



# Inquiry into the procurement and delivery of MyWay+

## Answer to question taken on notice during the hearing

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Asked by: Ms Fiona Carrick MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Discussions between the project control group and NEC about functionality risks.

Hearing: **01/05/2025**

Uncorrected Proof Transcript: **UPT 1/5/2025, pp 38-40.**

Transcript provided: **6/05/2025**

Answer Due: **13/05/2025**

### **Chris Steel MLA, Minister for Transport took on notice the following question:**

**MS CARRICK:** So this is where the user testing perhaps let you down in that the user testing, or maybe it not the user testing because there was user testing, and there was feedback to the directorate that things were not working properly.

**Mr White:** Yes. Yes.

**MS CARRICK:** It was perhaps the identification of that feedback creating a risk.

**Mr White:** Sure. I would probably extend that to say that I think the problem in that space was more the fact that we collected this feedback. Any assumption that that feedback would instantly turn into results and improvements, et cetera, certainly was not an assumption that I was working on. These were the community-based familiarisation testing that we are talking about here was provided us quite a lot of feedback and a number of those things have already found their way into and improved My Way Plus.

**MS CARRICK:** So who was responsible for taking the feedback and ensuring it landed into—it was put into the risk register for consideration by the project control group?

**Mr White:** Certainly. So it is not put into a risk register, it is actually put into a register of features and functionality that NEC maintained and NECs responsibility. After all, they are building the product, not myself nor any ACT government employer. So NECESSARY Australia, building this product, would take that information and synthesise it into various items for improvement or remedy or noting for future functionality. Because let us not forget, a lot of the feedback also provided us with ideas around, "Gee, it would be great to have this in the future."

**MS CARRICK:** Yes.

**Mr White:** But if they are not considered in the original project scope, we cannot deliver it. We should not deliver it.

**MS CARRICK:** No, but the stuff that was the core functionality and the feedback that it was not working properly, did that make its way to the project control group for consideration?

**Mr White:** Yes. Yes.

**MS CARRICK:** In what form did it make its way back then, if it was not in the risk register?

**Mr White:** I have never ever provided that type of feedback through a risk register. I would provide it through communications either directly to NEC, in the form of an email, in discussions, in normal workshops.

**MS CARRICK:** So can you provide the emails that went the project control group about what the feedback was and the risks?

**Mr White:** Yes, so I will just clarify. I would not send an email to project control group. I chair the project control group.

**MS CARRICK:** Yes.

**Mr White:** And as such, I would have a conversation, I would have minutes where I would give instruction to NEC, 'Here is this feedback being received'. 'Here is this exposure of the register that we are keeping', et cetera. So of course we can provide—

**MS CARRICK:** So can we have the papers then that went to the project control group—

**Mr White:** We can provide—

**MS CARRICK:** —that identified the feedback and the issues that were impacting on the core functionality?

**Mr White:** I will take that question on notice, Ms Carrick.

**MS CARRICK:** Thank you.

**Chris Steel MLA, Minister for Transport: The answer to the Member's question is as follows:**

I would refer the committee to QTON 3, which provided the extensive list of feedback from the community based testing group, as well as the actions taken as a result, including feedback provided to NEC, as the status at the time of the response being provided.

Further to this, feedback/observations listed in QTON 3 with 'Action at time of being reported' being identified as 'Service Request', were further distilled into relevant ICT management categories, aligned with ITIL best practices in a Service Management Tool ('service desk') newly established by Transport Canberra. ITIL is a well-known framework for managing customer or stakeholder requests for change or improvements, which allows for tracking, prioritisation and integration with product development. Establishment of the service desk is a key element of this, as it allows TCCS and NEC to record incidents (system defects) or service requests (system changes), providing visibility and allowing information to be kept in synchronisation between TCCS and NEC.

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Transport Canberra stood up the service desk in late October and have a manual process currently, that allows for these service management 'tickets' to remain in synchronisation with NEC's tool. Service Management is an implicit part of Transition to Operations.

PCG minutes for 14 November 2024 record the following:

- *MW mentioned the upcoming exposure of stakeholders to the service desk portal, enabling users to log incidents, service requests, or feature requests. He has been in discussions with Jodie to align their service management processes. MW expects an initial spike in requests with the new system, which will eventually stabilize. He stressed the importance of methodically handling requests to avoid overwhelming NEC, and noted that documentation is being prepared for incidents and requests. These will be triaged and, where necessary, passed to NEC for execution, likely starting next week*
- *JM mentioned the need to set up weekly meetings on Wednesdays, which should be part meeting and part workshop for the next six weeks. This is to ensure patience and thoroughness as they approach go-live, accepting transitional defects and refining processes. JM expressed confidence that the situation will improve significantly after several releases and the removal of interim processes.*

The above demonstrates efforts being made to formalise and inculcate Service Management into Transport Canberra operational procedures. It infers the presence and sharing of the Community based testing into defects (incidents) and change requests with NEC.

The second point calls out for the stand up of a weekly operations meeting that has been run since going live in late November 2024.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services.

Signature: 

By Chris Steel MLA, Minister for Transport

Date: 13/5/25