



Getting help after go-live

ELS Deep Dive

Pou Whirinaki Programme Manager

START Delivery Business Deployment Support
Manager

Business Integration Lead



What we'll cover

- Cutover
- Shutdown
- Pou Whirinaki
- Early Life Support
- Ways you can stay informed
- Getting ready
- Questions

Cutover

Checkpoint 4a

Decision to proceed
into cutover 8am
Monday

Shutdown

System shutdown
3pm Thursday

Checkpoint 4b

Final go/ no go
decision Wednesday

Start-up

Services resume
8am Thursday





Important: Please log off your devices by 4pm Thursday 21 October

Shutdown

Systems available

- Ātea Learning
- Ātea
- DIP (but not updated with EDW data until 8 Nov)
- M365 suite – e.g., Outlook, Teams, Word, PowerPoint, Excel etc.
- Training environment
- Haukāinga
- Stax
- SharePoint
- IR website

Systems not available

- FIRST
- START
- MIRI
- LoLA
- xPression
- Automation tool
- B2Bs and file-shares
- Secure online services: myIR, Gateway Services, and external portals
- SPK2IR



Customer impacts

- WfFTC and Paid Parental Leave to be paid early
- Child support 'early payers' will be paid early
- Employers will be given extra time to file EI
- Extra time for GST filers (dependent on passing an Order in Council)



Inland Revenue
Te Tari Taake

Pou Whirinaki

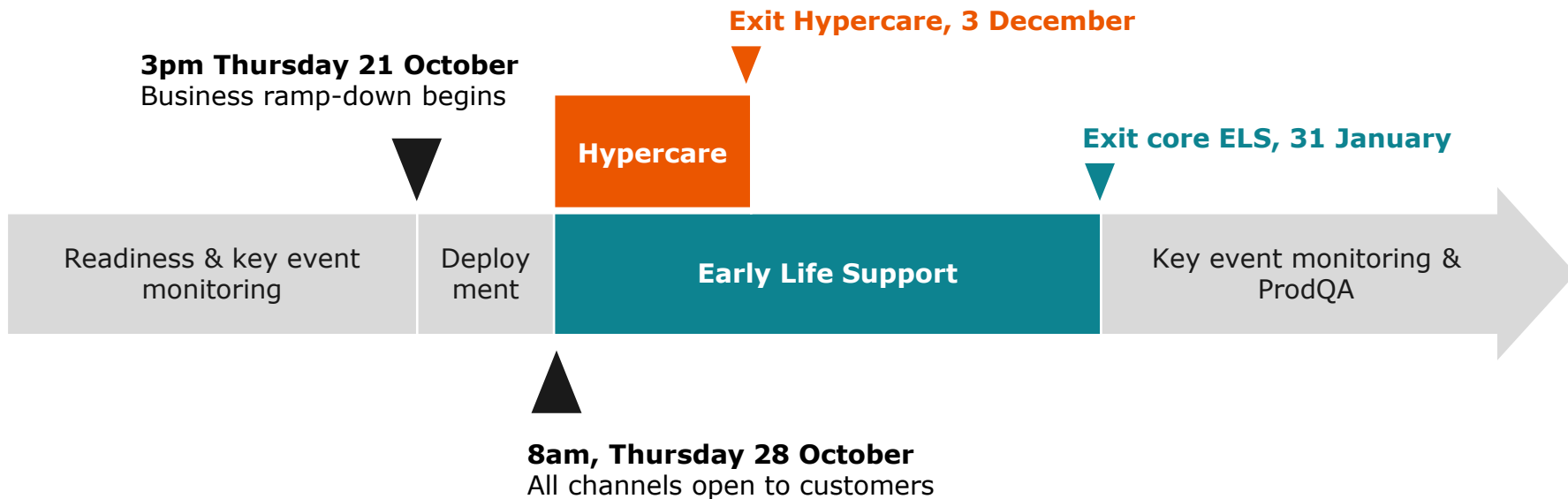


Support in a changing environment

- Operating in the context of a global pandemic, we need to remain flexible
- A range of support is available, both in-person and virtually
- If we need to, Pou Whirinaki can be run entirely remotely
- Regardless of the situation: **Pou Whirinaki will continue as usual**



