

# Adapt IT Australasia Limited

## - Business Continuity Plan

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### 1.1 Purpose

The purpose of this Business Continuity Plan (BCP) is to prepare Adapt IT Australasia Ltd (Adapt IT) in the event of extended service outages caused by factors beyond our control (e.g., natural disasters, man-made events), and to restore services to the widest extent possible in a minimum time frame. Adapt IT is expected to implement preventative measures whenever possible to minimise the likelihood of service disruption and to recover as rapidly as possible when a disruption occurs.

The plan identifies vulnerabilities and recommends necessary measures to prevent extended service outages. It is a plan that encompasses the Adapt IT operations at all locations.

### 1.2 Scope

This is a business continuity plan, not a daily problem resolution procedures document.

It is intended that the BCP cover situations that includes:

Scenario 1: Access to a respective office is restricted

Scenario 2: Access and the supply of power to a respective office is restricted.

Scenarios that includes massive disasters like severe extended earthquake damage will be handled at the time based on specific circumstances.

### 1.3 Plan Objectives

- Serves as a guide for the Adapt IT recovery teams.
- References and points to the location of any data that resides outside this document.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

### 1.4 Assumptions

- Key people (Management or alternates) will be available following a disaster.
- A national disaster such as (nuclear war) is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location and not only survived the disaster but are accessible immediately following the disaster.

## 1.5 Disaster definition

Any restricted office access and/or the loss of utility services (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, vandalism) that causes an interruption in the service provided by Adapt IT to its clients for an extended time (> 4 hours).

## 1.6 Emergency Management Team (EMT)

### Charter:

The EMT is responsible for overall coordination of the disaster recovery effort and the restoration of business services through the:

- Establishment of a command centre
- Communication with all affected stakeholders, and
- Management of the business

until the end of the disaster is declared.

### Personnel:

Depending the scope and location of the disaster, the EMT will comprise:

Emergency Management Team
<ul style="list-style-type: none"> <li>• General Manager (EMT Team Lead)</li> <li>• Business Development Manager</li> <li>• Product Manager</li> <li>• Technical Manager</li> <li>• Integrator Project Manager and Consultant</li> </ul>

- Leadership will be assumed by the General Manager – if not available by any of the remaining EMT members as elected by the team.

### Scope:

- Evaluate and assess incident and/or damage assessment information and reports.
- Evaluate which response/recovery actions should be invoked and activate the corresponding activities.
- Coordinate communication with staff, clients and all other stakeholders.
- Work with vendors to develop a re-establishment plan.
- Manage business operations until the disaster situation has been resolved and business control is returned to the appropriate functional management.

## 1.7 Invoking the Business Continuity Plan

- This plan becomes effective when a disaster occurs.
- Members of the Emergency Management Team (EMT) are responsible for declaring a disaster to initiate the plan.

- EMT members to advise Adapt IT (Pretoria) of disaster as soon as possible either by text or email.
- The plan remains in effect until operations are resumed at the original or a replacement location, and control is returned to the appropriate functional management.
- Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, all members of the EMT must be notified immediately of the situation that has occurred.

## **1.8 Data backup policy**

- The organisation will maintain backups in accordance with QMS policy and procedures. Included will be the retention policies to specify what records must be retained and for how long.

## **1.9 Plan review and maintenance**

This plan is intended to be a living document and as such must be reviewed by the EMT twice a year (March and September), or more frequently if circumstances and/or detail change. The General Manager a designated Manager, will be responsible for the review process of the document. Staff input in the review process must be obtained.

The plan will be exercised on an annual basis. The test may be in the form of a walk-through, mock disaster or component testing. It is important the staff, client, vendor and stake holder contact details are factored in to the review. Text and emailing groups will be set up by the EMT and tested regularly.

The plan will be stored in a common location where it can be viewed by all staff. Staff are encouraged to keep a copy of the latest version at home.

- EMT members must store a copy of this plan offsite e.g. home, in a personal car, or electronically via a hand-held device or laptop computer.
- The EMT will review the plan as above and update information in the disaster recovery plan (including contact lists). It is important that when the BCP is reviewed or changed, previous copies of the plan is replaced.
- The BCP is part of the Adapt IT induction process for all new staff and contractors.
- New staff and contractors to be added to text group and emailing groups.
- Maintain an accurate record of the locations of alternate sites, equipment suppliers, data storage locations and implementation plans.

## **1.10 Business Continuity Plan execution**

**Procedures for extended unavailability of:**

- Adapt IT premises, and/or
- Disruption of power supply or communications

This procedure will be invoked when the Adapt IT offices/premises are not able to be accessed by staff or if there is an extended period during which power or telecommunications services are unavailable.

