



Inland Revenue
Te Tari Taake

Service Management

Service Management and Technical
Operations



Release Management@IR

2010-2014: Our Journey

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Why? In 2013

Average cost per
phone contact
\$29.02

750,000 customers
registered for voice ID:
the highest per capita in
the world

Working for Families= \$2.6b
Kiwisaver=\$3.1b, 2.1m members
Student Loans= \$1.1b, 711k borrowers
Self Service contacts=18m

83% of the 800,000
individual tax returns issued
were returned electronically

We received
45% (2.1million)
of our phone
calls in the last
four months of
the year.

Our IT environment:

500 Releases per annum

3000 servers

Vendor Support includes:
Vodafone, HP, Datacom,
IBM, Oracle, SAP, Fujitsu,
Unisys, Eagle

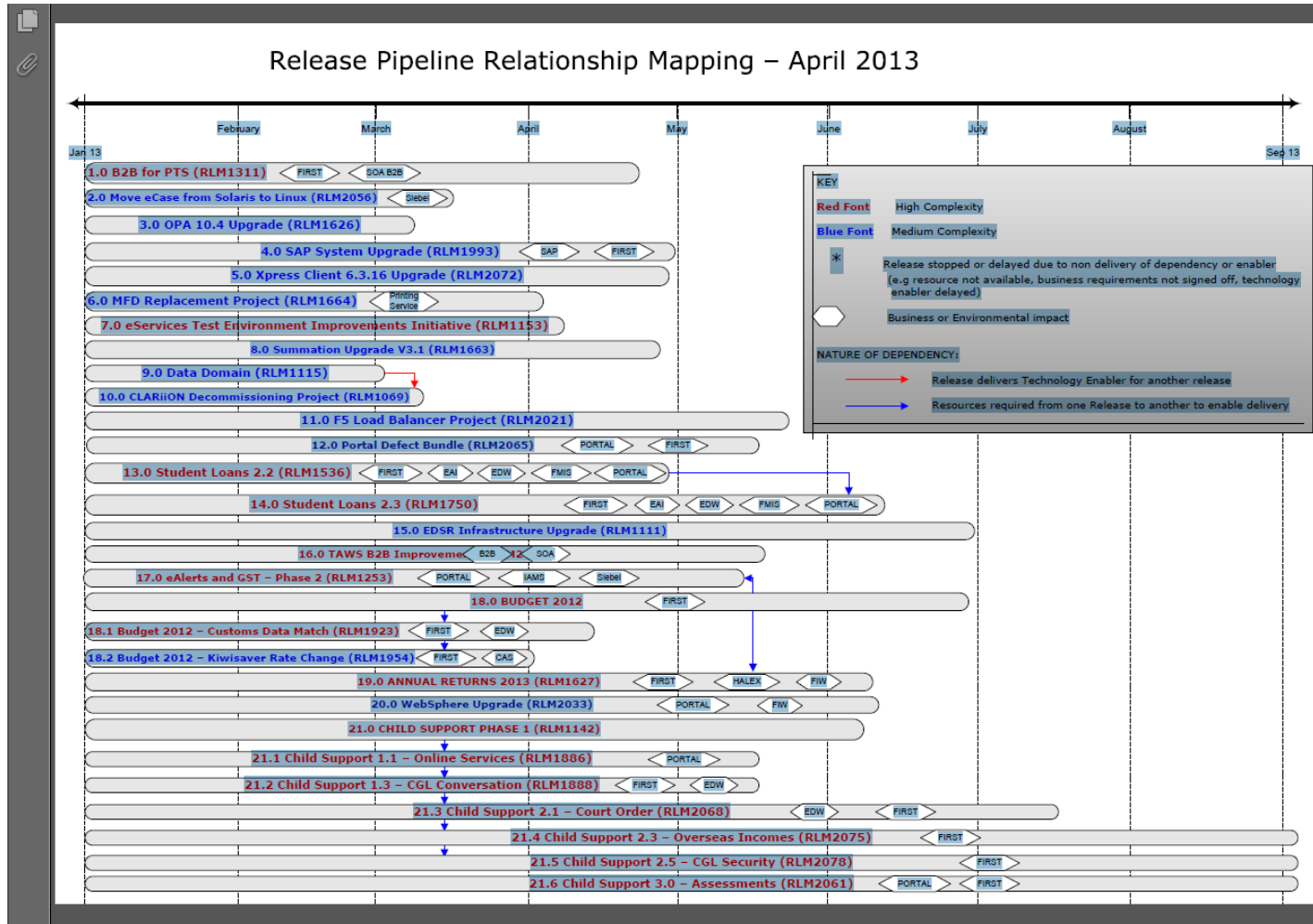
\$1 billion dollars to Transform
36,000 CI's as at 2010
3 million m drive folders

\$1 billion dollar
IT Asset:
FIRST is over 20
years old

So how do you introduce Release into this environment?

