UNDERSTANDING DIGITAL FITNESS & CAPABILITY REVIEW
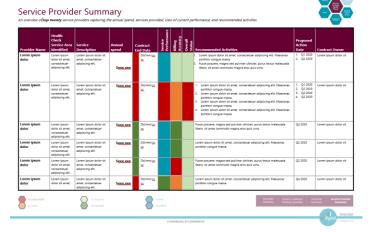
CASE STUDY

Tasman District Council recognised the strategic nature of information and technology to the Council, and the need for it to bring change and more business value to residents across the Council's service portfolio.

The CIO engaged CoDigital to undertake an independent Current State Assessment to position the Council to uplift its IT capability. The scope included the Operating Model, Governance Framework, Risk Review, and Service Portfolio.

"The simplicity of CoDigital's message hides the breadth of experience and depth of understanding they contributed to our review. In Local Government, the strength of an independent review is critical to securing the right investment. Without CoDigital I wouldn't have had the information I needed to support a programme of significant change."

Steve Manners, CIO, Tasman District Council

BUSINESS OBJECTIVES

- Provide an independent view on the current state of the IT service portfolio, financial and commercial position.
- Provide an independent review of the current state operating model and capabilities to meet the needs of the next stage of change at Council.

OUR CLIENT

Tasman District Council is the unitary local authority for the Tasman District of New Zealand, located in Richmond. Their services include; local roads and footpaths, environmental information and monitoring, resource and building consents, controlling pest animals and plants, water, sewerage system, rubbish, recycling and landfills, parks and sports fields, recreation centres, libraries and pools, dog registration, civil defence, and social housing.

codigital

OUR APPROACH

CoDigital has developed a number of key artefacts and processes in working with Government Agencies and the Private Sector and brought this intellectual property to the engagement. This approach ensured that Tasman District Council got the benefit from previous lessons learnt and that the outputs delivered great value for investment.

As part of this engagement it was important to interview key stakeholders to understand their experience with IT, and IT staff to understand their role in the department.

A Responsibility and Accountability Framework (RASCI) supported by CoDigital's service taxonomy was developed to understand the full capability of the team, and provided the framework to undertake a gap analysis.

PARTNER

OUTCOMES

- Developed a RASCI for the IT department using CoDigital's taxonomy to understand where the gaps in capability were.
- A Service Portfolio Health Check covering Outsourcing & Managed Services, Cloud & Software as a Service, Professional Services, Assets and Software Licensing. This provided visibility of the IT Service Portfolio and investment in external services, building an understanding of the commercial position.
- Developed an Action Plan to uplift capability.
- Developed a Risk and Issue Register covering all aspects of digital services.

TEAM

SUCCESS

codigital