



The Regional Sector Reference Model

Business Function:
The Customer



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This document is part of the Regional Sector Reference Model. It should be read in conjunction with document [1. Context and Framework](#).

Version: RSHL-1540269799-518 v1.0
Publication date: May 2021

Document Control

The following documents make up the Regional Sector Reference Model. Current document versions are listed below.

Document Name	Document ID	Version
1. Context and Framework	RSHL-1540269799-521	v1.0
2. Community Engagement – The Customer	RSHL-1540269799-518	v1.0
3. Community Engagement – Provision of Information	RSHL-1540269799-517	v1.0
4. Environmental Stewardship – Farm, Land and Catchment Management	RSHL-1540269799-527	v1.0
5. Environmental Stewardship – Environmental Monitoring	RSHL-1540269799-649	v1.0
6. Environmental Stewardship – Selected Land Use Sites	RSHL-1540269799-654	v1.0
7. Environmental Stewardship – Biodiversity	RSHL-1540269799-652	v1.0
8. Environmental Stewardship – Grants	RSHL-1540269799-656	v1.0
9. Regulatory – Consents, Permits and Authorisations	RSHL-1540269799-669	v1.0
10. Regulatory – Compliance Monitoring	RSHL-1540269799-668	v1.0
11. Regulatory – Biosecurity	RSHL-1540269799-664	v1.0
12. Regulatory – Incidents	RSHL-1540269799-658	v1.0
13. Regulatory – Enforcement	RSHL-1540269799-660	v1.0

