Information Technology Asset Management Plan 2021-2025





# Acknowledgement of traditional owners

We acknowledge the Ngarrindjeri people as the traditional owners of this land on which we meet and work. We respect and acknowledge their spiritual connection as the custodians of this land and that their cultural heritage beliefs are still important to the living people today.

We recognise the living culture and combined energies of the Ngarrindjeri people our global pioneers and community members today for their unique contribution to the life of our region.

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# MAKE IT YOURS



Murray Bridge is changing. We're creating an environment where you can make your own opportunities, make a home, make an investment, and make memories.

4 – Rural City of Murray Bridge – Information Technology Asset Plan 2021-2025

# Information Technology Asset Mananagement Plan 2021-2025

# **1** Introduction

The Rural City of Murray Bridge (RCMB) owns and is responsible for the management, operation and maintenance of a diverse asset portfolio that provide essential services and facilities to the community.

This Asset Management (AM) Plan aims to demonstrate responsive management of assets (and services provided from assets), compliance with regulatory requirements and to outline the funding needed to meet the required levels of service.

The expectations associated with Information Technology (IT) levels of service by Council staff and the community continue to increase as more of our services continue to incorporate technology into their process. Historically, IT investment has been opportunistic and driven by demand, resulting in inadequate resources to maintain and upgrade the IT Assets.

A strategic and planned approach to IT investment is being taken and we look to formalise it in line with the other RCMB Asset Management Plans (AMP) which were developed to ensure Council continues to provide effective and comprehensive management of its assets.

The Information Technology Asset Management Plan is to ensure that the Council can anticipate future opportunities and respond to current needs such as delivering our digital services and future services in line with our strategic objectives for the community.

Responsibly funding capital expenditure for the renewal of Council assets is a key factor in the organisation remaining sustainable and creating an environment where there is generational equity.

The focus of this plan is to model, forecast and document the physical and financial performance of IT assets and provide a robust management framework that feeds into Council's Long Term Financial Plan.

It is the intent of Council to manage its IT assets at an agreed level of service while optimising life cycle costs in order to normalise its infrastructure spend over consecutive budgets.

This Plan covers the assets that provide IT services. These assets have a value estimated at \$1.03m and include:

- IT Infrastructure
- Computers and Devices
- IT Applications and Software

#### 1.1 Background Data

This AM Plan aims to demonstrate responsive management of assets (and services provided from assets), compliance with regulatory requirements and to outline the funding needed to provide the required levels of service.

The expectations associated with IT levels of service held by Council staff and the community continue to increase. Historically, IT investment has been opportunistic and driven by demand, resulting in inadequate resources to maintain and upgrade IT assets. Past capitalisation processes also meant some purchases via operating budgets resulted in equipment not being captured.

The intent is to take a strategic and planned approach to IT investment in line with existing Asset Plans and is formalised by this first AM Plan, to ensure that the Council can anticipate future opportunities and respond to current needs such as delivering digital services and Smart City infrastructure.

The IT asset management plan is to be read with the organisation's Asset Management Policy and other key planning documents for the Rural City of Murray Bridge:

- <u>Community Plan 2016-2032 Rural City of Murray Bridge Thriving Communities</u>
- <u>Strategic Plan 2020-2024 Rural City of Murray Bridge a leading, liveable City</u>
- Long Term Financial plan & Asset Management Plans 2016-2026
- Digital Strategy
- IT Systems Architecture 2021-2025
- IT Disaster Recovery Plan 2018

#### 1.1.1 Assets Covered By This Plan

The Rural City of Murray Bridge is responsible for the management of a number of Assets covered by the information Technology Asset Management Plan and the physical properties of each are detailed below.

