18 April 2016

Will
fyi-request-9936-7bc255e5@requests.fyi.org.nz

Dear Will

Thank you for your emails of 26 March 2019, requesting:

> *Ref: https://www.gets.govt.nz/MBIE/ExternalTenderDetails.htm?id=18880326*
>
> *What solution was selected for the above tender (case management software)?*
>
> *With regards to the selected solution, could I please have a break-down of the type of data which will be collected, and how it is entered/presented in the solution?*
>
> *This might include, but is not limited to:*
> - *A breakdown of the tabs within the Software, after a file is entered*
> - *How data is visualised after being entered (for example, how people/businesses are linked to each other)*
> - *How the software calculates and alerts WorkSafe to at risk businesses/people/equipment/activities*
> - *How the solution integrates or uses any other government department data (NZTA, IRD, etc)*
>
> *Also, how previous data relating to cases will be retrospectively entered into the case management software*

I can advise that following the RFP issued on GETS, WorkSafe New Zealand selected the Microsoft Dynamics 365 solution as the basis for it new Case Management System.

The data will be entered into the solution by staff through a number of options relevant to specific roles though standard pc, phone, tablet technologies and presented on the relevant screen specific to each device type.

As WorkSafe is yet to start the design phase of the programme the data to be input into the system, and the 'look and feel' of the solution itself is yet to be confirmed. However, it is expected though that such data elements will include:

- Date and time location of incident
- Channel/enquiry type
- Details of enquiry/concern
- Confidentially required
- Parties involved in enquiry/incident
- Enquiry/incident findings
- Any communications between parties
- Additional information (i.e. photos, reports etc)
- Triage details

WORKSAFE
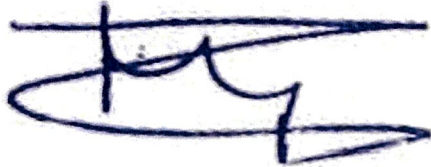NEW ZEALAND | MAHI HAUMARU AOTEAROA

- Status of enquiry/incident

It has yet to be confirmed whether any integration between WorkSafe and other agencies is required. Should this be the case the technical integration will occur using industry standard API methodologies, with appropriate security and confidentially aspects being applied.

Data held in systems currently used will be migrated into the new solution as part of the programme. This process again has yet to be confirmed as the programme has not yet started, but it is expected that an automated extraction, transformation and load process will be utilised as is standard in such system migration activities.

I hope this information is useful. If you require any further information please contact oia@worksafe.govt.nz.

Yours sincerely

Mike Foley
Chief Digital Information Officer