Step	Description	Contact Numbers	Date & Time Completed
1.	<b>Establish EMT</b>		
	<ul style="list-style-type: none"> <li>The EMT member that is first notified (or has initial knowledge) of a disaster makes contact with the rest of the team by phone asap.</li> <li>The General Manager, together with the team evaluates the situation before declaring a disaster.</li> </ul>		
	General Manager (Frans)	021 183 2243 04 550 3137 +27 83 655 3650	
	Business Development Manager (Cheryl)	021 938 100 027 644 3068	
	Product Manager (Harvey)	021 293 1488 04 569 1569	
	Technical Manager (Chris)	027 551 3816 04 528 5559	
	Project Manager and Consultant (Joey)	021 0221 2432 04 528 9044	
2.	<b>Advise Adapt IT - Pretoria</b> Depending on the nature and extent of the Disaster, advise: MD - Adapt IT (Pty) Ltd – Pretoria Luxolo Rubushe	+27 12 425 5600 (Office) +27 83 304 6458 (Cell)	
3.	Conference Link Details 0508 55 22 11 Adapt IT Pass Code – 723518908181# Guest Code - 723518906477#		
4.	<b>Determine the status and extent of the Disaster</b> Core EMT members determine extent of the problem (expected time, issues) by communicating with the relevant services (see contact lists). The information that needs to be gathered by the EMT includes: <ul style="list-style-type: none"> <li>Location of disaster.</li> <li>Type of disaster (e.g., fire, storm, flood, earthquake).</li> <li>Summary of damage (e.g., minimal, heavy, total destruction).</li> <li>An estimated timeframe of when a damage assessment group can</li> </ul>		

	enter the facility (if necessary and possible).		
	<ul style="list-style-type: none"><li>• Agree communications required and who is responsible for them - See Appendices for details:<ul style="list-style-type: none"><li>– Staff</li><li>– Clients (Artena, Take 2 and Integrator)</li><li>– Suppliers</li><li>– Stakeholders</li></ul></li></ul>		
5.	<b>Initial Actions to be taken, and situation evaluated (depends on circumstances)</b> <ul style="list-style-type: none"><li>• Endeavour to arrange an audio meeting at soonest convenience. Critical questions:<ul style="list-style-type: none"><li>– Have we attempted to contact all staff (depending on situation contact by phone; text or email) to advise situation and assess their availability and their circumstances.</li><li>– Can we access the office electronically and log on.</li></ul></li><li>• Any impact to staff working remotely in the interim</li><li>• Agree action plan</li><li>• Agree best interim communication e.g. Skype, Google talk</li><li>• Confirm who is happy for their work phone to be diverted to home contact</li><li>• Agree external communications required</li><li>• Follow up confirmation of discussion by email</li><li>• Do we need to arrange any out of office messages for staff impacted by disaster</li><li>• Do we need to arrange voice recording on phone for staff impacted by disaster</li><li>• Which clients to advise</li><li>• What vendors do we need to contact</li><li>• Do we need to contact any government agencies</li><li>• What do we need to advise insurance broker</li></ul>		
6.	Password Store	Relevant staff should have software on remote device	
7.	Help Desk initiates BCP plan if required.	See Appendix 1 for details	
8.	Establish alternative administration services for payroll, banking, accounts payable and receivables as required.	See Appendix 2	
9.	Establish facilities for staff to work	See Appendix 3	

	from alternative premises or from home – will be dependent on individual circumstances.		
10.	EMT to establish monitoring and communication processes for ongoing operation during recovery and restoration phases.	See Appendix 4. Update communications as availability and information permits	

### Key Emergency Numbers

(Please refer to the Supplier list for additional information)

Service Provider	Name	Contact Detail of Service Provider
Fire and Emergency services	Fire and Emergency services	111
Landlord – Featherston Office	Norman Chan	021 246 8846, normanchan8@hotmail.com
Power company	Nova Energy Customer #: 487080	0800 668 236
Telephone land lines – Featherston Street and extensions (to Chris)	Neos: Account: Adapt IT Australasia	Free Phone: 0800 022 123 Phone: 04 576 2130
Mobile phone	Spark Account Number: 291328768	
Mobile phone	Vodafone Account Number: 356169586 (mobile)	
Internet / Mobile - Chris	Vodafone Account Number: Account #: 341509313	
Internet / Landline – Joey	Orcon: Account Number: 16014538	0800 13 14 15
Internet / Landline – Frans	Orcon: Account Number: 10048165	0800 13 14 15
Internet – Featherston Office	Xtreme Networks Customer: SMSS	0800 469 873
Technical Support	DTSL Customer #: ADAP01	04 498 7884
Cloud Provider	LANtech Adapt IT Australasia	04 499 2661
Insurance	Abbott Insurance Brokers. <b>Chantelle Charlton</b>  Vero Insurance material damage BIP.629508 Business Interruption BIP.629508	(04) 918 4676 <b>027 541 4000</b> 0800 180 888 wellington@abbottgroup.co.nz
Backup Services	KeepItSafe Customer # 156303 Chris Rush	0800 14 11 14  (09) 280 4430 Ext. 0902