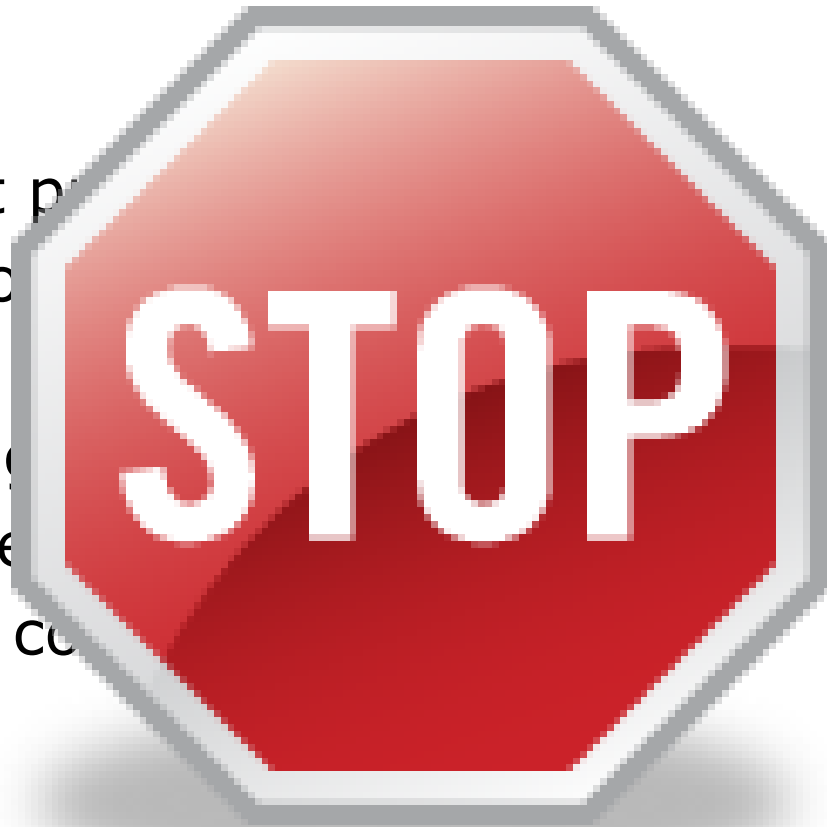


And today?



How did we get here?

- Great p
- Lots o
- ITIL
- Strong support
- Toolse
- ITSM co



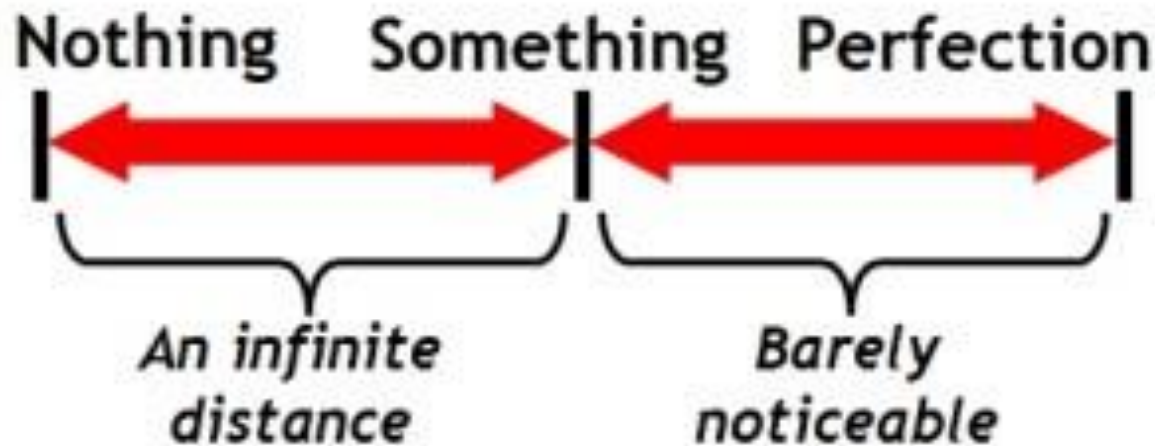
Idea one: Tu Tangata



Idea two: Be credible



Idea three: Do something. Now.



