



**RACP**

**Specialists. Together**

EDUCATE ADVOCATE INNOVATE

Future strategic investments

# Briefing



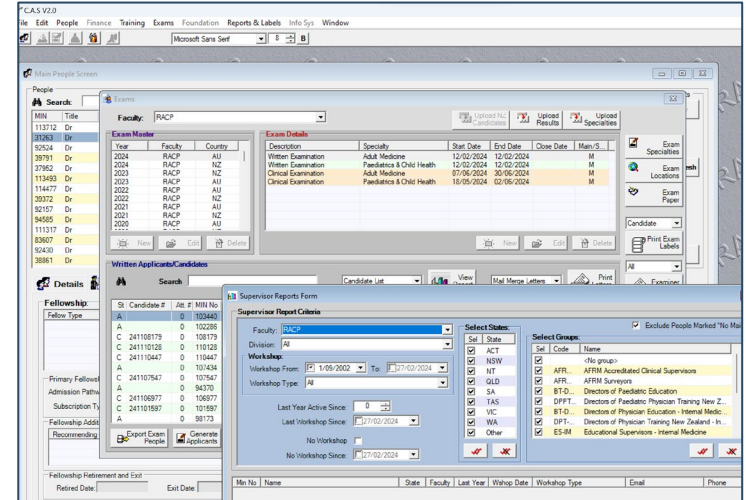
Prof. Jennifer Martin  
President, RACP



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- Outdated, legacy systems and manual processes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

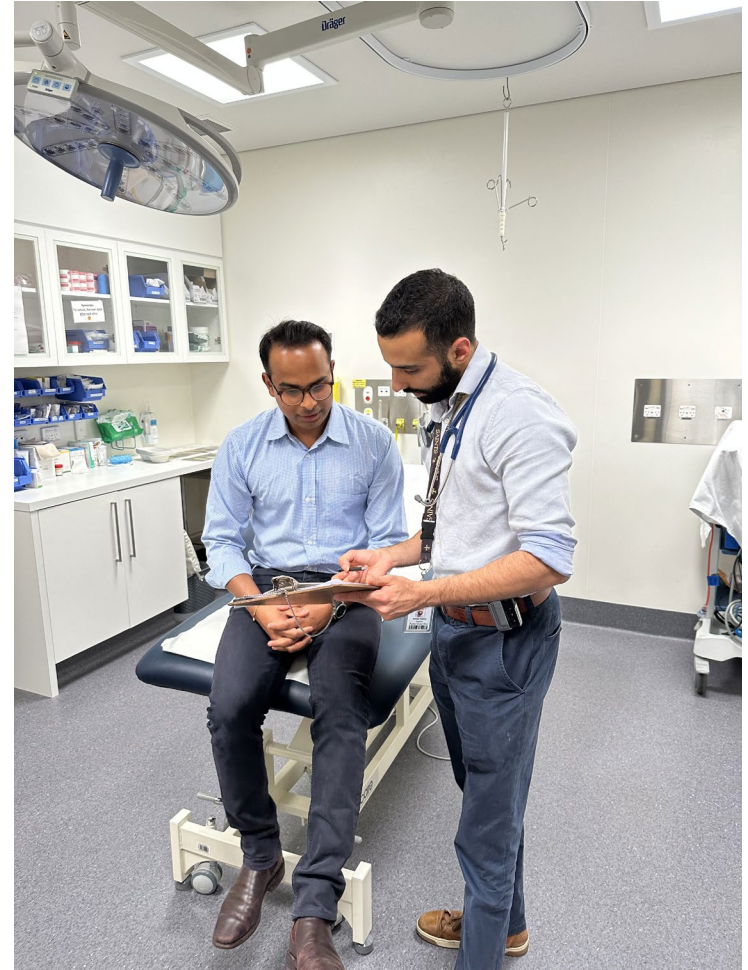
- Online interface from registration through all learning and assessment for trainees, supervisors and DPEs.
- Rolling out from late 2024

## 2. Curricula Renewal

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

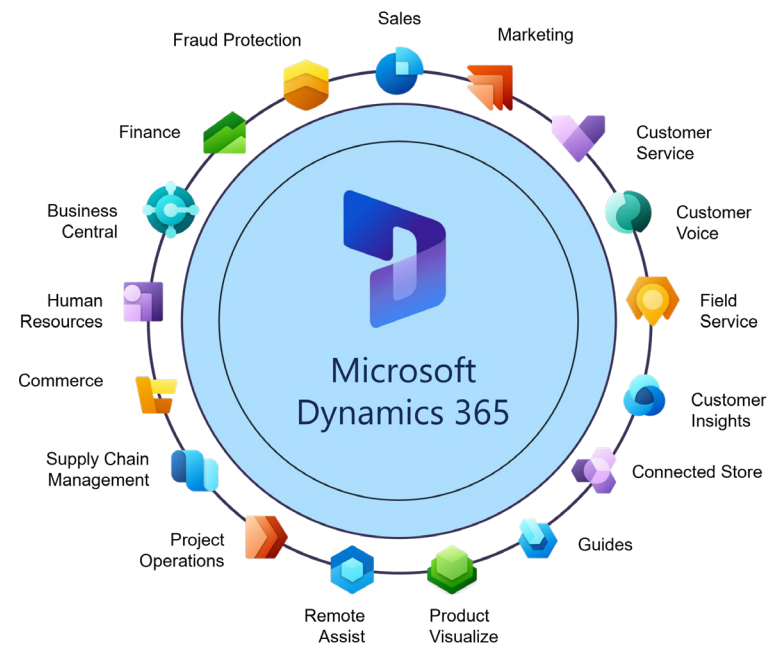
## 3. Member Relationship Management Platform

- 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



# Operational considerations

- Projects will be prioritised
- New Chief Information Officer role created:
  - Support growing member engagement and satisfaction
  - Improve digital member experience
  - Support efficient service delivery



David Bough  
Interim Chief Information Officer

# 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 <sup>1</sup> – Incremental Uplift (BAU delivery model)
Initiative	<ul style="list-style-type: none"> <li>Core System Discovery</li> <li>Member Experience Discovery</li> <li>Data Management Discovery</li> </ul>	<ul style="list-style-type: none"> <li>CRM</li> <li>Finance ERP</li> <li>Prep and OTP</li> <li>Exam Eligibility and Results</li> <li>Member Portal Consolidation</li> </ul>	<ul style="list-style-type: none"> <li>Website Replacement</li> <li>My CPD</li> <li>Events Management Solution</li> <li>Data Management/Analytics</li> </ul>	<ul style="list-style-type: none"> <li>Online Consultation for Members, ROC etc.....</li> <li>Infrastructure Rationalisation etc...</li> </ul>
Deliverable	<ul style="list-style-type: none"> <li>Requirements (Epics, Features, HL User Story)</li> <li>Solution Design (Architecture)</li> <li>Identification of business benefits</li> <li>RFP(s)</li> <li>RFP Responses to execute Phase 2 Foundation</li> <li>Business Case(s) for Phase 2 Foundation</li> </ul>	<ul style="list-style-type: none"> <li>Transformed core processes</li> <li>New way of working</li> <li>Decommissioned legacy systems (with inherent cybersecurity risks)</li> <li>New portal and website to improve member experience</li> <li>"Connected" enterprise platform enabling a reduced cost to serve and improved member service.</li> </ul>		<ul style="list-style-type: none"> <li>Dependent on approved initiative.</li> </ul>

<sup>1</sup> 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

