# Project Closure Report
## Civil Defence and Emergency Management (CDEM) Resilience Fund Projects

| Project Title | Resilience Fund Projects |
|---|---|
| Business Owner | Auckland CDEM Group |
| Project Sponsor | Clive Manley<br>Auckland Council CDEM Director<br>Sarah Stewart-Black<br>Director, Ministry of Civil Defence & Emergency Management (MCDEM) |
| Business Unit/<br>Department/ Division | CEO Office<br>CDEM |
| Project Manager | Kiri Maxwell, Auckland Council Senior Advisor |

| Version | 1.0 |
|---|---|
| Status | FINAL |
| Document Author | Kiri Maxwell |

# Document Control

## Document History

| Version | Issue Date | Author | Notes/Changes |
|---|---|---|---|
| 0.1 | 02/12/2014 | Kiri Maxwell | First draft |
| 1.0 | 08/12/2014 | Kiri Maxwell | Final approved by Clive Manley |

## Approvers List

| Name | Position |
|---|---|
| Clive Manley | Auckland Council CDEM Director |

## Distribution List

| Name | Position |
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| Roger Ball | Nelson/Tasman CDEM Group |
| Neville Reilly<br>Andrew Howe | Canterbury CDEM Group |
| Neil Cruickshank | Southland CDEM Group |

## Related Documents

| Document Name | Location |
|---|---|
| CDEM Resilience Fund application(s) | http://www.civildefence.govt.nz/cdem-sector/cdem-resilience-fund/previous-projects/ |
| Emergency Services Information and Communication strategy 2013 – 2017 | Can be requested from MCDEM. |

## Glossary

| Abbreviation/Term | Description |
|---|---|
| CloudServ Platform (Cloud M Alerter) | Core enterprise backend data platform and alerter service designed for supporting multiple different clients .e.g. native apps, websites .etc. |
| cPanel | Web-based interface for administration of the system |
| CloudServ App Core | Core native language app libraries and frameworks for apps that connect with CloudServ Platform using its advanced API |

| | |
|---|---|
| CloudServ Integration API | Programming interface for the exchange of data between CloudServ and external systems |
| json https object feeds | Data exchange format to allow external systems to receive a feed of information in JSON format over the internet using the https protocol. |
| Native application (app) | An application program that has been developed for use on a particular platform or device, using that platform's 'native' programming language and environment. |
| Web app | Mobile-optimised webpages that look like an app. |
| Hybrid application (app) | Combine elements of both native and web apps. Hybrid lowest common denominator of the device features available across supported platforms. |
| Alerting Platform | The overall system including backend platform, cPanel web admin interface, apps and API interfaces |

**Notes**

# Table of Contents

# 1.0 Introduction

## 1.1 Purpose

This Project Closure report is the final document produced for the Ministry of Civil Defence & Emergency Management (MCDEM) to assess the success of the Resilience Fund projects, identify best practices for future projects, resolve all open issues, and formally close the project.

This report will also provide commentary on the possible application of the project deliverables to the rest of the CDEM sector which will be circulated to the sector.

## 1.2 Background

In New Zealand, at the national level, the responsibility for issuing official warnings to agencies and local and central government rests with the Ministry of Civil Defence & Emergency Management (MCDEM).  At the local level, the responsibility for issuing official warnings to local communities rests with CDEM Groups[1].  In practice, often the CDEM Groups delegate this responsibility to local authorities.  Currently there is not a national approach to Public Alerting[2] in New Zealand, although there is a national Public Alerting project in progress[3].

In 2011, the Auckland CDEM Group contracted Cloud M to:
- Develop an Alerting Platform to provide a single point of entry for dissemination of alerts in the Auckland region.  The Alerting Platform is an advanced, cloud-based system with a simple to use web-interface that sends alerts to the public across multiple channels.
- A native iOS[4] app to provide users with the ability to view this information and receive 'push' notifications when an alert is received.
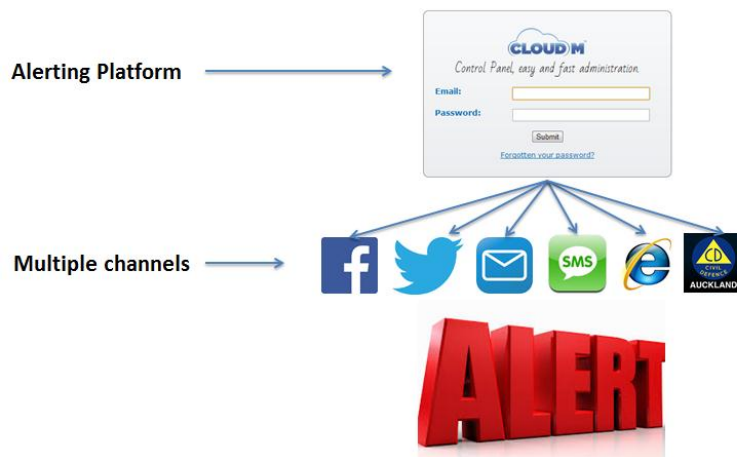


The Auckland CDEM Group also contracted another supplier to develop a hybrid app for all other smartphones .e.g. Android and Windows .etc.  The Alerting Platform (including the iOS app) has been operational in Auckland since September 2012.  Since inception, the Alerting Platform has been upgraded and is now operating on version 2.

In 2013 MCDEM awarded the Auckland CDEM Group via the Resilience Fund $159,500 from two projects.  The objectives of the MCDEM Resilience Fund projects are:
1. To enhance the capability of the current Alerting Platform, developed by the Auckland CDEM Group, and extend the capabilities to enable other CDEM Groups to benefit from the system (version 3).

