

NATIONAL TICKETING SOLUTION

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National Ticketing Solution (NTS) Executive Steering Group Meeting Minute

Paper No: 2022-08-17-01

Date:	20 July 2022	
Time:	8:30am – 10:00am	
Location:	Microsoft Teams	
Steering Group (All Teams)	<div><div>section 9(2)(a) (Chair)</div><div>Independent</div></div> <div>Charles Ronaldson</div> <div>WK-NZTA</div> <div>Vanessa Ellis</div> <div>AT</div> <div>Roger Jones</div> <div>AT</div> <div>Samantha Gain</div> <div>GWRC</div> <div>Delaney Myers</div> <div>WK-NZTA</div> <div>Nick Donnelly</div> <div>ORC</div> <div>Stewart Gibbon</div> <div>ECAN</div>	
In Attendance (All Teams)	<div>Graham Alston</div> <div>NTS</div> <div>James Timperley</div> <div>NTS</div> <div>Rachael Turnage</div> <div>AT</div> <div>Laura Wilmot</div> <div>WK-NZTA</div> <div>Mark McHugh</div> <div>NTS</div> <div>(Secretariat for this meeting)</div> <div><div>s 9(2)(a)</div><div>ECAN</div></div> <div>Nicki Lau Young</div> <div>GWRC</div> <div>Brian Abbott</div> <div>NTS</div> <div><div>s 9(2)(a)</div><div>(Actions)</div><div>NTS</div></div>	
Apologies	Samantha Gain	

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Item	Description	Action	Resp
1.	Minutes and Open Actions	<p>Minutes from 15 June 2022 approved.</p> <p>Actions reviewed.</p> <p>ACTION: VE: Open actions. Requires Open Actions updated with drop dead dates and aligned with critical path and target date included. Need to be clear which actions require SG to approve.</p> <p>ACTION: VE would like there to be an action to map various MSAs within schedules</p> <p>Brian Abbott (BA) has final strategic risk workshop today and hopes to circulate the outcome to the internal Steering Co on 5th August and then present it to NTS Steering Group. Confirmed it will include mitigations. NLY (for Sam Gain) asked whether observations and learnings from gateway review are included. BA confirmed working with known risks – combination of documents, existing and what's been identified from gateway and business case. VE: SG prior to P2 need to identify critical risks input into critical path item. YA: More risks will be identified as get into design phase.</p>	<p>MM</p> <p>CR</p>
2.	Revised Negotiation Plan	<p>Verbal</p> <p>GA: Negotiation is going well. Discussion summary reset engagement – substantive feedback, received marked up feedback from RJ, CR, PTA.</p> <p>Updated memo recirculated on 20th. Memo is providing guidance on negotiations. Negotiation Plan needs to be formally updated however there are time and bandwidth constraints.</p> <p>ACTION: Update Negotiation Plan based on Memo</p> <p><small>section 9(2)</small> From governance perspective, enquired as to whether any issues on how negotiation proceeding and evolving. No issues raised.</p> <p>GA: Service catalogue approval process – is being jointly developed by CU and buyer side teams including PTA representatives. GA enquired as to what reviews for service descriptions are required beyond the normal process.</p> <p>NLY: Feedback from team – will take offline with GA – <small>section 9(2)(g)(i)</small></p>	GA