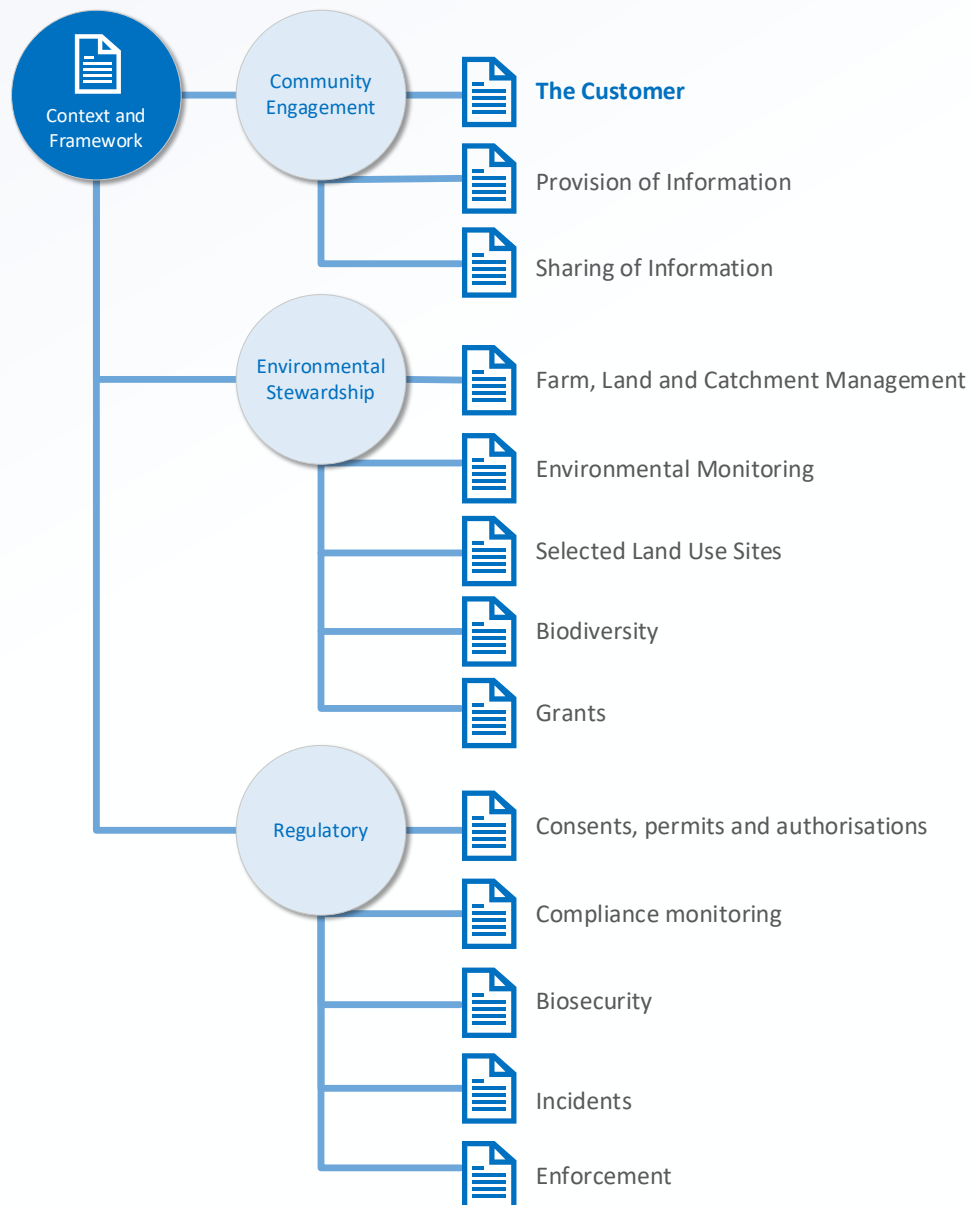
The reference model

The Regional Sector Reference Model aims to provide regional council consistent good practice processes, enabling councils to benchmark themselves and measure the degree to which good practice is being achieved.

This document makes up part of the Regional Sector Reference Model. The process and activity diagrams seen within this document were developed through a series of workshops under a collaborative approach by 11 regional councils. User story IDs are shown in grey – please contact RSHL if you require further detail.

The model follows the below structure.

The Regional Sector Reference Model structure



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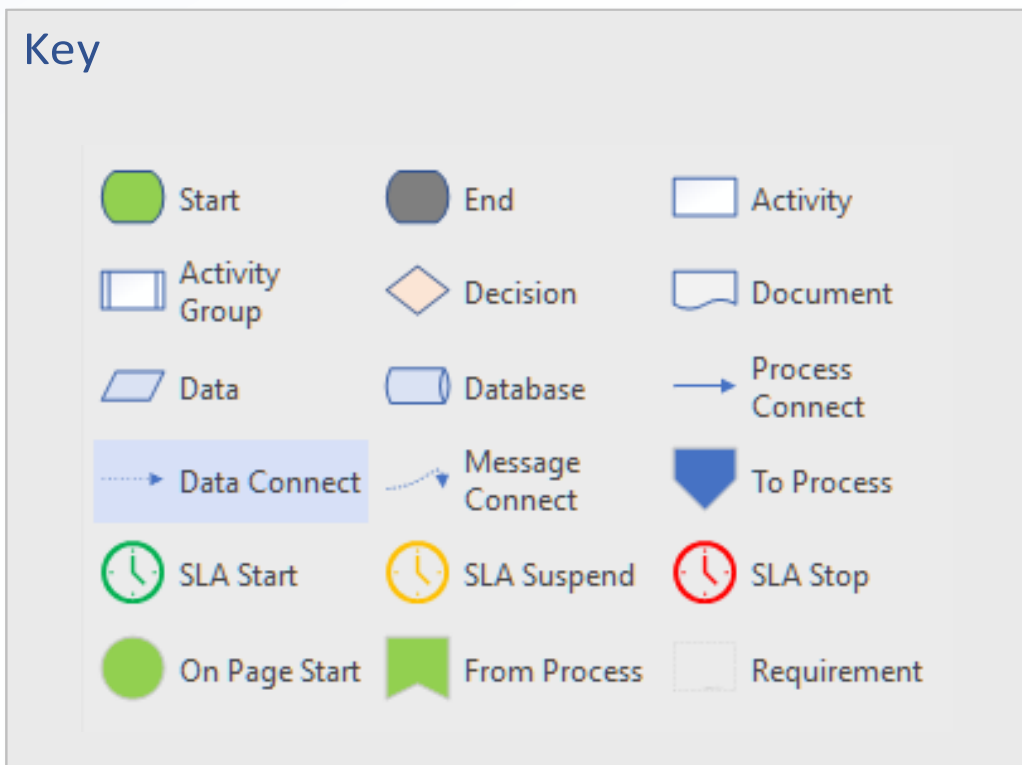
[> Customer \(create\)](#)