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[1] CDEM Groups are legislatively responsible to *'provide, maintain, control, and operate warning systems'*.

[2] With the exception of the Tsunami Warning Sirens Technical Standard [TS03/14].

[3] One of the priorities identified in the national Emergency Services Information and Communication strategy 2013 – 2017.

[4] iPhone Operating System (OS).

2. To develop a new native Android and Windows app to bring the equivalent functionality and capabilities of the iOS app to the New Zealand public (version 3).

The projects received support from the below CDEM Groups:

- Bay of Plenty
- Hawkes Bay
- Nelson/Tasman
- Southland
- Waikato
- Wellington
- Canterbury

During the months of August and September, Auckland Council and Cloud M staff visited Regional CDEM Managers in the above CDEM Groups to demonstrate and discuss the Alerting Platform. The general response was positive; all CDEM Groups agreed the Alerting Platform was an effective solution to a difficult problem, however the below issues were expressed:

1. Pricing and funding model .i.e. total cost and funded by CDEM Groups and not by central government.
2. Direction, timeframe and cost of the national Public Alerting project.

The national Public Alerting Project Plan, drafted in August 2014, objective is to develop a two stage business case. Stage one is aimed at developing an Indicative Business Case (IBC) intended to obtain Cabinet approval to proceed with a Detailed Business Case(DBC). MCDEM are taking the IBC to Cabinet in February 2015 and is currently working with Department of Prime Minister and Cabinet (DPMC) and Treasury on securing budget for the preferred option in 2015/16 FY.

The DBC is aimed for May 2015. A Request for Proposal (RFP) will be published on the Government Electronic Tender Service (GETS) as part of this process, with implementation aimed at the 2015/16 FY. The IBC will recommend a multi-channel approach that includes one 'Push' channel (cell-broadcasting or location-based SMS) and one 'opt in' channel (a smartphone app based on the model developed by Auckland CDEM Group).

The Ministry of Business, Innovation and Employment (MBIE) and NZ Police will take responsibility for the implementation of the smartphone app as part of a parallel project and aim at implementation of that component of the national public alerting system before the end of 2015.

Due to the above issues identified by CDEM Groups, and in consultation with MCDEM, Auckland Council has paused the release of version 3 of the Alerting Platform until further notice.

**NOTE**: In October 2014 Cloud M and Tsunado NZ[5] announced a commercial partnership to deliver a collaborative approach to public alerting in New Zealand.

## 2.0    Strategic alignment

In order to meet the legislative requirements the CDEM Act 2002[6] requires all CDEM Groups to *'provide, maintain, control, and operate warning systems'*.   This directive is outlined across CDEM Group Plans, for example:

- Auckland CDEM Group Plan 2011 – 2016 (Goal 3) *'ensuring an effective response capability'* supported by objective 1 of *'providing effective warning systems to enable agencies and the community to respond rapidly to a potential event'*.

Overseas experience supports that Public Alerting is perceived as lifesaving however providing warnings to communities at risk is a significant concern for those who have the responsibility.

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[5] Tsunado uses existing broadcast infrastructures to distribute alerts to the Tsunado device during emergencies.
[6] s18(2)(d)

The Public Alerting Options Assessment guideline and the Public Alerting Decision Support Tool (2008) have assisted CDEM Groups with selecting new alerting technologies or to develop public alerting strategies for their locations. More recent use of the tool highlighted that technology has progressed considerably and Auckland CDEM Group requested a review of both the guideline and tool (2014) to be able to be applied anywhere in New Zealand.

## 3.0    Deliverables Summary

| Deliverables | Status | Comment |
|---|---|---|
| **RESILIENCE FUND PROJECT 1** <br> **To enhance the capability of the current Alerting Platform, developed by the Auckland Civil Defence and Emergency Management (CDEM) Group, and extend the capabilities to enable other CDEM Groups to benefit from the system.** | | |
| **Geo-locating**[7] <br> Enhance the capability of the system to target alerts by CDEM Group boundaries .i.e. ability to only alert potentially affected areas. <br> • Data-based messaging service which works with registered devices via appropriate app which works with any connection .e.g. mobile networks or Wi-Fi. <br> • Sends the message to devices that are registered to receive alerts for the geographic area (even if users are not in the area). <br> • People can choose to receive alerts for particular areas or use the beacon tracking function. <br> • The messages are sent individually to each user to all their registered devices. <br> • The message can direct people to take specific actions or link to specific information already pre-loaded in the apps (currently this functionality exists for alerts). <br> • There is no cost to send these messages (other than about 300 bytes of data the user pays for as part of their data plan). | COMPLETE | Currently the geo-location function is based on CDEM Group (regional) boundaries only. <br><br> The next step is to enable geo-targeting .i.e. the ability to target an arbitrary area on a map by drawing a polygon and sending the alerts to that area. <br><br> The level of this functionality will be decided by the CDEM Governance / Working Group. |
| **Beacon tracking function** <br> Provide a beacon function that allows, with their consent, a user's mobile phone to keep the system aware of their general location (to a town/city level) so that alerts can be targeted to | COMPLETE | Beacon tracking function and geo-locating are complementary. |

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[7] For more information refer to Appendix 1.

