



City of
Ipswich

**IPSWICH
CITY
COUNCIL**

AGENDA

of the

GOVERNANCE AND TRANSPARENCY COMMITTEE

**Held in the Council Chambers
2nd floor – Council Administration Building
45 Roderick Street
IPSWICH QLD 4305**

**On Thursday, 13 May 2021
At 10 minutes after the conclusion of the Growth, Infrastructure and Waste
Committee**

<u>MEMBERS OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE</u>	
Councillor Jacob Madsen (Chairperson) Councillor Russell Milligan (Deputy Chairperson)	Mayor Teresa Harding Councillor Marnie Doyle Councillor Kate Kunzelmann Deputy Mayor Nicole Jonic

GOVERNANCE AND TRANSPARENCY COMMITTEE AGENDA
*10 minutes after the conclusion of the Growth, Infrastructure and
Waste Committee on **Thursday, 13 May 2021***
Council Chambers

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** Item includes confidential papers

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 4

13 MAY 2021

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2021(03) OF 15 APRIL 2021**

RECOMMENDATION

That the Minutes of the Meeting held on 15 April 2021 be confirmed.

OFFICERS' REPORTS

2. **QUEENSLAND AUDIT OFFICE 2021 INTERIM AUDIT REPORT**

This is a report concerning the Queensland Audit Office (QAO) 2021 interim audit report for the financial year ending 30 June 2021 detailing the results of QAO's interim work performed between 8 March to 26 March 2021, including a review of relevant information systems controls.

RECOMMENDATION

That the Queensland Audit Office 2021 Interim Audit Report, as detailed in Attachment 1, be received and the contents noted.

3. **KANOPY PPU FILM & VIDEO STREAMING RESOURCE**

This is a report seeking Council resolution by Ipswich City Council (Council) to continue the annual subscription for Councils Pay-Per-Use (PPU) Film and Video Streaming resource with Kanopy Inc. Kanopy is a global resource that provides high quality content including films, documentaries and educational courses (Great Courses). It also includes content for children via Kanopy Kids. Offering over 19,000 film and video titles, Kanopy has a growing popularity with library members.

Kanopy is meeting Council's performance expectations for the provision of PPU Film and Video streaming resources. The total cost for a further three (3) year term covering the period from 1 July 2021 to 30 June 2024 is estimated at fifty-four thousand dollars (\$54,000) excluding GST. This figure is based on budget forecast for the period of 1 July 2021 to 30 June 2022 with a 30% growth buffer factored in for the last two (2) years of the term requested

RECOMMENDATION

- A. That pursuant to s235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of pay per use film and video streaming resources.
- B. That Council enter into a contractual arrangement (Council reference 16575) with Kanopy Inc., at an expected purchase price fifty-four thousand dollars (\$54,000) excluding GST over the entire term, being a term of three (3) years with no options to extend.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation, in order to implement Council's decision.

4. PROCUREMENT - STUDIOSTY SUBSCRIPTION RENEWAL

This is a report seeking a Council resolution by Ipswich City Council (Council) to continue the annual subscription for Councils online education resource with Studiosity Pty Ltd.

Studiosity Pty Ltd provides an online education resource service to Council. These services have been embedded within the Library sector for the past ten (10) years and are deemed an essential resource for Council's Library members. Studiosity Pty Ltd provides an online education resource that is freely accessed by Ipswich Library members and offer a service for which there is no comparable alternatives in the market.

Studiosity provides free live study help for Library members via remote access. This resource delivers assistance with maths, English, science, assignment research and study skills for grades 3 to 12 and TAFE.

Studiosity is meeting Council's performance expectations for the provision of Council Libraries online education resource. The total cost for a further three (3) year term covering the period from 1 July 2021 to 30 June 2024 is estimated at ninety-nine thousand dollars (\$99,000) excluding GST this figure is based on

budget forecast provided by the Library. The 2021-2022 budget is \$30,000, 2022-2023 budget is \$33,000 and 2023-2024 budget is \$36,000.

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of on-demand online study help services.
- B. That Council enter into a contractual arrangement (Council reference 16522) with Studiosity Pty Ltd, at an expected purchase price of \$99,000.00 excluding GST over the entire term, being a term of three (3) years, with no options to extend.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation in order to implement Council's decision.

5. PROCUREMENT - WATERRIDE CLOUD SUBSCRIPTION FOR FLOOD FORECASTING

This is a report seeking a resolution by Ipswich City Council (Council) to enter into a new agreement with Council's current vendor Worley Services Pty Ltd (Worley) to transition from the older, locally installed WaterRIDE flood forecasting and floodplain mapping software currently in use at Council to a cloud based technology offering of the product in order to provide a real time, readily accessed solution to Council for efficient forecast and appropriate response decision making processes in relation to anticipated or actual emergency flood situations.

Worley is a worldwide team of consultants, engineers, construction workers and data scientists who have an Australian Headquarters. Worley currently have an employee operating out of neighbouring Local Government Council, Logan City Council, in order to provide local support to Councils in the region. Their specialised WaterRIDE flood forecasting and floodplain mapping software has been in use at Council since 2013, contract reference 13-14-110. The continued use of their software is considered essential to Council, with a transition to the current cloud-based technology offering.

Worley is meeting Council's performance expectations for the provision of flood forecasting and floodplain technology solutions used by Council.

A resolution of Council is sought to enter into a new contract with Worley for the provision of the current technology WaterRIDE cloud solution and other related ancillary items as required for an initial three (3) year term from 1 July 2021 until 30 June 2024, and then for up to two (2) further one (1) year periods until 30 June 2026. This is an estimated total cost of up to five hundred and eleven thousand

dollars (\$511,000) excluding GST if all annual renewal options are exercised up until 30 June 2026

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of a proprietary WaterRIDE flood forecasting software solution.
- B. That Council enter into a contractual arrangement (Council reference 16593) with Worley Services Pty Ltd, at an expected purchase price of five hundred and eleven thousand dollars (\$511,000) excluding GST over the entire term, being an initial term of three (3) years, with the option to extend at the discretion of Council, for an additional two (2) x one (1) year terms.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation, in order to implement Council's decision. The delegation does include the power to exercise one or all of the options to extend (if any are outlined in the preceding recommendations).

NOTICES OF MOTION

MATTERS ARISING

GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2021(03)

15 APRIL 2021

MINUTES

COUNCILLORS' ATTENDANCE: Councillor Jacob Madsen (Chairperson); Councillors Russell Milligan (Deputy Chairperson), Mayor Teresa Harding, Deputy Mayor Marnie Doyle, Kate Kunzelmann and Nicole Jonic

COUNCILLOR'S APOLOGIES: Nil

OFFICERS' ATTENDANCE: Acting Chief Executive Officer (Sonia Cooper), Acting General Manager Corporate Services (Jeff Keech), General Manager Community Cultural and Economic Development (Ben Pole), General Manager Planning and Regulatory Services (Peter Tabulo), Acting General Manager Infrastructure and Environment (Sean Madigan), Treasury Accounting Manager (Paul Mollenhauer), Chief Information Officer (Sylvia Swalling), Procurement Manager (Richard White), Acting Property Services Manager (Kerry Perrett), Principal Officer Program Management Office (Anna Payne), Manager, Environment and Sustainability (Kaye Cavanagh), Media and Communications Manager (Darrell Giles), Theatre Technician (Ben Harth)

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. **REPORT OF THE GOVERNANCE AND TRANSPARENCY COMMITTEE NO. 2021(02) OF 11 MARCH 2021**

This is the report of the Governance and Transparency Committee No. 2021(02) of 11 March 2021.

RECOMMENDATION

Moved by Councillor Kate Kunzelmann:

Seconded by Deputy Mayor Marnie Doyle:

That the report of the Governance and Transparency Committee No. 2021(02) of 11 March 2021 be received and noted.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

OFFICERS' REPORTS

2. INVOLVE PROJECT PRELIMINARY BUSINESS CASE

This is a report concerning the Preliminary Business Case for the iVolve Project. Delivery of the Preliminary Business Case is the major deliverable for Stage 2 (Preliminary Business Case) of the project. The Preliminary Business Case was endorsed by the ICT Steering Committee on 31 March 2021 and is submitted for consideration and approval by the Governance and Transparency Committee and Council.

The purpose of the Preliminary Business Case is to support Council in making an informed decision on a target state solution architecture to address the required outcomes of the iVolve Project.