#### Table 1 - Assets covered by this Asset Management Plan

Asset Category	Replacement Value
IT Infrastucture	
Generators and UPS	37,000
Network Infrstructure (covering all switches, routers, appliances)	213,687
Server Rooms (raised floor, A/C, racks, power circuits)	To be established
Servers and Storage Arrays	213,277
Structured Cabling	To be established
CCTV network (community and Council)	61,781
Computers and Devices	
Desk Phones	62,000
Desk Tops, Lap Tops, VDI Units	325,818
Displays, Screens, Monitors	79,519
Printers, Scanners, Plotters	10,257
Mobile Phones, Tablets, Ipads	124,992
IT Applications and Software	
Desktop Productivity Software (Microsoft)	7,525
Enterprise Applications (ERP software)	383,233
Specialised Software	286,892
IT Service Management Tools	19,135

# 2 Goals and Objectives of Asset Ownership

Our goal in managing assets is to meet the defined level of service (as amended from time to time) in the most cost effective manner for present and future consumers.

The key elements of asset management are:

- Providing a defined level of service and monitoring performance,
- Managing the impact of growth through demand management and investment,
- Taking a lifecycle approach to developing cost-effective management strategies for the long-term that meet the defined level of service,
- Identifying, assessing and appropriately controlling risks, and
- Linking to a long-term financial plan which identifies required, affordable expenditure and how it will be allocated.

# **3 Levels of Service**

#### **3.1 Customer Research and Expectations**

The Council has not carried out any targeted research on customer expectations with regards to preparing this particular AM Plan. The IT Team is building a comprehensive service data base using the past 12 months helpdesk statistics which will inform the proposed customer service levels.

The proposed service levels will be shared with customers and mutually agreed before being formalised.

In addition they have compiled an asset list by employee which identifies where and how the assets are used. The intention will be to use this information in developing its strategies and in allocation of resources in the budget.

The current internal customer service levels have been established using resource levels from the current Long Term Financial Plan.

#### 3.2 Strategic and Corporate Goals

This AM Plan is prepared under the direction of Council's Community Plan 2016 - 32 and Strategic Plan 2020-2024The relevant organisational goals and objectives and how these are addressed in this AM Plan are outlined overpage.

Goal	Objective	How Goals and Objectives are	
		addressed in the AM Plan	
Valued Environment	Ensure infrastructure meets future demand and stimulates economic development.	Planned maintenance / renewal (pumps, access controls etc)	
Great People and Lifestyle	Manage improved community safety through planning, partnerships and design.	Undertake planned maintenance programs to ensure assets achieve their useful life.	
	Deliver contemporary Council services, taking advantage of technology advances and updated service provision methods.	Develop and regularly review the Long Term Financial Plan to ensure long term financial sustainability.	
	Public areas are monitored and protected.		
Dynamic Economy	Ensure access to information for the business community through development and	Undertake planned maintenance programs to ensure assets achieve their useful life.	
	implementation of smart city initiatives, information automation and big data.	Develop and regularly review the Long Term Financial Plan to ensure long term financial sustainability.	
	Maintain and improve currency of infrastructure in relation to digital technologies.		
Connected Communitie	Strengthen communication networks within communities and across the Rural City of	Undertake planned maintenance programs to ensure assets achieve their useful life.	
	Murray Bridge. Maximise use ofwebsites and social media. Our communities have access to the digital world through internet coverage and digital hubs.	Develop and regularly review the Long Term	
		sustainability.	
		Reglarly review asset management plans for Council approval.	
	Build digital literacy skills within the community and support the community to make the most of new technologies 24/7	Implement asset renewals in line with asset management plans so that the overall condition of assets is not deteriorating.	
	online Council services to the community where appropriate.	Manage the groth of new assets in response to community demand in a financially responsible way as forecast through the Long Term Financial Plan.	
		Establish and monitor internal controls in accordance with legislative requirements.	

#### Table 2 – Goals and how these are addressed

## **3.3 Legislative Requirements**

Legislation	Requirement
South Australian Local Government Act 1999	Sets out roles, purpose, responsibilities and powers of local governments including the preparation of a long term financial plan supported by asset management plans for sustainable service delivery.
South Australian State Records Act 1997	To ensure the Rural City of Murray Bridge records and stores all relevant information as set out by the State Government of SA.
Work Health and Safety Act 2011	To take a constructive role in promoting improvements in work health and safety practices whilst assisting in the preservation of public health and safety in all undertakings of the organisation.
Freedom of Information Act 1991	Sets out the framework for processing requests for Council information and records.

