

Project Overview



Project Name: Infrastructure Refresh – Reporting Platform – IT24

Description

Multinet Gas' (MG) reporting platforms are built on three key products:

- InfoSphere DataStage 8.1 ETL tool
- Cognos 10.1 reporting tools
- Oracle 11g databases

The reporting capability and data warehouse were extended to become a broader Enterprise Data Warehouse platform as MG consolidated its systems to a single SAP environment resulting in an extension of the data warehouse.

To maintain the reporting platform, the underlying products and tools should be refreshed in early 2018 to ensure adequate support levels are maintained and limit business risks.

Strategic Alignment:

The reporting platform is used by all business areas and contributes to business decision making. It therefore has an impact on the following strategic themes:

- Maintain systems to industry standard to reduce risk of disruption to customers and retain levels of efficiency
- Deliver new capability to meet changing customer needs and growing expectations
- Ensure ongoing performance, resilience and safety of the changing distribution network
- Utilise field mobility and other technologies to automate field work processes with service providers
- Ensure readiness to achieve regulatory requirements
- Improve asset planning through improved data quality, analytics and reporting

Services to customers can only be maintained if the company can continue to receive timely reports on current data. In particular, dissemination of relevant information to customers (including notice) on outages would be affected.

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

- Prudent and efficient in line with accepted good industry practice: and
- Necessary to maintain the integrity and safety of MG's services.

Options:

Two options have been considered for maintaining the currency of the reporting and data warehouse platforms.

1. Do Nothing

The "Do Nothing" option means that Multinet Gas will be operating vital information systems without vendor support. This option means substantially increased risk in the following areas:

- Vendor support
- Increasingly difficult to gain support personnel
- Increased recovery times
- Security patch availability
- Restrictions on underlying operating systems and peripheral systems including desktop applications

While this option avoids Capex, it carries with it the risk that MG will fail to meet regulatory and stakeholder requirements so this option is not recommended

2. Refresh Platform

This is the preferred option. This option involves upgrading the reporting and data warehouse software with versions that are supported by the vendor. This option mitigates the risks associated with the Do Nothing option, as the data warehouse would be running on up to date versions of the software. Being on supported software, all necessary security patches, software patches and product knowledge would be available from the manufacturer. No servers or hardware purchases are required as they are covered in the Infrastructure Refresh initiative.

This option is also aligned with MG's "IT Asset Management Policy v2.0".

Rationale:

There are three main reasons for this initiative:

- Ensuring the company continues to operate with the knowledge of current and timely information.
- Ensure that services to customers are maintained through accurate information including notices related to service interruptions
- Cost avoidance of extended support costs by maintaining platforms within supported versions.

Timing:

This initiative needs to be delivered early in the period as the devices are end of life. 2018 is the current planned timeframe.

Cost:

\$698,792 for substantial testing requirements for the 1000+ data transformations and 100+ reports. Project costs and software update costs have also been included.

No impact on ongoing IT operating cost is expected.

Notes: