

## **SCHEDULE 2 – Appendix 39**

### **Core IT Volumes**

[regarding Table 1, note that systems and processes have been designed around the volumes in Scenario 1]

The Service Provider is expected to build and implement the Core IT Systems to be able to meet the R1 and R2 'scenario 1' implementation volumes (150% of average steady state operational capacity) listed in Table 1 with sufficient capacity to support the scenario 1 'bow wave' volumes. Scenarios 2 and 3 are potential growth scenarios.

**Table 1: Core IT Volumes - Implementation**

Process Description	Scenario 1				Scenario 2		Scenario 3		
	R1	R1 (Bow wave)	R2	R2 (Bow wave)	Implementation	Bow wave	Implementation	Bow wave	
Accepting and processing Detection Event Records	11.6m	11.6m	11.6m	11.6m	24.8m	24.8m	35.6m	35.6m	daily
Accepting and processing Tag Records	-	-	2.1m	2.1m	8.7m	8.7m	14.1m	14.1m	daily
Customer Registrations	900,000	1.2m	900,000	1.2m	1.5m	2m	3m	3m	Total
Storing and Handling Customer Payment Accounts	1.6m	1.6m	2.56m	2.56m	4.02m	4.02m	7.88m	7.88m	total
Supporting the creation and processing of Contravention Candidates	680,000	680,000	549,000	612,000	2.5m	3.3m	7.17m	9.187m	Monthly

Process Description	Scenario 1				Scenario 2		Scenario 3		
	R1	R1 (Bow wave)	R2	R2 (Bow wave)	Implementation	Bow wave	Implementation	Bow wave	
Storing details of newly issued PCNs	195,000	195,000	158,000	158,000	716,000	732,000	2.06m	2.06m	Monthly
Handling the outputs of telephone calls	550,000	550,000	512,000	512,000	388,000	549,000	908,000	1.309m	Monthly
Scanning, storing and processing documents including documents related to PCN processing	129,000	129,000	114,000	146,000	400,000	470,000	1.12m	1.25m	Monthly
Supporting the creation and settlement of Chargeable Items	240,000	240,000	240,000	240,000	1.27m	1.27m	4.16m	4.16m	daily
Purchased Products	135,000	135,000	240,000	240,000	1.27m	1.27m	4.16m	4.16m	daily