RECOMMENDATION

Moved by Councillor Nicole Jonic:

Seconded by Deputy Mayor Marnie Doyle:

That the iVolve Project Preliminary Business Case be accepted and approved, and approval be given for the iVolve Project to progress to the next project stage - Stage 3 Final Business Case.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

3. REPEAL OF PREVIOUS COUNCIL DECISION FOR NEW TRUSTEE PERMIT OVER RESERVE FOR RECREATION PURPOSES - ANZAC PARK SPORTS AND RECREATION CLUB INCORPORATED - 1 MILL STREET, ROSEWOOD

This is a report requesting the repeal of a previous decision of the General Purposes Committee, Item No. 3 on the 19 May 2020 and adopted at the Council Ordinary meeting of 26 May 2020 to withdraw Anzac Park Sports and Recreation Club Incorporated (APSRCI) as Trustee over a reserve for recreation purposes located at 1 Mill Street, Rosewood and described as Lot 638 SP157096.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Russell Milligan:

That Council repeal its previous decision to enter a Trustee Permit with Anzac Park Sports and Recreation Club Incorporation (a decision of the General Purposes Committee, Item No. 3 on 19 May 2020) adopted at the Council Ordinary meeting of 26 May 2020.

AFFIRMATIVE

Councillors:

Madsen
Milligan
Harding
Doyle
Kunzelmann
Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

4. PROPOSED FEES AND CHARGES TO APPLY FROM 1 JULY 2021

This is a report concerning the annual review of Ipswich City Council's (**Council**) proposed commercial and cost recovery fees and charges, and the recommended pricing to commence with effect 1 July 2021.

RECOMMENDATION

Moved by Mayor Teresa Harding:
Seconded by Councillor Kate Kunzelmann:

- A. That the proposed 2021-2022 Fees and Charges, as detailed in Attachment 1 to the report by the Treasury Accounting Manager dated 27 March 2021, be adopted with an effective date of 1 July 2021.
- B. That the amendments to Fees and Charges for 2021-2022, as detailed in Attachment 2 to the report by the Treasury Accounting Manager dated 27 March 2021, be received and noted.
- C. That the extension of COVID-19 fee relief measures (waivers) for the 2021-2022 financial year for footpath dining licence applications and renewals be adopted.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

5. FEES AND CHARGES FOR GEORGE ALDER TENNIS CENTRE

This is a report concerning the establishment of Fees and Charges for general and casual use of the George Alder Tennis Centre.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:

Seconded by Mayor Teresa Harding:

- A. That the proposed Fees and Charges for general and casual individual, social and coaching use court hire at the George Alder Tennis Centre, as detailed in Table 1 of the report by the Principal Officer (Sport and Recreation) dated 16 March 2021, be adopted with an effective date of 1 May 2021.
- B. That the continuation of the proposed Fees and Charges for general and casual individual, social and coaching use court hire at the George Alder Tennis Centre, as detailed in Table 1 of the report by the Principal Officer (Sport and Recreation) dated 16 March 2021, during 2021-2022, be noted.

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

NEGATIVE

Councillors:

Nil

Kunzelmann
Jonic

The motion was put and carried.

6. PROCUREMENT - CULTURAL LANDSCAPE VALUES INVESTIGATION AGREEMENT

This is a report concerning the engagement of Turnstone Archaeology for the purpose of undertaking Cultural Landscape Values audits of locations across various conservation estates and reserves.

The report seeks Council's resolution to apply an exception in the *Local Government Regulation 2012*, specifically section 235 (b), to engage Turnstone Archaeology for Cultural Landscape Values Audits for a period of three (3) years, based on the specialised nature of their services.

Council will engage Turnstone Archaeology to undertake one project per year over the next three years, with a maximum project budget of \$100,000 ex GST. The maximum expenditure under this arrangement will be \$300,000.00 ex GST.

RECOMMENDATION

Moved by Mayor Teresa Harding:

Seconded by Councillor Russell Milligan:

- A. **That pursuant to section 235(b) of the *Local Government Regulation 2012 (Regulation)* Council resolve it is satisfied that the exception referred to in section 235(b) of the *Regulation* applies and that Cultural Landscape Values Audits are of such a specialised nature that it would be impractical for Council to invite tenders or quotations.**
- B. **That Council enter into a contract with Turnstone Archaeology for the provision of Cultural Landscape Values Audits for a period of three (3) years with the maximum expenditure under this arrangement over the three years to be \$300,000 excluding GST.**
- C. **That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

NEGATIVE

Councillors:

Nil

Jonic

The motion was put carried.

7. PROCUREMENT - PARKING MACHINES AND COMMUNICATION AND
MANAGEMENT SYSTEM

This is a report recommending Council enter into a contract with Australian Parking and Revenue Control Pty Limited (APARC), as APARC is the only supplier reasonably able to provide continued servicing of the existing Parking Meter Systems installed throughout Ipswich with approximately 100 parking meters in operation.

The Council is required to consider and resolve that the exception set out in section 235(a) of the *Local Government Regulation 2012* applies due to APARC parking systems proprietary nature. The cost of the arrangement is estimated to be \$340,000 excluding GST per annum, for three (3) years to June 2024 for the estimated sum of \$1,020,000 excluding GST.

RECOMMENDATION

Moved by Councillor Kate Kunzelmann:

Seconded by Councillor Russell Milligan:

- A. **That Council resolve it is satisfied that the exception in 235(a) of the *Local Government Regulation 2012* applies and that Australian Parking and Revenue Control Pty Limited (APARC) is the only supplier reasonably available to provide maintenance for the current parking meter system.**
- B. **That Council enter into a contract with APARC for the provision of maintenance for the current parking meter system for a period of one (1) year with the option to extend for an additional two (2) one (1) year terms, at an estimated cost of \$340,000 excluding GST per annum, for three (3) years to June 2024 for the estimated sum of \$1,020,000 excluding GST.**
- C. **That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

8. PROCUREMENT - ANNUAL SUPPORT AND UPGRADE RENEWAL - KRONOS SOFTWARE

This is a report seeking a resolution by Council to continue the annual support services and upgrade renewal for the Kronos application including software and equipment that is used for timekeeping activities to support the payroll function.

This matter is required to come to Council for resolution as officers seek Council resolution that the exception in section 235 (b) of the *Local Government Regulation 2012* applies to the continuation of the specialised services provided.

Kronos Australia Pty Ltd (Kronos) is an American headquartered global company, with a registered office located in New South Wales, Australia. This proprietary product was purchased in 2017 through a procurement process and its continued use is considered essential to Council. The Kronos software and equipment form a critical timekeeping solution that is integrated into Council's payroll system and embedded as part of Council's current e-Hub and Human Resource Information System. Kronos is meeting Council's performance expectations for the provision of the support services and upgrade for the Kronos software and equipment used by Council.

A resolution of Council is sought to allow the continuation of the renewals of the annual support services and upgrade for the Kronos software and equipment with Kronos for an initial four (4) month period from 23 May 2021 until 30 September 2021 to align to the dates of the originating contract and underpinning system, and then for up to three (3) further one (1) year periods to allow cover until 30 September 2024. This is an estimated total cost of up to \$135,000 excluding GST if all annual renewal options are exercised up until 30 September 2024.

RECOMMENDATION

Moved by Deputy Mayor Marnie Doyle:

Seconded by Mayor Teresa Harding:

- A. **That Council resolve it is satisfied under section 235(b) of the *Local Government Regulation 2012* (Regulation) that the exception under s235(b) of the Regulation applies and that because of the specialised nature of the services that are sought, namely Kronos software and equipment support services and upgrade, it would be impractical or disadvantageous for Council to invite quotes or tenders.**
- B. **That Council resolve it is satisfied to continue with, and to renew, the annual support services and upgrade for the Kronos software and equipment with Kronos from 23 May 2021 until 30 September 2021 and then for up to three (3)**

further one (1) year periods to allow cover until 30 September 2024, for an estimated total cost of up to \$135,000 excluding GST.

- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Madsen

Nil

Milligan

Harding

Doyle

Kunzelmann

Jonic

The motion was put and carried.

9. PROCUREMENT - ENHANCEMENT, UPGRADE, SUPPORT AND SUBSCRIPTION RENEWAL OF OBJECTIVE SOFTWARE

This report is seeking a Council resolution regarding the formation of a contract with vendor Objective Corporation Limited (Objective) under Local Buy arrangement (BUS274 – ICT Solutions and Services) as per section 234 of the *Local Government Regulation 2012* (Regulation). The contract will be for the enhancement to, and the continuation of support, upgrade and subscription renewal for, the Objective Electronic Document and Records Management System (EDRMS) that is currently in use across the whole of Council.

Objective is an Australian company supplying globally and headquartered in NSW. This proprietary product was originally purchased in 2014 through a procurement and the current contract is due to expire on 30 June 2021 with no further extension options. Its continued use is considered essential to Council.

Objective is meeting Council's performance expectations for the provision of the support, upgrade and subscription licencing for the Objective software used by Council.

The new contract to be entered into is intended to commence on 1 May 2021 in order to allow for required upgrade and new enhancement works to be carried out prior to the commencement of the continuing support, upgrade and subscription renewal period beginning on 1 July 2021. The contract shall be for an initial term of three (3) years and two (2) months, with up to two (2) further one (1) year extension options, ending on 30 June 2026 if all extension options are exercised.

