

Itree rolls out Operator Rating System in NZ



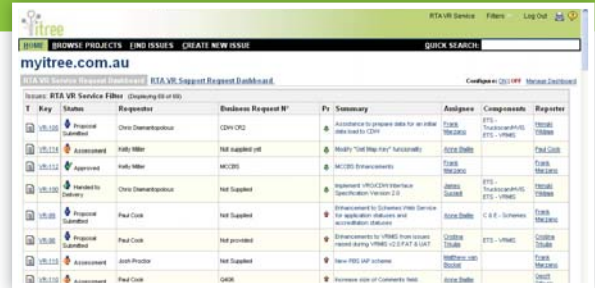
The New Zealand Transport Agency (NZTA) is now testing the Itree developed Operator Rating System - a second generation rating system which has solved the perennial problem of fragmented operator history. NZTA will use the system to establish a database of operator performance.

Operator ratings will be made available to NZ Police via a mobile internet connection allowing immediate access to an operator's rating details. The next phase of the project will let individual transport license holders view their own detailed score through a secure logon process. The public will also be able to view any operator's overall 'star' rating and historic changes in that 'star' rating.

This initiative by the NZTA was a result of a 1996 report "Inquiry into Truck Crashes" by Parliament's Transport Select Committee and a subsequent review of the Transport Services Licensing Act (LTSA) during 1988 and 1999 leading to a recommendation to the Ministry of Transport (MOT) to implement an Operator safety Rating System.

The system is currently in testing by NZTA with a pilot targeted for July 2009.

Service requests now online



Customers can now directly access a new Itree website, **myitree.com.au**, providing you the most up to date status of job requests and exactly who is working on them. You can even approve requests online and review the progress of our service delivery teams.

The state of the art system is based on JIRA, an open source product, which provides intuitive, configurable dashboards, customisable searches and saved filters for easy access to information. At key points during the workflow automatic email notifications are sent and you can even place a "watch" on certain requests critical to your business.

myitree.com.au is now fully operational for your service requests, just email our administrator at **myitree@itree.com.au** to request a username and password or a user demonstration.

The next phase of Itree's customer access systems rollout will be the cutover of our existing support request system to provide a completely unified service view.



RECENT PRESS "Itree an example to other start-ups" (extract from the Illawarra Mercury)



"Itree provides a great example of what is possible in the Illawarra" according to University of Wollongong vice chancellor Professor Gerard Sutton.

Professor Sutton described Itree as "an agile and responsive company" and hoped that "its success would encourage other start-up companies in the Illawarra".

The Minister for Transport and the Illawarra the Honorable David Campbell said he "was impressed by the company's decision to develop its national headquarters in the city where it started" and that "80% of the staff were University of Wollongong graduates".

Itree managing director David Pierce said "it was both unusual and an honour for a small company like Itree to have such large government customers."

"What we are doing differently to the major multinational IT companies?" Firstly we are smaller and I think we are trying harder.

Secondly we have a culture that I think is uniquely Australian. It's a company where anyone is able to have their voice heard and is able to make an effective contribution."

Itree believes the University of Wollongong is one of the best centres for IT graduates in Australia and made the decision to move to iC Central when the \$34 million facility was first announced back in 2007.

Also discussed : Why are software costs so variable?

Software development is a mature discipline, and yet the way in which two different organisations approach the same problem may appear the same on the surface, it is not unusual for the outcome to differ in cost by a factor of five. However if one looks deeper it is evident that the following characteristics are displayed by the more successful team:

- The team has worked together previously and they know each other's strengths and weaknesses
- The team leader is goal focussed, and communicates effectively with the team members and the customer representatives
- Tools and methodologies are used that both assist productivity and are familiar to members of the team

All of the characteristics mentioned are fostered by Itree through low staff turnover, continuity of key people and the use of agile development processes.

The new address of Itree in Wollongong is:
Wing A, Level 1 iC Central, Squires Way, North Wollongong, NSW 2500.