

Water Corporation

2012 Post Audit Action Plan

Post Audit Action Plan

Report Reference	Recommendation For Improvement	Action	Manager Responsible	Date
1	We recommend that management continue to perform the review of assets and services outside the operating licence/control area on a periodic basis and following significant changes to the operating licence/control area.	We agree with of the recommendation that requires the Corporation to continue to perform the review of assets and services outside the operating areas on a periodic basis.	Manager Development Services	Monitoring to be completed in January and July of each year
2	<p>Pressure, flow and continuity performance standards</p> <p>We recommend that management provide update training to field crews on the interpretation of measurements and conclusions made around pressure, flow, and interruption work orders. In addition, management should enhance its data analytic capability to better identify reported conclusions that are not congruent with supporting data readings for investigation.</p> <p>Sewerage systems performance standards</p> <p>We recommend that management run exception reports to identify changes to reported field crew conclusions to monitor and investigate the underlying reasons for amendments, and address any training needs that are highlighted through this process.</p>	<p>Enhancements will be made to the mobile computing platform. These enhancements will make the process more robust and have inbuilt calculations to more accurately record pressure and flow. Training for staff measuring pressure and flow performance will be updated and communicated to field staff as part of the rollout of the mobile computing update.</p> <p>The SAP field identified in the audit is a calculated field. Existing monthly overflow reports will be enhanced to identify where this calculated field has been manually changed and will then be investigated with the regions Information Systems Coordinators. The requirement will also be included in the scope for the development of a new management system.</p>	Manager Service Delivery	<p>Enhancements will be complete by 30th June 2013.</p> <p>Training will be complete by 31st December 2013.</p> <p>Interim process introduced to run reports twice a year to identify exceptions – complete.</p> <p>New management system scope is still to be fully developed – estimated to be complete 31st December 2013</p>
3	Management should continue to work with the Authority to find a workable solution to measuring farmland pressure and flow.	Management will continue to work with the Authority to find a workable solution to measuring farmland pressure and flow.	Manager Development Services	Draft submission to Economic Regulation Authority by Dec 2013