## Appendix 1: Establishing the HELP DESK Service

Step	Description	Contact Numbers	Date & Time Completed
1.	<p>Contact staff to assess availability</p> <ul style="list-style-type: none"> <li>Establish if hardware supplier is needed – DTSL</li> <li>Do we need access to offsite secure backup storage</li> <li>Establish if Cloud support needed/service to clients is affected</li> </ul>	<p><b>See Appendix 6</b> for contact details</p> <p>Servers DTSL 800 883 875 Account Manager: John Mills</p> <p>Offsite backup KeepItSafe 0800 14 1114 Account Manager: Chris Rush</p> <p>LANtech (04) 494 9679 Account Manager: Paul McQuinlan</p>	
2.	Lian Paea has an Adapt IT Laptop	<p><b>1<sup>st</sup> step</b></p> <ul style="list-style-type: none"> <li>Confirm Support staff can work remotely from home.</li> <li>Staff to confirm to the EMT by text that they can access Jira and email remotely. Staff to advise EMT of any issues by best available communication method. Text initially if possible. Spark/Google .</li> </ul> <p><b>2<sup>nd</sup> Step</b></p> <ul style="list-style-type: none"> <li>All phone lines diverted to Cheryl's mobile until communications confirmed</li> <li>Support staff work from home until status confirmed</li> <li>Email communication to clients to advise current status</li> </ul> <p><b>3<sup>rd</sup> Step</b></p> <ul style="list-style-type: none"> <li>Arrange access to Dev team if support is needed.</li> <li>Can client databases be accessed?</li> <li>How do we solve this one?</li> </ul>	
3.	Recover data from backup	<p>Login at <a href="http://keepitsafe.co.nz">http://keepitsafe.co.nz</a> and use Restore facility or request technical assistance. Id: smss</p>	

4.	Redirect telephone and network services	<p><b>Activating remote divert</b></p> <ol style="list-style-type: none"> <li>1) Dial your DDI, when you get to the voicemail prompt press *</li> <li>2) Enter in your voicemail pin (1010)</li> <li>3) Select option 3 for advanced options</li> <li>4) Select option 4 for outgoing call</li> <li>5) Dial 50 to activate call forward and press #</li> <li>6) When asked for your extensions, enter this in and press #</li> <li>7) When asked for your phone number, enter this in and press #</li> <li>8) Listen to confirm the voice prompts have been activated</li> <li>9) Test by dialing the DDI and confirm it is being redirected correctly</li> </ol> <p><b>#To Deactivate</b></p> <ol style="list-style-type: none"> <li>1) When in the office, dial 51#</li> </ol>	
5.	A laptop set up for development use is stored at EIT	<p>Contact EIT if needed  Paul Thompson IT Manager or Patrick Jones  06 974 8000  Patrick Mobile 027 513 4011  Paul Mobile 027 522 3338</p>	



## Appendix 2: Establishing the ADMINISTRATION Service

Step	Description	Contact Numbers	Date & Time Completed
1.	Contact numbers: <ul style="list-style-type: none"> <li>Cheryl</li> <li>Frans</li> <li>Elma Vea (Accounts and Office Administrator)</li> </ul>	+64 021 938 100  +64 21 183 2243  04 938 7011 02 108 3884	
2.	Accounts and Office Administrator advised office closed, BCP is implemented	Accounts and Office Administrator to work remotely in communication with EMT	
3.	Arrangement is made for Accounts and Office Administrator to work remotely (where will depend on circumstances).	Accounts and Office Administrator has access to MYOB and VPN access to office	
4.	Recover data from secure store for backup if backup is unavailable	(see Appendix 1 Recover Data From Backup)	
5.	Bank accounts can be accessed remotely. No change in authorisations – still two people to approve all transactions loaded by either the Accounts and Office Administrator		
6.	It is agreed that with regard to staff salaries in an emergency situation normal hours will be paid and any adjustments will be made at a later date.	Communication to staff on as needed basis	
7.	Information of the bank account detail of staff to be available so that salaries can be paid directly should access to MYOB not be available. (Detail also available on a template in Westpac)		
8.	Payments to creditors and client invoicing to continue remotely as far as possible, with the necessary approvals.		
9.	MYOB must be loaded and available on a off-site local PC/laptop		

### Appendix 3: Enabling Staff to Work from Alternative Premises

Step	Description	Contact Numbers	Date & Time Completed
1.	Staff contact numbers	See Appendix 6	
2.	All staff - test access from home on a regular basis		
3.	All aware of BCP procedures	Staff to acknowledge and respond to all communications as received if they can	
4.	Agree working situation	Communication plan will keep staff informed of status	
5.	Identify what staff are key to keeping office running smoothly in first 48 hours?	Support: Lian & Michael Dev team: Emil & George EMT team	
6.	If a client database is required and not accessible, a new one to be requested	Via FTP site	
7.	Staff to communicate with each other via Skype, spark, Google talk, etc.		