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Community engagement

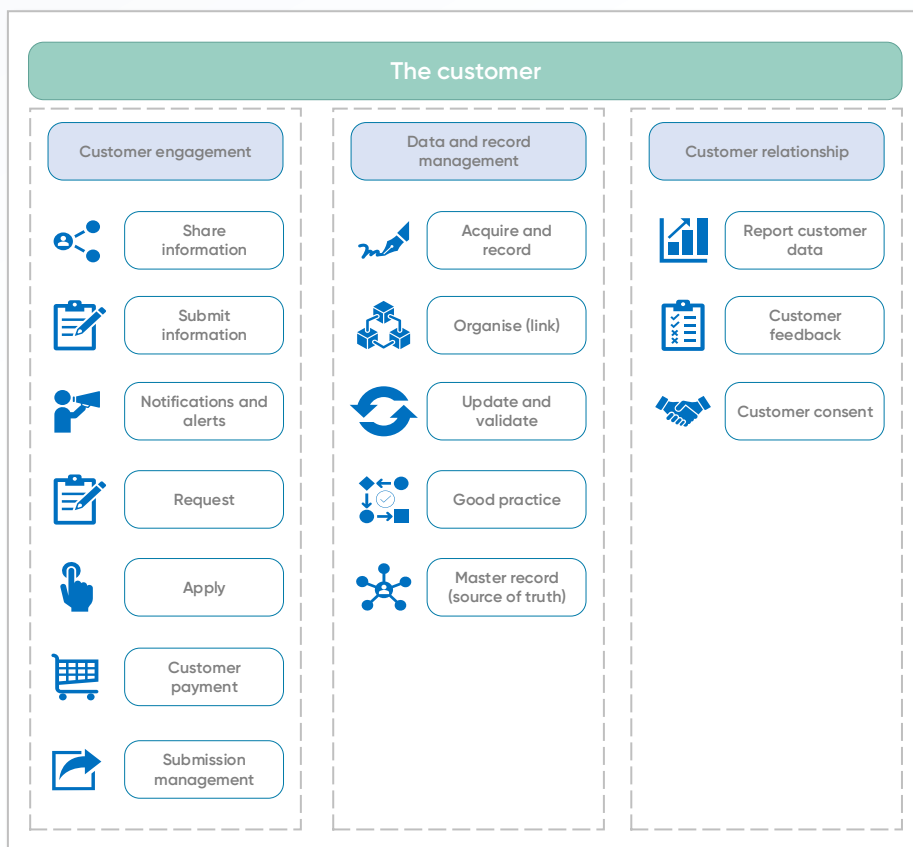
Regional council activities are initiated via council policy, plans and processes, together with central government reporting requirements (for example National Environmental Standards). The ability to initiate, plan, execute and report on work programmes (and their associated projects and activities) will enable the sector to deliver these initiatives in a consistent way.

The community engagement responsibility area includes the following workstreams: the customer (storage and management of customer data), provision of information (customer requests) and sharing of information (reporting and business intelligence tools).