#### **3.4 Customer Levels of Service**

The current internal customer service levels are based on resource levels in the current LTFP.

Responsiveness	Definition	Target Response Time	<b>Target For Completion</b>
High Priority	System down	1 hour	8 hours
	Key systems – Telephone, ERP applications		
	Large scale infrastructure issues		
Medium	Individual issues relating to printing, phone etc.	8 hours	2 days
Low	New logon	2 days	8 days
	Equipment relocation		
	New software		
Project	Large scale changes	5 days	As per project schedule

#### Table 4 – Current Service Levels

# **4 Future Demand**

#### **4.1 Demand Drivers**

Drivers affecting demand include things such as population change, regulations, changes in demographics, consumer preferences and expectations, technological changes, economic factors, and environmental awareness.

The present position and projections for demand drivers that may impact future service delivery and use of assets were identified and are documented.

<b>Demand Drivers</b>	Present Position	Projection	Impact on Services
Increased end users and community preferences and expectations	Current resource is at capacity. Recent Audit by KPMG identified staffing levels as an issue.	Increased staff and community users due to population growth and augmenting services, and expectations of 24/7 customer service channels and improved customer experience.	Increased need for IT resources.
Demographics	Reactive approach to any changes in demographics and population growth.	A significant increase in demographic impacts due to population growth, aging population with increasing instance of chronic illness and rising levels of multiculturalism.	Canging customer demands resulting in increased needs for services in community centres and libraries and increased access to online services (capability and capacity).
Environmental	Implementation of environmentally friendly equipment	Reduce and measure carbon footprint.	Possibly increased cost of hardware and electricity.
	when renewal is due.		monitoring environment.
Technologgy Trends	Major emerging technology trends changing the face of IT. Main streams include big data, cyber security, internet of things, smart cities, social and cloud. Creation of Application Architecture Strategy to inform plans.	Big data, mobility, social and cloud will continue impacting IT services at a rate that is difficult to keep up with. Asset replacement programs need to be proactive to take advantage of emerging trends.	Necessity to provide agile assets readily adaptable to emerging technology trends.

#### Demand Drivers, Projections and Impact on Services

#### 4.2 Demand Management Plan

Demand for new services will be managed through a combination of managing existing assets, upgrading of existing assets and providing new assets to meet demand and demand management. Demand management practices can include non-asset solutions, insuring against risks and managing failures.

Our IT strategies will balance a due diligence approach through the development of business cases at each stage, which examine the cost benefit of various options and offer the flexibility to adapt to emerging trends and collaborative opportunities.

Opportunities identified to date for demand management are shown in Table 4.4. Further opportunities will be developed in future revisions of this AM Plan.

Demand Driver	Impact on Services	Demand Management Plan
Planning	Risk of IT not being fit for purpose and unable to deliver services	IT will aim to realise the following outcomes when planning for demand management:
	adequately.	<ul> <li>Proactively partner with colleagues to provide systems an dsolutions that enable the delivery of appropriate services to the community.</li> <li>Ensure that staff have the tools tp enable efficiency and roductivity in the delivery of services.</li> <li>Continue to move towards best practice in relation to technology, processes and practices.</li> <li>Explore new and emerging trends and technologies to deliver strategic advantage, promoting innovation and further enhancement of Council's service provisions.</li> </ul>
Service Delivery	Inability to provide necessary services.	<ul> <li>Ensure that services provided are driving the demand for our IT assets.</li> <li>Review business a s usual activities to identify and prioritise opportunities to streamline and rationalise processes and practices and increase value to the community.</li> </ul>
Financial	Financial shortfall will impact on services provided.	• Develop long term financial plans to ensure financial sustainability and transparency

#### **Demand Management Plan Summary**

#### 4.3 Asset Programs To Meet Demand

The Digital Strategy Plan underpins the Community and Corporate Plans, by outlining the key change initiatives (programs and projects) that the IS Portfolio will lead and participate in over the next four years.