### Appendix 4: BCP Communications Plan

Step	Description	Date & Time Completed
1.	EMT meet to agree continued communication plan.	
2.	Communication messages agreed, scheduled and planned	
3.	Agreed message to be communicated as soon as possible. Communication to include (circumstances depending): <ul style="list-style-type: none"> <li>Staff</li> <li>Adapt IT clients</li> <li>Adapt IT SA (Pretoria)</li> </ul>	
4.	Additionally distribute message to the following as required (not as urgent): <ul style="list-style-type: none"> <li>Suppliers</li> <li>Stakeholders – list to be developed</li> <li>TEC; NZQA; MOE; Study Link</li> </ul>	
5.	Continue ongoing communication in accordance with the agreed schedule.	

## Appendix 5: EMT detailed contact list

### Emergency Management Team

Name	Address	Email	Home Phone	Mobile/Cell Phone
Frans Van den Berg	3 Monarch Grove, Maoribank, UPPER HUTT	frans.vandenberg@adaptit.co.za	04 550 3137	+64 21 183 2243 +27 83 655 3650
Cheryl Horo	5 John St, Titahi Bay	Cheryl.Horo@adaptit.co.nz Cherylhoro@gmail.com	+64 27 644 3068	+64 21 938 100
Harvey Buchman	49 Dominion Park Street, Johnsonville	Harvey.buchman@adaptit.co.nz harmonica@clear.net.nz; harvey.buchman@gmail.com	04 569 1569	+64 21 293 1488
Chris O'Neill	29 Hikurangi St Upper Hutt	chris.oneill@adaptit.co.nz	04 528 5559	+64 27 551 3816
Joey Strydom	16 Frankie Stevens Place, Riverstone Terraces	Joey.Strydom@adaptit.co.za	04 528 9044	+64 21 0221 2432

## Appendix 6 – Adapt IT Australasia Ltd: Emergency Staff Contact Details

Name	Ext. No.	Home Phone	Home Address	Mobile Phone	Emergency Contact	ICE Mobile Phone	Alternative Phone	Personal Email Address
Cheryl Horo	130	+64 (04) 236 8094	5 John Street Titahi Bay	+64 21 938100	Tom Horo (Husband)	027 2208993		cherylhoro@gmail.com
Chris Miklos	147	+64 22 410 3246	F4 3 School Road Plimmerton	+64 22 410 3246	Gabriella Felfoldi	022 177 5882		kmiklos77@gmail.com
Chris O'Neill	149	04 528 5559	29 Hikurangi St Upper Hutt	+64 27 551 3816	Narelle Hoile	027 274 9431		chris.oneill@extra.co.nz
Dan Dixon	146	+64 27 405 3567	33 Kowhai Ave., Ebdentown, Upper Hutt 5018	+64 27 405 3567	Emma Knight	021 257 7223	Ross Dixon +64 204000 0200	danieldixon46@gmail.com
Elliott Marshall	141	+64 22 680 3296	77F Tory Street Wellington	+64 22 6803296	Heidi (Partner )	022 075 3086	021 1194946	chibebin@gmail.com
Elma Vea	137	+64 (04) 938 7011	134 Cashmere Ave, Khandallah	+64 21 108 3884	Vesi Nicolas (sister)	+64 27 5312657	+64 21 189 1747 (mother)	elmavea78@gmail.com
Emil Malinov	136	+64 (04) 478 6107	102B Wilson St Newtown	+64 22 020 0213	Darlene (Partner)			emilkm@gmail.com
Esther Lee (Kyung-Hwa Lee)	145	+64 (04) 476 0338	3 Friends Street Karori	+64 27 440 9845	Michael Chang	021 02475097	04 4624056 Michael	khleenz@gmail.com
Frans Van Den Berg	144	+64 (04) 550 3137	3 Monarch Grove, Maoribank, UPPER HUTT	+64 211832243	Johan van den Berg	+27 71 363 3869	+27 83 655 3650	frans.vandenberg@adaptit.co.za
George Drayer	135	+64 (04) 388 5516	198 Liverton Road Kelson Lower Hutt	+64 21 844969	Kat	0210 778939		georgevdrayer@gmail.com
Harvey Buchman	140	+64 (04) 569 1569	49 Dominion Park Street Johnsonville 6037	+64 21 293 1488	Monica Gruber (wife)	027 6589903		harvey.buchman@gmail.com
Hendrik Van Der Watt	132	+64 (04) 560 3158	311 Maungaraki Road Maungaraki Lower Hutt	+64 21 294 6766	Craig Walker (Partner)	021 456549	+ 27 539481810 Mother Sth Africa	hendrikvdw@gmail.com

