



Intelligent enforcement underpinned by consolidated compliance data

Client

The New Zealand Ministry for Primary Industries (MPI) acts as a single gateway to New Zealand's Government for the primary industries sector, and also for overseas regulators of primary products. The ministry is charged with maximising export opportunities for primary industries, improving sector productivity, increasing sustainable resource use and protecting New Zealand from biological risk.

MPI was formed in April 2012 after a merger of the Ministry of Agriculture and Forestry (MAF), the Ministry of Fisheries (MFish) and the New Zealand Food Safety Authority (NZFSA). MPI is a significant operational agency with personnel working at sea, at the border, in forests, on farms, in laboratories, along the coastlines, in processing facilities and offshore.

As of 2012, the industries managed within the MPI portfolio represent \$32 billion of New Zealand's GDP, with strategic plans in place to see this double by 2030.

Challenge

As a result of the merger in 2012, MPI became the owner of a significant number of legacy fisheries systems that were fragmented and required users to switch systems on a regular basis, to complete day-to-day tasks.

The lack of integration between the older systems meant data had to be collected and re-entered several times. It was also difficult to cross-check and analyse data stored in different systems, resulting in manual processing that increased the risk of duplication and human error.

MPI required an off-the-shelf solution that provided staff with a single access point to enter and extract information in a way that aligned with its business processes.

NZ primary industry stats:

\$37.5b exports forecast for 2017

2,200 staff in **70** locations

Monitor fishing across **4 million** square km

Over **100,000** export certificates issued per year

\$100m invested annually in science & innovation

Administer over **50** Acts of Parliament

Itree solutions provided:

DecisionWorks
ResourceWorks



Solution

MPI engaged Itree to deliver a fisheries solution that would lead to consolidation of the right data into a single, secure platform that would streamline enforcement processes and improve the efficiency of human and financial resources.

The solution, named Field Operations Consolidated User System (FOCUS), comprised the **DecisionWorks®** module of the **RegulationWorks®** product suite. **DecisionWorks®** is designed to deliver enterprise case management and intelligence capabilities that would be integrated across MPI, to unify data from all legacy systems.

Itree delivered a solution that encompassed a range of business workflows and associated data, from the recording of a public poacher call, through to investigation and prosecution. Monitoring functions for the health and safety of fisheries officers, who operate in high-risk environments and remote locations, were also configured.

Data migration was a significant component of the project to enable improved intelligence-gathering, analysis and decision-making capabilities. In collaboration with MPI, our team migrated more than 10 years' worth of records from multiple systems.

Value

MPI's FOCUS has become a single unified repository for all fisheries-related compliance data, including field-based activities, inspections, incidents, permit approvals and enforcement actions such as infringements and prosecution. The system is a one-stop shop for recording, extracting and analysing data required to safeguard fisheries in New Zealand. FOCUS was adopted as a core business system by 240 fisheries officers and in its first month of operation, recorded over 2,400 inspections across New Zealand.

Leveraging Itree's expertise, MPI has a solution that provides the following benefits:

- the ability to work from one integrated solution
- better access to key data like inspection records and intelligence on suspicious activities
- elimination of duplication of data entry and manual cross-checking
- reduced administrative tasks, which frees up time to concentrate on core business activities
- a better understanding of the risks in field officers' area of responsibility, so they can act accordingly.

In addition to managing day-to-day compliance tasks from the one system, the solution also supports MPI's long-term strategic planning, making better use of the intelligence data that has been collected.

Why Itree

- Specialists in regulation, compliance and enforcement intelligent solutions.
- A technology partner that adds real business value through proactive development of solutions rather than only reacting to fully developed requirements.
- Expertise that adds real business value and delivery exceeding the scope of original requirements.
- Testing and deployment plans that reduce risk and provide confidence for real world government systems.
- The leading regulatory platform, supporting applications and assessments across a broad base of regulatory domains – completely built on the shores of New Zealand and Australia.
- Solutions designed to be future proof – a configurable framework to support other application types that may be introduced.