| Deliverables | Status | Comment |
|---|---|---|
| their current location.<br>• Allows the system to register users in new locations as they move around. This can be done in several ways depending on how the user wants it configured, but in essence, if they move to a significantly different area, they can be prompted (or automatically in some circumstances) to register their new location so they receive alerts in that location.<br>• In an emergency, we plan to enable users to tell the apps to constantly broadcast their location to the servers. This would be an obvious function for emergency use, and easy for them to turn off when no longer needed.<br>• At the users request this functionality can automatically share a user's location with their connections during an emergency. | | |
| **Places functionality**[1]<br>Provide the ability for users to register 'places' of interest and receive alerts and information related specifically to those places .e.g. holiday home, businesses, family. | **COMPLETE** | No comment. |
| **CDEM Group Alerting Platform**<br>Provide for each CDEM Group to have control over its own CDEM Group specific content, data and processes. | **COMPLETE** | All CDEM Groups that adopt the Alerting Platform form a CDEM Governance and Working Group to:<br>• Agree on high-level creative design aspects.<br>• Ensure consistent content and business processes across the CDEM sector.<br>• Develop (with the supplier) necessary documentation for successful implementation and use .e.g. technical standard, best practice guidelines, training programme and material .etc.<br>• Iterative continuous development (operational and functional) to deliver a sector-wide approach to the Alerting Platform and iOS app (this is dependent on the funding model dependent).<br>• Ensure that there is single app (available on iOS and Android) that consumers use to receive alerts nationwide and all functionality is |

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[1] For more information refer to Appendix 1

| Deliverables | Status | Comment |
|---|---|---|
| | | identical across the CDEM Groups .e.g. app social network. |
| **RESILIENCE FUND PROJECT 2**<br>**To develop new native[8] Android app to bring the equivalent functionality and capabilities of the**<br>**Auckland Council CDEM Group iOS[9] app to the New Zealand public.** | | |
| **Native Android app development**<br>This process involves rewriting the iOS app in the 'native' language of this operating system which is important to ensure best possible user experience and adoption. | COMPLETE | The second Resilience Fund project changed scope.  The original Resilience Fund application was to deliver native Android and Windows apps.  Due to Windows Mobile only holding 2% of the market share, this development work is no longer in scope.<br><br>Additional native apps can be developed using the existing software components as demand arises.  Ongoing development to support other operating systems will be decided by the CDEM Governance / Working Group. |

## 4.0    Milestones Summary

| Milestone | Planned Delivery Date | Actual Delivery Date | Comment |
|---|---|---|---|
| Resilience Fund [1] and [2] applications approved. | June 2013 | June 2013 | No comment. |
| Resilience Fund [1] Project Execution Plan approved. | April 2014 | April 2014 | No comment. |
| Resilience Fund [1] and [2] agreement reviewed and extended. | June 2014 | June 2014 | Verbal agreement between MCDEM and Auckland Council. |
| Resilience Fund [2] Requirements document approved. | July 2014 | July 2014 | No comment. |
| Scope for Resilience Fund [2] project amended in Requirements document and Resilience Fund [1] and [2] projects | September 2014 | October 2014 | Verbal agreement by teleconference and email correspondence with Regional CDEM Managers. |

[8] 'Native' means that the app is specifically designed to run on a device's operating system and typically needs to be adapted for different devices.
[9] Operating System.

| Milestone | Planned Delivery Date | Actual Delivery Date | Comment |
|---|---|---|---|
| incorporated into one Development Plan. | | | |
| Develop a comprehensive Business Case including:<br>• Proposed funding model and budget options and considerations.<br>• Project development, delivery and implementation, including SaaS agreement.<br>• Proposed CDEM working group collaboration model, including business processes, documentation, and continuous development .etc.<br>• Dependencies on other projects .e.g. Tsunado, and national projects (NG111 and Public Alerting). | October 2014 | DRAFTED ONLY | The requirement to develop a Business Case relates to the direction from the Regional CDEM Managers and/or their representatives. The purpose of this document is to assist management to explain the Alerting Platform to their respective CDEM Coordinating Executive Groups (CEG) and Elected Representatives (CDEM Groups) in understanding the business investment, dependencies on other projects, and levels of risk. |
| Resilience Fund [1] QA and BETA testing phase complete | 20/10/2014 | 21/11/2014 | No comment. |
| Resilience Fund [1] 'live' | 24/10/2014 | 28/11/2014 | Postponed. |
| Resilience Fund [2] QA and BETA testing phase complete | 24/11/2014 | 28/11/2014 | There are two areas that were not in scope for the Resilience Fund project, but will be completed by Cloud M by end of December, 2014, regardless:<br>1. Household Emergency Plan<br>2. Social media integration |
| Resilience Fund [2] project 'live' | 1/12/2014 | 8/12/2014 | Postponed. |
| Closure report to MCDEM for Resilience Fund [1] and [2] | 5/12/2014 | 8/12/2014 | No comment. |

## 5.0 Effort and Cost Analysis

| | $ Budget | $ Actual | $ Variance |
|---|---|---|---|
| **CAPEX** | Resilience Fund [1] $85,000 | Resilience Fund [1] $84,500 | Resilience Fund [1] $500 |
| **CAPEX** | Resilience Fund [2] $75,000 | Resilience Fund [2] $74,000 $35,000 Resilience Fund $39,000 Auckland Council | Resilience Fund [2] $1,000 |
| **Total** | $160,000 | $158,500 | $1,500 |

## 6.0 Impact of Approved Change Requests

| Change | Date Raised | Short Description | Impact | Approved By | Approved Date |
|---|---|---|---|---|---|
| Resilience Fund [1] and [2] agreement reviewed and extended. | 28/08/2014 | Extension (Dec 2014) to both projects agreed to by MCDEM. | Both projects completed. | MCDEM | 10/08/2014 |
| Cost versus Resilience Fund [2] allocation | 28/08/2014 | Resilience Fund [2] granted $35,000 for Android and $40,000 for Windows app development. Due to lack of commercial success of Windows Mobile it was decided to only develop an Android app. | Since the Resilience Fund application was first priced the scope and functionality has increased significantly with the cost of development increasing as well. The Android app will cost $74,000 to develop and implement. | MCDEM | 10/08/2014 |