A resolution of Council is sought to approve an estimated total cost of up to three million dollars (\$3,000,000) excluding GST if all extension options of the proposed contractual arrangement are exercised.

RECOMMENDATION

Moved by Councillor Nicole Jonic:

Seconded by Mayor Teresa Harding:

- A. That Council enter into a contract with Objective Corporation Limited for the provision of product enhancements, continued support, upgrade and subscription renewal under s234 of the *Local Government Regulation 2012* for an estimated total cost of up to three million dollars (\$3,000,000) excluding GST for the period commencing 1 May 2021 and ending 30 June 2026.**
- B. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract to be executed by Council (including all annual renewals) and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

Councillors:

Madsen

Milligan

Harding

Doyle

Kunzelmann

Jonic

NEGATIVE

Councillors:

Nil

The motion was put and carried.

10. PROCUREMENT - RENEWAL OF LIQUID PETROLEUM GAS (LPG) FOR BUNDAMBA AND GOODNA AQUATIC CENTRES

This report recommends the renewal of the supply agreement for Liquid Petroleum Gas (LPG) for Bundamba and Goodna Aquatic Centres with Origin Energy Retail Ltd to enable continuity of gas supply to these facilities.

Council's primary purpose for the supply of gas is heating the water supplies for the two aquatic centres. Council commenced utilising LPG supplied by Origin Energy Retail Ltd in 2002 for the Goodna Pool and 2004 for the Bundamba pool. Origin supplied, installed and own the infrastructure for LPG at these sites.

This report recommends that Council resolve that the exception under section 235(b) of the *Local Government Regulation 2012* applies and that Council proceeds with the engagement of Origin Energy Retail Ltd to provide a LPG Sale and Supply Agreement for Bundamba & Goodna Aquatic Centres for twelve (12)

months for the estimated sum of one hundred and fifty thousand dollars (\$150,000) excluding GST.

RECOMMENDATION

Moved by Councillor Nicole Jonic:
Seconded by Councillor Russell Milligan:

- A. That Council resolve it is satisfied under section 235(b) of the *Local Government Regulation 2012* (regulation) that the exception under section 235(b) of the regulation applies and that Origin Energy Retail Ltd is the only supplier reasonably available to it to provide the LPG supply agreement for Bundamba & Goodna Aquatic Centres for the following reasons:**
- 1. The number of suppliers for heating LPG is limited.**
 - 2. The equipment at the Council Aquatic Centres is owned by the supplier and Council pays a rent and supply of gas cost.**
 - 3. The cost to Council for a new supplier for the removal and replacement of the current infrastructure at the aquatic centres.**
- B. That Council enter into a supply agreement with Origin Energy Retail Ltd for the provision of the LPG sale and supply agreement for Bundamba & Goodna Aquatic Centres for a period of twelve (12) months for the estimated sum of one hundred and fifty thousand dollars (\$150,000) excluding GST.**
- C. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the agreement to be executed by Council and to do any other acts necessary to implement Council's decision in accordance with section 13(3) of the *Local Government Act 2009*.**

AFFIRMATIVE

NEGATIVE

Councillors:

Councillors:

Madsen

Nil

Milligan

Harding

Doyle

Kunzelmann

Jonic

The motion was put and carried.

10.1. MATTERS TAKEN ON NOTICE - COUNCIL'S POOLS

Councillor Kunzelmann requested information relating to what company is supplying liquid petroleum gas (LPG) to Council's other pools.

Councillor Jacob Madsen requested information on whether all council's pools are heated.

The Procurement Manager to provide a response to councillors on these matters.

NOTICES OF MOTION

Nil

MATTERS ARISING

Nil

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 11.34 am.

The meeting closed at 11.52 am.

Doc ID No: A7218289

ITEM: 2

SUBJECT: QUEENSLAND AUDIT OFFICE 2021 INTERIM AUDIT REPORT

AUTHOR: FINANCIAL ACCOUNTING MANAGER

DATE: 27 APRIL 2021

EXECUTIVE SUMMARY

This is a report concerning the Queensland Audit Office (QAO) 2021 interim audit report for the financial year ending 30 June 2021 detailing the results of QAO's interim work performed between 8 March to 26 March 2021, including a review of relevant information systems controls.

RECOMMENDATION/S

That the Queensland Audit Office 2021 Interim Audit Report, as detailed in Attachment 1, be received and the contents noted.

RELATED PARTIES

Queensland Audit Office

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

The Queensland Audit Office (QAO) has now completed its interim audit of Ipswich City Council for the 2020-2021 financial year. The Auditor-General has now written to the Mayor providing a copy of the interim management report comprising issues formally reported to management.

Section 213 of the *Local Government Regulation 2012* provides as follows:

- (1) This section applies if the auditor-general gives the Mayor of a local government a copy of the auditor-general's observation report about an audit of the local government's financial statements.
- (2) An auditor-general's observation report, about an audit of a local government's financial statements, is a report about the audit prepared under section 54 of the *Auditor-General Act 2009* that includes observations and suggestions made by the auditor-general about anything arising out of the audit.
- (3) The Mayor must present a copy of the report at the next ordinary meeting of the local government.

During the interim audit Queensland Audit Office (QAO) assessed the design and implementation of Council's internal controls and whether they are operating effectively.

The QAO has raised two (2) new significant deficiencies in Council's internal controls and a further two (2) significant deficiencies which were prior year deficiencies that were not fully resolved, so have been revised and re-raised in the current year. The new significant deficiencies were in the areas of access configuration for Oracle and access/changes in SAP payroll system. The significant deficiencies which were re-raised were in the areas of segregation of duties in SAP payroll and the automated controls over purchase process in Oracle.

Three new (3) deficiencies in the areas of maintenance of supplier data in Oracle, management of access to the network and management of access in Oracle have been raised.

QAO has also raised one (1) business improvement opportunity (other matter) of vendor support for Oracle as the underlying database will expire within the next 18 months.

The report also provides an update on previous matters raised and whether they have been resolved or are still work in progress.

Management's initial responses and actions to the issues raised are included in the report and will continue to be monitored through regular updates to Internal Audit and the Audit and Risk Management Committee.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009

Local Government Regulation 2012

Australian Accounting Standards

RISK MANAGEMENT IMPLICATIONS

The QAO has raised internal control issues that require action and implementation by management to ensure effective controls, processes and procedures and continued improved governance, to minimise the risk of errors or misstatement in the financial statements, safeguarding of assets or non-compliance with policies and procedures.

FINANCIAL/RESOURCE IMPLICATIONS

There are no budget implications as a result of this report.


COMMUNITY AND OTHER CONSULTATION

No community consultation has been undertaken in relation to this report.

CONCLUSION

That the Queensland Audit Office (QAO) 2021 interim audit report be endorsed by the Governance and Transparency committee. Council is currently in the process of implementing corrective action that complies with QAO's recommendations by the deadlines detailed in Attachment 1.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	Queensland Audit Office 2021 Interim Audit Report ↓ 
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Christina Binoya

FINANCIAL ACCOUNTING MANAGER

I concur with the recommendations contained in this report.

Paul Mollenhauer

TREASURY ACCOUNTING MANAGER

I concur with the recommendations contained in this report.

Jeffrey Keech

ACTING GENERAL MANAGER CORPORATE SERVICES

"Together, we proudly enhance the quality of life for our community"



IPSWICH CITY COUNCIL

INTERIM REPORT TO THE MAYOR

22 April 2021



Your ref:

Our ref: 2021-4167
Lisa Fraser 3149 6132

22 April 2021

Councillor T Harding
Mayor
Ipswich City Council
PO Box 191
IPSWICH QLD 4305

Dear Councillor Harding

2021 Interim report

We present to you our interim report for Ipswich City Council for the financial year ending 30 June 2021. This report details the results of our interim work performed to 28 February 2021. In this phase we assess the design and implementation of your internal controls, and whether they are operating effectively. To date our work has identified two new significant deficiencies in your internal controls, and two that we have re-raised from the prior year. These are discussed in detail in this report.

This report also includes an assessment of the internal control environment; status of the audit; and a summary of control deficiencies, financial reporting and other matters identified to date.

Please note that under section 213 of the Local Government Regulation 2012, you must present a copy of this report at your council's next ordinary meeting.

The *Auditor-General Act 2009* requires the Auditor-General to report to parliament on an issue raised during an audit if he considers it to be significant. The results of your entity's audit will be included in our report to parliament on the results of local government.

If you have any questions or would like to discuss the audit report, please contact me on 3149 6132 or Dale Hassell, Senior Manager on 3149 6071.