Name	Ext. No.	Home Phone	Home Address	Mobile Phone	Emergency Contact	ICE Mobile Phone	Alternative Phone	Personal Email Address
Joey Strydom	233	+64 (04) 528 9044	16 Frankie Stevens Place, Riverstone Terraces, 5018	+64 21 0221 2432	Lourens Strydom	021 0221 2416		
John Bingham	249	+64 (04) 526 7275	9a Clouston Park Rd, UPPER HUTT	021 083 78455	Audrey Bingham	478 6445		
Lian Paea	131	+64 27 453 6460	812/74 Taranaki Street, Wellington 6011	+64 27 453 6460	Harmony Paea	027 459 2195		lian.paea@gmail.com
Michael Rosenbaum	133	+64 (04) 232 5715	3 Kereru Bend, Tawa	022 121 4729	Bodil Rosenbaum	021 182 7226		michael.k.rosenbaum@gmail.com
Peter Rombel	134	+64 (04) 589 6468	49 Cottle Park Drive, Normandale, Lower Hutt	+64 27 780 6826	Helen Rombel (wife)	027 286 7885		peter.rombel@gmail.com
Rebecca Teng	148	None	74 Staithes Drive, North Whitby, Porirua	+64 21 521818	Lisa Tie	07 855 1513	021 0251 3249	rebecca.xqt@gmail.com

## Appendix 7 - Artena Owners Contact List

Owner	Institution	Contact Phone	Phone 2	Email
Angeline Alama	NUS	+685 29520		a.alama@nus.edu.ws
Anne Tuohy	TCI	+64 (04) 496 1718		a.tuohy@tci.ac.nz
Blair Keily	TPP	+64 (03) 769 9444	027 256 0045	blairk@tpp.ac.nz
Chris Berry	Carey	+64 (09) 526 7531	027 345 7929	Chris.berry@carey.ac.nz
Christina Partridge	Laidlaw	+64 (09) 837 9769 DDI	(09) 836 7800 x869	cpartridge@laidlaw.ac.nz
Christine Temke	Whitireia New Zealand	+64 (04) 237 3100 x 3910		Christine.temke@whitireia.ac.nz
Dion Maaka	WITT Western Institute of Technology	+64 (06) 757 3100 ext. 8984	027 403 5086	d.maaka@witt.ac.nz
Donna Cuncliffe	Learning Works	+64 (07) 929 4063		Donna.cuncliffe@learningworks.co.nz
Hannah White	IPU	0800 367 472	+64 (06) 354 0922 ext:744/810	hwhite@ipu.ac.nz
Hayley McIsaac	BMINZ			hayley@bminz.co.nz
Hera Eparaima	TWOR	+64 (06) 364 9011		hera.eparaima@twor-otaki.ac.nz
Jan Hutchinson	Techtorium	+64 (09) 529 7523 ext:5631		jan@techtorium.ac.nz
Jane Townhill	AMS Group	+64 (07) 850 8319		
Jennifer Andrews	RTC	+64 (09) 430 3240	027 807 6419	jennifera@rtc.co.nz
Joan Taylor	NorthTec	+64 (09) 470 3702		jtaylor@northtec.ac.nz
John Brunsden	ETC	+64 (06) 3577107		john@etc.ac.nz
Justin Sampson	WelTec	+64 (04) 830 0828		justin.sampson@weltec.ac.nz
Karen Sutherland	SIT	+64 (03) 211 2699		karen.sutherland@sit.ac.nz
Kim Allan	TWVOA	+64 (07) 307 1467		Kim.allan@wananga.ac.nz
Kun Zhao	NZCB	+64 (03) 379 6668		info@nzcb.ac.nz
Leon Rakete	ACTS	+64 (09) 358 0351		leon.rakete@equipperscollege.com
Matt Gregory	Equippers	021 614 921		m.gregory@equipperschurch.com
Niall Connolly	W2 Shared Services Ltd	+64 21 02648465		niall.connolly@w2sharedservices.ac.nz
Oriwia Raureti	TWOR	+64 (06) 364 9011 x 876	+64 021 648490	Oriwia.Raureti@twor-otaki.ac.nz
Patrick Jones	EIT	+64 (06) 974 8000 x 6003	+64 027 513 4011	pjones@eit.ac.nz
Paul Fallon	W <sup>2</sup> Shared Services Ltd	021 0839 2036		Paul.fallon@w2sharedservices.ac.nz

## Appendix 8 – IT Site contacts for Artena

[illegible]