## 7.0 Issue Analysis

| Issue No. | Issue Description | Status | Solution/Comment |
|---|---|---|---|
| **1.** | Alerting Platform able to be extended to allow for public alerting nationally by | Postponed | Due to the national Public Alerting projects there is now a requirement to |

| Issue No. | Issue Description | Status | Solution/Comment |
|---|---|---|---|
|  | MCDEM. |  | postpone the 'go live' date of the two Resilience Fund projects. |
| 2. | CDEM Groups have set budget requirements for the Alerting Platform. | Current | The national Public Alerting projects have informed CDEM Groups that there will be no cost to CDEM Groups for Public Alerting solutions. |
| 3. | No agreed Common Alerting Protocol[10] (CAP). | Current | Development of a CAP will be required for the national Public Alerting projects. |

## 8.0    Risk Analysis

| Risk No. | Risk Description | Mitigation/Comment | Status |
|---|---|---|---|
| 1. | Other CDEM Groups do not adopt the Alerting Platform. | Develop Business Case for CDEM Groups to assist with decision-making at political and strategic levels. | **OPEN** Currently this is in a DRAFT phase and has not been completed. |
| 2. | CDEM sector does not work together and adopts multiple alerting systems. | MCDEM are committed to ensure all projects are aligned, specifically, national projects as described in the Emergency Services Information & Communications Strategy and Roadmap 2013 – 2017: <br>• National Public Alerting project. <br>• Next Generation 111 app. | **OPEN** Refer to the MCDEM Public Alerting Project Plan (August 2014). |
| 3. | Lack of complete understanding of the project and project objectives and deliverables. | Document development and agreement outlining project management. Regular communications, including live demonstrations and presentations to other CDEM Groups. | **CLOSED** |
| 4. | Levels of service (technical support) across CDEM Groups do not meet expected levels of service. | Defined Service Level Agreements | **CLOSED** |
| 5. | CDEM Groups understand the level of resource required for implementation | Implementation Plan development with CDEM Group and Cloud M. | **OPEN** |

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[10] Language that defines a set of rules for encoding documents in a format which is both human-readable and machine-readable which allows a warning message to be consistently disseminated simultaneously over many warning systems to many applications.

| Risk No. | Risk Description | Mitigation/Comment | Status |
|---|---|---|---|
| | and ongoing maintenance. | Develop a CDEM Governance and Working Group to limit and manage interactions with Cloud M. | |
| 6. | Lack of clear terminology and definitions. | Definitions and acronyms circulated. | **CLOSED** |
| 7. | Loss of key staff resources from supplier. | Due diligence completed on Cloud M. | **CLOSED** |

## 9.0   Lessons Learned

This is a very complicated and complex project.  The ownership of the project is a contributing factor as the success of which is dependent on the support and financial investment of other CDEM Groups. The management of the Resilience Fund projects has drawn on the collective experience of a team of practitioners and subject-matter experts, and existing and emerging practices and methodologies.

## 10.0   Post Project Review Meeting

If required, a post project review meeting will be scheduled.

## 11.0   APPENDICES

### 11.1  APPENDIX 1

Alerting Platform presentation to CDEM Groups and 1-pager describing the Alerting Platform.
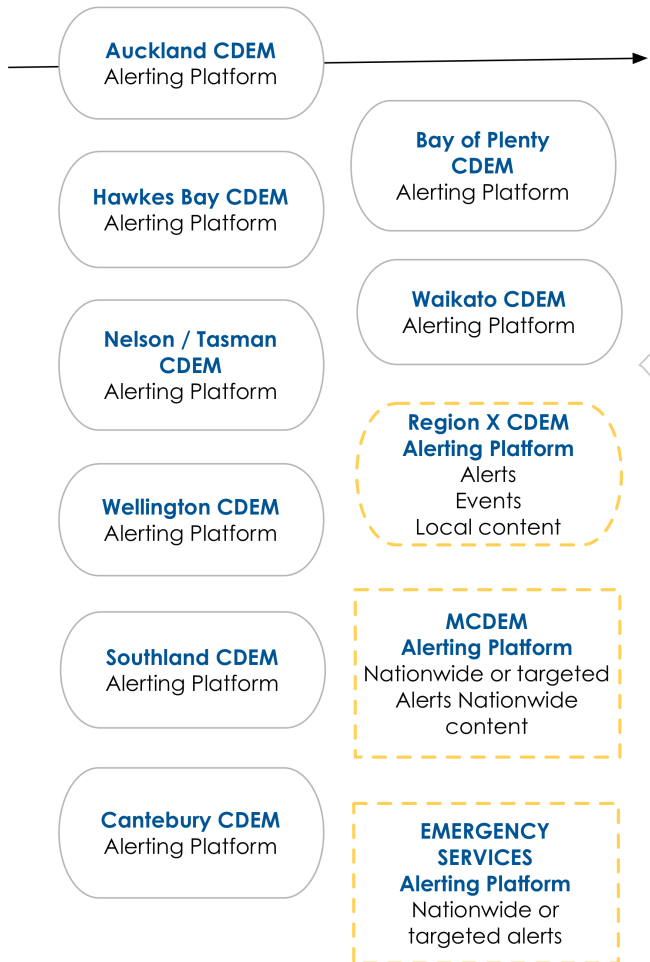
# ALERTING PLATFORM
## for Civil Defence
### *and Emergency Management (CDEM)*

