



Transport  
for NSW

#### CHALLENGE:

*After significant change to this industry sector, new legislation was enacted to modernise the way this sector is regulated. A decision was also made to establish a new, independent regulator who would implement and ensure compliance to the new regulatory framework.*

#### RESULT:

*The programme has met all its key milestones, the new Commission is now operational and the programme completed all post go-live activities by the end of 2018.*

## Implementing a new Regulatory Commission

### Point to Point (P2P) Transport

#### CHALLENGE

After significant change to this industry sector, new legislation was enacted to modernise the way this sector is regulated. A decision was also made to establish a new, independent regulator who would implement and ensure compliance to the new regulatory framework. PM-Partners group was engaged by Transport for NSW to conduct an initial discovery review to determine the best way to set-up a programme to establish the new Commission along with the required business processes, IT systems changes and stakeholder management. Over 90 set-up actions were identified, and PM-Partners was also selected to assist the new P2P Commissioner and her leadership team to stand-up the new Commission. PM-Partners support included providing key implementation resources including an experienced Programme Director and establishing a Programme Management Office (PMO).

#### SOLUTION

PM-Partners group has provided expertise and direction in the following areas:

- » Programme Management
- » Scheduling
- » Risk, Issue and Dependency Management
- » Business Requirements Analysis
- » Benefits Management
- » Change and Stakeholder Management

#### BENEFIT / RESULT

The programme has met all its key milestones, the new Commission is now operational and feedback from the industry has been more positive than originally expected. The programme completed all post go-live activities by the end of 2018. PM-Partners group has worked as a partner to the Commission to ensure successful implementation and that expectations were met for both the Minister and the many industry sector participants.

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