The customer

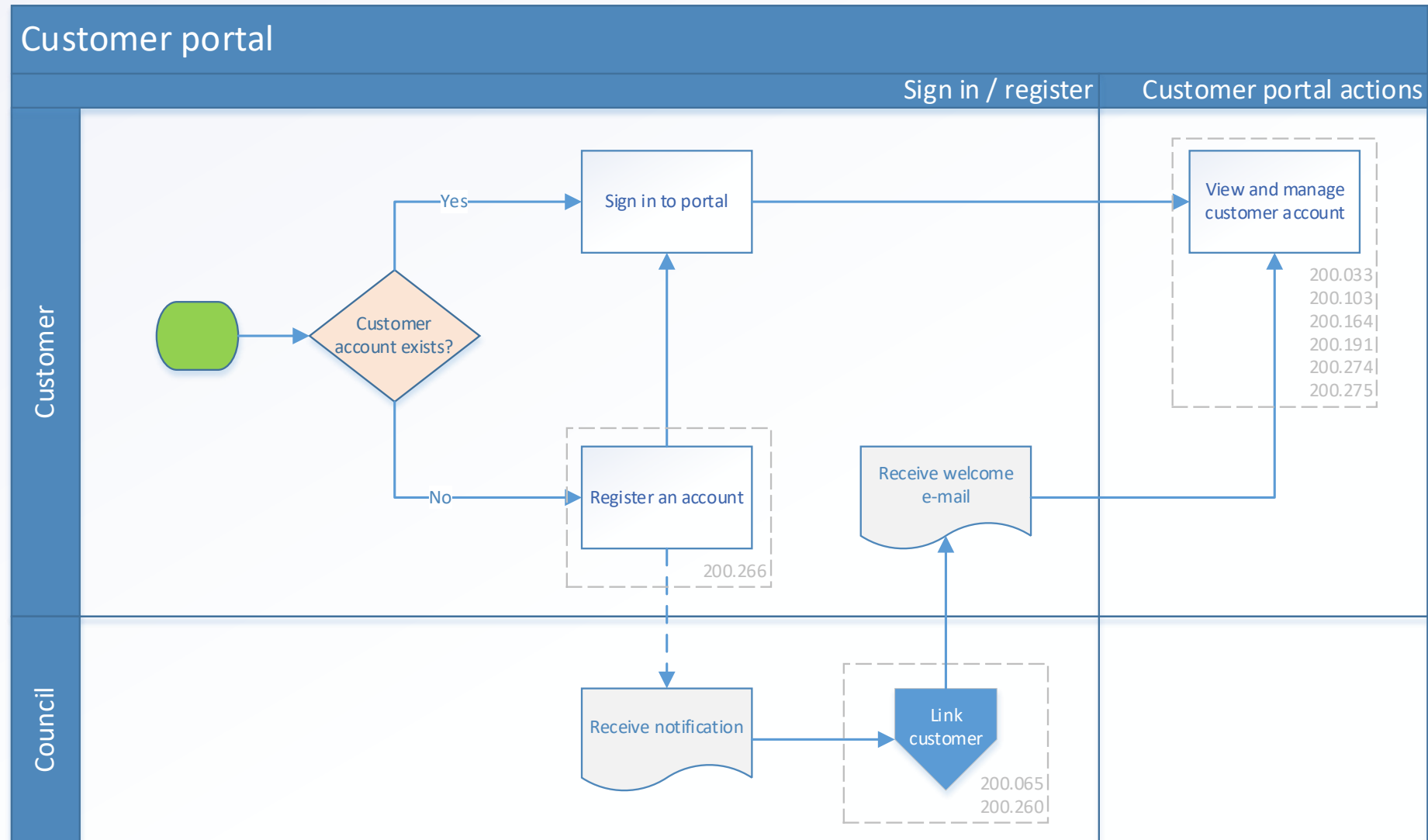
Customers are at the centre of all daily activities, providing vital insight and information into the happenings in the environment, economy, and community. The customer is an integral part to the success of all regional councils and involving customers in the process is vital to achieving this success.

As shown in the regional council responsibility framework, regional councils deliver activities and services to a range of customer types via both face-to-face and digital communication channels. Effective and efficient communication and engagement requires a solution that supports the following activities: Customer engagement, customer data and record management, and customer relationships.