November 2014

# Enhancing and extending the Auckland CDEM Alerting Platform

**CLOUD M**

## Alerting Platform

- **Auckland CDEM** Alerting Platform
- **Bay of Plenty CDEM** Alerting Platform
- **Hawkes Bay CDEM** Alerting Platform
- **Waikato CDEM** Alerting Platform
- **Nelson / Tasman CDEM** Alerting Platform
- **Region X CDEM Alerting Platform** Alerts Events Local content
- **Wellington CDEM** Alerting Platform
- **MCDEM Alerting Platform** Nationwide or targeted Alerts Nationwide content
- **Southland CDEM** Alerting Platform
- **EMERGENCY SERVICES Alerting Platform** Nationwide or targeted alerts
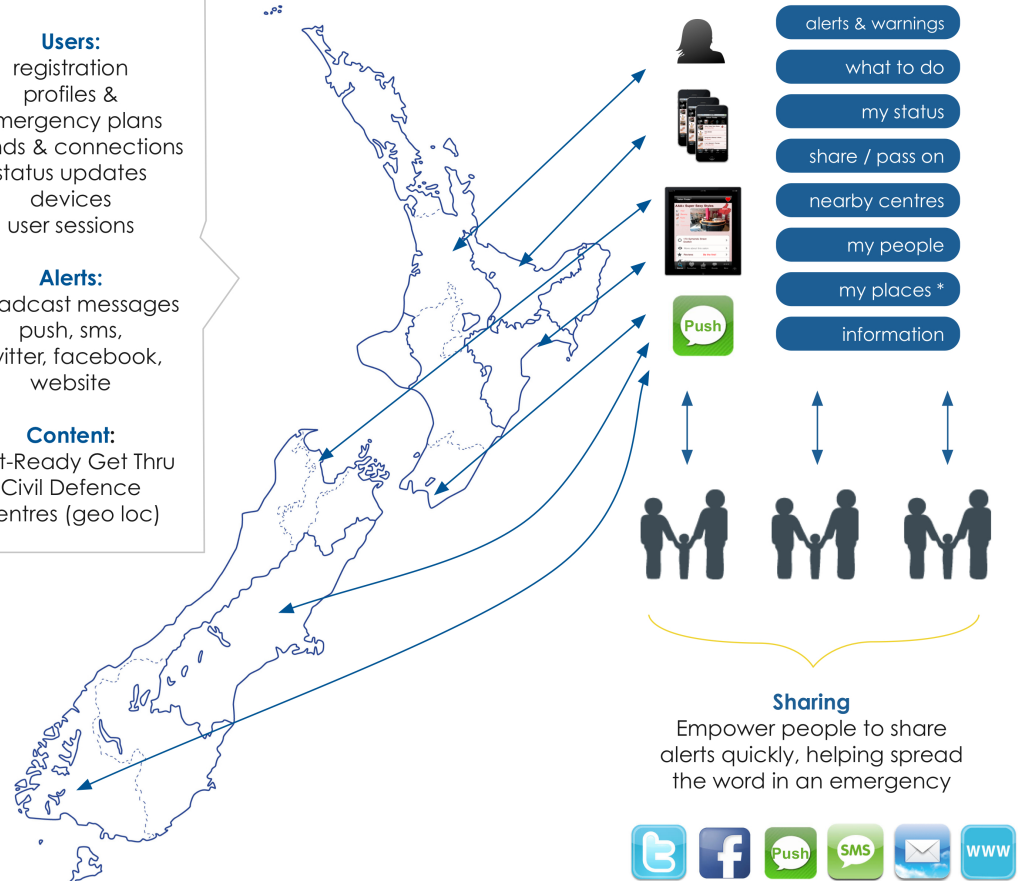- **Cantebury CDEM** Alerting Platform

## CLOUD M Alerter Platform

**Users:**
registration
profiles &
emergency plans
friends & connections
status updates
devices
user sessions

**Alerts:**
broadcast messages
push, sms,
twitter, facebook,
website

**Content:**
Get-Ready Get Thru
Civil Defence
centres (geo loc)

## Digital community for civil defence and emergency management

- alerts & warnings
- what to do
- my status
- share / pass on
- nearby centres
- my people
- my places *
- information

Push

**Sharing**
Empower people to share
alerts quickly, helping spread
the word in an emergency

# What is The Alerting Platform?

## A digital community for CDEM

- Multi-region access – multi-region alerts

- Alerting across multiple channels (SMS, smart phone
  notifications, website, social networks. e.g: Twitter
  Facebook, etc)

- Situational awareness – feedback from the field
  in emergencies and geo-locating

- Single place for all CD information,
  up-to-date news and events

- A place (or social platform) where people
  connect with their loved ones in an emergency
  & readiness

