

**Finances of the Union**  
**Advice of intention to review Bureau IT system**  
**(Document prepared by APPU Bureau)**

1. Subject	Paragraphs
Informing the EC, via the Finance Committee, on: <ul style="list-style-type: none"> <li>- the need to review the IT system in the Bureau due to a range of perceived issues that adversely impact users in the Bureau, visitors to the Bureau (mainly course participants), and members receiving communications from the Bureau</li> <li>- the commencement of an internal review in the first place to determine next steps</li> <li>- including how any solution(s) might be funded as part of the internal review</li> <li>- an initial draft assessment to be prepared by 31 December 2019</li> <li>- the process to be followed for the review and any decision-making necessary</li> </ul>	§§ 2.1 - 2.2  § 2.3  § 3  § 4 § 5
<b>2. Decisions expected</b>  The EC, via the Finance Committee, is asked to: <ul style="list-style-type: none"> <li>- <b>note</b> the intention of the Bureau to review its IT system</li> <li>- <b>note</b> that updates on progress and requirements will be provided in accordance with detail set out in EC 2019 Doc 5.3</li> </ul>	§ 6 (i) § 6 (ii)

**1. Introduction**

- 1.1 This document advises the EC, through the Finance Committee, of the intention to review the IT system in the Bureau.
- 1.2 The advance notification of this matter is a process being developed by the Secretary General and the Reform Consultant to involve the EC in a timely manner on issues that may have subsequent personnel, expenditure or other implications.

**2. Comment**

- 2.1 The Bureau is of the view that the IT system is very much in need of review. Aspects such as capacity, signal strength, reliability etc, give cause for concern. Typifying the general state of the system, for some time now the most common negative observation of participants attending the College is the (poor) quality of IT services in the complex.
- 2.2 Other issues include:
  - (i) the age of equipment generally makes work harder than it should be;
  - (ii) there is lack of technical back-up in the Bureau e.g., only one person has specialist knowledge for problem-solving and optimising the capability of hardware / software. Greater knowledge (from training) and confidence (from a specific programme aimed at making IT the core work tool) is necessary as part of a process to upgrade the approach to “doing work”;
  - (iii) as identified in the Reform Working Group member survey and also by the Bureau team for some time, the APPU website needs to be updated in terms of functionality, flexibility, capacity, etc. Several information requirements have been highlighted by the Bureau and by members through the Reform work - information requirements that will create immediate value to the Union through

quick, efficient access. Further requirements might also be defined through a further questionnaire to members; and

(iv) network and internet aspects require ongoing attention to maintain connectivity for users.

2.3 The intention is to firstly make an in-house review to establish “what we know and what we don’t know” about the IT system with a view to recommending either:

(i) a solution for improving the system; or

(ii) a further review by an external expert to advise on best solution(s).

### **3. Financial**

Naturally, one of the outputs from a review would be the cost of a solution. In this regard, the Bureau would provide a view on how such costs could be met. In the meantime, however, the internal review is not envisaged as incurring any unbudgeted expenditure.

### **4. Timing**

It is not easy to say how long an internal review might take. However, current thinking is to have an initial draft assessment of the issues and solutions by 31 December 2019.

### **5. Process**

The process is as follows.

- Advise the 2019 EC, through the Finance Committee, of the intention to make a review of the IT system (i.e., this document (EC 2019 Doc 5.3)).
- Subject to any comment by the Finance Committee or EC, to commence the review in September 2019.
- Prepare an initial draft assessment of the issues and solutions by 31 December 2019.
- Provide an update to the membership in February 2020 including seeking approval to proceed with action and expenditure as outlined in a Business Case approved by members (using the “approval by correspondence” method (as set out in General Regulations, Article 106, § 11)).

### **6. Recommendation**

It is recommended that the EC, through the Finance Committee, notes:

(i) the intention of the Bureau to review its IT system; and

(ii) that updates on progress and requirements will be provided in accordance with detail set out in EC 2019 Doc 5.3.