Yours sincerely

Lisa Fraser
Engagement Leader

Enc.

cc. Ms S Cooper, Acting Chief Executive Officer, Ipswich City Council
Mr R Jones, Chair of the Audit and Risk Committee

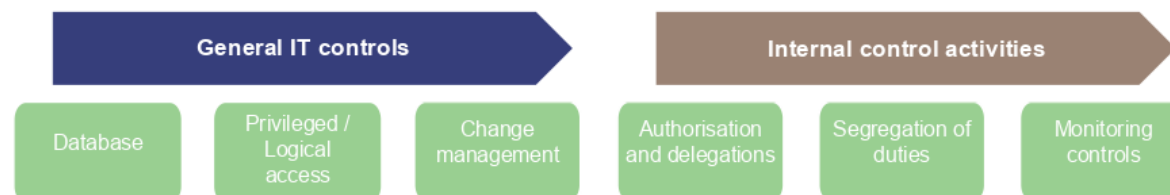
1. Summary



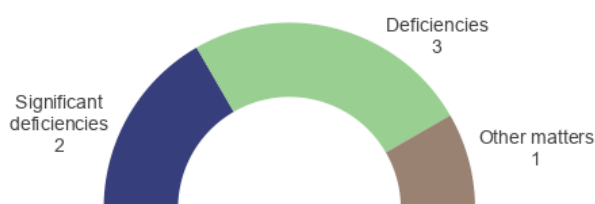
Audit progress Issues identified

Our audit is progressing well against our external audit plan issued on 15 February 2021. We commenced our interim audit testing on 1 March 2021. Our procedures have focused on testing of revenue, expenditure and IT systems. [Section 5](#) of this report provides an update on the areas of audit focus that we identified in our external audit plan and an overview of the testing completed over these areas.

We have also completed our testing over general IT and application controls processing financial information (Oracle eBusiness and SAP Payroll). The integrity and security of these systems are important for the audit as they process information relevant to the financial statements. Our areas of focus included database, privileged/logical access and change management.



Summary of findings—New issues



During our interim testing, we have identified two new significant deficiencies, three new deficiencies and one other matter relating to general IT controls and internal control activities. We have also re-raised two previous significant deficiencies. Further details are provided in [Section 2 Internal control findings](#). Details regarding the status of prior year issues are included in [Section 4](#).

Based on the results of our testing completed to date and the resolution of prior year issues, we have assessed your internal control environment as not supporting a controls-based audit approach for the expenditure and payroll systems. We are therefore increasing our detailed substantive audit testing over expenditure and payroll.

Areas of audit focus On track

We have commenced our procedures on the areas of audit focus that were identified in the external audit plan. Our progress against these areas of audit focus remains on track.

Milestones On track

To date all milestones have been met with no issues identified.

Audit Fees On track



SENSITIVE—until tabled in Council



2. Internal control findings



The following table summarises our reporting on significant deficiencies and deficiencies in internal controls. Further in this section, you will find details of these deficiencies identified during our interim audit. Refer to [Section 4](#) for the status of prior year deficiencies.

Internal control issues by COSO element	Number of significant deficiencies		Number of deficiencies		Rating
	Current year issues	Prior year unresolved issues	Current year issues	Prior year unresolved issues	
Control environment Structures, policies, attitudes and values that influence daily operations	-	-	-	-	●
Risk assessment Processes for identifying, assessing and managing risk	-	-	-	-	●
Control activities Implementation of policies and procedures to prevent or detect errors and safeguard assets	4*	-	3	4	●
Information and communication Systems to capture and communicate information to achieve reliable financial reporting	-	-	-	-	●
Monitoring activities Oversight of internal controls for existence and effectiveness	-	-	-	-	●

* Two prior year significant deficiencies are considered unresolved and have been revised and re-raised in the current year.

Our ratings



Effective

No significant deficiencies identified



Partially effective

One significant deficiency identified



Ineffective

More than one significant deficiency identified



SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



This section details the internal control findings identified during our interim testing and includes responses from management. Our rating of internal control deficiencies allows management to gauge relative importance and prioritise remedial actions—refer to [Appendix A](#) for more detail on our rating definitions.

ID	Issue name	Rating	Internal control component
21IR-1	Access configuration for the database of Oracle E-Business (EBS) application	 Significant Deficiency	 Control activities

Observation

The Oracle EBS application uses the Oracle database for its underlying database. Access into the database allows an individual to perform highly sensitive activities including direct changes to financial information such as transaction and financial statement balances.

We noted that:

1. Council has not configured password controls for the Oracle database in line with its *ICT Password Directive* and better practices. Whilst passwords are required for access, the system has not been configured to prevent simple passwords being used as it does not set the requirements for minimum password length, complexity and number of consecutive failed login attempts before accounts are locked out.
2. Council had limited logging enabled in the Oracle database. The existing logging only captured activities performed by one account ('sys'). Activities performed by other accounts assigned with high level privileges in the database were not captured as audit logs. Additionally, Council did not perform a regular review of activities (i.e. review of audit logs) to detect and respond to potentially suspicious activities conducted in the database.

Implication

There is a risk of unauthorised access to, and changes made, to the Oracle EBS database. This includes the risk of leakage of sensitive information, and compromise of financial transactions through direct changes being made to the database.

QAO recommendation

We recommend that council:

1. configures the password requirements in line with council's *ICT Password Directive* and better practices
2. configures the database to capture high-privileged activities performed in the database as audit logs and implements a process to regularly review these logs.

Management response

Council will:

1. configure the password requirements to the Oracle EBS database in line with council's policy, administrative directives and better practices
2. configure the database to capture high-privileged activities performed in the database as audit logs and implement and document a process to regularly review these logs.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



21IR-1 Access configuration for the database of Oracle E-Business (EBS) application (cont.)

ICC will also map the process and update/create relevant documentation.

Responsible Officer

ICT Operations Manager

Implementation Date

The implementation date for each recommendation is as follows:

1. 30 June 2021
2. 31 October 2021

Status

Management undertaking corrective actions.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-2	Management of access and changes for the SAP payroll application	 Significant Deficiency	 Control activities

Observation

Council relies on support from an external managed service provider (MSP) to manage and maintain the SAP payroll application. We noted the following observations relating to the controls over the SAP payroll application.

Managing access controls to SAP Payroll

1. Council was unable to provide evidence of the request and authorisation for three out of seven samples of user access changes made in the system.
2. Ten SAP Payroll accounts remain enabled and usable post the termination of the account owners. We note that the access is limited to employee self-service roles within the application, thus presenting the risk of potential leakage of payroll information belonging to the affected individuals.
3. Council or the MSP have not configured the SAP Payroll application to prevent its users from using commonly used words, phrases or sequences in their password in line with better practice.
4. In response to a QAO finding in FY19–20, Council implemented a process to perform a regular review of user access in the SAP Payroll application. Council has not performed this review in FY20–21.
5. Council does not review the activities of users with high privileged access in the system.

Managing changes to SAP Payroll

6. Council or the MSP were not able to provide documented request, testing and approval for four out of five samples of program changes migrated into the production environment of the application.

Implication

Managing access controls to SAP Payroll

- Without regular review of user activities and ownership, council may not be able to detect and respond to suspicious activities conducted in the SAP Payroll application in a timely manner.
- Attackers may exploit inappropriate accounts, such as those belonging to terminated staff, to gain unauthorised access into the application and compromise the integrity of the payroll transactions performed within it.
- Attackers may exploit weak passwords (such as those containing a sequence “123”) to gain unauthorised access into the SAP Payroll application.

Managing changes to SAP Payroll

- Unauthorised or insufficiently tested changes may be made resulting in vulnerabilities or errors in the SAP Payroll application. This may compromise the integrity of payroll transactions processed within the application.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



21IR-2 Management of access and changes for the SAP payroll application (cont.)

QAO recommendation

We recommend that council:

Managing access controls to SAP Payroll

1. ensures that all changes and modifications made to user access are supported by a documented request and approval
2. ensures that access is disabled and amended in a timely manner following changes in staff assignments or staff terminations
3. configures the SAP Payroll application to prevent users from using commonly used words or phrases in their password
4. performs the review of the ownership of user access in the SAP Payroll application on a regular basis, including to verify that the permissions or roles given to each user are commensurate with the owner's responsibilities at the council
5. designs and implements a process to regularly review the activities performed by users with high privileges in the SAP Payroll application

Managing changes to SAP Payroll

6. collaborates with the MSP to ensure that all program changes are supported by a documented request, testing and approval.

Management response

Council is now:

1. ensuring that all changes and modifications made to user access are supported by a documented request and approval
2. ensuring that access is disabled and amended in a timely manner following changes in staff assignments or staff terminations. Council is reviewing the noted exceptions to identify why they have occurred and updating processes and records as required.

Council will:

3. configure the SAP Payroll application to prevent users from using commonly used words or phrases in their password. Further, Council will review and update SAP password requirements to ensure compliant practice (and alignment to network password requirements) and force a change once the new password requirements are in place.