- Develop and share your Household Emergency
  Plan
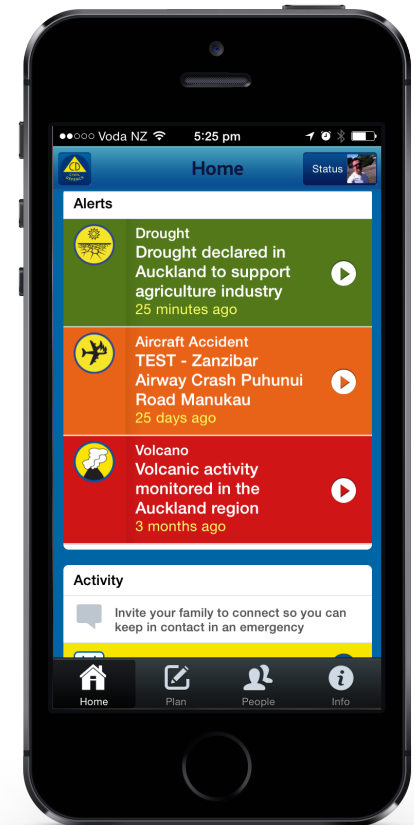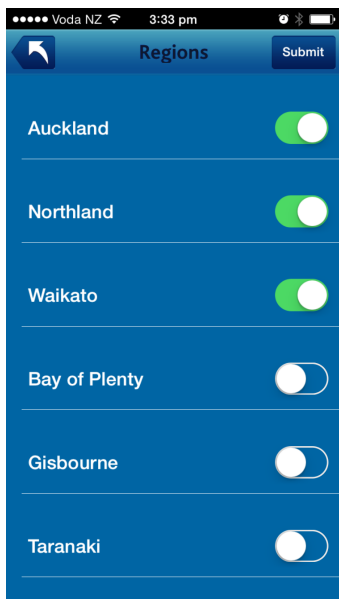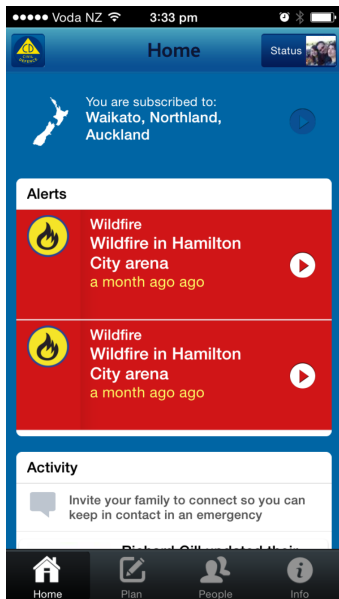
# Benefits



## For the Public

- Keep people safe with real-time alerts and actions to take
- Empowering with consistent messaging & information
- Increases confidence and ability to develop household emergency plans
- Increases awareness with emergency plans
- Provides means to communicate with loved ones even when networks are overloaded
- Provides a choice to share their location via GPS

## For CDEM Groups

- Provides CDEM with the ability to update one source & send to many channels through it's own medium & direct communication link with the public
- Controlled & instant, reliable messaging
- Creates a medium for communities – messaging doesn't have to be just about emergencies but includes blogs, articles, news, events
- Easy, already proven in NZ's largest population centre
- Regionalised to meet local needs
- Easily able to be integrated with other platforms leveraging current tools & technologies already in place

# The Alerting Platform is easy to use

## CDEM Staff

- Ease of use for the EOC or ECC, very quick, simple & intuitive
- Each region has its own needs – it may require different aspects of the Alerting Platform which is easy to implement
- Regions can choose to connect the Alerting Platform to any current public alerting systems – e.g. websites, social media, tsunami sirens
- Fast, easy, consistent messaging – single source of the truth
- Can be securely operated remotely from other devices

## The Public

- Quick, consistent, messaging and actions to take in emergencies
- It's convenient, easy, familiar (same as downloading any other app)
- It's easy to get started and to choose regions to receive alerts from
- Can use email, Google, Facebook profile, etc, to get connected
- It's easy to share social networks
- It has a private way to keep in contact with loved ones within the app, & to share your location
- Household Emergency Plans, checklists & reminders are built in
- All information is preloaded onto the users phone for easy access, knowledge, instructions

# Rapid to Roll Out
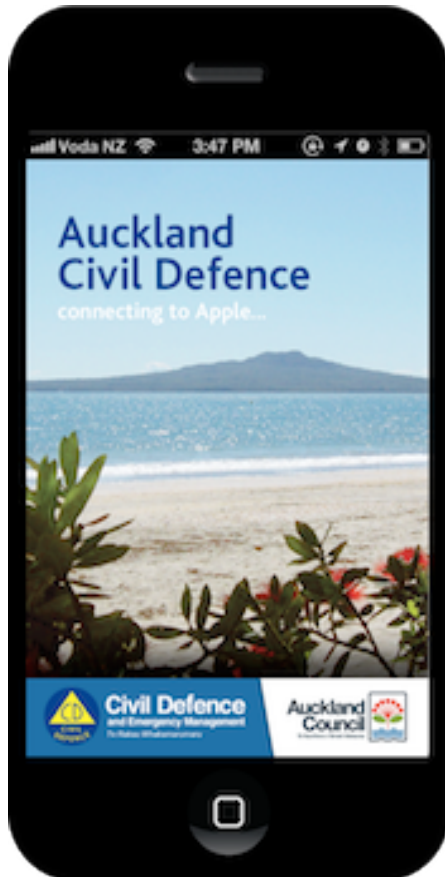
- Already proven

- Can be deployed in weeks

- Simple, already built

- Designed to integrate at a national level and allows users to choose which regions they receive alerts from

- Roadmap of innovation – constantly evolving to meet new social & technology changes

- Low risk solution

# Key Differentiators – Why Cloud M?



- Single Platform – all encompassing
- Alerting Platform that's multi-channel (not a point solution)
- Cloud based – therefore scalable & robust
- Built for the digital mobile world
- Linked to social networks in two ways – Push alerts from the Alerting Platforms out to official CDEM sources
- Allow the public to share alerts & information on their own social network
- Already developed for the NZ market
- Already proven with Auckland CDEM Group
- Iterative continuous development (relevant to NZ technological advances & social needs)

**Building resilient communities with people centric technology**

# Simple, scalable cost structure

## Your Alerter subscription includes

Robust & Scalable Cloud-based platform that powers everything
- Simple web interface for EOC/ECC staff
- Native Smartphone / Tablet apps with special resilience technologies for the public*

