Attachment to WPQ 517 (2026)

IT projects completed or underway since 1 July 2024

IT projects completed

Project	Initial budget	Initial timeframe (months)	Start date	Completion date	Cost at completion
Customer Channels Re-Platform (existing capability)	$2.3m	20	1 September 2023	December 2024	$1,951,829
Service Experience (embedding Service Now)	$19.7m	42	24 May 2021	November 2024	$21m
Enterprise Integration Platform (improvement)	$1.64m	24	1 March 2024	August 2024	$2.2m
Kotahi 24.1 Upgrade	$600,000	8	1 May 2024	October 2024	$434,000
Objective Upgrade	$1m	33	30 November 2021	August 2024	$1.3m
Oracle Business Intelligence (BI) Stack Upgrade	$700,000	26	28 June 2022	August 2024	$732,000
Oracle Remediation	$400,000	18	19 June 2023	November 2024	$267,000
Enterprise Performance Management Accounts Reconciliation Project (EPM Improvements Project)	$400,000	15	18 August 2023	March 2025	$414,000
He Pātaka Herenga - Relationship Management (embed and improve capability)	$15m	37	16 June 2022	March 2025	$14,425,456
Esker Upgrade	$600,000	16	1 September 2023	February 2025	$651,000
MyKāingaOra Amazon Web Services (AWS) Migration	*Quoted amount $22,690	7	1 November 2024	9 June 2025	$22,690
Mediawiki Migration to Confluence	Quoted amount $17077.50	2	4 February 2025	30 April 2025	$17,077.50
Migrate Mailboxes to Exchange Online (EOL) /Microsoft Exchange Discovery and Remediation	$680,000	17	1 June 2023	December 2025	$245,000
Non-Production Environment (NPE) Re-platform Project	$240,000	16	21 July 2023	August 2025	$225,000
Inspections Project / Product Quality Standard Health, Safety & Security (PQS HS&S) Inspection Tool	$4.8m	109	1 August 2016	August 2025	$ 6.1m
Maintenance Delivery System (MDS) - Initiative 1 - MDS Pilot Phase 1 Wave	$130,000	7	6 January 2025	11 August 2025	$151,682
Uplift and remediation of Hardware and Software Asset Management (HAM/SAM) implementations in ServiceNow	$134,274	3	1 June 2025	05 August 2025	$132,271

IT projects underway

Project	Initial budget	Initial timeframe (months)	Start date	Estimated completion date	Estimated cost at completion
Network Remediation / Network Upgrade / Modern Networks	$1m	16	1 December 2023	July 2026	$42,000
Windows 11, Intune, Defender Roll-out (previously called Connected Digital Devices)	$1.7m	35	11 March 2022	February 2026	$1.2m
NCS Upgrade (part of Kotahi upgrade to 25.1)	$52,000	7	19 March 2025	06 Feb 2026	Ongoing
Customer & Employee Survey procurement of Enterprise wide platform	$168,000	3	21 May 2025	20 Feb 2026	$168,000
Technology Modernisation	$168,000,000	48	January 2025	2031 (estimated)	N/A

Note: From November 2024, Kāinga Ora moved from a traditional project based delivery model to a continuous delivery model. Under this approach, internal staffing costs are treated as ongoing business-as-usual activity and are not recorded or allocated at an individual project level. Only external costs are tracked against specific initiatives.

As a result, initiatives delivered solely through internal resources under the continuous delivery model are not included in this table, as no project-level costs are recorded for these items.