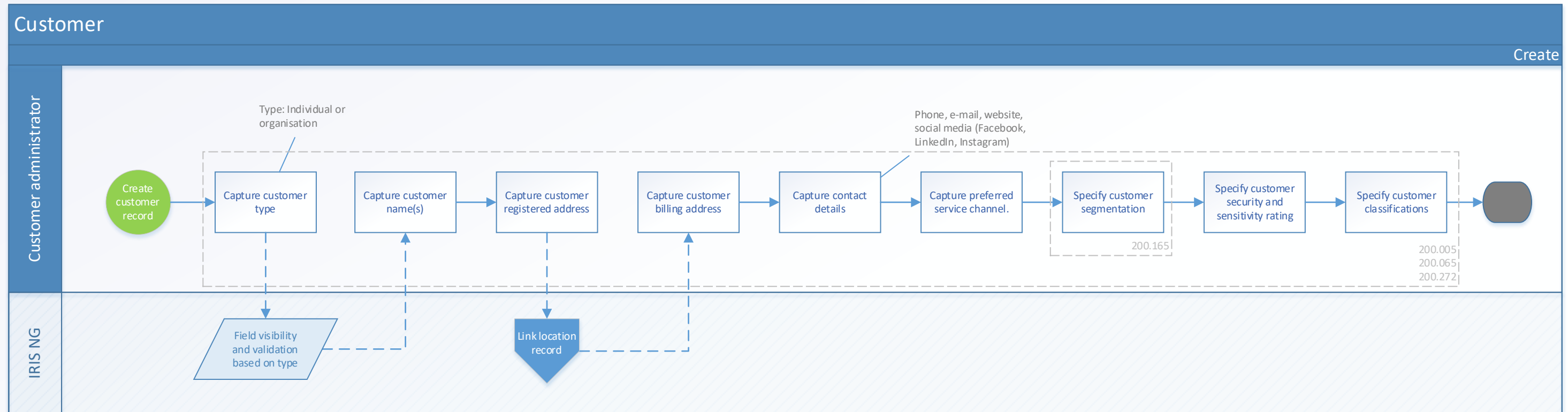


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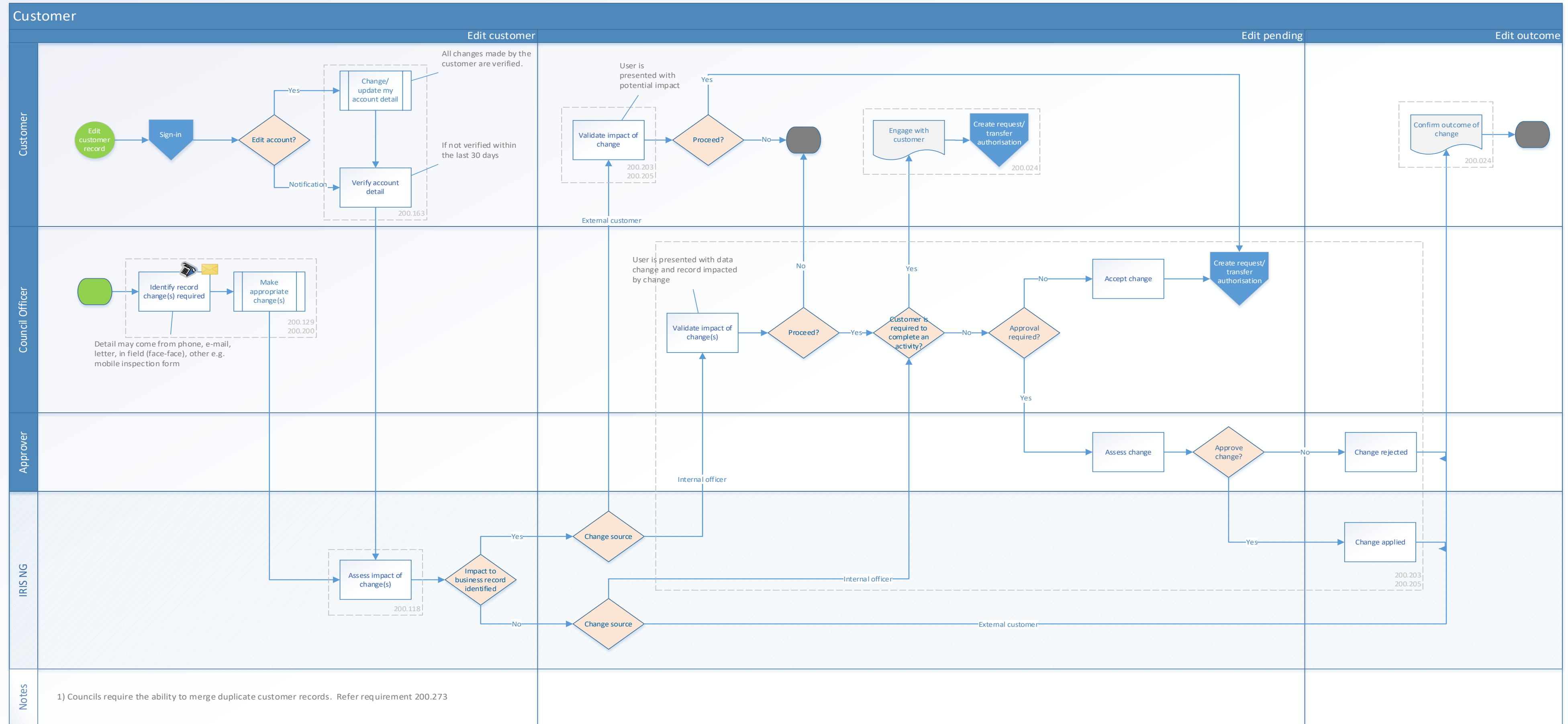
Customer portal