Key change initiatives within these plans are:

- Business Intelligence and Analytics
- Business Planning
- CRM
- O365 Implementation
- Upgrade Asset and ERP applications
- To build and maintain an IT Application Architecture and Strategic plan.

The Digital Strategy and Roadmap provide digital citizen-centric services and enable staff to work anywhere anytime to deliver effective and efficient services (in progress).

The initiatives listed within the Plan are anticipated to identify the need for new assets, at which time this AM Plan will be reviewed and updated. Acquiring new assets will commit ongoing operations, maintenance and renewal costs for the period that the service provided from the assets is required - however the investment in new assets for citizen benefit and business process enhancement may be offset by operational efficiencies and cost savings.

# **5 Lifecycle Management Plan**

The lifecycle management plan details how the Council plans to manage and operate the assets at the agreed levels of service (defined in Section 3) while managing life cycle costs.

The assets covered by this asset management plan are shown in Table 1. This data covers currently owned and operated assets where we could ascertain accurate costs. Server Room and structured cabling were difficult to establish from within building costs. It does not cover IT assets that are located in the Rural City of Murray Bridge facilities but are not owned or leased by the City. Examples of assets like this include Telstra's NTU's., TPG Communications equipment

The fibre cabling assets between sites will be included when the agreement between parties is cited as these assets still require ongoing maintenance and replacement at end of life and have not been specifically addressed in this AM Plan. It is anticipated that this will need to be considered when the initial contract period with the Commonwealth and TPG (Agile) for the initial fibre network ends.

IT assets have in general a very short estimated useful life. As such many assets and components will require multiple replacement time frames over the life of this plan. Due to the relative short life of IS assets, asset condition is not always a key driver for renewal. Technology advances and service level requirements are often the primary drivers for renewal.

Assets are generally provided to meet design standards where these are available. However several service performance deficiencies were identified during the development of this Asset Plan.

Asset	
Class	Service Deficiency
IT Infrastructure	There have been a number of adhoc changes to the network that have impacted other segments of the network. UPS put into network but not placed on a regular maintenance program, hubs introduced to assist with extending the network to accommodate equipment and people moves.
	The introduction of Cloud services into the network topology and associated performance issues.
	The expansion of the CCTV network to incorporate additional locations.
	The current MPLS service provided by Telstra does not provide the granularity required to check on certain network traffic as requested by the auditors.
	In order to respond effectively to these changes, there is a need to plan for and deliver IT infrastructure and platforms in ways that will support the future technology landscape – by using industry standards, adopting technology which is regarded as best practice, and considered transitioning to a hybrid cloud environment where appropriate.
Computers	The increased use of Laptops has seen a shift from our virtual infrastructure.
and Devices	The need to maintain compatibility across multiple applications.
	The general move by application vendors to a web browser has seen a different type of device become more suitable. '2- 1' tablet and laptop functionality.
	The increase in the use of video meetings.
IT Applications	The move to the windows 10 operating environment has meant some old specialised applications are no longer supported.
and Software	In addition to enterprise applications, there are currently a high number of specialised applications, integration points, custom solutions and scripts with varying levels of support and maintenance.
	There is a need for the preparation of an application architecture strategy and the development of strategic roadmaps for IT applications, to proactively guide their maintenance, renewal and investment.

#### **Known Service Deficiencies**

#### 5.1 Maintenance Plan

Maintenances activities may be targeted to mitigate critical assets failure and maintain service levels. These activities may include increased inspection frequency, higher maintenance intervention levels. Routine maintenance is the regular ongoing work that is necessary to keep assets operating, including instances where portions of the asset fail and need immediate repair to make the asset operational again.

