Section II

New Zealand

The chapters in this section are the results of the discussion with CIOs from New Zealand. The New Zealand population on June 30, 2004, was just over 4 million (Economist Intelligence Unit, 2005). About half the population lives in the four main cities of Auckland, Christchurch, Hamilton, and the national capital, Wellington. Because of New Zealand's lack of significant natural resources, recent efforts have focused on the development of a knowledge economy through post secondary education. Through government support, emphasis has been placed in general on value added contributions to the economy.

Information technology plays a small, but growing role, in the New Zealand economy (Ein-Dor, Myers, & Raman, 1997). As Sallis (2001) more recently reported:

New Zealand has a small manufacturing industry and builds very few computer components or peripherals. The nation does, however, have a significant reputation as an IT proving ground and high-volume user of products and services. New Zealand's Internet traffic totals are among the highest in the world. In fact New Zealand has the seventh highest number of Internet hosts per 1,000 inhabitants in the world and the fourth highest number of secure servers per million people.

New Zealand is an early adopter of software development technologies and prolific producer of IT applications. It has a vibrant professional society for individuals ... and an active sales and service industry ...together with several focused professional groups ... Essentially, the IT industry in New Zealand is a value-adding environment, utilizing tools and technologies developed elsewhere. (Sallis, 2001, p. 53)

Sallis (2001) also reported that there is a general problem of hiring capable staff in all aspects of information technology. It seems that this will be an ongoing issue for the foreseeable future.

The individuals who were interviewed represent organizations in Auckland, Christchurch, and Wellington. The following chapters and CIOs are included in this section:

- Wendy Bussen, director of information technology services, Auckland University of Technology (AUT)
    - Wendy was born and grew up in Huntly, New Zealand. She has a Bachelor of Science in mathematics from Waikato University and a Master of Philosophy in information systems from Auckland University. She joined AUT in 1996.
    - AUT is New Zealand's newest university, although it opened its doors as a postsecondary institution in 1895. The goal of AUT is to produce excellent, capable graduates in relevant fields.
- George Elder, information and supply chain manager, Tait Electronics Limited
    - George was born in Dunedin, New Zealand, and grew up in Motueka, New Zealand. He has a CPIM certification from the American Production and Inventory Control Society and an MBA from the University of Canterbury. He joined Tait in 1997.
    - Tait was established in 1969 with head offices in Christchurch, New Zealand. The company supplies world class radio communications equipment.
- Rhys Gould, group manager of information systems, Fulton Hogan
    - Rhys was born and grew up in Dunedin, New Zealand. He studied accounting at Otago University in Dunedin. His first job after university was with Fulton Hogan.
    - Fulton Hogan was founded in 1933 as a contracting company specializing in road works, quarrying, and civil construction.
- Zarina Thesing, general manager, information technology, Pumpkin Patch
    - Zarina was born and grew up in Auckland, New Zealand.
    - Pumpkin Patch was founded in 1990 to provide quality children's fashion.
- Russell Turner, chief information officer, MetService
    - Russell was born in Gisborn and grew up in Wellington, both in New Zealand.
    - MetService was formed in 1992 to provide weather forecasting service in New Zealand.

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