

3 July 2024

Phil Pennington
Reporter
Radio NZ
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REF: OIA-15414

Dear Phil

Request made under the Official Information Act 1982

Thank you for your emails of 16 May 2024 requesting the following information under the Official Information Act 1982 (the Act):

RNZ requests release of comprehensive, accurate, info including of the most up-to-date kind to enable RNZ to report what the current state of this matter is, in full and in fully searchable and copyable format (where 'document' refers to any kind of document, including report/s, memo/s, business case/s, aide memoir/s, briefing/s, minute/s, update/s, and with any parties including the board, any minister, the executive leadership):

- *The most substantive document about the September 2022 testing that found multiple issues*
- *Ditto that details the 'remediation of the core network issues went until March 2023'*
- *ditto that details the decision to redesign / rebuild the network, including a summary of the 5 most material One NZ and WK comms and interactions*
- *ditto re the pause in June 2023, with documentary details of 'the impacts to NZTA*
 - *'and security concerns'*
- *Ditto re the 'major impact on what was originally contracted', to include cost and how any parts of the solution as delivered differ from what WK set out to get or wanted*
- *A summary of how the run-up to go-live in Feb 2024 went*
- *Pls advise if there has been or will be any review of this project (WK may want to learn from what went wrong); and if one has been done release it*
 - *or otherwise outline what concrete measures WK will or may take to avoid such problems in future*

The New Zealand Transport Agency Waka Kotahi (NZTA) has an Intelligent Transport System Network (ITSN) on the New Zealand State Highway, which provides connection to devices such as variable message signs, CCTV cameras, lane control and ramp signals to monitor and manage the highway system. One NZ is the vendor that is contracted to design and build this network as part of a Managed Service agreement with NZTA.

NZTA is in active commercial negotiations with One NZ over a number of change requests, including a review of roles and responsibilities, and impacts to the delivery model. As such, some of the documents detailed below are withheld under the Act.

I have numbered each part of your request and will answer each in turn.

1. ***The most substantive document about the September 2022 testing that found multiple issues; and***
2. ***Ditto that details the 'remediation of the core network issues went until March 2023'***

In September 2022, the network design and build was under One NZ's control, with no connectivity to NZTA (agreed as per our Managed Service agreement). Therefore, no substantive document was provided to detail the multiple issues which were found. Through project discussions, NZTA provided One NZ time to remediate the issues and prepare for a pilot in March 2023.

Therefore, I am refusing this part of your request under section 18(e), as the document alleged to contain the information requested does not exist, or, despite reasonable efforts to locate it, cannot be found.

3. ***ditto that details the decision to redesign / rebuild the network, including a summary of the 5 most material One NZ and WK comms and interactions, and;***
4. ***ditto re the pause in June 2023, with documentary details of 'the impacts to NZTA***
 - o ***'and security concerns'***

The following document falls within the scope of this part of your request:

- 230824 Waka Kotahi Architectural Deviation Escalation Response_24th August 2023.pptx.

I am withholding this document in full under section 9(2)(j) of the Act, to enable a Minister of the Crown or any public service agency or organisation holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).

To summarise the most material communications and interactions with One NZ: concerns were raised regarding the amount and type of changes happening in the network in early 2023, and all changes on the network were paused pending further investigation by NZTA. This investigation concluded that the concerns were not substantiated and changes to the network resumed. One NZ decided to redesign the network under change control, so it was easier to maintain, and to provide greater stability and predictability in failure scenarios, in turn creating a more robust network for NZTA.

5. ***Ditto re the 'major impact on what was originally contracted', to include cost and how any parts of the solution as delivered differ from what WK set out to get or wanted***

The following documents fall within the scope of this part of your request:

- Copy of 00 - CR Register June 2024.xlsx.
- ITSN RASCI - One NZ and NZTA Waka Kotahi - 2 May 2024.docx.

I am also withholding these two documents in full under section 9(2)(j) of the Act.

6. A summary of how the run-up to go-live in Feb 2024 went

In late 2023, a plan to get to pilot was agreed between NZTA and One NZ, with a set of activities to achieve this (e.g., security controls and operational readiness). NZTA had weekly updates with One NZ to ensure both parties were tracking to plan, and the network was operationally ready in December 2023. In February 2024, the first pilot site was successfully transformed and connected to the new ITS network.

- 7. Pls advise if there has been or will be any review of this project (WK may want to learn from what went wrong); and if one has been done release it**
- **or otherwise outline what concrete measures WK will or may take to avoid such problems in future**

The ITSN Project undertakes regular lessons learnt sessions, and these are often incorporated as part of regular planning workshops. Due to the length and breadth of the project, these occur every 3-9 months, and after any significant milestone.

The following document falls within the scope of this part of your request:

- ITSN_Pilot_Exit_Report v1.0 with NZTA for review.pdf.

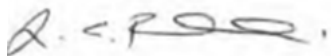
This document is being withheld in full under section 9(2)(j) of the Act.

With respect to the information that has been withheld, I do not consider there are any other factors which would render it desirable, in the public interest, to make the information available.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to withhold this information and refuse part of this request. The contact details for the Ombudsman can be located at www.ombudsman.parliament.nz.

If you would like to discuss this reply with NZTA, please contact the Andrew Knackstedt, Senior Manager, Media, by email to andrew.knackstedt@nzta.govt.nz.

Yours sincerely



Jen Bernal
Acting Chief Digital Officer