Timeline



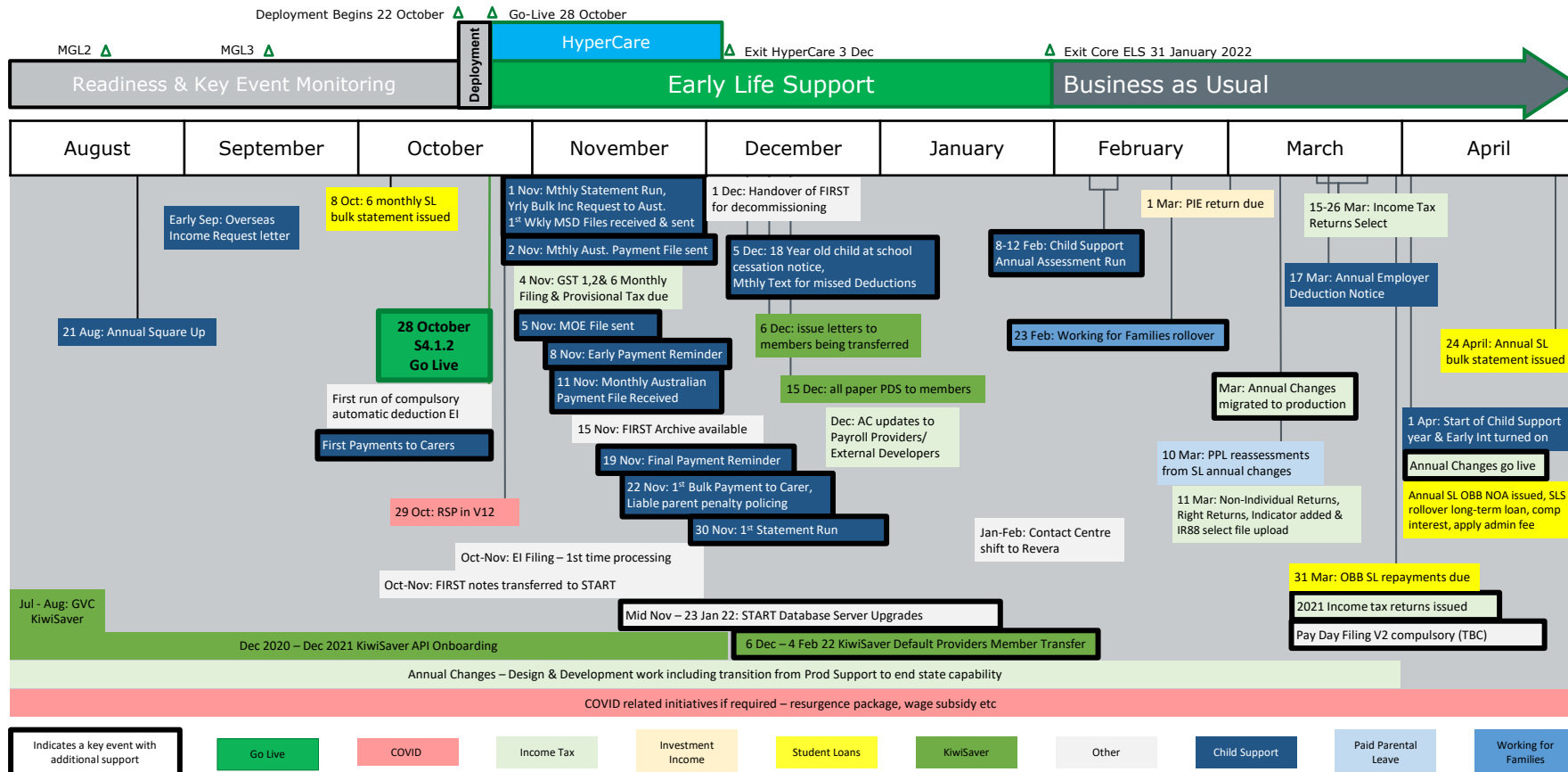
Pou Whirinaki success



Working together across IR we provide assurance that we are actively identifying and mitigating risks, monitoring our progress, ensuring effective resolution of issues and ensuring a coordinated approach during this time.

- **Customers** – Our customers know what they have to do and they can do it.
- **People** – Our people tell us they are being supported, are confident they can raise issues and are able to support each other and our customers.
- **Stakeholders** - Our key stakeholders tell us they are well informed, their customers are supported and where necessary, they are comfortable acting on our behalf.
- **Operations** – Our work programme delivers key business events and manages customer demand.
- **Technology** – Our systems are actively monitored and any issues are resolved quickly.
- **Hypercare/Solution Stabilisation** – Issues are resolved through business-led prioritisation.

Consolidated Timeline of Key Events



Early Life Support

ELS BUSINESS SUPPORT
(Level 1 Triage)

ELS CENTRAL
(Level 2 & 3 Triage)

ELS WORKSTREAMS
(Resolver Groups)



A customer needs help



A staff member is trying to resolve a customer issue or needs help themselves



Check online



Ask a colleague

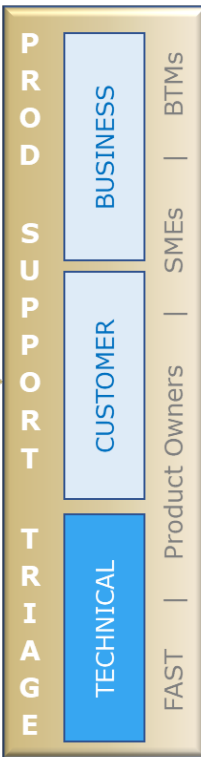


Ask Deskside Support/Blue Crew

Still not resolved



Your friendly Deskside Support/Blue Crew will help you raise a ticket in the Support Portal allowing them complete level 1 triage and pass it along