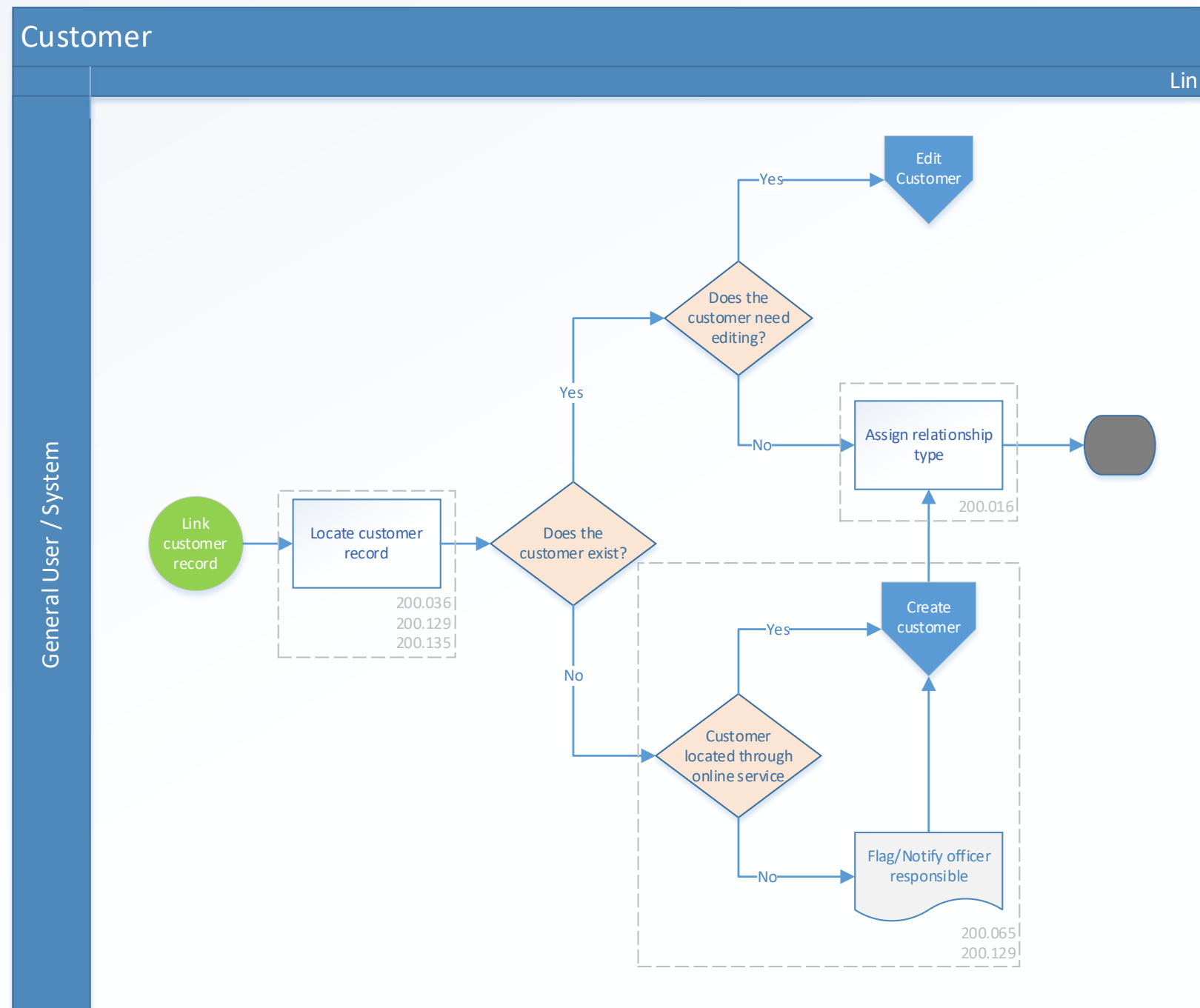
Customer (create)



