



INDEPENDENT
TRANSPORT
SAFETY AND
RELIABILITY
REGULATOR



Objective has increased the organisation's
transparency and accountability.

Mr Kevin Noakes Chief Technology Officer, ITSRR



ORGANISATION

Independent Transport Safety and
Reliability Regulator

INDUSTRY

Public Sector

SOLUTION

 **Objective** ECM

BENEFITS AT A GLANCE

- Improved operational efficiency
- Improved accountability and transparency
- Legislative compliance
- Business process improvement
- Quality assurance

Increasing transparency and accountability to facilitate safe and reliable transport services

The Independent Transport Safety and Reliability Regulator (ITSRR) is a statutory authority that facilitates safe and reliable transport services in New South Wales (NSW). ITSRR originally made the decision to implement an Electronic Document Management System (EDMS) as part of the organisation's 2004 strategic plan. The requirement for an EDMS was motivated by recommendations given by the Special Commission of Inquiry into the Waterfall Rail Accident.

ITSRR has three key roles: administering rail safety legislation, advising the government on the reliability of all publicly funded transport services within NSW; and coordinating safety regulation with the other two regulators of publicly funded transport: NSW Maritime (ferries) and the Ministry of Transport (buses).

ITSRR's role within the community is vital. ITSRR's role as the state regulator is to ensure rail operations are conducted safely and where necessary, to quickly and accurately compile a case for investigation of rail incidents.

CHALLENGES FACING ITSRR

Mr Kevin Noakes, Chief Technology Officer, ITSRR, said: "The need for an EDMS was identified early on because the organisation wanted the ability to provide certainty and speed in locating, sharing and accessing all their information."

"ITSRR required a business tool that provided everyone access to a single repository that manages electronic and physical documents. It had to enable quick and easy access to information, encourage information sharing and improve our business processes simultaneously."

Prior to Objective, ITSRR managed documents through shared network drives and paper filing systems organised according to function or subject area. The urgent need for improved access to information was highlighted when responding to the Waterfall Inquiry, a painstaking physical search of documents throughout the office proved necessary. As a result one of the recommendations from the Inquiry was that ITSRR required an information management system.

Other business drivers for the project were to:

- Improve the ability to respond to the requirements of Royal Commissions and other inquiries.
- Ensure recordkeeping is compliant with NSW State Government legislation, standards and codes of best-practice.
- Enhance staff ability to efficiently respond to enquiries.
- Provide confidence and mitigate risk that all information held and provided by ITSRR is accurate.

“Objective was selected because it was a solution that integrates well with our business and technology requirements. Objective also provided a highly experienced project team who had proven successful project deployments. The Objective team were the experts in how the system could be implemented. We used their knowledge and experience to assist in defining how the EDMS should be deployed to best suit our operations,” said Mr Noakes.

FACILITATING PROCESS IMPROVEMENTS

Objective has significantly refined ITSRR's business processes. This is especially evident in ITSRR's approval processes. When an invoice is received by ITSRR, it is saved into Objective, the link to the file is sent to the officer who requested the goods or services to verify that they received the product. Once approved the invoice is then forwarded on for expenditure approval. When this is completed the accounts team can pay the invoice. Subsequently, if an enquiry is raised regarding the invoice, the responding officer can view the audit trail to identify its status within the approval process.

When approving the accreditation for rail operators, the Chief Executive needs to be assured the operator has the systems, competence and capacity to safely carry out their operations. Objective provides a holistic view of the operator's information and gives credibility to documents used to assess these processes through its automated document control process such as audit trail and version control. Other business benefits Objective has delivered include:

- Improved processing of travel approvals.
- Enhanced efficiency in reviewing and approving policy documents.
- Stabilised and streamlined its business process.
- Facilitated collaboration between work teams.
- Enabled better management of ITSRR's correspondence.

“Objective has increased the organisation's transparency and accountability. We needed a business tool that would instil confidence in our staff, the rail industry and the travelling public by assuring them of information integrity and credibility. As a regulator, it is essential we can provide this confidence.

“Objective has helped ITSRR to be more strategic in collecting and analysing information which assists in the direction of resources toward greater risk areas. This makes ITSRR more effective as an organisation in facilitating safe and reliable transport services to the community of NSW.

“We make the conscious decision to keep as close to the current release as possible due to the benefits we reap from the new features. Moving forward, we would like to further integrate Objective into our enterprise architecture by utilising its web-based services,” said Mr Noakes.

ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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