



**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HĪKINA WHAKATUTUKI

Project Benefit Map

4681 – Replatforming MBIE's investigation case management system (TIKA)



Version History, Endorsement and Approval

Version History

Date	Version	Author	Description of change
1/02/2025	0.1	Privacy of natural persons	First draft for business case
27/10/2025	1.0		Updated for Change Request 01

Endorsers

Evidence that the named person(s) listed below have endorsed this document can be either a physical signature or an email saying “Endorsed” that is embedded in the signature box.

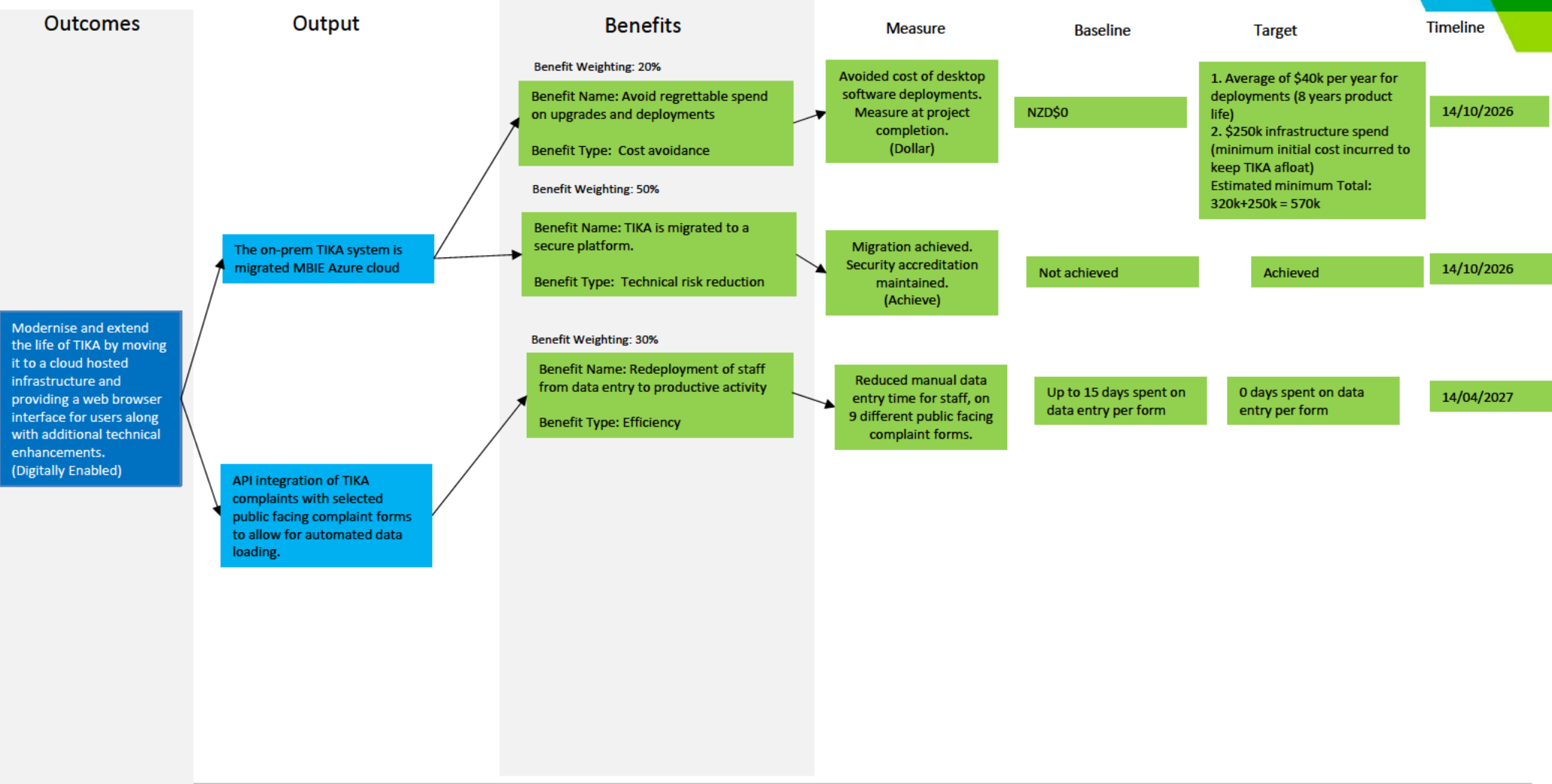
Name	Role	Version	Date	Signature
Privacy of natural persons	Benefits Management Advisor	1.0		

Approvers

Evidence that the named person(s) listed below have endorsed this document can be either a physical signature or an email saying “Approved” that is embedded in the signature box.

Name	Role	Version	Date	Signature
Privacy of natural persons	Business Owner	1.0	31/10/2025	Email approval

Project Benefits Map



IN CONFIDENCE

Appendix A

Time spent currently on manual data entry for different forms	Outcome after project is delivered
Get help form needs 7 days per month	0 days per month needed for data entry
Early resolution form needs 8 days per month	0 days per month needed for data entry
MVTR complaint form needs 1 day per month	0 days per month needed for data entry
Tenancy complaint form needs 5 days per month	0 days per month needed for data entry
IAA complaint form needs 1 day per month	0 days per month needed for data entry
Building practitioner complaint form needs 1.5 days per month	0 days per month needed for data entry
Electrical worker complaint form needs 1 day per month	0 days per month needed for data entry
Companies office complaint form needs 15 days per month	0 days per month needed for data entry
Insolvency practitioner complaint form needs 0.4 days per month	0 days per month needed for data entry