Issue has Business requirements

Issue has Customer requirements

Issue has Technical Requirements
Incident Ticket Raised and pushed to relevant team



Resolution communicated as necessary eg: Staff, Customers, Software Providers, Tax Agents etc

Daily Issue, Incident, Prioritisation, Working Groups, Change & Management Forums



Blue Crew

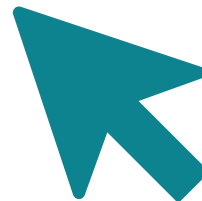
- The Blue Crew is made up of Key Users and business support testers
- They're our first level of support, offering virtual or deskside support to our people
- There are approximately 230 Key Users from 23 sites across the business who are ready to support our people 'virtually' following go-live.





Using the Support Portal

- The Blue Crew may ask you to log your issue in the Support Portal
- Helps ensure the issue is assigned to the right teams and the right priority is assigned
- **Important:** Clear and accurate issue titles and descriptions!
- And don't forget to use the '**Affects Me**' button if the issue has already been logged





Level 1 triage – Key User Network

All Support Portal issues are reviewed and triaged by our key user network

- ✓ Reviewing the issue
- ✓ Checking for duplication
- ✓ Triaging the issue

Can they help resolve it?

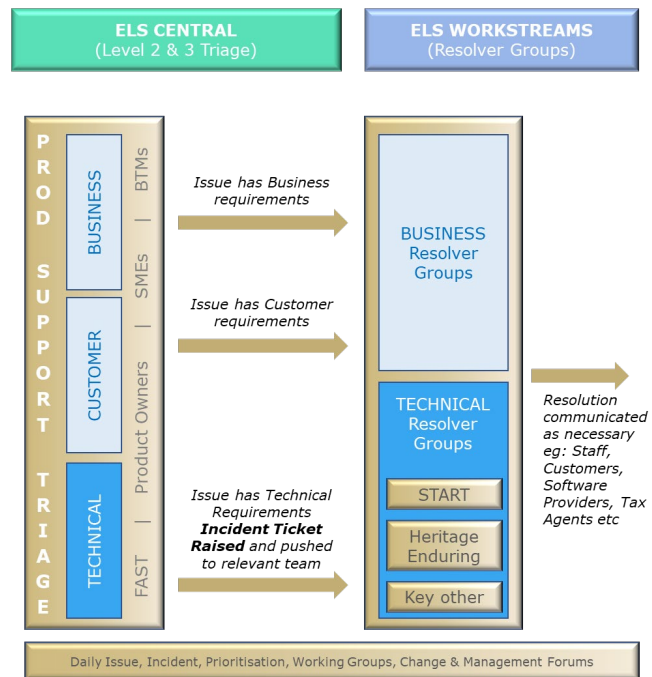
Yes – Deskside assistance or existing information

No – Issue is tagged, prioritised and assigned (Level 2 triage)

Level 2 triage – SMEs and Production Support

More complex issues are passed through to level 2 triage, which is managed by SME's and production support.

- Identify whether the issue requires a resolution from Business, Customer or Technical workstreams
- SMEs determine a resolution
- Triage process determines the priority
 - Priority 1 & 2 – Managed immediately
 - Priority 3 & 4 – Prioritisation process run to make sure we're focused on the right things





Resolver groups

Resolver groups cover START, BT Heritage, training and communications and include representatives from almost every business unit.

Resolver group members:

- Work alongside analysts to manage the flow of the issue
- Help ensure analysts have the information they need
- Make sure any workaround is fit for purpose for their segment/customer

When the issue is resolved, the work item will be closed and an automatic notification will be sent to those affected





Prioritisation



Priority 1 or 2 – Critical or urgent issues that are worked on immediately.



Priority 3 or 4 – Prioritisation team weighs up a number of factors to assign a priority to the issue:

- Potential impacts to IR people and our customers
- Impact on vulnerable customers
- Risks to IR's reputation, privacy and security
- Potential workarounds and their impacts
- Time to process the issue

The list is reviewed daily during the ELS period

Checking progress



Support Portal
Check your issue or
search an issue number



Blue Crew / Key Users
Access to more information
in Support Portal



IMPORTANT
If you are asked to provide
more information on an
issue, please respond ASAP



How will I be kept informed?



Support Portal

Check the 'Featured Support Portal Articles' section, and the 'Search FAQ' section



Pou Whirinaki report

See the regular reports on the BT Pou Whirinaki page



Blue Crew

Available to answer any questions you have



Getting ready

If you haven't already – Don't forget to complete your START training through Ātea Learning!



Stay connected



Share feedback

Questions?



Thank you.