Managed Services and NOPSEMA

Who we are
What we want
How we want it

John Townsend – Chief Information Officer
Ian Crawford – Manager ICT Systems

4 December 2018
• About NOPSEMA
• What drives us
• What it means for service suppliers
About NOPSEMA
What we regulate

- Safety
- Facilities
- Wells
- Integrity
- Environment
- Activities
# What we regulate

<table>
<thead>
<tr>
<th>National Offshore Petroleum Titles Administrator (NOPTA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acreage release Title award</td>
</tr>
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</table>

**Hydrocarbon field life**

**NOPSEMA**

- Regulation of safety and environmental management
- Exploration, production and decommissioning phases
- Input into titles transfer
Background and history

2005
National Offshore Petroleum Safety Authority (NOPSA) established (Jan 2005)

2008
Triennial review of NOPSA operational effectiveness (Mar 2008)

2009
Productivity Commission review of upstream sector regulatory burden (Apr 2009)
Offshore Petroleum Safety Regulation Inquiry and report (Jun 2009)

2010
Montara Commission of Inquiry and report (Jun 2010)

2011
Regulation of well integrity commenced (Apr 2011)
Evaluation against National Legislative Compliance Framework (Oct 2011)
Second triennial review of NOPSA operational effectiveness (Nov 2011)

2012
National Offshore Petroleum Safety and Environmental Management Authority (NOPSEMA) established (Jan 2012)

2013
Audit on establishment and effectiveness of NOPSEMA by the Australian National Audit Office

2015
Triennial review of NOPSEMA’s effectiveness
Independent statutory authority
Legislation administered by NOPSEMA


Schedule 3 – OHS law

Safety Regulations 2009

Part 5 – Resource Management and Administration Regulations 2011 (Wells Regulations)

Environment Regulations 2009
Legal framework

• An independent safety and environmental management authority
• Cost-recovered, funded by levies on industry
• Objective-based, but with some prescriptive elements
• A duty holder’s management plan, accepted by NOPSEMA, is used as a ‘permissioning’ document:
  – Safety case
  – Well operations management plan
  – Environment plan
NOPSEMA: Assess, Inspect, Enforce, Investigate, Advise, Promote

Titleholder: Consult, Identify, Evaluate, Treat, Improve, Monitor
Where the money comes from

• Levies on facilities, activities, wells
  – Unit ratings on types of facilities
  – Reduction in mobile facilities
• Major investigation fees
• Fees for service to NOPTA
Organisational structure

Chief Executive Officer

Safety & Integrity
- Floating Production & Drilling
- Platforms, Pipelines & Diving
- Vessel Facilities
- Well Integrity

Environment
- Seismic & Production Operations
- Drilling & Developments
- Spill Risk
- Environmental Effects

Regulatory Support
- Legislative Change, Stakeholder Relations
- Enforcement Risk, Planning
- HR, Finance & Administration
- IT & Communications

Legal
- Contracts, Commercial
- Statutory Advice
- Freedom of Information
How the Tender Process Works
<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information sessions</td>
<td>5 December 2018</td>
</tr>
<tr>
<td></td>
<td>23 January 2019</td>
</tr>
<tr>
<td>Issue RFT</td>
<td>28 January 2019</td>
</tr>
<tr>
<td>Evaluation period</td>
<td>February – April 2019</td>
</tr>
<tr>
<td>Contract negotiation</td>
<td>April – May 2019</td>
</tr>
<tr>
<td>Sign contract</td>
<td>June – July 2019</td>
</tr>
<tr>
<td>Transition period</td>
<td>June – July 2019</td>
</tr>
<tr>
<td>Commence contract</td>
<td>29 July 2019</td>
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</tbody>
</table>
Interaction

• Ask anything you like
• NOPSEMA responses and errata will be public
• Process will be transparent and equitable
• Tenderers not expected to make presentations
• Few, simple criteria
Evaluation Process

• Few, simple criteria
  – Capability
  – Track record
  – Value for money
Evaluation Process

• Few, simple criteria
  – Capability
  – Track record
  – Value for money

• Rank written submissions

• Shortlist

• Inspection

• Exercises
Communications

• RFT accompanied by contract, explanatory Guides
• Detailed background via blog articles
  (published on RFT issue 29 Jan)
• Progress bulletins via blog
  (subscribe for email notification)
• Interaction through tenders@nopsema.gov.au
What drives us?
To assist NOPSEMA to continuously improve its effectiveness and capability as a regulator.
ICT Strategy helps NOPSEMA ...

• Avoid point solutions – we try to optimise globally
• Digitise optimised business processes, not automate bad ones
• Innovate and respond to change
• Manage risks, including threats to our independence and constant security threats
• Transform and use data to improve safety and environmental outcomes
• Reduce regulatory burden
• Take advantage of new and improving technologies and platforms
• Meet whole of government obligations for digital transformation.
Overview of Deliverables

• Applications
  – Transparency Agenda
  – Extract and mine unstructured data, eg, recommendations
  – Create APIs
Overview of Deliverables

• Information
  – Dispose records we no longer need
  – Automatic categorisation, tagging etc
  – Move from document-driven to data-driven processes
  – Improved HRMIS
  – Improved business processes
Overview of Deliverables

• Infrastructure
  – Cloud computing
  – Mobility
  – Security
  – Microservices, Containers, Decoupling etc
  – Services that embrace Devops, retain knowledge for longer, outsource platform support to vendor
How we govern projects

• All projects have a PCD / Business case
• Ranked by Risk / Value
• Considered by a Portfolio Review Group (CSC)
• Agile principles applied
  – Deliver value early, fail early, prototype where feasible
  – Iterate; collaboration preferred over project resource coordinator
• Measure performance
Managed ICT Support
Managed Operating Environment

- SP4s, W10, Office 2016 (etc)
- Symantec app control, using file hashes
- Apps deployed via SCCM, according to AD groups
- If it isn’t hashed, it won’t run
- This requires discipline
NOPSEMA Measures:

• Availability
• Customer Satisfaction
• Security
• Performance
• Continuous Improvement
Please consider:

- Whether our communication was clear, effective and courteous
- The time taken to reach a resolution
- Whether our response was knowledgeable and skilled
- Whether the solution was complete and correct

* 1. How satisfied were you with our response to your request?
   - Very satisfied
   - Satisfied
   - Not satisfied
   - Very dissatisfied

2. Any additional feedback you can give:
• Culture first: eliminate barriers, normally proactive
• Sophisticated solutions using simple technology
• Risk management built into decision making
• Improve everything, all the time
ingenuity
ˌɪndʒəˈnuːɪti/
the quality of being clever, original, and inventive.

“frankness, generosity, noble-mindedness”
"graceful simplicity"
• Lean focus: recognise value versus waste
• We prefer the pursuit of challenges over predictability
• Automation
• Outsourcing responsibility
What it means for you
A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.

- Agatha ITIL, 2007
Relationship Maturity

• Stability and transparency
• Deep knowledge of NOPSEMA’s business
• Trust in solution delivery
• Leadership
How?

- Culture
- Automation
- Lean
- Measurement
- Sharing
(CALMS)
Summary of Key priorities 18-19

• Cloud strategy
  – Done, beginning progressive implementation.

• MOE
  – Windows 18/09 by Jan 2019

• Security
  – Longer passwords, phrases - underway
  – Authorised devices only please - underway
  – Event logging analysis suite - commencing

• Applications
  – Dev Environment, inc SQL Server upgrade - underway
  – T1 CiAnywhere - underway
  – Transparency Agenda (Env Plans, Consultation) by Mar 2019

• Information
  – Actually dispose records!
Questions?