Maintenance includes all actions necessary for retaining an asset as near as practicable to an appropriate service condition including regular ongoing day-to-day work necessary to keep assets operating. IT maintenance work is carried out in accordance with the following standards and specifications.

- IT Infrastructure as per manufacturer warranty conditions
- Computers and Devices as per manufacturer warranty conditions
- IT Applications and Software as per license maintenance conditions
- Council standards and specifications

We regularly update our IT Applications and Software to the latest release where possible in line with maintenance conditions. In relation to IT Infrastructure, the maintenance budget to either repair or replace where necessary. Those assets less than \$500 are generally handled this way. (Receipts printers, Desktop and label printers, etc)

As part of the exercise in preparing this plan we have noticed maintenance expenditure levels are not adequate to meet projected service levels across all assets, which may be less than or equal to current service levels. Where maintenance expenditure levels are such that they will result in a lesser level of service, the service consequences and service risks have been identified and highlighted in this AM Plan and service risks considered in the Risk Management Plan.

Maintenance activities for IT assets, and annual IT Applications and Software license maintenance are funded through the annual operating budget. Each time we acquire a new asset, consideration must be given to the impact on the recurrent budget of maintenance activities and annual license maintenance, to ensure that we can fund whilst maintaining reasonable rate increases.

#### 5.2 Renewal/Replacement Plan

Renewal and replacement expenditure is major work which does not increase the asset's design capacity but restores, rehabilitates, replaces or renews an existing asset to its original service potential. Work over and above restoring an asset to original service potential is considered to be an upgrade/expansion or new work expenditure resulting in additional future maintenance costs.

For this AM Plan, future funding requirements are based on the Asset Register data to project the renewal costs, using acquisition year and useful life to determine the renewal year. Due to the relatively short life span of some IT asset classes, many assets will be renewed multiple times over the life of this plan.

Some assets with a larger useful life such as major ERP software systems, significant infrastructure (Fibre cabling, Generators, Server Rooms) may not be renewed within this asset management planning period.

The annual review of this AM Plan will be vital, to ensure that IT assets are renewed where deemed appropriate in alignment with strategic imperatives and to leverage technology advances. There may be an opportunity to smooth the annual expenditure by deferring renewal and replacement where appropriate, to spread the expenditure over two financial years.

Renewals and replacement expenditure in the capital works program will be accommodated in the long term financial plan. This is further discussed in Section 7.

Projected future renewal and replacement expenditures are shown in Figure 1. This includes the renewal of IT Applications and Software, which may be transitioned to cloud services when the opportunity arises – generating Annual Operating Projects and impacting the annual recurrent budget, rather than increasing capital expenditure.

Note that all amounts are shown in current (real) dollars. The projected capital renewal and replacement program is shown in Appendix A.

#### 5.3 Creation/Acquisition/Upgrade Plan

New works are those that create a new asset that did not previously exist, or works which will upgrade or improve an existing asset beyond its existing capacity. They may result from technology, growth, social or environmental needs. Assets may also be acquired at no cost. These additional assets are considered in Section 4.4.

New assets and upgrade/expansion of existing assets are identified from various sources such as community requests, proposals identified by strategic plans or partnerships with others. All new proposals are evaluated to verify need and to develop a preliminary renewal estimate. Verified proposals are ranked by priority and available funds and scheduled in future works programmes.

Due to the nature of IT assets, only planned and specific assets will be budgeted for, most other upgrades will be accommodated by renewals. Typically Software upgrades are signified by a version change eg version 6.11 to 7.1 with the 7.x signifying a change.





These initiatives are primarily anticipated to be Annual Operating Projects, however should the need be identified for further capital upgrades / new assets, this AM Plan will be reviewed and updated. Budget bids will be submitted for new assets in alignment with IT strategies and be assessed by Council, giving regard to the benefit rating, risk management criteria and community consultation.

Expenditure on new assets and services in the capital works program will be accommodated in the LTFP to the extent of Council's support for the strategic initiatives.

