



Jemena Electricity Networks (Vic) Ltd

ICT business case Post Implementation Report (PIR)

Digital Technology Refresh Program



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Abbreviations

Abbreviation	Description
AER	Australian Energy Regulator
Capex	Capital expenditure
ICT	Information and Communications Technology
JEN	Jemena Electricity Networks (Vic) Ltd
JGN	Jemena Gas Networks Ltd
JN	Jemena Networks
Opex	Operational expenditure

2. Project performance

2.1 Performance against objectives

The Collaboration Technology project was extremely successful, meeting all key delivery criteria of Budget (\$2,356,810), Schedule, Benefits and Scope.

2.1.1 Actual expenditure performance

Table 2–1: Actual expenditure performance

Expenditure	Budget	Actual expenditure
Capex	\$2,177,180	\$2,031,839.01
Opex	\$179,630	\$111,882.60
Total	\$2,356,810	\$2,143,721.61

2.1.2 Performance against schedule

Table 2–2: Schedule performance

ID	Milestone	Date delivered	Comments
1	Business Case approval	12 October 2022	Business case was targeted to be approved by end-Oct '22 which was successfully met .
2	Deployment of Surface Hubs	28 March 2023	Target was to deploy all Surface Hubs by end-Feb '23. Whilst Surface Hubs were progressively deployed, the final deployment at Collins St occurred in March '23 to coincide with the launch of the refurbished office spaces.
3	Deployment of MS Teams Meeting Room Systems	30 June 2023	Target was to deploy all MS Teams Meeting room systems by end June 23. Actual deployment was completed June 2023.

2.1.3 Performance against expected benefits

There were no identified financial benefits for this project, only the potential avoidance of system failure, which can have wide aligning impacts. The key benefit of the project was to implement secure, reliable, simple-to-use technology with a standard user interface. This benefit was achieved through the implementation of Microsoft Teams Meeting Room systems and Microsoft Surface Hubs.

2.1.3.1 Large-cycle maintenance projects to maintain business continuity

This project was required to maintain the currency of Jemena's meeting room technology. These maintenance projects typically occur in cycles every five to seven years.