

BRIEFING • EXAMPLE SHIRE COUNCIL

Four channels, one list of what residents raised.

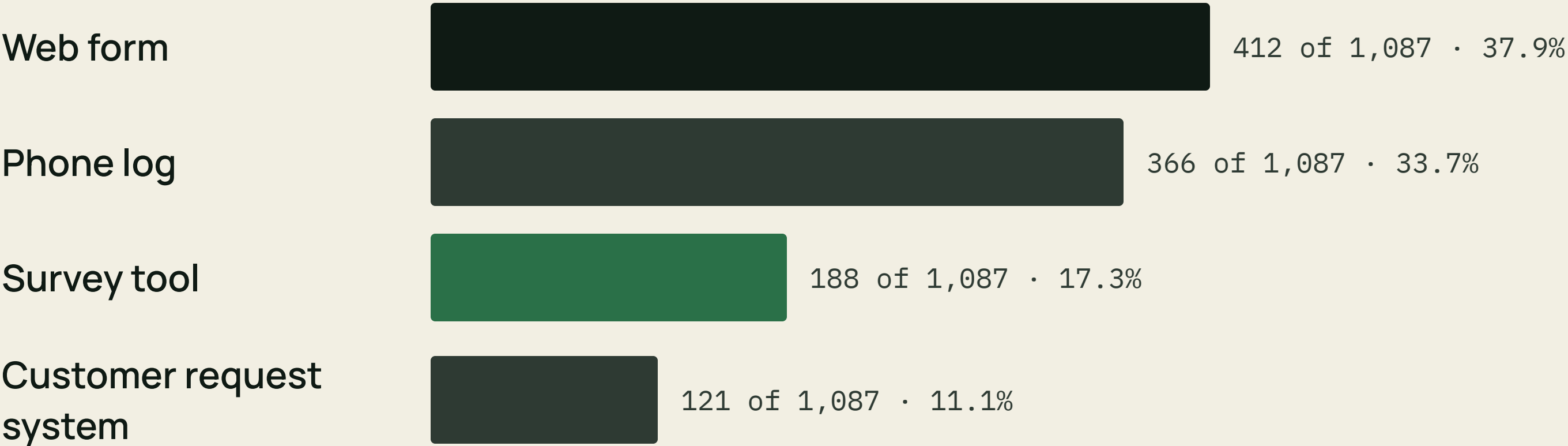
Prepared for Example Shire Council • 13
October 2026

Example data • fictional client

Which resident issues reach the weekly operations meeting, and who decides.

Residents raise issues through a web form, the phone, a survey tool and the customer request system.

Survey responses are 17.3% of issues and are not in the current list.



Resident issues by channel · n=1,087 issues, 18 months to [date] · Source: web form, phone log, survey tool and customer request system, read [date] · Example data: Example Shire is fictional

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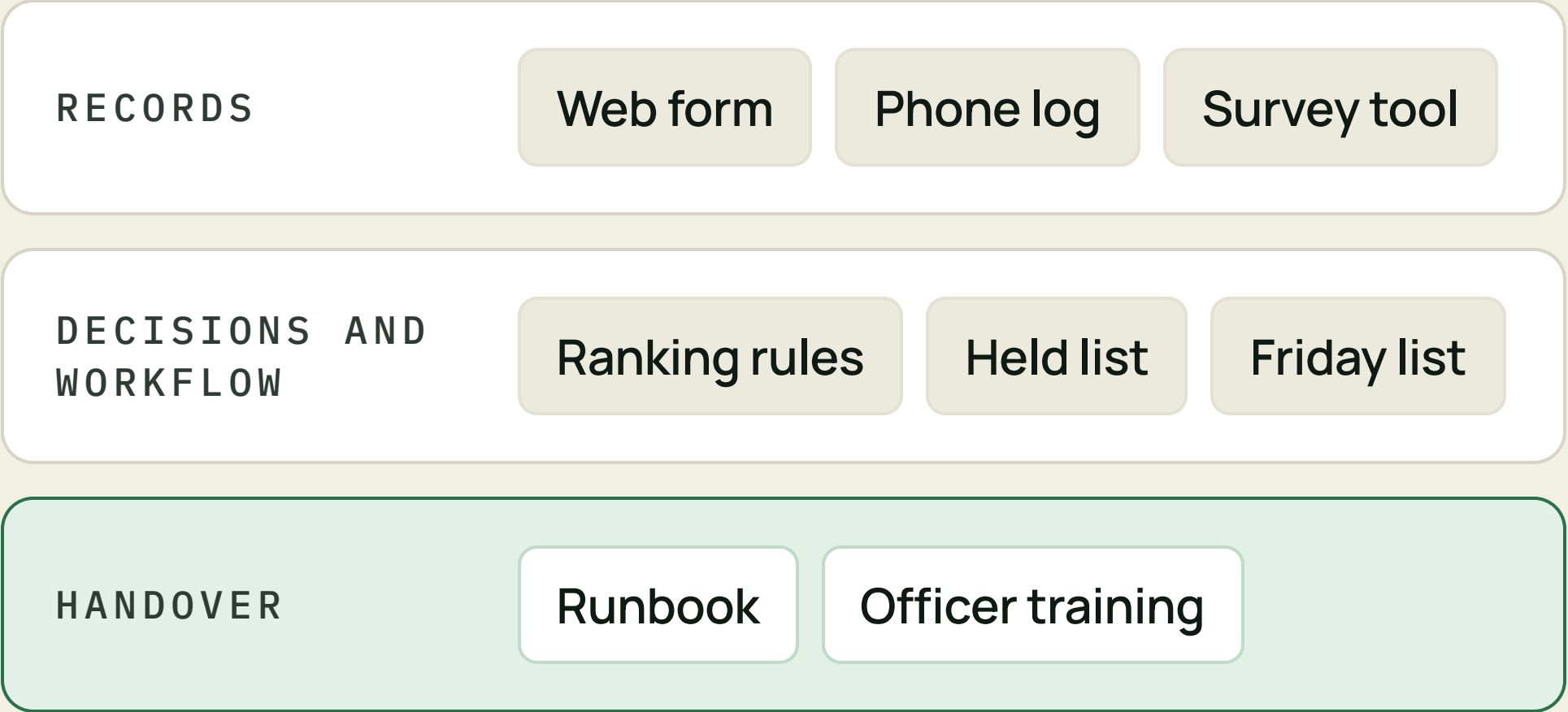
of 111 repeat reports were caught by the records list in a four-week test.

