



IN CONFIDENCE

4681 - Replatforming MBIE's investigation case management system (TIKA) Benefits Realisation Plan



1 Document control

1.1 Version history

Date	Version	Author	Description of change
17/1/2025	1.0	Privacy of natural persons	First draft
19/10/2025	1.1		Updated as per Change request

1.2 Endorsed by

Name	Role	Version	Date	Signature
Privacy of natural persons	Benefits Management Advisor	1.1		

1.3 Approved by

Name	Role	Version	Date	Signature
Privacy of natural persons	Business Owner	1.1		



Contents

1	Document control	2
2	Benefit Summary	4
3	Executive Summary.....	4
4	Benefits Table	5
6	Benefits Schedule	8
7	Benefits Realisation Activities	9
7.1	How will the benefits plan be managed?	9
7.2	Reviews	9
8	Assumptions	9
9	Constraints	9
10	Dependencies	10
11	Business Change Management.....	10
12	Handover of Benefits Realisation	10
13	Post Closure Monitoring of Benefits	10
	Appendix A	11



2 Benefit Summary

Benefit #	Benefit Type
Project Name	Replatforming MBIE's investigation case management system (TIKA)
Project Number	4681
Programme name	NA
Project Sponsor	Simon Sanders
Business Owner	Privacy of natural persons
Benefits Owner(s)	
Agencies	MBIE

3 Executive Summary

TIKA is an essential system for managing regulatory investigation functions across MBIE, with over 550 users in 13 different business units. The system faces the following challenges:

- TIKA is nearing the end of its planned lifespan, having first been implemented in 2018. The version of the underlying product that TIKA is built on is now obsolete, with a newer web-interface technology version available from the supplier. Product updates are difficult as software must be deployed to all users' laptops, at a cost of \$10,000 per deployment.
- TIKA documents are stored in the database rather than a document management system, limiting the ability to handle large files and a better way of handling this will be required as video and audio evidence files becomes more prevalent.
- TIKA is built on an ageing on-premises infrastructure and has experienced an increasing number of system outages over the past 18 months. There are many public-facing web forms for receiving complaints to MBIE regulators, e.g. to report Migrant Exploitation (MEx), where triage teams must manually create complaint records in TIKA by copying data received through the form. This consumes large amounts of valuable time that could be better applied to triaging and assessing complaints, minimising investigation backlogs.

TIKA can be modernised by moving to a cloud hosted infrastructure with new web browser interface for users. This will extend its life for the foreseeable future, keeping MBIE aligned with the software provider's roadmap and enabling a continuous improvement approach. New functionality for integrating TIKA with public facing complaint forms can be delivered more efficiently within the scope of the project.



4 Benefits Table

The project Benefits are outlined in the table below. For additional information refer to Appendix A.

Benefit #	Benefit Type	Benefit Name	Benefit Description	Measure	Baseline Measure	Target Measure	Measure Date
1	Cost avoidance	Avoid regrettable spend on upgrades and deployments	If migration does not go ahead the existing databases and servers will need to be upgraded, estimated \$250k based on recent MBIE SQL/OS upgrade projects. Avoided cost of \$40,000 per annum for desktop software deployments (assuming four maintenance releases per year).	Avoided cost of desktop software deployments. (Dollar)	NZD \$0	1. Average of \$40k per year for deployments (8 years product life) 2. \$250k infrastructure spend (minimum initial cost incurred to keep TIKa afloat) Estimated minimum Total cost avoided: 320k+250k = 570k	14/10/2026
2	Technical risk reduction	TIKA system on a secured system	TIKA migrated to cloud from an ageing system. TIKa follows the key supplier technology roadmap.	Migration achieved. Security accreditation maintained. (Achieved)	Not achieved	Achieved	14/10/2026
3	Efficiency	Redeployment of staff from data entry to productive activity	Reduce manual data entry time for staff, on 9 different public facing complaint forms. Hours / days the staff spent on data entry will be instantaneous. (Number Range). Data transfer via API integration stops manual	Reduced manual data entry time for staff, on 9 different public facing complaint forms.	Up to 15 days spent on data entry per form	0 days spent on data entry per form	14/04/2027



			handling of the data which also ensures data security.				
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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



5 Benefit Ownership

The project Benefits and Measures and their owners are outlined in the table below. Each benefit should have one owner and each measure should have one owner.