## Multichannel Alerting to:

- Native smartphone apps
- SMS subscribers*
- Email subscribers
- Social networks Facebook & Twitter
- Websites & 3rd party users via syndication feeds

- Private social network for public to share their status, location, contact details and household plans

- Sandboxed system for training & exercises
- Upgrades to all new versions of Alerter platform
- Technical Support and 24x7 system availability

## Getting Started

50% discount for first 12 months to allow for progressive public adoption - provided that where a major event occurs, the discount will cease to apply for the remainder of that 12 month period

### Costs

$0.15 per head of population per year
No setup fees or capital costs

*This excludes development focused on public engagement & keeping in line with evolving new technologies & social networks as these are released. Should this option be preferred annual per citizen costs will be @ $0.20 per citizen per annum*

### Notes*

- 12 month contract term
- SMS messages may incur gateway and network charges
- Native smartphone / tablet apps include iPhone & iPad and Android Phone apps
- Integration at national level

# Monthly Cost per Region

CLOUD M

|  | 2013 CENSUS | RATE | Monthly Cost Year 1 | Total Annual Cost Year 1 | Monthly Cost Year 2 | Total Annual Cost Year 2 |
|---|---|---|---|---|---|---|
| **North Island** | | | | | | |
| Northland Region | 151,689 | 0.15 | 948.06 | 11,376.68 | 1,896.11 | 22,753 |
| Auckland Regional Council | 1,415,550 | 0.15 | 8,847.19 | 106,166.25 | 17,694.38 | 212,333 |
| Waikato Region | 403,638 | 0.15 | 2,522.74 | 30,272.85 | 5,045.48 | 60,546 |
| Bay of Plenty Region | 267,741 | 0.15 | 1,673.38 | 20,080.58 | 3,346.76 | 40,161 |
| Gisborne Region | 43,653 | 0.15 | 272.83 | 3,273.98 | 545.66 | 6,548 |
| Hawke's Bay Region | 151,179 | 0.15 | 944.87 | 11,338.43 | 1,889.74 | 22,677 |
| Taranaki Region | 109,608 | 0.15 | 685.05 | 8,220.60 | 1,370.10 | 16,441 |
| Manawatu-Wanganui Region | 222,669 | 0.15 | 1,391.68 | 16,700.18 | 2,783.36 | 33,400 |
| Wellington Region | 471,315 | 0.15 | 2,945.72 | 35,348.63 | 5,891.44 | 70,697 |
| **South Island** | | | | | | |
| Tasman Region | 47,157 | 0.15 | 294.73 | 3,536.78 | 589.46 | 7,074 |
| Nelson Region | 46,437 | 0.15 | 290.23 | 3,482.78 | 580.46 | 6,966 |
| Marlborough Region | 43,416 | 0.15 | 271.35 | 3,256.20 | 542.70 | 6,512 |
| West Coast Region | 32,148 | 0.15 | 200.93 | 2,411.10 | 401.85 | 4,822 |
| Canterbury Region | 539,433 | 0.15 | 3,371.46 | 40,457.48 | 6,742.91 | 80,915 |
| Otago Region | 202,470 | 0.15 | 1,265.44 | 15,185.25 | 2,530.88 | 30,371 |
| Southland Region | 93,339 | 0.15 | 583.37 | 7,000.43 | 1,166.74 | 14,001 |

**FULL ALERTING PLATFORM FOR ALL NEW ZEALAND:**   $ 26,509.01   $ 318,108.15   $ 53,018.03   $ 636,216.30

*Please Note:*
*Costs @ $0.15 per citizen per year include software license, provisioning, maintenance and support with on-going development POA.*
*Option 2 as previously proposed is $0.20 per citizen which includes on-going development.*
*Monthly Fees: Year 1 reflects a 50% discount to enable regions to get started.*

# Monthly Cost per Region

| | 2013 CENSUS | RATE | Monthly Cost Year 1 | Total Annual Cost Year 1 | Monthly Cost Year 2 | Total Annual Cost Year 2 |
|---|---|---|---|---|---|---|
| **North Island** | | | | | | |
| Northland Region | 151,689 | 0.2 | 1,264 | 15,168.90 | 2,528 | 30,338 |
| Auckland Regional | 1,415,550 | 0.2 | 11,796 | 141,555.00 | 23,593 | 283,110 |
| Waikato Region | 403,638 | 0.2 | 3,364 | 40,363.80 | 6,727 | 80,728 |
| Bay of Plenty Region | 267,741 | 0.2 | 2,231 | 26,774.10 | 4,462 | 53,548 |
| Gisborne Region | 43,653 | 0.2 | 364 | 4,365.30 | 728 | 8,731 |
| Hawke's Bay Region | 151,179 | 0.2 | 1,260 | 15,117.90 | 2,520 | 30,236 |
| Taranaki Region | 109,608 | 0.2 | 913 | 10,960.80 | 1,827 | 21,922 |
| Manawatu-Wanganui Region | 222,669 | 0.2 | 1,856 | 22,266.90 | 3,711 | 44,534 |
| Wellington Region | 471,315 | 0.2 | 3,928 | 47,131.50 | 7,855 | 94,263 |
| **South Island** | | | | | | |
| Tasman Region | 47,157 | 0.2 | 393 | 4,715.70 | 786 | 9,431 |
| Nelson Region | 46,437 | 0.2 | 387 | 4,643.70 | 774 | 9,287 |
| Marlborough Region | 43,416 | 0.2 | 362 | 4,341.60 | 724 | 8,683 |
| West Coast Region | 32,148 | 0.2 | 268 | 3,214.80 | 536 | 6,430 |
| Canterbury Region | 539,433 | 0.2 | 4,495 | 53,943.30 | 8,991 | 107,887 |
| Otago Region | 202,470 | 0.2 | 1,687 | 20,247.00 | 3,375 | 40,494 |
| Southland Region | 93,339 | 0.2 | 778 | 9,333.90 | 1,556 | 18,668 |