Acquiring new assets will commit ongoing maintenance and renewal costs for the period that the service provided from the assets is required. However, the investment in new assets for citizen benefit and business process enhancement may be offset by operational efficiencies and cost savings.

# **6 Risk Managment**

The Rural City of Murray Bridge is committed to applying risk management principles at both corporate and community levels to enable its strategic objectives to be achieved. Risk management involves adopting systematic procedures and practices to identify, evaluate, treat and monitor risk in all Council activities so that the risks associated with these activities are controlled and tolerable.

#### **6.1 Critical Assets**

Critical assets are defined as those which have a high consequence of failure causing significant loss or reduction of service. Similarly, critical failure modes are those which have the highest consequences. By identifying critical assets and failure modes investigative activities, condition inspection programs, maintenance and capital expenditure plans can be targeted at the critical areas.

The identification of critical business functions has been made within the Council's Business Continuity Plan (BCP), which details the operational response and recovery from a critical incident. The IT Disaster Recovery Plan has been aligned with the BCP and identifies the related critical IT assets and the approach to recovery of services.

# **7 Financial Summary**

This section contains the financial requirements resulting from all the information presented in the previous sections of this asset management plan. The financial projections will be improved as further information becomes available on desired levels of service and current and projected future asset performance.

#### 7.1 Financial Statements and Projections

#### Asset valuations

The best available estimate of the value of assets included in this Asset Management Plan are shown below. IT equipment is carried at cost, less any accumulated depreciation and impairment losses. Assets are valued at actual replacement cost where known or estimated renewal cost based on fair value by internal estimate.



#### Gross Replacement Cost \$2,580,000

Depreciable Amount \$2,580,000

Depreciated Replacement Cost \$716,018

#### Annual Depreciation Expense \$154,921

Various IT Applications and Software (particularly enterprise applications) were implemented over 10 years ago and on this basis are now fully depreciated.

#### 7.2 Funding Strategy

Funding for assets is provided from the budget and long term financial plan.

The financial strategy of the entity determines how funding will be provided, whereas the asset management plan communicates how and when this will be spent, along with the service and risk consequences of differing options.

To ensure that we maximise the value of our investment we will review the current funding model mechanisms for hardware, which in recent times has favoured pursuing capital investment over leasing options.

In future the following factors will be considered when determining the most cost-effective solution, having regard to the:

- Financing options
- Ongoing recurrent budget implications
- IT Systems Architecture Strategy

#### 7.3 Valuation Forecasts

Asset values are forecast to increase as additional assets are added to service. The transition to a Digital service delivery will require these assets.

Additional assets will generally add to maintenance needs in the longer term, as well as the need for future renewal.

Additional assets will also add to future depreciation forecasts.

The depreciated replacement cost will vary over the forecast period depending on the rates of addition of new assets, disposal of old assets and consumption and renewal of existing assets

#### 7.4 Key Assumptions Made in Financial Forecasts

This section details the key assumptions made in presenting the information contained in this asset management plan. It is presented to enable readers to gain an understanding of the levels of confidence in the data behind the financial forecasts.

Key Assumption	Risks of Change in Assumption
Firecast using Today's \$	If significant change in inflation rate or exchange rate with providers of equipment.
Staffing needs are resourced adequately	Current staff ;evels include a project resource not maintained will impact replacement
Estimates are based on best currently available information	Subject to material changes due to rapid introduction of technology advancements

Key assumptions made in this asset management plan are:

#### 7.5 Forecast Reliability and Confidence

The expenditure and valuations projections in this AM Plan are based on best available data. Currency and accuracy of data is critical to effective asset and financial management. Data confidence is classified on a 5 level scale in accordance with the following Data Confidence Grading System.