## Appendix 9 – Main Site contacts for Take2

Main Contact at Client	Institution	Contact Phone	Phone 2	Email
Anubha Misra	Academic Colleges Group			Anubha.Misra@acgedu.com
Morag Housiaux	ACTS Institute of New Zealand	04 569 1761		manager.acts@xtra.co.nz
Peter Macdonald	Ag Challenge	06 2813144		pmac@agchallenge.co.nz
Debbie Cocks	Aperfield Montessori Trust	03 942 3697		administrator@aperfield-montessori.co.nz
Mike Newman	Ardmore Flying School	09 298 5055		mike@ardmore.co.nz
Shelley Monrad	Aromaflex			Shelley@aromaflex.co.nz
Steve Brown	Ashton Warner Academy	09 424 3055		ashton-warner@internet.co.nz
Paul Anderson	Auckland Hotel & Chefs Training School			paul@ahcts.co.nz
Graeme Fowler	Avonmore Tertiary Academy	03 977 2697		graeme.fowler@avonmore.ac.nz
Jason Braithwaite	Besafe	09 555-2365		jason@besafetraining.co.nz
Lyn Murphy	Bizness Synergy Training	09 534 5748		lynsbizz@xtra.co.nz
Liz Sutherland	Business College of NZ	09 521 6537		liz@businesscollege.ac.nz
Kevin Walsh	Christchurch Helicopters	03 359 0470		kevin@chchheli.nz
Tina Parkinson	College of Future Learning NZ Limited	06 878 5428		tina.parkinson@futurecol.ac.nz
Karla Alvarez	College of Law	+612 9965 7008		kalvarez@collaw.ac.nz
Anne Kohu	College of Natural Health and Homeopathy	07 578 1331		bopcoh5@xtra.co.nz
Richard Swain	College of St John	09 521 2725		r.swain@stjohnscollege.ac.nz
Careen Gray	Community Colleges NZ Ltd	03 313 2881		careen.gray@comcol.ac.nz
Marcelle Jackson	Dairy Training Limited	07 858 3760		Marcelle.Jackson@dairynz.co.nz
Andrina Stanisich	DAS Training Solutions	09 250 1515		andrinass@dastraining.co.nz
Ana Coles	Eastbay Reap	07 308 4098 x202		ana@eastbayreap.org.nz
Mark Budenberg	Eastwest College of Intercultural Studies	07 824 3417		budenberg@eastwest.ac.nz
Jude Lathey	Emergency Management Training Centre	03 379 9637		jude.lathey@ecan.govt.nz
Shannon Manning	EmployNZ	07 577 0177		admin@employnz.net.nz
Janet Bengree	Environmental Training Centre	04 587 0694		Janet.Bengree@opus.co.nz
Anna Soo	Excel Ministries School of Performing Arts	09 827 7327		anna@excel.ac.nz
David Hammerich	Face & Beauty Academy	07 579 5221		david@faceandbeauty.com
Justin Horrigan	Fairview Educational Services	07 849 9828		jhorrigan@fairviews.co.nz
Angela Henry	FEATS Limited	0800 505 479		angela@feats.ac.nz
Jason Koster	Fit Futures Learning Institute	022 136 4668		jkoster@fitfutures.co.nz



Kim Coombs	Front-Line Training Consultancy	03 214 2174		kim@front-line.co.nz
Phil Grogan	Gisborne Development Incorporated	06 867 6544		gdioffice@clear.net.nz
Karen Cairney	Good Shepherd College	09 361 1053		karen@gsc.ac.nz
Margaret Greaney	Hagley Adult Literacy Centre	03 379 1916		margaret.greaney@hagley.school.nz
Grant Vaughan	Harrington Vaughan Academy of Hairdressing Limited	03 456 2921		admin@harringtonvaughan.co.nz
Filemoni Timoteo	High Tech Youth Network	09 281 4076		filemoni@hightechyouth.org
Laura Bunns	Hillary Outdoor Pursuits Centre of New Zealand	07 386 5511		laura@hillaryoutdoors.co.nz
Jenni Masters	Horizon Education Limited	06 357 0138		jenni@horizoneducation.co.nz
Kelsey Stankovich	Hungry Creek Art and Craft School	09 422 0752		kelsey@hungrycreek.ac.nz
Kiri Carter	Industry Training Works	07 886 5669		kiri@emsnz.com
Pamela Douglas	Innovative Educators	06 3626572		p.douglas@innovative.ac.nz
Robert Geddes	Institute of Professional Legal Studies	09 356 2223		r.geddes@ipls.org.nz
Bronwyn Hardaker	International Aviation Academy of New Zealand	03 358 0477		IAANZ@cac.co.nz
Ronika Lal	International Travel College of New Zealand	09 373 5510		ronika@itc.co.nz
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Jodie Cook	Matapuna Training	06 868 6094		jodie.cook@matapuna.co.nz
Mate Chase	Mahitahi Trust	09 276 5221		info@mahitahi.co.nz
Bailee Jung	Mind & Body Consultants Ltd	09-630 5909		bailee@mindandbody.co.nz
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Evaine McKendrick	National College of Security Personnel	09-377 0380	0800 000 627	reception@ccsnz.com
Linda Weterman	Naturopathic College of New Zealand			linda@ncnz.co.nz
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Andrew Ayles	New Zealand College of Chinese Medicine	06 876 8818 (Hawkes Bay)	09 580 2376 ext: 209 (Auck HO)	andrew.ayles@chinesemedicine.ac.nz
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	Therapy			
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Kirsty Reid	New Zealand Security Association	09 486 0441		kirsty@security.org.nz
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Sharon Hall	People Potential	09 437 7593		sharonh@peoplepotential.co.nz
Maureen Samuel	Praxis	04 389 2516		maureen@praxis.org.nz
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David Straub	Quantum Education	027 839 7542		David.straub@sebddata.com
Esmé de Boer	Responsive Trade Education	07 853 0658		esme@rte.co.nz
Jenny Yang	Rewi Alley Academy	03 343 0136		academy@rewialley.ac.nz
Lynne Dragovich	School of Business Limited	09 353 2541		lynne.dragovich@gmail.com
Donna Allen	Servilles Academy of Hairdressing			donnaa@servilles.ac.nz
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Anne Benson	Taratahi Agricultural Training Centre	06 378 2116		anne.benson@taratahi.ac.nz

