Harvey Water Asset Management Review Post Audit Implementation Plan

Audit Period: 1 December 2022 to 30 November 2025

Recommendation Reference	Non-compliance/Control Deficiency	Auditors Recommendation	Action Proposed to be taken by licensee	Responsible Person	Target completion date
01/2026	Asset Maintenance – Preventative Maintenance	Enable and maintain preventive maintenance functionality in the CMMS for relevant asset classes, with documented schedules, responsibilities and completion monitoring.	The licensee will enable preventative maintenance functionality for relevant asset classes in the AMS.	HW Ops Mgr	Dec 2026
02/2026	Asset Maintenance – Maintenance KPIs and Reporting	Establish maintenance KPIs such as preventive maintenance compliance, corrective backlog, priority work completion, downtime and repeat failures, and report them periodically to management.	The licensee will establish and regularly report maintenance KPI's.	HW Ops Mgr	Mar 2027
03/2026	Asset Maintenance – Failure Analysis	Define responsibilities and thresholds for failure analysis and ensure significant or recurring failures result in documented changes to inspection, maintenance, renewal or operating plans.	The licensee will define thresholds for failure analysis and ensure significant or recurring failures are documented and operational/maintenance activities are adjusted where necessary.	HW Ops Mgr	Nov 2027
04/2026	Asset Management Information System – User access controls	As part of the AMS upgrade or interim access control arrangements, replace shared AMS / CMMS user access with named accounts or equivalent controls that provide individual	The licensee will ensure adequate controls are developed to ensure individual authentication.	CFO and HW IT MSP	Sep 2026

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		authentication, accountability and traceability of data changes and work order actions.			
05/2026	Asset Management Information System – Data completeness and reporting	Define required asset data fields and data quality checks for the CMMS and establish periodic management reporting to monitor data completeness, asset performance and licence-relevant obligations.	The licensee will establish periodic management reporting on asset performance and licence relevant obligations.	HW Op Mgr	Sep 2027
06/2026	Asset Management Information System – System Integration Roadmap	Prepare or update an implementation roadmap for AMS and finance system integration, including requirements for asset hierarchy, work order costing, reporting and access controls, named user access, user access review and traceability of changes to asset management data, and progress the roadmap through Harvey Water's IT strategy or equivalent improvement program.	The licensee will prepare a business requirements program for the upgrade and integration of the Asset Management Information System and include it in the Harvey Water IT roadmap.	HW Ops Mgr and CFO	Dec 2027
07/2026	Review of AMS – Periodic AMS Review	Implement a structured periodic AMS review process covering the AMP, asset information, operations, maintenance, risk, financial planning, performance reporting and improvement actions.	The licensee will implement a periodic review process that ensures the asset management plan and the asset management system remains current.	HW Op Mgr	Sep 2027

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08/2026	Review of AMS – Independent Review / internal audit	Establish periodic independent review or internal audit of selected AMS components between ERA review cycles, including defined scope, frequency, reviewer independence, reporting of findings, recommendations and action tracking, to support proactive identification and resolution of AMS deficiencies.	The licensee will establish a periodic independent review schedule of the components of the Asset Management System.	HW Op Mgr	Sep 2027