Council is now:

4. performing the review of the ownership of user access in the SAP Payroll application on a regular basis, including to verify that the permissions or roles given to each user are commensurate with the owner's responsibilities at the council. People and Culture have implemented a process to review permissions and user roles in Oracle and SAP. This process has been included in the *Weekly Payroll and Employee Data Payroll Authorisation Procedure*
5. regularly reviewing high privileged activities performed in the SAP Payroll application. People and Culture have implemented a process to review the higher privileged activities (SAP Payroll and HR Admin) user profile. This process has been included in the *Weekly Payroll and Employee Data Payroll Authorisation Procedure*
6. ensuring that all program changes are supported by a documented request, testing and approval.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



21IR-2 Management of access and changes for the SAP payroll application (cont.)

Responsible Officer

ICT Operations Manager & Manager, People and Culture

Implementation Date

The implementation date for each recommendation is as follows:

1. Completed—ICT Operations Manager
2. Completed—ICT Operations Manager
3. 30 April 2021—ICT Operations Manager
4. Completed—Manager, People and Culture
5. Completed—Manager, People and Culture
6. Completed—ICT Operations Manager

Status

Management has taken and is undertaking corrective actions.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-3	Segregation of duties between HR and Payroll functions in the SAP Payroll application (re-raised)	Significant Deficiency	Control activities

Observation

In 2018–19, we raised an issue regarding the lack of segregation of duties in SAP Payroll access for HR and Payroll staff.

Council establishes segregation of duties between HR and payroll functions using the following setup:

1. Council designates that HR related processes including performing changes to employee master data should only be performed by HR staff members in the SuccessFactors module of the SAP application.
2. Council designates that payroll related processes should only be performed by payroll staff members in the payroll module of the SAP application.

We identified that the current access permissions configured within the SuccessFactors and the payroll modules of the SAP application present a conflict of segregation of duties impacting the above processes.

We noted that Council has investigated but has not adequately segregated access in SAP Payroll for HR and Payroll staff so that:

- HR related processes such as updating employee master data (including salary and bank details) are restricted to the HR team
- payroll related processes such as generating payroll and payroll reports are restricted to the payroll team.

Implication

There is a risk that unauthorised payroll transactions, including payments made to inappropriate employees or bank accounts, may be processed using the SAP Payroll application.

QAO recommendation

We recommend that the council reviews and updates the access permissions in both SuccessFactors and the Payroll modules to fully segregate the HR and payroll functions within the SAP Payroll application

Management response

Council designed new system access profiles to achieve segregated system access and tested these.

The new system access profiles were not implemented as they were not considered successful in enabling continued effective and efficient delivery of the payroll function.

Expert advice was sought and relied on from the software vendor.

New system access profiles are now being reviewed for re-design and with further advice from the vendor and from other local governments.

Additional internal controls were introduced in February 2021 including additional review and checking by the People Services Manager of changes made by payroll and human resource administration team members and these internal controls have also been included in the *Weekly Payroll and Employee Data Payroll Authorisation Procedure*. These additional controls are in addition to the weekly overall review and approval by the Manager, People and Culture.

Responsible Officer

ICT Operations Manager & Manager, People and Culture

Implementation Date

30 June 2021

Status



Management continuing to take action.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-4	Automated controls over purchase processes in Oracle EBS application (re-raised)	 Significant Deficiency	 Control activities

Observation

In 2017–18, we raised an issue on the lack of automated controls surrounding financial delegations for purchase orders. We noted that the current system design and workflow practices allow for a combination of previously authorised purchase requisitions to form a single purchase order to a vendor, where the combined value exceeds the delegation level of the highest approving officer.

Council relies on the automated functionality within the Oracle EBS application to manage and control purchase processes. This year we noted that:

Automated financial delegation controls

1. Automated financial delegation controls in place for creating purchase requisitions can be bypassed by raising a requisition to an existing, approved purchase order. Consequently, purchases can be raised which exceed the financial delegation limit of the original approver of the requisition.

Data entry and matching of supplier invoices in line with the approved purchase orders

2. An automated control to ensure that supplier invoices agree to approved purchase orders is not functioning effectively as it does not validate the accuracy of the total \$ amount entered. A supplier invoice that has been automatically put on hold by the system due to a difference in amount from the original purchase order, can be manually overridden and progressed for payment within the Oracle EBS application. There is currently no automated report within the Oracle EBS application that captures these instances where automatic holds have been manually overridden.

Implication

Unauthorised or fraudulent purchases can be created and processed within the Oracle EBS application.

QAO recommendation

We recommend that council:

Automated financial delegation controls

1. completes the ongoing activity to develop the "Purchase Orders Exceeding Delegation Authority" report and implements the corresponding process to review the report on a regular basis

Data entry and matching of supplier invoices in line with the approved purchase orders

2. evaluates and develops an automated report to capture instances of supplier invoices with differences from the approved purchase orders and implements the corresponding process to review the report on a regular basis
3. updates the Oracle EBS application to ensure that any invoices that do not match the approved purchase order will require further approval in line with Council delegation authority.

Management response

Council has:

Automated financial delegation controls

1. completed development and commenced regular reporting on "Purchase Orders Exceeding Delegation Authority" report for review on a regular basis.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



21IR-4 Automated controls over purchase processes in Oracle EBS application (re-raised)—(cont.)

Council will:

Raising of invoice in line with the approved purchase orders

2. develop a new automated report to capture instances of invoices with difference from the approved purchase orders and implement the corresponding process to review the report on a regular basis
3. investigate and assess the feasibility of updating the Oracle EBS application to ensure that any invoices that do not match the approved purchase order will require further approval in line with Council delegation authority.

Responsible Officer

Manager Procurement & ICT Operations Manager

Implementation Date

The implementation date for each recommendation is as follows:

1. Completed—Manager, Procurement
2. 31 August 2021—ICT Operations Manager
3. 30 September 2021—ICT Operations Manager

Status



Management undertaking corrective actions.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-5	Maintenance of supplier master data in Oracle EBS application	 Deficiency	 Control activities

Observation

Council maintains supplier master data within the Oracle EBS application. Restricting access to supplier master data, including creating new supplier master data or amending supplier bank account details, is a key internal control. Our testing identified that:

1. One user account was given inappropriate access to make changes to the supplier master data. Management has now revoked this access subsequent to the matter being identified by QAO.
2. The only logging of supplier master data changes available in the system is a record of the last change made on each supplier's data (e.g. last changed by user, last changed on date). This logging is limited as it overrides historical information when new changes are made to supplier's data.

Implication

Unauthorised changes to supplier master data can result in payments to fraudulent suppliers or bank accounts being processed within the Oracle EBS application.

QAO recommendation

We recommend that council completes the ongoing activity to develop the supplier maintenance Auditing report and implements the corresponding process to review the report on a regular basis.

Management response

Council will complete the ongoing activity to develop the supplier maintenance Auditing report and implement the corresponding process to review the report on a regular basis. As Oracle EBS does not have such a report, a new report will be required to be developed.

Responsible Officer

ICT Operations Manager

Implementation Date

31 October 2021

Status



Management undertaking corrective actions.

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-6	Management of access to the network	 Deficiency	 Control activities

Observation

Council uses Active Directory (AD) to manage access into its internal network.

The AD has a default 'administrator' account upon installation. This account is generic, publicly known and by default has the highest level of privilege within the network. Council has not disabled or renamed this account, which is not in line with the recommendation from Microsoft.

Implications

Attackers intending to breach system security usually target default and well-known accounts. A successful attack of the administrator account can result in compromise of the council's internal network and subsequently the systems hosted in it.

QAO recommendation

We recommend that the council investigates the possibility of disabling or renaming the default 'administrator' account or applies other controls in line with the recommendations from Microsoft.

Management response

Council has worked with its managed service provider to rename the default 'administrator' account.

Responsible Officer

ICT Operations Manager

Implementation Date

Completed

Status



Completed

SENSITIVE—until tabled in Council



2. Internal control findings (cont.)



ID	Issue name	Rating	Internal control component
21IR-7	Management of access for the Oracle E-Business Suite (EBS) application	 Deficiency	 Control activities

Observation

Council's *ICC ICT Access Management Directive* requires that a review of user roles is to be carried out on a bi-annual basis. Council has not performed this review for the Oracle EBS application in FY20–21.

Implications

Council may not be able to detect and address inappropriate access in the Oracle EBS application. This could result in unauthorised access and transactions in the system.

QAO recommendation

We recommend that council performs regular user access reviews for the Oracle EBS application in line with the *ICC ICT Access Management Directive*. These reviews should include assessment on the validity of the users (i.e. that they are still employed by council) and verifying whether the permissions or roles given to each user are in line with the account owner's responsibilities at the council.

Management response

Council will perform regular user access reviews in line with its policies and administrative directives. The reports are already in place and the reviews will include assessment on the validity of the users (i.e. that they are still employed by council) and verifying whether the permissions or roles given to each user are in line with the account owner's responsibilities at the council.

