

## Project Name: Enterprise Content Management Refresh – IT06

### Description:

Effective management of information and documentation is required by MG to:

- Meet compliance obligations for record-keeping (which define obligations for accessibility, retention and archiving of key documents);
- Support effective management of network assets and services; and
- Avoid inefficiency in business processes caused by staff spending excessive time searching for information or creating duplicate documents.

MG has an existing content management capability based on SharePoint. However, information is also stored in a range of other systems including network drives, various specialised applications and email.

In the 2013 to 2017 period, Multinet Gas (MG) made a relatively small investment to update its SharePoint content management system to the latest version. In addition, MG implemented a records management capability.

However, the nature of information and documentation is now changing. In addition to standard structured documentation (e.g. information in tabular form such as SAP databases), information content increasingly consists of unstructured data including emails, documents (Microsoft Word), Spreadsheets (Microsoft Excel), presentations and diagrams (Microsoft PowerPoint), pictures, photos, design documents, customer interaction records and digital signatures.

As a result, the current SharePoint environment is unable to meet MG's emerging content management requirements. Additional IT capability is required to:

- Integrate content management with workflow management;
- Support management of unstructured data;
- Enable effective management of legal and commercial documentation (corporate and customer contracts, legal agreements, procurement documentation etc.);
- Support archiving and information retention for data currently contained in SAP, email and shared files); and
- Synchronise and combine structured documentation (for example, billing records) with unstructured data (such as a complaint or a photo of an asset) to form an overall context for a business decision or resolution of a customer problem.

During the 2018 to 2022 period, MG will establish a strategic content management capability to meet the requirements defined above. As a result of this project, MG will have a centralized business rules and content repository to address its business requirements.

### Strategic Alignment:

The key strategic drivers for this project are to:

1. Maintain systems to industry standard to avoid increased risk of disruption to customers and to retain levels of efficiency;
2. Improve asset planning and management through improved data quality and reporting; and
3. Meet regulatory requirements.

The capital expenditure for this project is justified as it is:

- Prudent and efficient in line with accepted good industry practice;
- Necessary to maintain the integrity of MG's services; and
- Necessary to comply with a regulatory requirement or obligation (record-keeping compliance obligations).

<b>Options:</b>	<p>All credible options to meet the key drivers of this project have been assessed:</p> <ol style="list-style-type: none"><li>1. Do Nothing;</li><li>2. Platform Refresh – upgrade existing platforms without increasing capability;</li><li>3. Enterprise Content Management (ECM) Refresh – replace disparate platforms with a central ECM system; and</li><li>4. Delay Refresh of ECM.</li></ol>
<b>Rationale:</b>	<p>The recommended option is:</p> <p><b>3. Enterprise Content Management Refresh</b></p> <p>Option 1, 'Do Nothing', is not considered viable. This option will not enable MG to meet its business requirements for effective management of information. MG would not be operating in line with good industry standard. In addition, current IT systems will not be maintained at the required industry standard.</p> <p>Option 2, 'Platform Refresh' is not recommended. This option has a higher cost (for multiple upgrades of disparate systems). In addition, the option does not improve the capability of systems and therefore does not enable MG to meet its business requirements for effective management of information.</p> <p><b>Option 3, 'Enterprise Content Management Refresh'</b> is the recommended option. This option delivers a central ECM platform with incremental roll-out of new capabilities (e.g. OpenText) The implementation of new capabilities can be based on business priorities and cost/benefit assessments. The actual SW solution will be determined during initiate phase of the project.</p> <p>Option 4, 'Delay Refresh of ECM', is not recommended. Current systems will not be maintained at the required industry standard and the current levels of documentation management will continue to deteriorate as the level of unstructured documentation continues to increase.</p>
<b>Timing:</b>	2019
<b>Cost:</b>	<p>\$ 1.6M Capex</p> <p>The IT Opex impact is estimated at an increase of \$82k per annum from 2020. This will be off-set by a reduction in the current Sharepoint support costs.</p>
<b>Notes:</b>	<p>Cost estimates assume the following:</p> <ul style="list-style-type: none"><li>• The platform replacement will require new infrastructure, application implementation, data cleansing and migration;</li><li>• Software licensing costs will be in line with indicative market estimates; and</li><li>• Some additional integration will be required with other corporate systems and a mobility solution.</li></ul>