

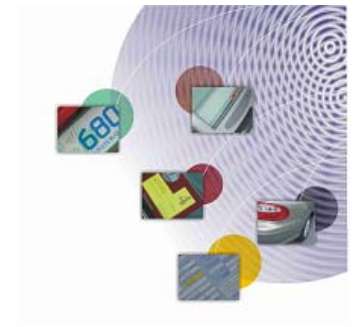


Redevelopment of the Tasmanian Motor Registry System

Better Practice Forum

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Presentation Outline

- ❑ Set the scene
 - Scope
 - Outcomes/Benefits
 - Stakeholders
 - What has happened to date
- ❑ Approach to Organisational Change Management
- ❑ Approach to Outcomes/Benefits realisation
- ❑ Summary



Setting the Scene

Project 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



Is the MRProject an IT project?

- All projects involve changes to:
 - people
 - processes
 - technology

MRProject is no different strong focus on organisational change in order to realise project outcomes/benefits



Setting the Scene

- ❑ The motor registry system is a key system for the Tasmanian government as it is central to the collection of approx \$275m revenue, critical for law enforcement and road safety
- ❑ The project involves a large number of stakeholders – internal and external
- ❑ As a result of recent changes the Driver Licence as an Identity Document



Project Outcomes/Benefits

Existing revenue streams are secured

More efficient access and improved customer service

Improved confidence in control of access to MRS data

Improved data integrity

Improved use of appropriate contemporary technologies



Project Outcomes/Benefits

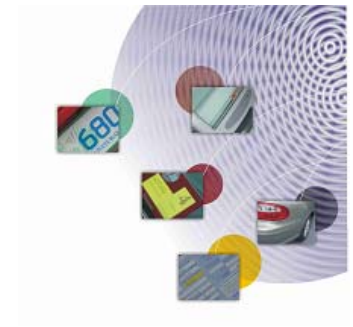
Reduced revenue leakage

Improved ability to more effectively/efficiently undergo changes to implement Government policy decisions

Reduced training support required for *Service Tasmania*

Customer Service Officers (CSOs)

Value add to whole-of-government



What has happened to date?

- Prior to the project commencing, 24 years of continuous improvement of the existing motor registry system (MRS)
 - 2003
 - 2004
 - 2005
 - 2006
 - 2007



Project Stakeholders

❑ Tasmanian Government:

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

❑ External Stakeholders

- MAIB, ATO, Centrelink, Motor Traders Association etc



Organisational Change Management

- ❑ 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 Organisational Change Management Strategy



Organisational Change Management

What we are doing – Organisational Change

- Encouraging strong leadership
- Using project communicators – two way channel
- Provide training – timely, targeted



Organisational 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



Organisational 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



Target Outcomes/Benefits

Documented within the Project Business Plan including:

- Outcome
- Rationale
- Performance Indicator
- Measure
- Baseline
- Target Level
- Completion Date
- Accountable



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
- ❑ Measurement of the success or otherwise will be indicated by achievement against target benefits/outcomes



Thank you for your attention