



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

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9 JUL 2013

Mr Michael Koziarski
fyi-request-861-53762539@requests.fyi.org.nz

Dear Mr Koziarski

Thank you for your email of 9 May 2013 requesting, under the Official Information Act 1982, the following information regarding the Cúram system:

- *"The total cost, and completion date, of all completed phases to this date,*
- *the total cost so far, estimated cost to completion and estimated completion date of any phases which are presently underway,*
- *the estimated cost, and estimated completion date, of any phases which are yet to be started,*
- *the total cost of the Cúram System which was not tied to a particular phase"*

For each item requested above please ensure the total costs include both capital expenditure and operational expenditure on the relevant phase. Capex and Opex can be itemised separately or you can provide a combined number, whichever is easiest."

Cúram's Client Management System was implemented by the Ministry of Social Development to alter the way Work and Income staff work with clients. The success of this programme has allowed for more effective client interaction, reduced processing time and helps to ensure that clients receive the right services at the right time.

The Cúram Client Management System was implemented in two phases. The first phase was gradually introduced in August 2007 and was completed by 30 November 2007. The second phase was rolled out in a single stage in December 2008.

The total cost of implementation was \$54.372 million. Of this, \$29.643 million was used to purchase the Cúram technology and to implement the supporting infrastructure, a further \$24.729 million was used to implement the system into Work and Income.

The Ministry has initiated a number of subsequent projects since the initial implementation of Cúram. The Cúram platform has been used for:

- An On-line Decision Support system for Students was implemented in November 2009. This allows students to check online what StudyLink products they may be eligible for and then apply for one or more of those products in a single online application.
- Apply On-Line for Working Age and Senior clients was implemented in July 2010. This allows them to complete an application for a main benefit and/or some supplementary assistance online through the Work and Income and Senior Services website.

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- The Ministry's Integrity Services unit introduced COMET in May 2011. This system enables the Ministry to recover debt owed to the Crown by former Ministry clients.
- Support for Digitisation Project was introduced to Work and Income. Digitisation is a process for managing client information better by creating a complete client file that is available electronically through a single point of entry in July 2011.
- Payment of Hardship Assistance for Work and Income clients was changed through the implementation of the Payment Card in February 2012. Payment cards, which look like EFTPOS cards, are issued with a cash balance on them for the purchase of goods and services from retailers.
- The eSolutions Programme for Senior Services was introduced in December 2012. This programme ensures that the Ministry is providing the best service and support to our growing base of senior clients.

The Cúram Client Management System is also supporting the Ministry's IT changes for the welfare reform which are to be introduced in July 2013. Further information is available at www.msd.govt.nz.

I hope you find this information helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely



PP Marc Warner
Deputy Chief Executive People, Capability and Resources