Confidence Grade	Description
A High Reliability	Data based on sound records, procedures, investigations and analysis, documented properly and agreed as the best method of assessment. Dataset is complete and estimated to be accurate $\pm 2\%$
B Reliability	Data based on sound records, procedures, investigations and analysis, documented properly but has minor shortcomings, for example some of the data is old, some documentation is missing and/or reliance is placed on unconfirmed reports or some extrapolation. Dataset is complete and estimated to be accurate ± 10%
C Uncertain	Data based on sound records, procedures, investigations and analysis which is incomplete or unsupported, or extrapolated from a limited sample for which grade A or B data are available. Dataset is substantially complete but up to 50% is extrapolated data and accuracy estimated ± 25%
D Very Uncertain	Data is based on unconfirmed verbal reports and/or cursory inspections and analysis. Dataset may not be fully complete and most data is estimated or extrapolated. Accuracy ± 40%
E Unknown	None or very little data held.

The estimated confidence level for and reliability of data used in this AM Plan is considered to be Uncertain. Our confidence level will increase as our IT Systems Architecture evolves, and we continue to undertake the initiatives identified in the Digital Strategy, and review and update the AM Plan accordingly.

# 8 Plan Improvement and Monitoring

#### 8.1 Status of Asset Management Practices

An updated IT Asset management list was developed using the existing Capitalised Asset register within the Authority Financials and specialised software tools with the ability to locate equipment as well as physical checking the within the IT Helpdesk Software application and was pivotal in providing input to the formation of this plan and will continue to be maintained as the central asset source for all the items covered by this plan moving forward in conjunction with the capitalised asset information and recurrent operating budgets where they relate.

The process had highlighted that our threshold of capturing asset information previously did not take into consideration, volume so things like mobile phones, Ipads, laptops were not all captured as individual items but represent a considerable amount within our IT asset register. In addition the use of funds provided within contracts meant some purchases were not captured within the financial system.

The Council implemented the Civica Authority ERP module during 2000. The system has been capturing all operating and capital expenses (subject to the prevailing thresholds at that time).

The Authority core enterprise suite includes the existing Financials module resulting in a consolidated asset register.

#### 8.2 Improvement Plan

The asset management improvement plan generated from this asset management plan is shown in the following table.

Task	Tack	Responsibility	<b>Resources Required</b>	Timeline
1	Council Endorsement of Updated Plan	GM Corporate Services	CFO	Feb 2021
2	Monitor performance and service levels to better understand asset performance and service delivery.	CFO	IT	Ongoing
3	Continue to implement alternative or latest technology options into renewal projects where appropriate.	CFO	IT	Ongoing
4	Continuous improvement of IT asset management practices, processes and procedures – including entry entry of IT assets into the Works and Assets systym, if suitable.	CFO	IT	Ongoing
5	Develop our IT strategies and roadmaps to refine the asset management plan and adjust the log term financial plan accordingly.	CFO	IT	Ongoing

#### 8.3 Monitoring and Review Procedures

This AM Plan will be reviewed during annual budget planning processes and amended to recognise any material changes in service levels and/or resources available to provide those services as a result of budget decisions.

The AM Plan will be reviewed annually and revised when required to ensure it represents the current service levels, asset values, projected operations, maintenance, capital renewal and replacement, capital upgrade/new and asset disposal expenditures and projected expenditure values incorporated into the Council's LTFP.

The Local Government Act 1999 sets out the requirements for the organisation in relation to preparing and reviewing its Asset Management Plans.

Chapter 8 – Administrative and financial accountability Part 1 Strategic management plans

'(1a) A Council must, in conjunction with the plans required under subsection (1), develop and adopt

a) A long term financial plan for a period of at least 10 years and

*b)* An infrastructure and asset management plan, relating to the management and development of infrastructure and major assets by the council for a period of at least 10 years.

(4) A council may review its strategic plans under this section at any time but must -

(a) Undertake a review of

(i) Its long term financial plan; and

(ii) Any other elements of its strategic management plans prescribed by regulations for the purposes of this paragraph,

As soon as practicable after adopting the council's annual business plans for a particular financial year and

(b) In an event, undertake a comprehensive review of its strategic management plans within 2 years after each general election cycle.'