Benefit #	Benefit Name	Benefit Owner Name	Benefit Owner Substantive Position	Measure	Measure Owner Name
1	Avoid regrettable spend on upgrades and deployments	Privacy of natural persons	Group Systems Lead	Avoided cost of desktop software deployments.	Privacy of natural persons
2	TIKA system on a secured system		Group Systems Lead	Migration achieved. Security accreditation maintained.	
3	Redeployment of staff from data entry to productive activity		Group Systems Lead	Reduced manual data entry time for staff, on 9 different public facing complaint forms.	



6 Benefits Schedule

The project Benefits schedule is outlined in the table below.

Benefit #	Benefit Name	Target Measure	Baseline Measure & Date		Target Measure & Date
1	Avoid regrettable spend on upgrades and deployments	Avoided cost of desktop software deployments. 1. Average of \$40k per year for deployments (8 years product life) 2. \$250k infrastructure spend (minimum initial cost incurred to keep TIKA afloat) Estimated minimum Total: 32k+250k = 570k	NZD \$0 21/1/2025	Target	1. Average of \$40k per year for deployments (8 years product life) 2. \$250k infrastructure spend (minimum initial cost incurred to keep TIKA afloat) Estimated minimum Total: 32k+250k = 570k 14/10/2026
2	TIKA system on a secured system	Migration achieved. Security accreditation maintained.	Not achieved 21/1/2025	Target	Achieved 14/10/2026
3	Redeployment of staff from data entry to productive activity	0 days spent on data entry per form	0.4 days – 15 days per month required for manual data transfer for 9 different public facing complaint forms	Target	0 days per month required for data entry for 9 different public facing complaint forms. 14/04/2027



7 Benefits Realisation Activities

The benefit realisation activities include –

1. TIKA cloud migration completion.
2. TIKA system being accredited.
3. TIKA desktop user interface is converted to web interface.
4. Capability of data integration between TIKA system and public facing complaint forms (9 forms) is built.

7.1 How will the benefits plan be managed?

Specific Benefit owners and Measure owners have been assigned to each benefit. Project to work with these owners to further analyse the best way to measure the actuals at the completion and after completion of the project.

For Benefit No 3 - Redeployment of staff from data entry to productive activity, the benefit owner / measure owner will receive the data from different business units and will be responsible for final measure and reporting of the same.

7.2 Reviews

Reviews will be conducted at regular intervals during the deliver phase of the project. The results of these reviews will be submitted to the project steering group.

Confirm the dates that this plan will be reviewed and updated for the life of the project.

Review #	Event review aligns with	Review Date
1	The first approved version of this plan is developed to support the initial business case.	24/01/2025
2	Within 3 months of approved Business case date.	17/05/2025
3	Change request	20/10/2025
4	Before go live approval	1/10/2026

8 Assumptions

The plan assumptions include –

1. The complete agreed scope of the project, presented in the business case will be approved by the DGB, including funding required to deliver the same.
2. Change request – 01 is approved by DGB which adds additional scope and requests additional time and funds to deliver the same.

9 Constraints

The project delivery success has below constraints –

1. Project resource availability with minimum turn over.
2. No further scope creep during the delivery phase of the project.



3. No drastic changes to the way the business teams currently operate, to whom the benefit will be delivered to.

10 Dependencies

None identified.

11 Business Change Management

The project has a medium change impact. While overall business functions remain the same, MBIE users of TIKA will need to learn to use a new system to do their jobs and to adapt to a new way of working. This will require dedicated communication and training activities. These staff will also be involved in UAT and data migration activity throughout the project. There are no external customer impacts or policy changes required with this project.

12 Handover of Benefits Realisation

Yet to be determined.

13 Post Closure Monitoring of Benefits

Yet to be determined.



Appendix A



Please note that supporting evidence for benefits and benefit measures are included in SOW.

Document	Link to approved Benefits Map
Approved Benefits Map	Internal Links
Previous signed SOW with Datacom for Deployment activities	
Infrastructure upgrade cost estimate (learning from other similar projects)	