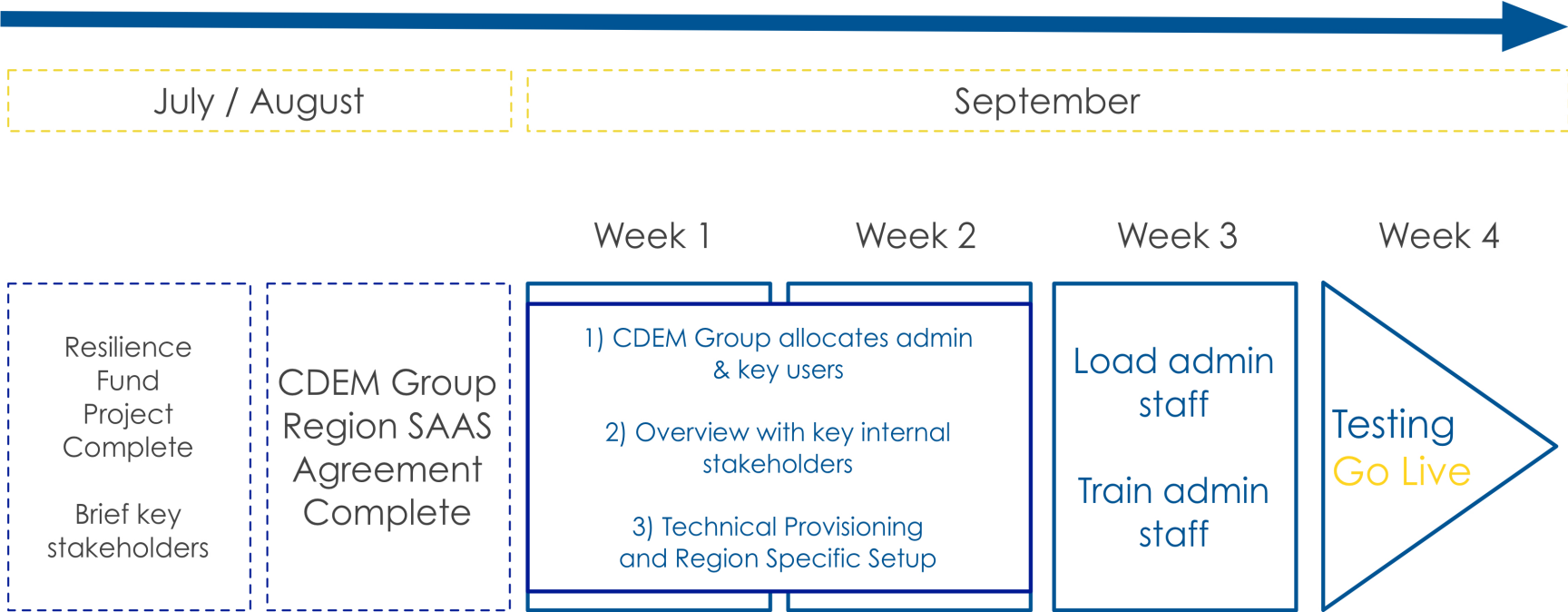**ALERTING PLATFORM FOR ALL NEW ZEALAND:**          **$35,345**      **$424,144**      **$70,691**      **$848,288**

*Please Note:*

*Costs @ $0.20 per citizen per year include software license, provisioning, maintenance and support with on-going development.*
*Monthly Fees: Year 1 reflects a 50% discount to enable regions to get started.*

# Individual CDEM Group
## Deployment Plan

**CDEM Alerting Platform Working Group Governance**

July / August | September

Week 1 | Week 2 | Week 3 | Week 4

Resilience Fund Project Complete

Brief key stakeholders

CDEM Group Region SAAS Agreement Complete

1) CDEM Group allocates admin & key users

2) Overview with key internal stakeholders

3) Technical Provisioning and Region Specific Setup

Load admin staff

Train admin staff

Testing
Go Live

# Next steps

- Sign SaaS Subscription Agreement

- Designate key contacts for implementation & training

- Agree logos and graphical content for public facing apps

- Agree training and testing plan

- Agree launch date & create publicity plan

# Contact Details

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# Alerter

The Connected Community for
**Civil Defence and Emergency Management**

## Alerter

The public can choose which regions and channels they receive alerts from

## Muti-device

- ! Alerts
- ✓ What to do
- 💬 My Status
- ↘ Share / Pass on
- ✋ CD Centres
- 👤 My People
- 🏠 My Places
- *i* Information

## Instant, automated Alerting

Emergency Operations Centres will **trigger alerts via multiple channels**

Yes

Help

I need help

I'm fine

I'm OK Are you OK?

I'm OK

| | | |
|---|---|---|
| Option 1 | **$0.15 per citizen** | without development |
| Option 2 | **$0.20 per citizen** | |

## All of New Zealand Connected

| | | |
|---|---|---|
| Option 1 | **$318,000 1st year** | $636 000 thereafter |
| Option 2 | **$424,000 1st year** | $848 000 thereafter |

**All Regions Connected**

**in weeks**

✓ Designed for regional and national integration

✓ Designed, tested and used for NZ public alerts

✓ Low risk solution

✓ 24/7/365 support

✓ Already proven

✓ Simple, already built

✓ No setup fees or capital costs

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