Responsible Officer

ICT Operations Manager

Implementation Date

30 June 2021

Status

Management undertaking corrective actions.

SENSITIVE—until tabled in Council



3. Financial reporting issues and other matters



This table summarises our financial reporting and business improvement opportunities (other matters) identified in the current year. Refer to [Section 0](#) for the status of prior year financial reporting and other matters.

Our risk ratings are as follows—refer to [Appendix A](#) for more detail.

High
 Medium
 Low

	Financial reporting issues—risk ratings			Other matters*
	High	Moderate	Low	
Current year				
Unresolved	-	-	-	1
Resolved	-	-	-	-
Prior year				
Unresolved	-	-	-	1
Resolved	-	-	-	1

*Queensland Audit Office only tracks resolution of other matters where management has committed to implementing action.

One other matter was identified during our interim audit. Details of this matter are included below.

SENSITIVE—until tabled in Council



3. Financial reporting issues and other matters (cont.)



ID	Issue name	Rating
21IR-8	Vendor support for the Oracle EBS application	Other Matter

Observation

Vendor support for both the Oracle EBS application and its underlying database will expire within the next 18 months.

Implications

Out of support systems will no longer be patched by the vendor. This results in open vulnerabilities which attackers can exploit to gain unauthorised access to steal or leak sensitive data.

QAO recommendation

We recommend that the council develops and deliver a plan to upgrade or replace the Oracle EBS application and its underlying database before the vendor support expires.

Management response

Council is developing and delivering a plan to upgrade or replace the Oracle EBS application and its underlying database and to mitigate and manage the associated risk.

Responsible Officer

ICT Operations Manager

Implementation Date

This will be guided by Council's involves Project which is currently in the initial stages. The Preliminary Business Case has been delivered by KPMG as Council's strategic business partner and was endorsed by the ICT Steering Committee in March 2021 and recommended to Council in April 2021.

Status

Management undertaking corrective actions.


SENSITIVE—until tabled in Council



4. Prior year issues



The following table summarises the status of all control findings and other matters reported in prior years.

Reference	Issue	Status
	Internal control findings	
	Significant deficiencies	
19IR-1	Insufficient segregation of duties between HR and payroll functions (Control activities)	Re-raised Included under issue number 21IR3.
18IR-4	Lack of automated controls surrounding financial delegations for purchase orders (Control activities)	Re-raised Included as part of issue number 21IR4.
19IR-2	Absence of system generated payroll reports (Control activities) Key reports identifying Masterfile changes etc could not be produced. The absence of key reports to enable an independent review process detracts from the accountability of those processing changes, decreases the likelihood of errors being detected and increased the risk of unauthorised or fraudulent changes being processed without detection.	Resolved A new process to review and authorise a Weekly Pay Audit Report has been introduced. A new <i>Weekly Payroll & Employee Data Audit and Payroll Authorisation</i> procedure has been drafted and is in the process of being approved. We will review the new process and evidence of review and authorisation of the pay audit report, as part of our final audit.

SENSITIVE—until tabled in Council



4. Prior year issues (cont.)



Reference	Issue	Status
	Deficiencies	
20FR-1	<p>Untimely reconciliation between physical asset register and fixed asset register (Control activities)</p> <p>In our 2020 final report we noted that Council maintains a physical asset register (PAR) containing physical attributes of assets and a separate Fixed Asset Register (FAR) that includes only financial data in relation to the assets). Frequent reconciliations are not performed between the FAR and PAR to confirm the completeness of these registers for all asset classes.</p>	<p>Work in progress</p> <p>Council has performed a reconciliation of asset additions since the last comprehensive revaluation of roads, bridges and footpaths. We shall review this reconciliation in late June 2021, as part of our audit of the comprehensive revaluation of this asset class.</p> <p>Action date: 31 May 2021</p>
20FR-2	<p>Capitalisation date of contributed assets (Control activities)</p> <p>In our 2020 final report we noted that Council used inconsistent 'on maintenance' dates for contributed assets and that dates for asset capitalisation were sometimes different to the date that revenue is recognised.</p>	<p>Work in progress</p> <p>Our interim testing of contributed assets noted some inconsistency between dates of letters to developers and the asset 'on maintenance' dates. However, our sample testing did not identify any instances where assets and revenue were recognised in the incorrect financial year.</p> <p>Action date: 30 June 2021</p>
19CR-3	<p>Valuation of contributed assets (Control activities)</p> <p>In our 2019 final report we noted that developers engage engineers to advise quantities and values of assets contributed to Council and that Council does not perform detailed checks or reasonableness checks over unit rates and valuations provided.</p>	<p>Work in progress</p> <p>Action date: 30 June 2021</p>
18FR-9	<p>Untimely processing of disposals when renewing an asset (Control activities)</p> <p>In our 2018 report we noted delays in disposing of assets (where new assets had been constructed, warranting disposal of the replaced assets).</p>	<p>Work in progress</p> <p>Action date: 31 May 2021</p> <p>Detailed review of end-to-end process as part of asset management project</p>
	Other matters	
18IR-15	<p>Current contract management reporting may not readily assist in analysing and reporting over procurement</p> <p>In our 2018 report we noted that production of management reports was not timely and required substantial resources to prepare. Furthermore, there was no defined and documented quality review process.</p>	<p>Work in progress</p> <p>Action date: 30 June 2021</p>
18IR-16	<p>Procurement planning and risk treatment could be improved</p>	Resolved

SENSITIVE—until tabled in Council



5. Areas of audit focus



In our external audit plan, we identified those classes of transactions, accounts and balances that we considered to be significant or a risk of material misstatement to the financial statements. In the following table we have set out the identified areas of audit focus and progress on the audit procedures undertaken to date to address the risk.

#	Area of audit focus	Status
1	Valuation and completeness of infrastructure assets	<p>An external valuer has been appointed to perform the revaluation of roads, bridges and footpaths and to provide indices for revaluations of other asset classes. We have met with the external valuer to discuss their valuation methodology and key assumptions. We are satisfied with the methodology that management will be adopting to determine the fair value of roads, bridges and footpaths.</p> <p>Council are expected to complete asset valuations by 15 June 2021. We will commence our audit of the revaluation and asset register reconciliations during our second interim visit in late June.</p>
2	Completeness and accuracy of infrastructure charges and contributed assets	<p>We have performed interim testing of cash and physical asset developer contributions covering infrastructure charge notices and developer agreements. The scope of our testing focused on the accuracy of contributions with reference to applicable adopted infrastructure charges resolutions and the application of offsets and credits. No exceptions were identified from this testing. We have planned further testing over these revenue streams as part of our final visit.</p>
3	Expenditure, including major contracts and projects	<p>We have assessed general IT controls and automated controls over procurement and contract management. As detailed in section 2, we have identified significant deficiencies in relation to automated controls surrounding financial delegations for Purchase Orders and matching to supplier invoices, and weaknesses in access configuration for the Oracle finance system database. We have also identified deficiencies in supplier masterfile data maintenance and management of access to the network and Oracle finance system. Given the deficiencies in the internal control environment, we have increased our sample sizes and detailed testing over procurement transactions.</p> <p>We selected significant contracts for testing to ensure compliance with legislative requirements. No exceptions were identified from procedures performed.</p> <p>We have reviewed corporate card transactions included detailed sample testing. Our review included testing to ensure corporate cardholders also have an appropriate level of financial delegation. No exceptions were noted from the procedures performed.</p> <p>We have also performed targeted analytics over expenditure and testing of supplier masterfile changes. No exceptions were identified from the testing performed.</p> <p>Further audit testing over this area of audit focus will be performed throughout the remaining phases of the audit.</p>
4	Classification of capital and operating expenses	<p>We selected a sample of purchase orders and direct invoices to ensure that they have been capitalised or expensed appropriately. We have also reviewed corporate card expenditure allocated to work-in-progress for reasonableness. No exceptions were identified from our testing. Further audit testing over this area of audit focus will be performed throughout the remaining phases of the audit.</p>

SENSITIVE—until tabled in Council



Appendix A—Our rating definitions



Our rating definitions

	Definition	Prioritisation of remedial action
Significant deficiency 	<p>A significant deficiency is a deficiency, or combination of deficiencies, in internal control that requires immediate remedial action.</p> <p>Also, we increase the rating from a deficiency to a significant deficiency based on:</p> <ul style="list-style-type: none"> the risk of material misstatement in the financial statements the risk to reputation the significance of non-compliance with policies and applicable laws and regulations the potential to cause financial loss including fraud, or where management has not taken appropriate timely action to resolve the deficiency. 	This requires immediate management action to resolve.
Deficiency 	A deficiency arises when internal controls are ineffective or missing, and are unable to prevent, or detect and correct, misstatements in the financial statements. A deficiency may also result in non-compliance with policies and applicable laws and regulations and/or inappropriate use of public resources.	We expect management action will be taken in a timely manner to resolve deficiencies.
Other matter 	An other matter is expected to improve the efficiency and/or effectiveness of internal controls, but does not constitute a deficiency in internal controls. If an other matter is not resolved, we do not consider that it will result in a misstatement in the financial statements or non-compliance with legislative requirements.	Our recommendation may be implemented at management's discretion.

