary Industries and Water
- Department of Justice
- Department of Police & Emergency Management
- Department of Treasury & Finance




MRProject



Another Information
Technology Project?

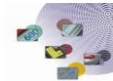

Department of Infrastructure,
Energy and Resources

April 2008



- Department of Infrastructure, Energy & Resources
- Department of Primary Industries and Water
- Department of Justice
- Department of Police & Emergency Management
- Department of Treasury & Finance

Redevelopment of the MRS has been recognised by the government as an opportunity to implement an 'enterprise' approach to government infrastructure and business




MRProject Background

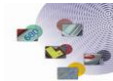

- 4.5 years in the making
- Approximately \$19 Million Budget
- Core Team of 25.
- Go - live Planned for 10 June 2008

Department of Infrastructure,
Energy and Resources

April 2008



Structured development process
Approximately 100 people involved including contractors




MRProject Benefits

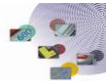

- MRS technology 'future proofed' for 10-15 years and greater flexibility for changes in the future.
- Uses a modern computer language where expertise and support are readily available.
- Validation and controls to minimise revenue leakage and secure existing revenue streams.
- Improved data quality.
- Business Intelligence Capability.

Department of Infrastructure,
Energy and Resources

April 2008



Data validation
Java technology
System to system interfaces (approx 30)
Reporting and business intelligence




MRP The Approach

- Understand The Problem.
- Research and Evaluate.
- Explore Options.
- Adopted a 'Brownfields' Model.

Department of Infrastructure,
Energy and Resources

April 2008



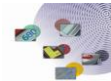

A Brownfield's software development project is where we take an existing application code base and through selective refactoring and modification it is customised to suit our requirements.

Evaluation

that was previously created and may be infected with poor practices, structure, implementations =

If that is how we define a brownfield project then we can also say that they are a more common type of project for us to end up working on. If we are working on these types of projects regularly, what are some of the skills that we should have to deal with them? Over the next while I'll be posting more on this topic.

Change management was identified early as critical to the success of the whole project.




Engineering the new MRS

- People
- Process
- Technology

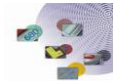

strong focus on organisational change in order to realise the project outcomes and benefits.

Department of Infrastructure,
Energy and Resources

April 2008



MRP like any other project involves people, process and technology working together.
Software development




MRP - Change Management

Some people change when they see the
light, others when they feel the heat

Department of Infrastructure,
Energy and Resources

April 2008



Humans behave in many ways



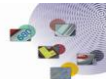

MRP –Change Management

- For the MRProject to be successful 3 things need to change:
 - People
 - Processes
 - Technology
- Organisational Change Management stream is key in effecting change to the 'people' and 'process' elements
- Measurement of the success or otherwise will be indicated by achievement against target benefits/outcomes

Department of Infrastructure,
Energy and Resources

April 2008






MRP - Change Management

- Principled Approach – allowed flexibility.
- Proactive and Reactive Approach

Department of Infrastructure,
Energy and Resources

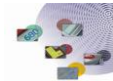

April 2008



Contradiction?

Looking to expose problems early

React in a bespoke way as issue arises.




MRP - Change Management

- Three Streams:
 - Organisational Change
 - Communication
 - Learning and Development

Department of Infrastructure,
Energy and Resources

April 2008



Established a separate stream

Stream is focus of project director

Consists of 3 areas:

Organisational Change

Stakeholder Communication

Learning & Development



Engaged specialist resource to assist (Strategic Intent Pty Ltd)

Developed an Organisation Change Management Strategy



MRP - Change Management

- Established a separate project stream.
- Stream is focus of Project Director.
- Engaged specialist resource (Strategic Intent Pty Ltd).
- Engaged Specialised Communication Resource (CPR Communications Pty Ltd).




MRP - Change Management

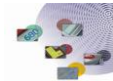

- What we are doing – Organisational Change
- Encouraging strong leadership
- Using project communicators – two way channel
- Provide training – timely, targeted
- Internal / External Components

Department of Infrastructure,
Energy and Resources

April 2008



Change leaders
High level and medium level groups
Stakeholder engagement
Different types of stakeholders




MRP – Change Management

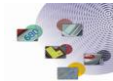

- What we are doing – Learning & Development
 - Developed a Learning & Development Strategy
 - Identified two categories of users
 - Current users
 - New to MRS
 - Planning familiarisation sessions
 - Planning training module

Department of Infrastructure,
Energy and Resources

April 2008



Pilot groups



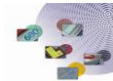

MRP – Change Management

- What we are doing – Stakeholder Communication
 - Regular meetings
 - Regular reporting framework
 - Presentations
 - Developed a Communication Strategy
 - Utilised specialist advice – CPR Communications Pty Ltd
 - Developing Newsletters
 - Developing Information Sheets
 - Maintain register of communications

Department of Infrastructure,
Energy and Resources

April 2008







Summary

- For the MRProject to be successful 3 things need to change:
 - People
 - Processes
 - Technology
- Organisational Change Management stream is key in effecting change to the 'people' and 'process' elements

Department of Infrastructure,
Energy and Resources

April 2008





Thank You

Department of Infrastructure,
Energy and Resources

April 2008