Should the annual review cycle identify material changes that either have a significant financial or service delivery impact then the document will be resubmitted to the Asset Management Committee for review and update.

A comprehensive review of the AM Plan will be conducted every four years, within two years of each general election cycle as prescribed in the LG Act 1999 unless required before that time.

#### 8.4 Performance Measures

The effectiveness of the asset management plan can be measured in the following ways:

- The degree to which the required projected expenditures identified in this asset management plan are incorporated into the long term financial plan
- The degree to which 1-5 year detailed works programs, budgets, business plans and corporate structures take into account the 'global' works program trends provided by the asset management plan
- The degree to which the existing and projected service levels and service consequences (what we cannot do), risks and residual risks are incorporated into the IT Strategic Plan and associated plans
- The Asset Renewal Funding Ratio achieving the target of 100%

# **9 References**

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IPWEA, 2012 LTFP Practice Note 6 PN Long Term Financial Plan, Institute of Public Works Engineering Australasia, Sydney

Civica – Authority

Local Government Act 1999, South Australia

International Infrastructure Maintenance Manual

# Appendix A

## Projected Capital Renewal and Replacement Works Program

Asset Category	Asset Sub Category	Useful Life	21-22	22-23	23-24	24-25	25-26	26-27	27-28	28-29	29-30	31-32
IT Infrastucture	Generators & UPS	12-20 years										
	Network Infrastructure	3-6 years	27,793	93,148	8,583	5,814	80,578	27,793	93,148	8,583	5,814	80,578
	Server Rooms	6-20years										
	Servers & Storage Arrays	6-15 years	74,677	64,600	9,801	51,132	13,063	74,678	64,600	9.801	51,132	13,063
	Structured Cabling	30 years										
	CCTV Network	3-5 years	18,603	18,683	19,283	18,683	18,683	18,683	18,683	19,283	18,683	18,683
Computers and Devices	Desk Phones	9 years									60	
	Desktops Lap Tops, VDI Units	3-7 years	50,584	109,849	164,518	49,255	93,749	101,886	52,891	93,749	115,599	107,910
	Displays, Screens Monitors	3-7 years	2,265	28,958	48,408	2,265	19,290	34,730	2,265	19,290	43,542	13,879
	Printers, Scanners, Plotters	4-6 years					10,257					
	Mobile Phones, Tablets, Ipads	3-4 years	390	8,884	68,585	33,967	13,556	16, 726	62,239	32,471	19,548	8,884
IT Applications and Software	Destop Productivity Software (Microsoft)					7,525						
	Enterprise Applications (ERP software)	7-12 years	28,000	100,000	150,000		22,000					
	Specialised Software	7-12 years	14,000	32,000				17,700	30,000		25,000	108,000
	IT Service Management Software	5-10 years	15,000									
Total Capital Renewal			231,392	456,122	469,178	168,461	271,176	292,396	323,826	183,177	279,378	350,997

22 – Rural City of Murray Bridge – Information Technology Asset Plan 2021-2025

## Annual Operating Budgets

Asset Category	Current Initiatives	21-22	22-23	23-24	24-25	25-26	26-27	27-28	28-29	29-30	31-32
IT Infrastucture	Library Paytec Equip	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000	6,000
	Nimble (Disk)	7,000	7,000	7,000	7,000	7,000	7,000	7,000	7,000	7,000	7,000
IT Applications and Software	Desktop Productivity Software	79,000	79,000	79,000	79,000	79,000	79,000	79,000	79,000	79,000	79,000
	ERP Systems	367,000	367,000	367,000	367,000	367,000	367,000	367,000	367,000	367,000	367,000
	Specialised Software	84,000	84,000	84,000	84,000	84,000	84,000	84,000	84,000	84,000	84,000
	IT Service Management	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000	40,000
Total Operating Expenditure		584,000	584,000	584,000	584,000	584,000	584,000	584,000	584,000	584,000	584,000



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