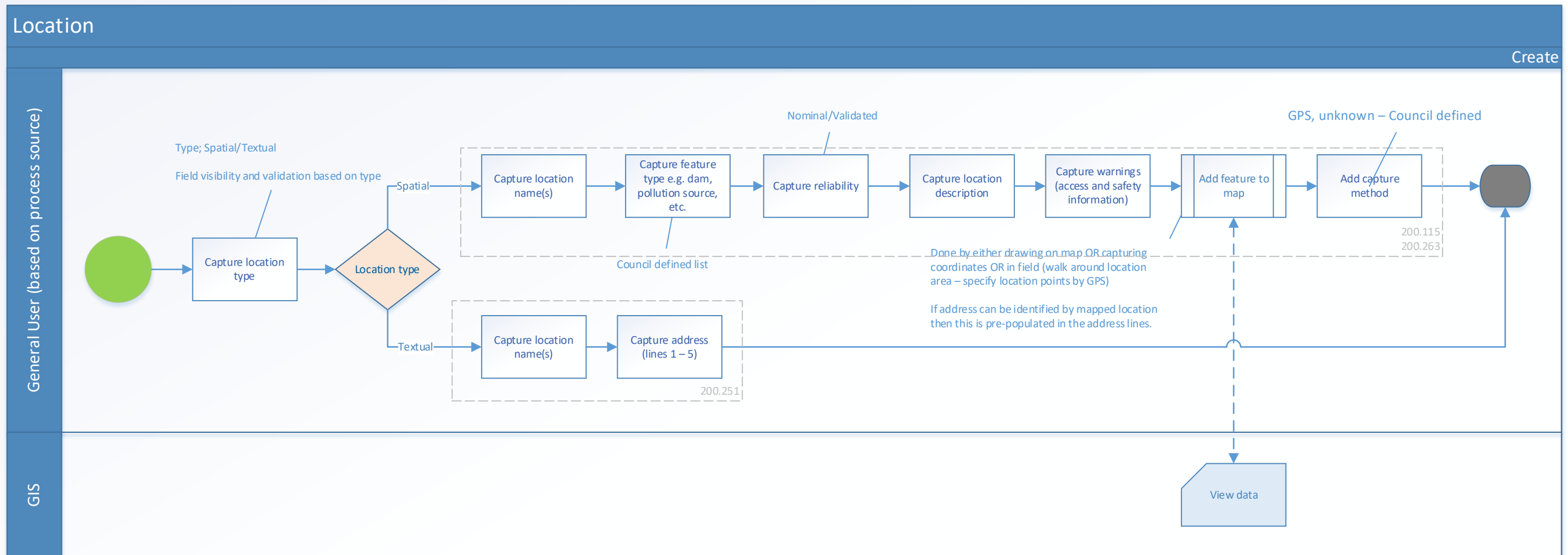
Customer (edit)