Financial reporting issues

	Potential effect on the financial statements	Prioritisation of remedial action
High 	We assess that there is a high likelihood of this causing a material misstatement in one or more components (transactions, balances and disclosures) of the financial statements, or there is the potential for financial loss including fraud.	This requires immediate management action to resolve.
Medium 	We assess that there is a medium likelihood of this causing a material misstatement in one or more components of the financial statements.	We expect management action will be taken in a timely manner.
Low 	We assess that there is a low likelihood of this causing a material misstatement in one or more components of the financial statements.	We recommend management action to resolve; however, a decision on whether any action is taken is at management's discretion.

SENSITIVE—until tabled in Council



Appendix B—Information on internal controls



What is internal control?

'Internal control' is the processes, systems, records and activities that your entity designs, implements and maintains to provide you with reasonable assurance about the achievement of organisational objectives regarding:

- reliability of financial reporting
- effectiveness and efficiency of operations
- compliance with applicable laws and regulations.

Your governing body and executive management collectively are responsible for preparing reliable financial statements in accordance with generally accepted accounting principles. They are similarly responsible for maintaining effective internal control over financial reporting.

Our assessments of your internal control framework

The auditing standards that we must comply with require us to understand and assess those aspects of your internal control that relate to our financial statement audit objectives. In the planning phase of our audit, we sought to understand and evaluate how controls are designed and implemented. We communicated to you the results of our analysis in our external audit plan.

If we decide that we can rely on your controls, we must then test them to confirm they operated effectively. The results of our testing may highlight deficiencies in your internal controls. We assess whether any identified deficiencies in internal control constitute, individually or in combination, a significant deficiency in internal control.

Limitations of our reporting on internal control deficiencies

No system of internal control can provide absolute assurance about the absence of error or compliance. Even in the absence of identified control weaknesses, inherent limitations in your internal controls over financial reporting may not prevent or detect material misstatements.

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Item 2 / Attachment 1.

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Doc ID No: A7211464

ITEM: 3

SUBJECT: KANOPY PPU FILM & VIDEO STREAMING RESOURCE

AUTHOR: PROCUREMENT OFFICER (OPERATIONAL)

DATE: 21 APRIL 2021

EXECUTIVE SUMMARY

This is a report seeking Council resolution by Ipswich City Council (Council) to continue the annual subscription for Councils Pay-Per-Use (PPU) Film and Video Streaming resource with Kanopy Inc. Kanopy is a global resource that provides high quality content including films, documentaries and educational courses (Great Courses). It also includes content for children via Kanopy Kids. Offering over 19,000 film and video titles, Kanopy has a growing popularity with library members.

Kanopy is meeting Council's performance expectations for the provision of PPU Film and Video streaming resources. The total cost for a further three (3) year term covering the period from 1 July 2021 to 30 June 2024 is estimated at fifty-four thousand dollars (\$54,000) excluding GST. This figure is based on budget forecast for the period of 1 July 2021 to 30 June 2022 with a 30% growth buffer factored in for the last two (2) years of the term requested.

RECOMMENDATION

- A. That pursuant to s235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of pay per use film and video streaming resources.
- B. That Council enter into a contractual arrangement (Council reference 16575) with Kanopy Inc., at an expected purchase price fifty-four thousand dollars (\$54,000) excluding GST over the entire term, being a term of three (3) years with no options to extend.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation, in order to implement Council's decision.

RELATED PARTIES

Kanopy Inc.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

Purpose:

To ensure the continuity of Councils Pay-Per-Use (PPU) Film and Video Streaming resource services currently provided to Council by Kanopy Inc.

Background:

Council has commenced delivering the service independently after the State Library Queensland ceased provision in February 2021, Council is committed to offering this (PPU) Film and Video Streaming resource to Library customers with an increased level of content which will enhance the customer experience.

Kanopy is well used by Ipswich Library members and, since starting our new independent subscription, usage has continued to grow. Our current subscription level is the same level as was previously provided by State Library of Queensland and does not include access to all content.

Kanopy is a well-known global resource that provides high quality content including films, documentaries and educational courses (Great Courses). It also includes content for children via Kanopy Kids. Offering over 19,000 film and video titles, Kanopy has a growing popularity with library members.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Regulation 2012

Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The risk of not approving this recommendation will result in disruption to a critical requirement for Library customers who rely on this resource.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budgeting implications. The operational costs associated with the proposed Contract has been allocated within the Library and Customer Services Branch's 2021-2022-2023 operational budget.

COMMUNITY AND OTHER CONSULTATION

The Procurement Branch has consulted with the Libraries Branch who support the recommendations of this report. This report does not require Community consultation

CONCLUSION

In order for Council to continue receiving the ability to provide this service to the Community it is recommended Council resolve to continue the renewal of the annual subscription for the Pay-Per-User Film & Video streaming resource services provided by Kanopy Inc. for a three (3) year term, to allow for cover until 30 June 2024.

Nicky Weldon

PROCUREMENT OFFICER (OPERATIONAL)

I concur with the recommendations contained in this report.

Wanda Schoenfisch

ACTING ICT CATEGORY MANAGER

I concur with the recommendations contained in this report.

Richard White

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Samantha Chandler

MANAGER, LIBRARIES AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole

GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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Doc ID No: A7197488

ITEM: 4

SUBJECT: PROCUREMENT - STUDIOSTY SUBSCRIPTION RENEWAL

AUTHOR: PROCUREMENT OFFICER (OPERATIONAL)

DATE: 15 APRIL 2021

EXECUTIVE SUMMARY

This is a report seeking a Council resolution by Ipswich City Council (Council) to continue the annual subscription for Councils online education resource with Studiosity Pty Ltd.

Studiosity Pty Ltd provides an online education resource service to Council. These services have been embedded within the Library sector for the past ten (10) years and are deemed an essential resource for Council's Library members. Studiosity Pty Ltd provides an online education resource that is freely accessed by Ipswich Library members and offer a service for which there is no comparable alternatives in the market.

Studiosity provides free live study help for Library members via remote access. This resource delivers assistance with maths, English, science, assignment research and study skills for grades 3 to 12 and TAFE.

Studiosity is meeting Council's performance expectations for the provision of Council Libraries online education resource. The total cost for a further three (3) year term covering the period from 1 July 2021 to 30 June 2024 is estimated at ninety-nine thousand dollars (\$99,000) excluding GST this figure is based on budget forecast provided by the Library. The 2021-2022 budget is \$30,000, 2022-2023 budget is \$33,000 and 2023-2024 budget is \$36,000.

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of on-demand online study help services.
- B. That Council enter into a contractual arrangement (Council reference 16522) with Studiosity Pty Ltd, at an expected purchase price of \$99,000.00 excluding GST over the entire term, being a term of three (3) years, with no options to extend.
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation in order to implement Council's decision.

RELATED PARTIES

Studiosity Pty Ltd

There are no conflicts of interest identified and declared in relation to the contents of this report.

ADVANCE IPSWICH THEME

Caring for the community

PURPOSE OF REPORT/BACKGROUND

Purpose:

To ensure continuity of the online education resource services currently provided to Council by Studiosity Pty Ltd.

Background:

Council's Library and Customer Services Branch is committed to offering online access to education resources that cater to the literacy and lifelong learning needs of the Ipswich Community. Ipswich Library Content Development and Fulfilment Statement outlines strategies for developing and managing the Ipswich Library collection, including a digital collection of downloadable and online resources. The on-demand online study help services provided by Studiosity are the best available product to Ipswich Library members based on the following features:

- Available 24/7, 365 days
- All core subjects are available 24/7
- Sign in via Ipswich Libraries membership card number and password
- One-to-one learning experiences
- Guaranteed turnaround timeframes
- Australian based customer support, based on Australian Eastern Standard Time
- Specialists overseen by a Chief Academic Officer, a recognised Australian University Sector Leader.

Usage of the Studiosity service by Ipswich Libraries members 2018 to 2020

YEAR	2018	2019	2020
TUTORING SESSIONS	1496	613	640
NEW STUDENTS	66	64	89

This service was originally provided under the State Libraries agreement until 2009 at which time the service was renewed under the Library's budget. The following years renewals have been actioned via quotes until 2019/2020 when a QCP was submitted and approved for a twelve (12) month renewal.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Regulation 2012

Local Government Act 2009

RISK MANAGEMENT IMPLICATIONS

The risk of not approving this recommendation will result in disruption to a critical requirement for Library members who rely on this resource.

