



5 September 2024

Ron Beernink

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Request for Information – Local Government Official Information and Meetings Act (the Act) 1987

We refer to your email dated 15 August 2024 for Information regarding the CCX Programme Delivery Charter and the CCX CRM Business Case.

Response:

The CCX programme is part of the Go Digital Programme, which was established by the Council in 2021. CCX is an ongoing tranche within the Go Digital Programme, which is expected to end in June 2026.

It was agreed by Council in 2021 when the Go Digital Programme was established that reducing costs are not an outcome of the Go Digital Programme. However, we continue to strive to achieve savings as an outcome where possible. A "do-nothing" option was considered before the CRM project was initiated but was deemed unfeasible due to the technical debt within the Council.

HCC collaborates with other Councils, especially in the Wellington Region, where it makes sense to share artefacts and use solutions. Amalgamation is not currently planned and thus was not included in the scope of the project.

The Go Digital Programme forms part of the wider Council environment and draws on existing processes, policies, and strategies. This includes cybersecurity, privacy, data governance, AI, project management approaches, and engagement. The Go Digital Programmes works with other areas to ensure this project aligns with them. This has included an external security risk assessment, external stakeholder engagement, and contracting enterprise, solution, and data architects where required.

Further communication and engagement activities will happen closer to the go-live date of the new systems. The Pools and Fitness, and Bookings projects are expected to go-live by the end of this year. The CRM project is expected to go-live in the first half of next year.



You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response to your information request may be published on Hutt City Council's website. Please refer to the following link: www.huttcity.govt.nz/council/contactus/make-an-official-information-act-request/proactive-releases

Yours sincerely

Philip Rossiter

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