



**TARANAKI**  
EMERGENCY MANAGEMENT

# Resilience Fund Final Report Registration & Needs Assessment (RANA)

July 2024

**TARANAKI CDEM GROUP**



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# Executive summary

Registration And Needs Assessment provides fundamental information, understanding about individuals, whanau, and communities affected by an emergency and their associated needs.

In January 2023, the Taranaki Civil Defence Emergency Management (CDEM) group applied to the Resilience fund to improve the capability and upgrade the current Taranaki CDEM Registration and Needs Assessment system (RANA).

RANA has now been loaded on to the Taranaki CDEM Group Share Point site with restricted access for use in response. This is to ensure data security within response.

The survey app has been loaded to all portable devices along with download instructions produced for external agencies to use. Future product development with its integration into the COP are being worked on internally at TEMO.

Along with the improvements to the system it has been placed into a Power Platform managed solution which will allow it to be shared with other CDEM Groups and organisations.

The product has been shared with Hawkes Bay CDEM Group to their Microsoft environment and they are currently testing the product for suitability for their needs. It has also been demonstrated to the Auckland Emergency Management group who have expressed an interest in using the new version.

# Background

RANA in its present form has been a journey across the past four years, with the initial development in response to COVID-19 in March 2020 when a bespoke Access Database was designed to collect, coordinate and manage the welfare needs of those affected.

In the absence of any national solution Taranaki CDEM consulted its service provider and developer of the Access Database for options to move forward. This looked at multiple platforms including GIS and Survey 123, along with how a Council rates-based software could be utilized through add on applications. It was recommended that Power Apps would be the best option providing better ongoing use and development.

A partnership with New Plymouth District Council (NPDC) and Spark moved the product from Access to Power Apps as the best way forward to ensure the easy use and distribution to other agencies and CDEM Groups. This was funded by Taranaki CDEM's first application to the Resilience Fund in 2021 of \$30,000.

NPDC withdrew support in 2023 for the system in its current format prompting a second application to the Resilience Fund in 2023, to continue development of the current product. The successful application allowed this next stage of development to commence and engagement with SharePoint Agency began. A contract and project scope were agreed and this contract with SharePoint Agency is now complete. This is the final report for the 2023 Resilience Fund application.

## Purpose & Intended Outcomes

The purpose of this project was to improve the capability and upgrade the current Registration and Needs Assessment system. With the completion of these improvements, the system will be placed into a Power Platform Managed Solution which will allow it to be shared with other CDEM Groups and organisations.

- A consistent approach across Taranaki
- An integrated information collection, analysis, and reporting system that places people at the centre of the emergency response
- Ability to analyse, prioritise, coordinate, and manage information to address the specific needs of individuals, whanau and communities.

- Meet the security and privacy requirements outlined by NZ Government
- Meet the reporting requirements required for re-imbusement of claims
- Ensure the applications are flexible and agile enough to manage multiple responses/events
- Learnings and outcomes applicable to all other groups.
- Incorporated into a Power Platform Managed solution which will allow RANA to be shared with other CDEM Groups
- Survey – ability to use the survey for multiple events and available on both mobile and desktop version
- Case management – processing of the survey results, delivery of the needs with built-in case stats dashboard; high priority cases tagged; track accommodation resource requests
- Financials - the ability to store invoices/expense information against cases and all other expenses related to the response useful for any reimbursements, stores supplier information
- Reporting showing a summary of financials by expense type, list of ongoing deliveries, cases/individuals still in accommodation, case stats report for CDEM Taranaki's Iwi Liaison Officers to coordinate with the Iwi groups and for Intelligence and Response Managers shown by needs type, priority and ethnicity

## Key Outcomes and Deliverables

The outcomes of this project will benefit our community most importantly through the ability to collect, analyse and manage the welfare needs of our communities in times of emergency response.

Enhancements and placing the system into a Power Platform Managed solution have provided the option for sharing with other CDEM groups and organisations such as Iwi, Federated farmers, Rural Support trust etc.

We recognise the importance of an integrated effort, partnership and collaboration within the emergency management sector agencies in order that we can function at a high-level during disaster or emergency. Our mahi is supported by our partner agencies around the region and other CDEM groups across the motu.

- Project Scope and Contractor Identified, completed and agreed scope with SharePoint Agency. Service supplied and all deadlines met.
- The RANA system has been developed into a Power Platform Managed solution with the ability to share this system with other CDEM groups.
- Development & Design has been completed with all facets of the project accomplished, with project scope engagement and technical specifications achieved.
- Testing has continued throughout the development phase and will continue to ensure the product is reaching optimisation. Taranaki CDEM will continue looking at potential issues

or risks and will identify future improvements if necessary. The current product is fully operational following rigorous testing and exercising.