| The manual list caught 81.

n=111 repeat reports, four weeks to [date] · Source: the records list and the manual list, read [date] · Example data

The use case determines the build.

For the weekly issues list, these are the parts. The scope names each deliverable and what it depends on.



When the logic is the Council's, so is the record.

WHAT THE COUNCIL OWNS

■ **Decision logic**

The rules or model behind each decision, tested and versioned, with each decision recorded.

■ **Data record**

The resident and service data each decision uses, with its sources and definitions written down.

■ **Workflow**

The steps that carry each decision into the tools officers already use.

■ **Documentation**

Runbooks and training, so officers can run the system and change it as the Council's needs change.

RUNS IN The Council's environment · The Council's cloud · Hosted by NTRWK if needed

RIGHTS AND DEPENDENCIES DOCUMENTED

RENTING THE PART THAT DECIDES

☐ Platforms that keep your decision logic

☐ AI seats that leave nothing behind

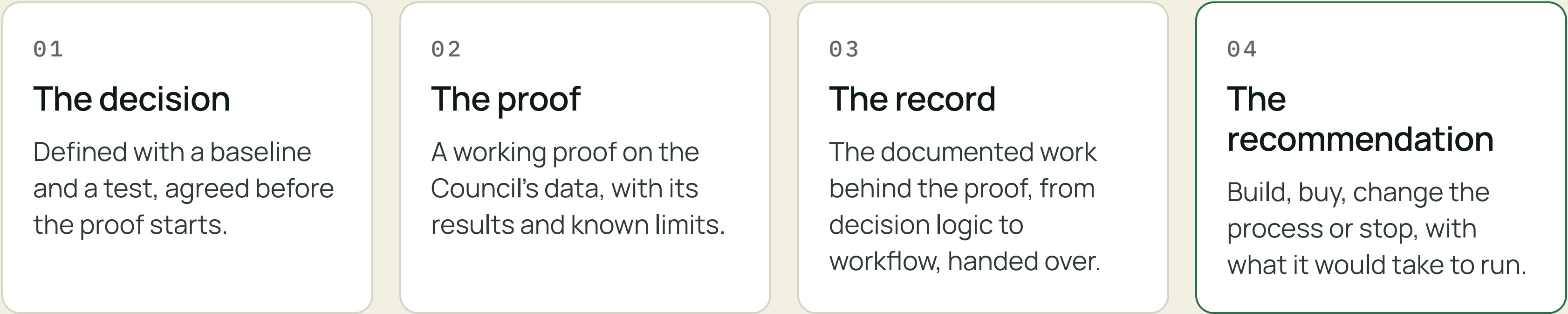
☐ Pilots that stop before production

☐ Consultants who leave decks

One decision, tested in 30 days.

DAY 0

DAY 30



The proof tests one decision on agreed records. It does not establish production readiness or guarantee a return.

A 30-day proof on one decision.

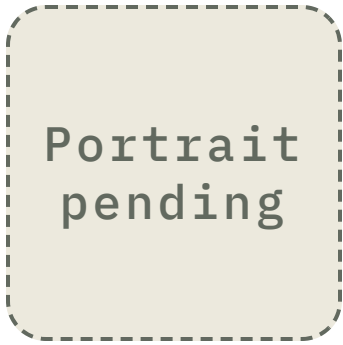
One decision, tested on the Council's data against a baseline agreed first. At day 30: a working proof, its results and limits, the documented work and a recommendation to build, buy, change the process or stop.

**Pricing is set
in the proposal
after scoping.**

You can stop at day 30. Any
production build is agreed
separately.

A Melbourne consultancy that builds intelligence into the systems your business runs.

With a defined handover for your team.



Wes Fischer
Founder and CEO, NTRWK

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START WITH THE DECISION

Bring the decision worth testing.

Book a call

First engagement: a 30-day proof on one decision.

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