Idea four: rigorous debate....

Loyal implementation



Idea five: We are not saving lives here people...



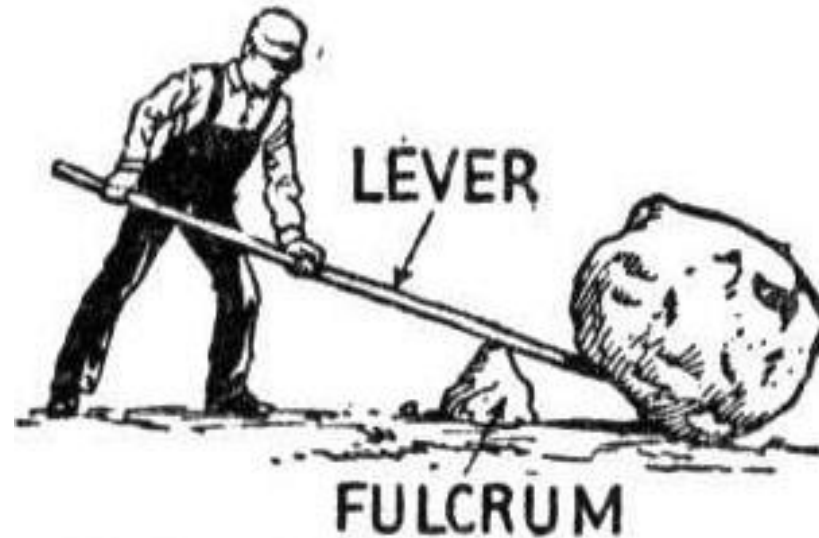
Idea six: You have no right to exist beyond the value you provide



- “And I say unto thee: smite the implementers of change without approval”



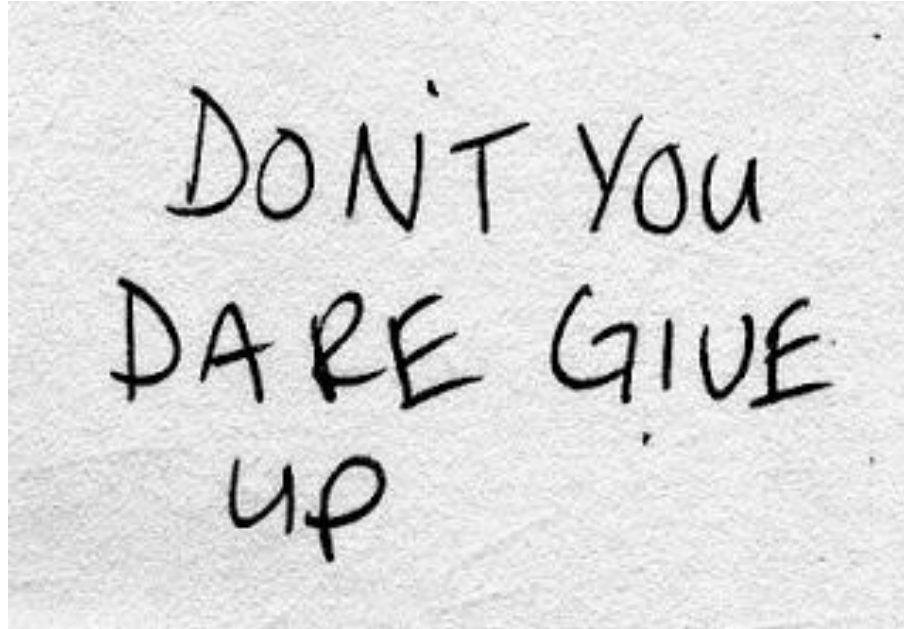
Idea seven: Let the sunlight in



Man lifting a stone
with a lever



And Lastly: It is a war, not a battle



Challenge:

Tu Tangata
Respect
Professional
Transparent

Loyal
Sunlight
Honest
Debate
Stories
Something
Partner
Fun
Pragmatic
Credible
Valve
Battle
Earned
Laugh