- Implementation, training and exercising has been completed and will continue as it is rolled out across the region with our volunteers. Hawkes Bay CDEM have RANA installed and loaded into their systems. Currently testing for suitability to their needs.
- Next steps will be to give access to Auckland EM and arrange a presentation to NEMA.

## Funding

Taranaki CDEM group was granted \$35,200.00 (ex GST) by the CDEM Resilience Fund to enhance the Welfare Registration and Needs Assessment software application. Several initial deliverables i.e. project scope, identifying system specifications and requirements for users, research, and assessment of solutions, have been prepared by Share point Agency.

The design and develop phase of the project was covered by the fund as the developer worked to the project scope. TEMO staff time was not included in the expenditure across the project and has been estimated at a cost of \$20,000.00, accounting for over 200 hours.

Activity	TEMO to date (ex GST)	NEMA to date (ex GST)	Full Resilience Fund (ex GST)	Variance
SharePoint set-up for RANA Oct 2023	\$7,400.00	Invoiced 15/02/2024 (pd)	\$35,200.00	Nil
SharePoint set-up for RANA Dec 2023	\$18,500.00			Nil
SharePoint set-up for RANA May 2024	\$10,360.00			
<b>TOTAL Spend</b>	<b>\$36,260.00</b>	<b>Invoiced 20<sup>th</sup> June \$27,800.00 (due)</b>	<b>\$35,200.00</b>	<b>\$1060.00 (overspend)</b>

# Successes and Challenges

## 1.1 Successes

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- Enhancement of a known system that has performed well in response (Covid-19) dealing with Welfare Needs
- Manual tasks and complexities have been simplified in the product with automation of tasks now established
- Duplicate detection within system identified and solutions achieved
- Simplified data collection with the development of a needs assessment survey
- Tasking enhancement (with user access control for external agencies)
- Flagging system
- Enhanced invoice tracking & Financial summary information
- Reporting features
- Supplier information
- Secure close out and data storage
- Step up ability within and across the system.

## 1.2 Challenges

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- Delays due to restructuring of TEMO and redundancy of the Group Welfare Manager.
- Delays with New Plymouth District Council (NPDC) withdrawing their support for developing the system due to staff resourcing and restructuring.
- Reliant on contractor to produce product in timely manner which saw some delays with contractor and security settings not allowing full access for loading of product into our environment. Issues have been sorted.
- Security settings of TEMO SharePoint allowing external loading of finished product and ongoing access.
- Linking to GIS Dashboards – currently been developed in house

## 1.3 Component Details

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**Case management** - with ongoing needs tracking (cases in accommodation and delivery of household goods and services)

**Financials** - Invoice tracking (for claims/reimbursements) and financial reporting

**Stats Reporting** – open and completed case count, Iwi related cases, demographics recording



**Supplier information** - stores supplier information against raised Purchase Order for staff to easily contact suppliers and linkage to the finances

**Survey Form** – updated in the new RANA for real-time survey data to be made available on the case management removing the manual upload process every hour. Increased ease of use with dropdown menus.

## 1.4 Exclusions/ongoing costs

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- The scope of the project did not include training of staff/volunteers across the region. This cost will be included in the capability budget and is an ongoing cost.
- Associated costs of presentation to NEMA and other groups.
- There were several enhancements to the system identified across the project which fell outside of the original scope for which additional funding would be required.
  - Duplicate detection full functionality – placed on hold due to complexity and budget. An interim solution has been put in place using filters and high priority case tagging.
  - Case mapping in ArcGIS
  - Specific survey requirements for Iwi, Rural, needs assessments
  - Hosting/maintenance of system outside of region
  - Linking to Website Response page for self-registration.

## Project Team

<b>Project Sponsor</b>	Todd Velvin, Taranaki Group Manager
<b>Project Lead</b>	Val De Feo, Systems and Technology Advisor
<b>Other Project Members</b>	TEMO staff, Welfare Coordination Group, Rural Coordination Group, NPDC BTG support staff
<b>External Contractor</b>	Share Point Agency

Several modes of engagement were utilised throughout the project to connect with various stakeholders including, agenda topics at meetings, presentations, feedback sessions, Teams meetings, email communications, demonstrations and workshops sessions.

The project team connected at various stages throughout the development to discuss progress and demonstrate corrective actions and feedback. Project Lead, Val De Feo was the liaison between TEMO and the external contractor, Share Point Agency.

