> Objective RegWorks enables Maritime NZ to be an **intelligence-led, risk focused,** and evidence based regulatory, compliance and response agency.
>
> **Maritime New Zealand**

ORGANISATION

Maritime New Zealand

INDUSTRY

Maritime

SOLUTION

Objective REGWORKS

BENEFITS AT A GLANCE

Sustainable configurable framework
The solution has configurable framework to support other application types that may be introduced in the future as policies and legislations change

Effortless processing
Improved application processing functionality to save time

Efficiency gains
Improved processes reduce workload and turnaround times

Better decision making
With improved transparency for operators, Maritime NZ has controls that assist staff with robust, reliable and consistent decisions

Safer seas for New Zealand as technology successfully delivers maritime regulatory reforms

Maritime New Zealand is the national maritime regulator, compliance and response agency in New Zealand. In 2013, Maritime NZ needed to implement two regulatory reforms to manage operational and occupational certification for maritime operators and for seafarers. This has a seven-month deadline. With the help of Objective RegWorks (formerly by itree), Maritime NZ was able to achieve the goal, improve processes, become more efficient and set the stage for future projects and updates to polices and legislation.

Maritime New Zealand is the national maritime regulator, compliance and response agency in New Zealand for the safety, security and environmental protection of coastal and inland waterways. It manages licensing and certification for seafarers and commercial operations, educates the maritime community, conducts operator and service provider audits, enforces regulations to protect people and goods from unlawful actions, as they move across domestic and international waters, providing maritime information and guidance. Above all Maritime NZ's mission is to lead and support the maritime community to take responsibility for ensuring seas are safe, secure and clean on behalf of New Zealand and visitors.

THE NEED FOR NEW TECHNOLOGY WITHIN 7 MONTHS

In 2013, Maritime NZ was looking to implement two regulatory reforms, to manage operational and occupational certification for maritime operators and for seafarers. Maritime NZ established a new safety framework that would govern the majority of domestic commercial maritime operators in New Zealand. The new Maritime Operator Safety System framework (MOSS) would replace the existing Safe Ship Management framework, which had been in place since 1998. MOSS would change the way Maritime NZ conducted its regulatory activities by enabling systems, artefacts and processes to treat the operator as the key entity, rather than the vessel.

Maritime NZ also proposed a new world-class qualifications (SeaCERT) and operational limits framework, which would be easy for customers to understand and for Maritime NZ staff to administer. Both reforms would significantly affect Maritime NZ operations and the wider maritime community.

**GREAT GOVERNANCE >>>
BETTER BUSINESS**

Objective

> Objective RegWorks enables Maritime NZ to be an **intelligence-led, risk focused and evidence based** regulatory, compliance and response agency; achieved through creating a single view of the operator with quality information guiding informed decisions.
>
> **Maritime NZ**

ABOUT OBJECTIVE CORPORATION

Objective Corporation (ASX:OCL) creates information and process governance solutions that are effortless to use and enable organisations to confidently advance their own digital transformation.

Designed for regulated industries, these solutions turn the imperative of compliance, accountability and governance into an opportunity to streamline business processes and deliver the innovative services that customers expect.

With a heritage in Enterprise Content Management (ECM), Objective's expanded solutions extend governance across the spectrum of the modern workplace; underpinning information, processes and collaborative work-spaces.

Through a brilliant user experience, people access the information they need to progress processes from wherever they choose to work.

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Existing Maritime NZ solutions managed licence applications, vessel registration and compliance, however, these were vessel focused. The solutions didn't integrate with each other or provide the capability required to implement the reforms. New technology was critical to the reforms and needed to support business activities ensuring that Maritime NZ was able to be a flexible, efficient and effective regulator. The new solution also needed to be implemented within a seven-month timeframe, in line with the introduction of the reform legislation.

FACILITATING A RAPID SOLUTION

Maritime NZ saw value in Objective RegWorks' long-term vision and its partnerships with other maritime regulators, which allowed Maritime NZ to facilitate a rapid implementation by using existing workflow methodology and application approval frameworks.

The solution incorporated data migration, new workflows and business rules to achieve its objectives, and was designed with the following key factors in mind:

- Use of Objective RegWorks technology, to provide a decision recording and workflow engine that collated all the information required in a single user-friendly experience.
- Use of an existing regulatory platform for applications and assessments across a broad base of regulatory domains, to minimise risk.
- Seafarer application configuration and workflow business rules be extended to all applications across Maritime NZ, minimising duplication and facilitating a rapid implementation.

Maritime NZ and the RegWorks team operated under a collaborative agile delivery methodology which aligned Maritime NZ priority business objectives, schedule and budget. This greatly improved overall stakeholder satisfaction whilst maintaining a defined production date, resources and budget. This partnership model allowed Maritime NZ to drive the prioritisation of new functionality, with both parties responsible for delivering the solution by the required deadline.

The project was divided into mutually agreed time and scope segments, to ensure high-value functionality was delivered throughout the project. The segments included:

Seafarer Certifications (SeaCERT)
- Seafarer application workflow to support different seafarer application types
- Guided checklists for mandatory items that validate each type of application
- Recording of technical assessments (sea service, medical fitness, character fitness, eligibility and qualifications) configured to the seafarer application
- Certificates configured to the type of qualification
- Data migration from existing mainstay solution
- Invoice generation to FMIS

Operator Certification (MOSS)
- Operator applications
- Configuration of mandatory items
- Configuration of assessments
- Creation of MTOC certificate

RESULT: A VALUABLE SYSTEM

The first phase of the Objective RegWorks solution, internally named TRITON, was delivered in April 2014, seven months from commencement, with a subsequent phase delivered over three subsequent months. It was delivered within the allocated budget and allowed Maritime NZ to implement its regulatory reforms as anticipated.

Maritime NZ now has a solution with a configurable framework to support other application types that may be introduced in the future, due to changes in legislation and operating policies. It has also improved application processing functionality, to reduce workload and turnaround times, as well as provide improved transparency for operators. Maritime NZ now has controls that help staff make robust, reliable and consistent decisions.

Maritime NZ and the Objective RegWorks team have continued to work together to develop systems to address renewals, audits, operational changes and integration with existing registers and compliance.