FINANCIAL/RESOURCE IMPLICATIONS

There are no resourcing or budgeting implications. The operational costs associated with the proposed Contract has been allocated within the Library and Customer Services Branch's 2021-2022-2023 operational budget.

COMMUNITY and OTHER CONSULTATION

The Procurement Branch has consulted with the Libraries Branch who support the recommendations of this report. This report does not require Community consultation

CONCLUSION

In order for Council to continue receiving the ability to provide this service to the Community it is recommended Council resolve to continue the renewal of the annual subscription for the on-demand online education resource services provided by Studiosity Pty Ltd for a three (3) year term, to allow for cover until 30 June 2024.

In anticipation of Council's resolution to continue the annual subscription arrangement recommended in this report, a new draft contract number has been raised in Council's Oracle system as a means to collate, monitor and manage the annual subscription renewals.

Nicky Weldon

PROCUREMENT OFFICER (OPERATIONAL)

I concur with the recommendations contained in this report.

Wanda Schoenfisch

ACTING ICT CATEGORY MANAGER

I concur with the recommendations contained in this report.

Richard White

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Samantha Chandler

MANAGER, LIBRARIES AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole

GENERAL MANAGER - COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT

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Doc ID No: A7219425

ITEM: 5

SUBJECT: PROCUREMENT - WATERRIDE CLOUD SUBSCRIPTION FOR FLOOD FORECASTING

AUTHOR: CONTRACTS OFFICER ICT

DATE: 27 APRIL 2021

EXECUTIVE SUMMARY

This is a report seeking a resolution by Ipswich City Council (Council) to enter into a new agreement with Council's current vendor Worley Services Pty Ltd (Worley) to transition from the older, locally installed WaterRIDE flood forecasting and floodplain mapping software currently in use at Council to a cloud based technology offering of the product in order to provide a real time, readily accessed solution to Council for efficient forecast and appropriate response decision making processes in relation to anticipated or actual emergency flood situations.

Worley is a worldwide team of consultants, engineers, construction workers and data scientists who have an Australian Headquarters. Worley currently have an employee operating out of neighbouring Local Government Council, Logan City Council, in order to provide local support to Councils in the region. Their specialised WaterRIDE flood forecasting and floodplain mapping software has been in use at Council since 2013, contract reference 13-14-110. The continued use of their software is considered essential to Council, with a transition to the current cloud-based technology offering.

Worley is meeting Council's performance expectations for the provision of flood forecasting and floodplain technology solutions used by Council.

A resolution of Council is sought to enter into a new contract with Worley for the provision of the current technology WaterRIDE cloud solution and other related ancillary items as required for an initial three (3) year term from 1 July 2021 until 30 June 2024, and then for up to two (2) further one (1) year periods until 30 June 2026. This is an estimated total cost of up to five hundred and eleven thousand dollars (\$511,000) excluding GST if all annual renewal options are exercised up until 30 June 2026.

RECOMMENDATION

- A. That pursuant to Section 235(b) of the *Local Government Regulation 2012* (Regulation), Council resolve that because of the specialised nature of the services that are sought, it would be impractical to invite quotes or tenders for the provision of a proprietary WaterRIDE flood forecasting software solution.**

- B. That Council enter into a contractual arrangement (Council reference 16593) with Worley Services Pty Ltd, at an expected purchase price of five hundred and eleven thousand dollars (\$511,000) excluding GST over the entire term, being an initial term of three (3) years, with the option to extend at the discretion of Council, for an additional two (2) x one (1) year terms.**
- C. That pursuant to Section 257(1)(b) of the *Local Government Act 2009*, Council resolve to delegate to the Chief Executive Officer the power to take 'contractual action' pursuant to Section 238 of the Regulation, in order to implement Council's decision. The delegation does include the power to exercise one or all of the options to extend (if any are outlined in the preceding recommendations).**

RELATED PARTIES

Worley Services Pty Ltd

Ipswich City Council

There are no conflicts of interest identified and declared in relation to the contents of this report.

ADVANCE IPSWICH THEME

Caring for the environment

PURPOSE OF REPORT/BACKGROUND

To ensure the continued benefit of existing flood forecasting and floodplain mapping systems in use by Council with the added benefit of a real time, current technology, readily accessed solution for more efficient forecast and appropriate response decision making in relation to anticipated or actual emergency flood situations.

Background

Worley is an established and globally reputable provider of engineering services and solutions. Their WaterRIDE software solution was designed to service the floodplain management industry, overcoming limitations inherent in conventional GIS systems and removing the complexity from highly technical flood modelling results to allow all stakeholders to meaningfully discuss the implications of the modelling.

The specialised WaterRIDE solution has been in use at Council since 2013 and is also in use by State Government, several neighbouring Local Government Agencies as well as many private organisations. Significant synergies can be leveraged through regional floodplain management approaches with these entities.

Council has invested heavily in the implementation of the current solution. Council specific customisation work, testing and staff training has been implemented in order to arrive at a system that performs according to Council's flood forecasting and floodplain mapping

requirements.

Having been implemented using the technology at the time, the current system is an on-premise primary server installation. When users need to access the data to run modelling scenarios or receive updated data to work with, they are required to manually copy down the data from the server and then upload the data onto local console installations of the software.

It has therefore been determined that a change to modern and more efficient technologies for a more readily accessible solution is required, and a hosted cloud-based approach has been selected as the most appropriate solution.

Worley offers a hosted cloud solution, which is structurally compatible for the data contained in Council's on-premise installation. Transitioning to the cloud solution of the WaterRIDE product offered by Worley would therefore require minimal time, migration investment and overhead, and would further ensure the continued integrity of the local historically collected geographical modelling data that has been accumulated over the years at Council and captured up into the current installation.

Further, the key users at Council are already familiar and well-versed with the operational use of the product due to the interface similarity of cloud offering.

In December 2020, a trial pilot project was commenced in order to test the WaterRIDE cloud solution and data transition capability. The trial has been run in parallel with the current system since that time and has performed satisfactorily according to expectation and requirement.

It would therefore be both practical and advantageous to Council to continue with the successfully piloted WaterRIDE cloud solution offered by Worley to meet the identified requirements to update to current technologies and improve accessibility to the system whilst ensuring minimal disruption and cost in providing timely flood forecasting services to the community.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:

Local Government Act 2009

Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

The risk to Council if the recommendation within this report is not approved is that Council will be unable to transition from the older, static, locally installed technology that has limited in field and emergency response access, to the modern, real-time approach solution that has the requisite accesses expected in a system of this nature in current times and will therefore limit its ability to efficiently forecast or most appropriately respond to anticipated or actual emergency flood situations.

The WaterRIDE flood forecasting software products are unlikely to be part of core systems being addressed by Council's iVolve Project.

Accordingly, the risk of investing in this software at this time is low and can be addressed by a yearly review as the iVolve Project progresses.

Application	iVolve Scope Alignment	iVolve Impact Rating	Impact Treatment
WaterRIDE Cloud Licencing and Hosting	Low – not likely to be part of core systems	Low	Not identified as being in the Core system, or in the initial 5 year roadmap

FINANCIAL/RESOURCE IMPLICATIONS

There are no new resourcing or budgeting implications, as the WaterRIDE flood modelling software and its related ancillary items are budgeted as an operational expense in the Environment and Sustainability Branch and ICT Branch Budgets. There are no additional financial implications.

This report seeks a resolution of the Council for an estimated total cost of up to five hundred and eleven thousand dollars (\$511,000) excluding GST for the WaterRIDE cloud software product licencing, hosting, training and other related ancillary items as required for the five (5) year period commencing 1 July 2021 and ending 30 June 2026.

COMMUNITY AND OTHER CONSULTATION

The Procurement Branch has consulted with the Environment and Sustainability Branch and the ICT Branch who support the recommendations of this report.

This report does not require community consultation.

CONCLUSION

In order for Council to receive the modern technology and improved accessibility benefits of the flood forecasting and floodplain mapping solution currently in use at Council with minimal transition disruption, it is recommended Council provide the requested approval in relation to the proposed contractual arrangement with Worley for the cloud-based WaterRIDE solution for an initial three (3) year term from 1 July 2021 until 30 June 2024, and then for up to two (2) further one (1) year periods until 30 June 2026.

Amanda Cowen

CONTRACTS OFFICER ICT

I concur with the recommendations contained in this report.

Wanda Schoenfisch

ACTING ICT CATEGORY MANAGER

I concur with the recommendations contained in this report.

Richard White

MANAGER, PROCUREMENT

I concur with the recommendations contained in this report.

Kaye Cavanagh

MANAGER, ENVIRONMENT AND SUSTAINABILITY

I concur with the recommendations contained in this report.

Sean Madigan

ACTING GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

I concur with the recommendations contained in this report.

Jeffrey Keech

ACTING GENERAL MANAGER CORPORATE SERVICES

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