



RACP

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Future strategic investments

Briefing



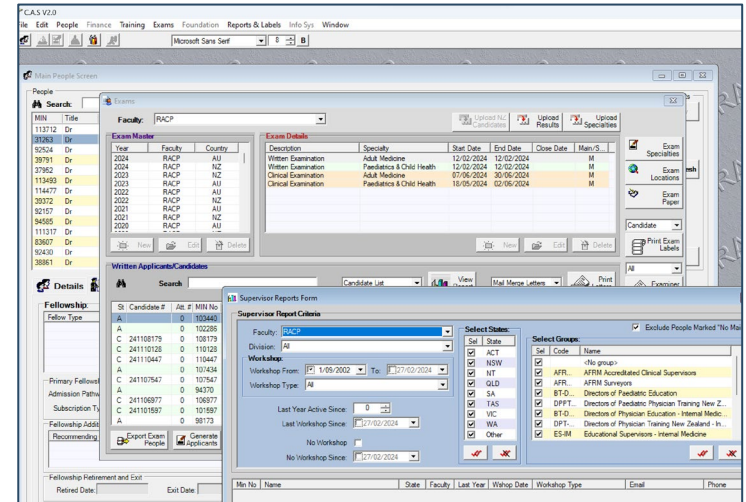
Prof. Jennifer Martin
President, RACP



Steffen Faurby
Chief Executive Officer

We need to do better

- Outdated, legacy systems and manual processes
- Unable to support new curricula
- Up to eleven systems to deal with one enquiry
- Poor member service
- AMC and MCNZ accreditation requires action
- Significant investment needed



We are financially strong

- Minimal short-term debt
- \$50 million in cash and liquid assets

But:

- Historic under-investment in IT
- Poor record in past execution
- Lessons have been learned
- Major projects now approved



Major investments in 2024 - 2025

1. Training Management Platform

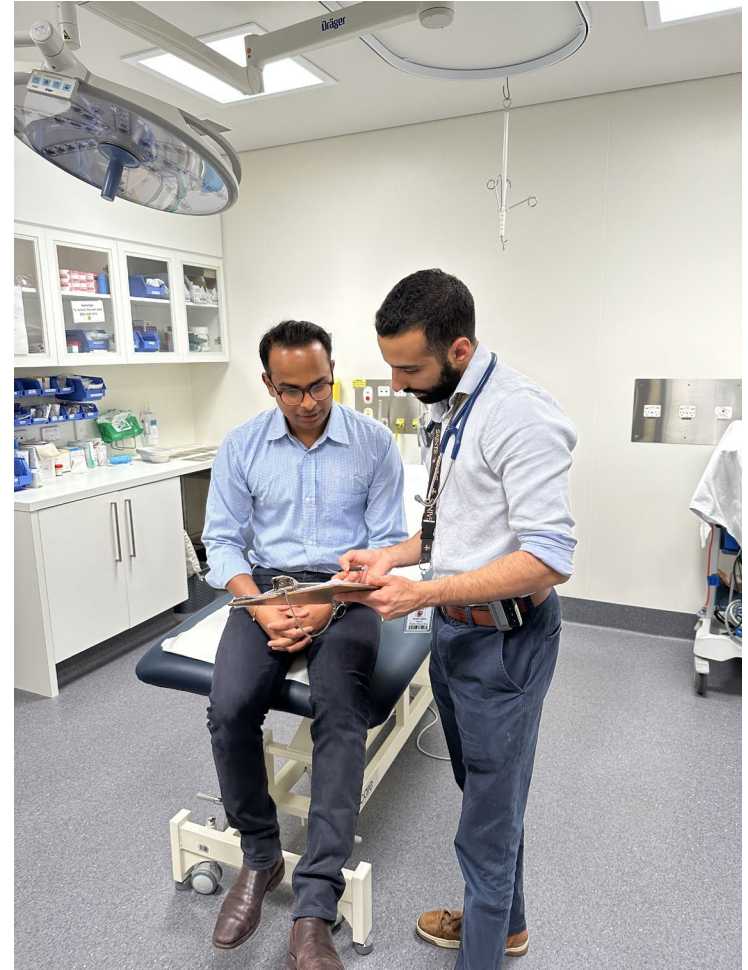
- Online interface from registration through all learning and assessment for trainees, supervisors and DPEs.
- Rolling out from late 2024

