

**Project Name:** Asset Data Quality Program – IT01

**Description:**

In the 2013 to 2017 period, Multinet Gas (MG) implemented a replacement of the core SAP ERP asset management system. During this period MG also upgraded its Geographical Information System and implemented an 'Information Hub' to provide an analytics capability.

These new systems provide a sound IT foundation to support MG's asset and works management processes. However, improvement opportunities have been identified in the data capture and data management capabilities of the systems. For example:

- Some classes of assets are not recorded in the core systems but continue to be managed in aging, stand-alone 'add-on' systems which lack the data validation and management capabilities of the core systems; and
- Data categories, hierarchies and linkages are incomplete. As a result, data elements may be difficult to find and duplicate entries may be made.

These opportunities must be addressed for MG to maintain and improve the quality of its asset data. If these are not addressed, the accuracy, consistency and completeness of asset data will continue to degrade, threatening MG's ability to maintain the integrity of its services.

During the 2018 to 2022 period, MG will establish an ongoing program of IT enhancements to address outstanding and unresolved data asset issues in relevant systems. The program will:

- Improve the capability of core systems to link and categorise data so that staff can more easily find and update records. This will decrease the likelihood of the creation of duplicate and inconsistent data elements;
- Enhance and maintain the core asset management systems so that they can capture additional data about equipment and devices in the gas distribution network that are currently not adequately recorded and tracked;
- Improve the data validation capabilities of core systems to maintain the accuracy of data; and
- Improve synchronisation of data held in different systems.

This IT program will be carried out as part of an overall business improvement program which will improve and maintain business processes, documentation, procedures and practices to maintain data assets at the required level of quality. As a result of this program, MG will be able to:

- Avoid the ongoing degradation of quality of the data in systems due to the creation of duplicate, inconsistent and inaccurate data records;
- Improve strategic planning, regulatory compliance and network safety through the use of accurate asset and asset performance data;
- Increase accuracy and quality of work orders;
- Improve efficiency in decision making throughout end to end business processes;
- Increase ability to consistently access accurate, reliable and valid asset and performance data; and
- Improve quality in customer interaction and services (in areas such as new connections and outages).

<b>Strategic Alignment:</b>	<p>The key strategic drivers for this project are to:</p> <ol style="list-style-type: none"><li>1. Maintain systems to industry standard to avoid increased risk of disruption to customers and to retain levels of efficiency;</li><li>2. Improve asset planning and management through improved data quality and reporting; and</li><li>3. Ensure the ongoing integrity and safety of the distribution network.</li></ol> <p>The capital expenditure for this project is justified as it is:</p> <ul style="list-style-type: none"><li>• Prudent and efficient in line with accepted good industry practice: and</li><li>• Necessary to maintain the integrity of MG's services.</li></ul>
<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. <b>Undertake an asset data quality program as a holistic approach</b></li><li>3. Undertake an asset data quality program on system-by-system basis</li></ol>
<b>Rationale:</b>	<p><b><u>The recommended option is Option 2 – ‘undertake an asset data quality program as a holistic approach’:</u></b></p> <p>Option 1, ‘Do Nothing’, is not considered viable. If MG did not proceed with this program, the quality of data in its systems would continue to degrade over time due to the creation of duplicate, inconsistent and inaccurate data records. This data degradation would not be in line with accepted good industry practice would risk MG's ability to maintain the integrity of its services and result in increasing inefficiency and cost.</p> <p><b>Option 2, ‘Undertake an asset data quality program as a holistic approach’</b>, is recommended as it will establish a healthy, accurate and reliable data asset base for business operations including field work and customer services. The program of work will be a focused and synchronized activity across multiple systems and working units. This will maintain an appropriate level of data integrity for the MG assets and avoid the higher cost associated with Option 3, a system by system approach.</p> <p>Option 3, ‘Undertake an asset data quality program on system-by-system basis’, is not recommended as it will result in more costly program of work and have a high risk of isolated remediation failing to assess the impacts and requirements of end-to-end business processes.</p>
<b>Timing:</b>	The program will run from Q4 2018 to Q3 2020.
<b>Cost:</b>	\$834,517

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**Notes:**

Cost estimates assume that:

- No new IT systems (hardware or software) will be introduced;
  - Existing IT systems will require data, metadata, programmatic updates and/or configuration changes;
  - The IT components of the program can be executed in discrete parcels of work under overarching program management and oversight. This approach will allow for more efficient funds management and reprioritisation of work as required;
  - The IT component of this program will require system analysts, SAP functional specialist, part-time project manager and different systems specialists (SAP, GIS) to execute the changes; and
  - Analytics and reporting will be utilising the existing Information Hub and the existing Information.Next team.
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