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		<p>section 9(2)(g)(i)</p> <p>ACTION: NLY will arrange meeting with GA (might be just confidence thing).</p> <p>GA confirmed there is decision register.</p> <p>RT: Question on service catalogue. Is there a service catalogue that shows all services are made clear with service levels.</p> <p>GA: Service catalogue is Sch 4 of the agreement. Includes all specific requirements with RFP, includes Traceability matrix and service descriptions.</p> <p>ACTION: CR to pick up that action for clarity on what services we will end up with, including what service levels we end up with</p> <p>VE: Is there merit that PTA's with GA's team have checkpoint with service levels, requirements, traceability – review and ensure comfortable where things are at and to provide assurance to Steering Group.</p> <p>section 9(2): That's why GA put this on agenda. Should do to best of ability as march towards set of schedules, P2 etc. Make sure things are aligned within.</p> <p>VE: need to ensure have right SMEs looking at this.</p> <p>YA: Agrees with process. One issue is time. GA – needs to indicate time. PTAs to identify right SMEs. Critical time we don't have luxury of time going through this.</p> <p>section 9(2): GA's starting point was requirements that were amended with blessing of this group when BAFO went out for response. We are trying to map back to that place. Try not to reinvent the wheel.</p> <p>RT, NLY and DK can identify people</p> <p>GA: Whole process is right people – isn't allowance for big review cycle – including legal review cycle. Want to flag that time isn't our friend. If we have big discussion on whether requirements are right will stall progress.</p> <p>GA: Piece of assurance in governance fashion. Make sure have level of comfort around this.</p> <p>SGi: It's exceptions that are of interest to SG. What's changed or what's been successfully negotiated.</p> <p>ACTION: Assurance back to Steering Group that service descriptions aligned with requirements. SME's to be included in review.</p>	<p>NLY</p> <p>CR</p> <p>GA</p>
3.	Programme Update	<p>Verbal</p> <p>YA outlined proposed programme structure (slide-set):</p> <p>Customer experience, patronage growth, strategic platform, partnership</p> <p><i>Proposed programme structure:</i></p> <p>Governance / Stakeholder</p> <p>Procurement and Commercials</p>	

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		<p>Project Management Office Shared Services Organisation Technical Implementation Data and Analytics Strategy and Policy</p> <p>YG stated that the national programme will only work if get full collaboration with PTAs.</p> <p>NLY requested to look at the organisation structure and requested that the steering group be involved in the appointment process. This was supported by YA. ^{section 9(2)} suggested that the PTA's offer skills from their organisation that can be used in the Programme.</p> <p>RJ supported the GWRC view and asked that the governance across the implementations needs to be understood. Supported by ^{section 9(2)} who stated that there needs to be HR capability that the steering group is able to tap into. SGI also stated that there is a need to get people into PTA's earlier.</p> <p>ACTION: PTA's to offer skills from their organisations that can be used in the Programme.</p>	PTA's
4.	P2 Agreement and Off Ramps	<p>(Paper 2022-07-20-02) Noted</p> <p>SGi: would like to see clarity on funding. Hasn't seen document that articulates WK and PTA funding.</p> <p>CR: in DBC there's a clear short definition of funding model. CR will include in P2 and draft available before P2 meeting on Friday.</p> <p>JT: Section 5.7 of DBC and also in operating model. Table 24 section – shows split of total cost.</p> <p>RJ: Who is responsible for benefit realisations? YA: we will be working closely with PTAS. WK role is to make sure platform to allow you to do that.</p> <p>^{section 9(2)}: Governance structure being put in place – accountability for benefits realisation – list of accountabilities one of them.</p> <p>RJ: need to bottom that out and who will be held accountable and what happens if don't achieve.</p> <p>^{section 9(2)}: section 9(2)(g)(i)</p> <p>ACTION:</p> <ul style="list-style-type: none"> a. P2 to include funding model – Clause 5.7 plus Table 24. b. Governance structure to include responsibility to report on benefit realisation 	CR CR
5.	Detailed Business Case	<p>(Paper 2022-07-20-03) Noted</p>	