Titia Graham	Te Kohanga Reo National Trust	04 381 8757		titia.g@Kohanga.ac.NZ
Craig Atkins	Te Kura Toi Whakaari o Aotearoa: NZ Drama School	04 381 9211		Craig.Atkins@toiwhakaari.ac.nz
Chona Kennedy	Te Wānanga o Aoteroa	07 872-0429 x7429		Chona.Kennedy@twoa.ac.nz
Wendy Forsman	The Academy of Diving	06 356 1665		wendy@academyofdiving.ac.nz
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Katherine Carpinter	Triple One Care	03 544 9180 x700		reception@tripleonecare.co.nz
Mereaira Shepherd	Turanga Ararau	06 868 1061		mereaira@ta.org.nz
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Zelda Tucker	Waikato Sport and Leisure	07 839 9908		zelda@wilss.ac.nz
Wendy Jackman	Wairoa Waikaremoana Maori Trust Board	06 873 4967		wendy.jackman@wwmtb.co.nz
Brenda Christie	Wellington Free Ambulance Education Service	04 499 9909		brenda.christie@wfa.co.nz
Steve Glassey	Wellington SPCA	04 389 8044 x829		steveg@wellingtonspca.org.nz
Andre Trask	Whakatohea Maori Trust Board Education and Training Unit	07 315 6150		reception@whakatohea.co.nz
Terese Rogers	Workforce Development	06 833 5580		tereser@workforce.ac.nz

## Appendix 10 – Main Site Contacts for ITS Integrator

Name	Institution	Contact Phone	Phone 2	Email
Sanjay Goyal	Te Kura	+64274998970		Sanjay.Goyal@tekura.school.nz
Kelvin McGill	Te Kura	+64211527622		Kelvin.McGill@tekura.school.nz

## Appendix 11 – Suppliers

Company	Main Contact	Account Number	Phone Number	Email
Abbott Insurance Brokers	Chantelle Charlton or Brad James	Vero Insurance material damage:BIP.629508 Business Interruption BIP.629508	<b>(04) 918 4676</b> <b>027 541 4000</b> <b>0800 180 888</b>	wellington@abbottgroup.co.nz
ACC		YN248316E	<b>0800 222 776</b>	business@acc.co.nz
BDO Wellington Ltd	General Inquiries David Brian (Tax Partner) Henry McClintock (Audit)	ADAPIA2	<b>0800 379 528</b> <b>04 472 58580; 04 498 3890</b> <b>04 472 58580; 04 498 3946</b>	Contact on the web: <a href="mailto:info@bdo.co.nz">info@bdo.co.nz</a> david.brian@bdo.co.nz henry.mcclintock@bdo.co.nz
Beenz & Bytes Ltd	Christine Garrett	Adapt IT	<b>04 479 4348; 027 689 5295</b>	Christine@beenzbytes.co.nz
Corporate Consumables	Paula Neshausen	AdaptIT	<b>0800 50 22 51; 04 388 0279;</b> <b>027 563 3668</b>	paula@corpcons.co.nz
Countdown	Customer Care Centre; Customer Care Cent	Adapt IT	<b>0800 40 40 40</b>	<b>customerinfo@countdown.co.nz;</b> <b>onlineshop@countdown.co.nz</b>
Desktop Technology Services Limited	John Mills	ADAP01	<b>0800 883 875 or 04 498 7884</b>	ar@dtsl.co.nz
Experian NZ Ltd	Accounts	Adapt IT Australasia	<b>+61 03 8699 0127</b>	<a href="mailto:ap.finance@au.experian.com">ap.finance@au.experian.com</a> Contact on the web: <a href="http://support.qas.com">http://support.qas.com</a>
Health Products		Adapt IT Australasia	<b>04 237 8860; 027 330 3818;</b> <b>0800 928 377</b>	mail@health-products.co.nz
Integrity Clean	Aaron	Adapt IT Australasia	<b>027 4468347</b>	aaron@integrityclean.co.nz
IRD	Customer Service	101-559-793	<b>0800 377 776</b>	Contact on the web: <a href="http://www.ird.govt.nz/contact-us/">http://www.ird.govt.nz/contact-us/</a> Email is available thru online secured email using the logon details of Adapt IT
Iron Mountain	Jade Amey	18008303	<b>0800 732 255</b>	jade.amey@ironmountain.com
ITCO Solutions	Wade Fleet		<b>021 882 424; 0800 323 484</b>	wade.fleet@itco.co.nz
Keep it Safe	Accounts	156303	<b>0800 14 1114</b>	accounts@keepitsafe.co.nz
LanTech	Paul McQuinlan	Adapt IT Australasia	<b>04 499 2661 x 105</b>	paul.m@lantech.co.nz
MYOB NZ Limited	Customer Service Help Section	9034682	<b>0800 60 69 62</b> <b>0508 328 283</b>	Support Information thru the web: <a href="https://www.myob.com/nz/contact-us">https://www.myob.com/nz/contact-us</a>
Neos		Adapt IT Australasia	<b>0800 022 123 (Option 1A0</b>	accounts@neos.co.nz
Net 24	Support	SMS552	<b>0800 500 024; 03 962 9510</b>	Support on the web: <a href="https://www.net24.co.nz/support/">https://www.net24.co.nz/support/</a>