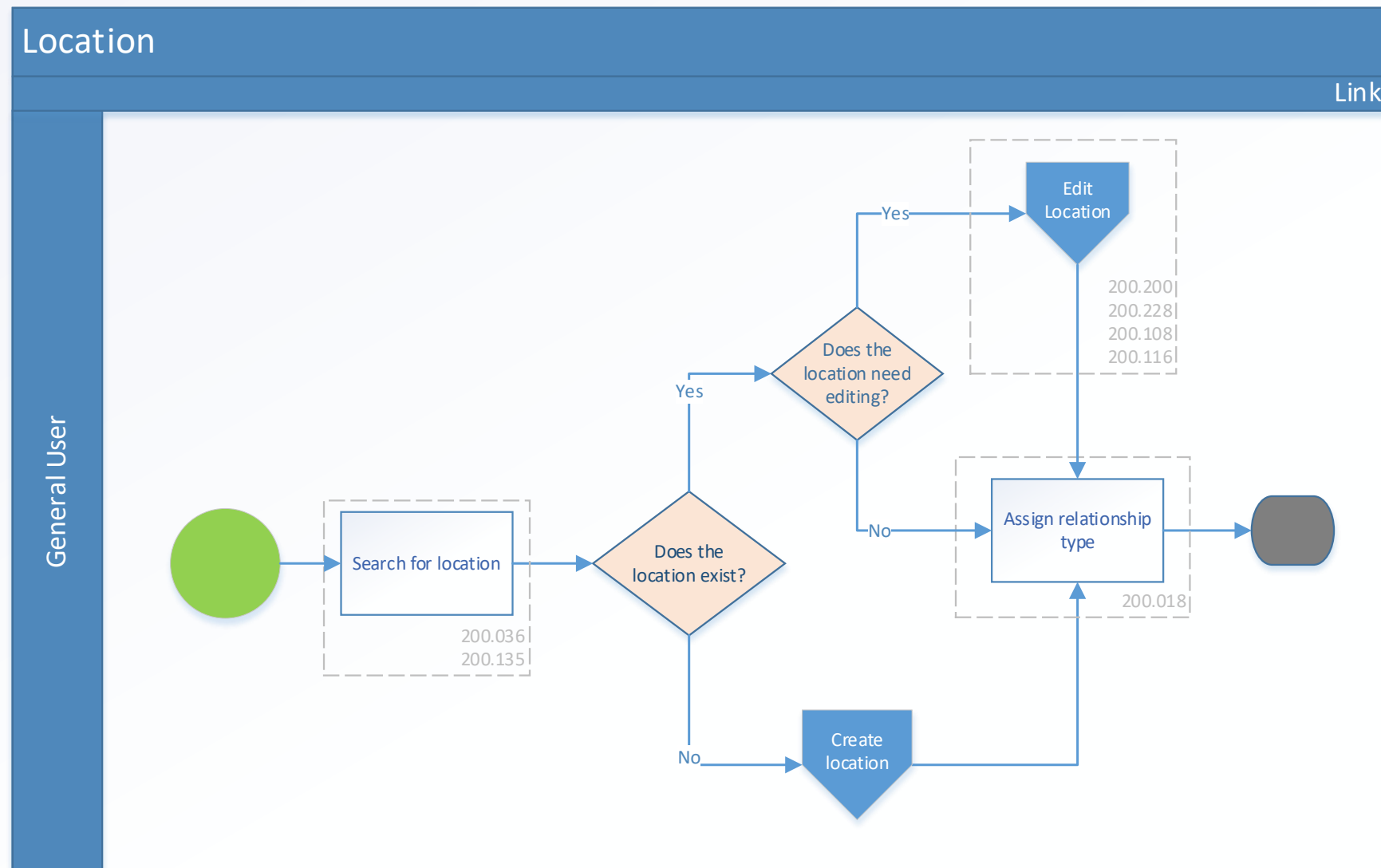
Customer (link)



Location (create)



Customer (link)





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