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6.	National Alignment	<p>(Paper 2022-07-20-04)</p> <p>JT confirmed that definition of travel day needs to be amended. This will be subject to the design phase.</p> <p>SGi asked for status against the 60 items that need to be considered. JT: concession paper didn't make this pack. Will circulate in future. NLY: The process that James' team is running is very good – commend work that's been done. Well done!</p> <p>ACTION: Concession paper to be circulated before next steering group meeting.</p>	JT
7.	Timeline	<p>(Paper 2022-07-20-05)</p> <p>JT: 3 key points from last time we met covered in this item. Update of high level timeline.</p> <p>VE: Regarding conversations about us capturing critical path and key dependencies couldn't work out dependencies. JT – this is covered under point 7.</p> <p>VE: needs to understand how the components are coming together to enable the approval with the PTAs to be taken forward.</p> <p>GA: Contract signing date with Cubic on the Timeline is end of October. Their expectation is end of August and needs to be managed with the Cubic executive. CR confirmed this has already been indicated and will manage this expectation.</p> <p>YA : to come up with critical path we need to understand key outcomes people are looking for. Each PTA has to an extent different requirements to get PTA signed and the steering group needs to agree. Trying to come up with final list of items that need to be ready to ensure and make sure this group understands and agrees so know what targeting.</p> <p>JT: Is working on participation parameters as being list of activities. Those are the pieces highlighted as need to be resolved.</p> <p>section 9(2)(g)(i) : this is a confidence issue around the participation parameters being addressed and the steering group needs to be a conduit through to the respective PTA executives.</p> <p>SGi: section 9(2)(g)(i)</p> <p>section 9(2)(g)(i) : YA is now engaged and can interact directly with Nicole Rosie.</p> <p>Weds 3rd August interim SG meeting.</p> <p>section 9(2)(g)(i) : Are NTS SG ok to drive to this timeline and appropriate level of conditionality? VE & RJ : are you committed to driving this timeline? VE: our track record has been commitment. Has been lots of</p>	

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		<p>commitment and effort. Has to close out making sure key conditions have been locked to level of confidence and all documents to take forward to our board</p> <p>YA: Would SG endorse on the basis of officers (SMEs) giving confidence.</p> <p>VE: We do rely on officers but SG do also need to see artefacts.</p> <p>ACTION:</p> <ul style="list-style-type: none"> a. Focus on artefacts to support Board/Council approvals at the next steering group meeting b. Artefacts to be saved into the P2 folder. 	<p>JT</p> <p>JT</p>
8.	Operating Model	<p>(Paper No 2022-07-20-06)</p> <p>JT confirmed that there are artefacts to support the Operating Model.</p> <p>On Monday will be sharing and describing with the working group and needs to go through working group before sharing with the SG. (note: done. now saved in SharePoint folder)</p> <p>VE asked that the steering group need to see the artefacts around scope and responsibilities to get assurance across the MSA's, Operating Model and P2 Agreement..</p> <p>Confirmed by JT that the framework presentation is being used and the artefacts are behind this.</p> <p>Section 91 asked that the result of sharing the artefacts and framework with the working group is reported back to the steering group (Assurance) and that Assurance is on the steering group agenda for 3 August.</p> <p>ACTION:</p> <ul style="list-style-type: none"> a. Operating Model on agenda in 2 weeks' time. Participation parameters need to be addressed then operating model. PP need to focus on those. b. Assurance on agenda for 3 August steering group meeting <p>YA: Noted that the Operating Model is key at a point in time and it's iterative.</p>	<p>JT</p> <p>JT</p>
9.	NTS Communications	<p>(Paper No 2022-07-20-07 and 2022-07-20-08)</p> <p>Held over for next meeting</p> <p>JT: Laura not available today. Hold item but if any comments give to JT or LW directly.</p> <p>Section 91: Ongoing piece of work tracking.</p> <p>CR: Asked LW to put comms protocol in there as forms part of P2</p>	

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		Agreement – get back to CR if any issues with that.	
10.	NTS Status Report	(Paper No 2022-07-20-09) Noted	
11.	Other Business	(Paper No 2022-07-20-10) Financial Services MSA Status paper was noted. No other items	
	Meeting Closed 10:00am	Next Steering Group Meeting: Wednesday 3 August 2022, 8:30am – 10:00am	

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