2. Curricula Renewal

- Advanced Training curriculum renewal continuing
- Basic Training curricula renewal complete – awaiting release

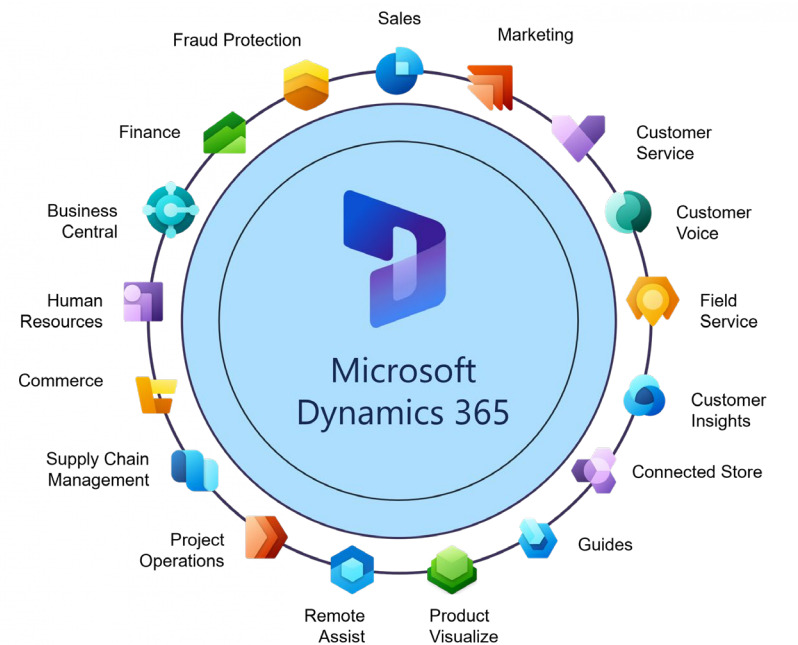
3. Member Relationship Management Platform

- Highly personalised, proactive support
- Customised to each member



Lessons learned

- Global standard platform
- Not building bespoke application
- KPMG implementation partner
- External Advisors with IT expertise



Financial details

- Deficits reported in coming years
- Largest deficit this year – in excess of \$10 million
- Funded from College “savings” - retained earnings
- Borrowing, or fee increases beyond inflation not anticipated
- Balance sheet remains strong
- Prudent investment meets regulator requirements, and your expectations of service



Roadmap

- Timing is indicative only
- Prioritises systems that have highest member impact or are end of life.

Indicative dates only	October – February 2025	May 2025- December 2026		Oct 2026 onwards
	Phase 1 Discovery	Phase 2 – Foundation (delivered as a single program)		Phase 3 ¹ – Incremental Uplift (BAU delivery model)
Initiative	Core System Discovery	CRM	Website Replacement	Online Consultation for Members, ROC etc.....
	Member Experience Discovery	Finance ERP	My CPD	Infrastructure Rationalisation etc...
	Data Management Discovery	Prep and OTP	Events Management Solution	
		Exam Eligibility and Results	Data Management/Analytics	
		Member Portal Consolidation		
Deliverable	• Requirements (Epics, Features, HL User Story) • Solution Design (Architecture) • Identification of business benefits • RFP(s) • RFP Responses to execute Phase 2 Foundation • Business Case(s) for Phase 2 Foundation	• Transformed core processes • New way of working • Decommissioned legacy systems (with inherent cybersecurity risks) • New portal and website to improve member experience • "Connected" enterprise platform enabling a reduced cost to serve and improved member service.		• Dependent on approved initiative.

¹ Zoom Decommission and Cybersecurity uplift will be delivered using the existing BAU approval and delivery method in 2024 and 2025 respectively.

Computer based testing

- Board commitment

“...no CBT until absolute certainty of flawless performance...”

- Microsoft Dynamics does not have CBT module
- New systems will be configured to accept future CBT solutions
- None identified, no timeline to procure
- Proposed move to CBT would be flagged well in advance
- Subject to Boards sign off – absolute certainty it will work



Rigorous controls and reporting



Your questions



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