New World (railway)	Liz Jefferies	4014860	<b>04 499 1299</b>	Liz.Jefferies@foodstuffs.co.nz
Norman Chan Properties	Norman Chan		<b>021 246 8846</b>	Normanchan8@hotmail.com
Nova Energy		487080	<b>0800 668 236</b>	info@novaenergy.co.nz
Seek	Recruitment		<b>0508 733 569</b>	accounts@seek.co.nz
Spark	Shayan Perera	291328768	<b>027 933 3367</b>	shayan.perera@hubwellington.co.nz
The IT Team	Accounts IT Support Sales Team		<b>03 940 3925; 0800 488 326</b>	enquiries@theitteam.co.nz accounts@theitteam.co.nz Also, email on the web: <a href="https://www.theitteam.co.nz/contact-us">https://www.theitteam.co.nz/contact-us</a>
Vodafone	Bhavana Shah	20488713 (landline) 356169586 (mobile)	<b>09 950 8084 or 0800 00 888</b>	Bhavana.Shah@vodafone.com
Wellington Dairy	Craig Welsh	7060	<b>04 473 1979 or 382 9699</b>	wgtn dairy@xtra.co.nz
Westpac	Customer Service Business Online Helpdesk	0892845-00	0800 400 600 0800 337 522	Email on the web: <a href="http://westpac.custhelp.com/app/ask/es/24">http://westpac.custhelp.com/app/ask/es/24</a>
Westpac Card Services	Card Services	50910144	0800 888 111	<a href="http://westpac.custhelp.com/app/ask/es/24">http://westpac.custhelp.com/app/ask/es/24</a>
Voyager	Helpdesk  Accounts	99935030	<b>09 444 4444</b>	Get in touch on the web: <a href="https://voyager.nz/contact">https://voyager.nz/contact</a> billing@voyager.nz
Xtreme	Emergency Mobile Nos.: Dion Hallam Mike Lee	Adapt IT Australasia	<b>04 474 0770; 0800 469 873</b> <b>021 755 873</b> <b>021 755 872</b>	Email on the web: <a href="http://www.xtreme.net.nz/contact/emailus.php">www.xtreme.net.nz/contact/emailus.php</a>

## Appendix 12 – Stakeholders

Company	Main Contact	Phone Number	Email
MOE	General Inquiries – Reception	04 463 8000	enquiries.national@education.govt.nz
NZQA	General Inquiries – on the web	04 463 3000; 0800 697 296	<a href="http://www.nzqa.govt.nz/about-us/contact-us/">http://www.nzqa.govt.nz/about-us/contact-us/</a>
TEC	General Inquiries – Sector Helpdesk Brendan Kelly	04-462 5201; 0800 601 301	<a href="mailto:sectorhelpdesk@tec.govt.nz">sectorhelpdesk@tec.govt.nz</a> <a href="mailto:Brendan.Kelly@tec.govt.nz">Brendan.Kelly@tec.govt.nz</a>
StudyLink	General Inquiries – on the web  Matt Rolton	0800 889 900  06 952 1476; 029 200 3597	<a href="https://www.studylink.govt.nz/about-studylink/contact-us/index.html">https://www.studylink.govt.nz/about-studylink/contact-us/index.html</a> <a href="mailto:matthew.rolton001@msd.govt.nz">matthew.rolton001@msd.govt.nz</a>
Public Trust	General Inquiries Phillipa Chapman	0800 371 471 +64 (09) 985 6806; 029 985 6806	<a href="mailto:info@publictrust.co.nz">info@publictrust.co.nz</a> <a href="mailto:phillipa.chapman@publictrust.co.nz">phillipa.chapman@publictrust.co.nz</a>
INZ	General information and inquiries on the web	04 910 9915 (Wlg); 09 914 4100 (Auck); 0508 558 855 (NZ toll-free)	<a href="https://www.immigration.govt.nz/contact">https://www.immigration.govt.nz/contact</a>