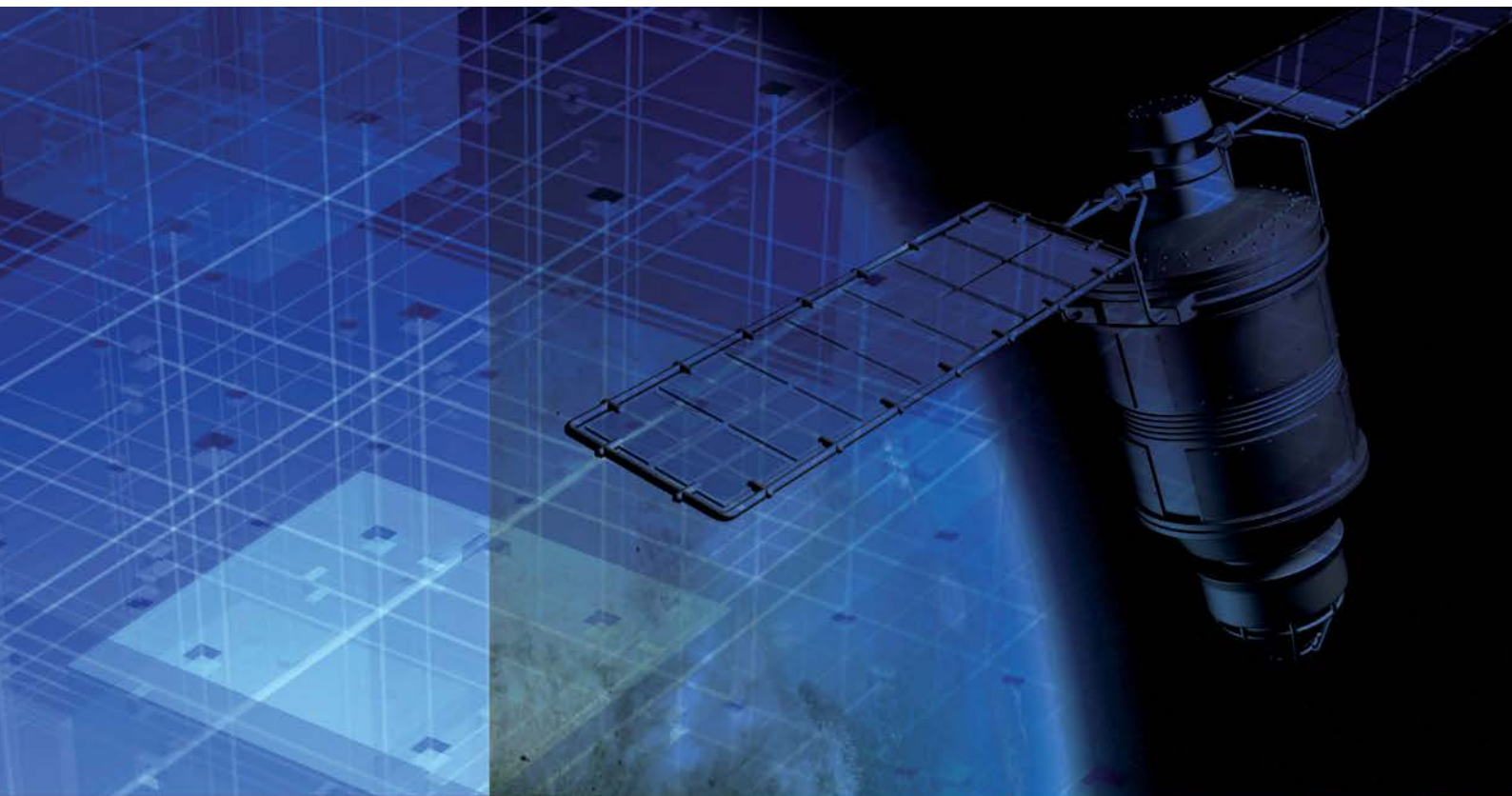# CERTIFIED
TELEMATICS
SERVICE (CTS)

WHAT IS TELEMATICS?

Telematics broadly refers to the interconnected use of systems which use a combination of the Global Navigation Satellite System (GNSS), telecommunications and Information and Communication Technologies (ICT).

In recent times there has been tremendous growth in the use of systems which utilise the GNSS provided by the United States Government – the Global Positioning System (GPS). So much so, that GPS-enabled devices are now commonplace, providing low-cost positioning and navigational aids.

Meanwhile, the ability for businesses to monitor the location, use and operation of 'movable assets' through telematics systems provides measurable economic, environmental and safety benefits.

THE NEED FOR ASSURANCE

When so many are now turning to the use of telematics to manage contracts, service levels and duty of care obligations, the implications of not being able to confidently rely on the information derived from telematics systems can be far reaching.

Any situation or decision where the accuracy and quality of data is open to scrutiny – including the approved use of data by third parties – can have serious consequences.

The key question is – how do you know your service is assured to deliver the right information and your telematics system is providing the intended (and expected) levels of reliability, robustness and integrity?

In many cases, it is only when things go wrong, that deficiencies are brought to light.

TCA's experience as a certifier, auditor and administrator of national programs reveals there can be major discrepancies in the accuracy, reporting frequency, reliability, performance and security of telematics systems and associated services by a provider, to name but a few.

INTRODUCING CTS

TCA has introduced the availability of a Certified Telematics Service (CTS) in response to calls for the provision of independently certified and audited telematics systems and associated services where public purpose outcomes are sought.

CTS references a nationally-agreed suite of technical, functional, business and legal requirements, and leverages TCA's established certification and audit program for telematics for Australian Governments.

A service certified as a CTS service by TCA provides a way to obtain strong assurances in the use of telematics and associated services.

ABOUT TCA

Transport Certification Australia Limited (TCA) was established by Australian Governments to provide assurance in the use of information, communications and sensor solutions by identifying, delivering and deploying quality systems.

The *TCA National Telematics Framework* provides a nationally agreed framework to support the current and future telematics needs of governments, end-users and industry sectors.

TCA CAN ASSIST IF YOU ARE:

An existing user of telematics

- be it an in-house service or out sourced through a current service provider - and want assurance that it is delivering what you want and expect

Contemplating the use of telematics

- to deliver a program or service, and seek assurance that your objectives are accurately translated into functional and technical requirements, including having the service certified as a CTS

A telematics provider

- and provide services that could benefit from being certified as CTS

ⓞtca®

Transport Certification Australia

Providing Assurance

DATA COLLECTION & TRANSFER

- Type-Approved In-Vehicle Unit (IVU), with physical and environmental characteristics suitable for operational conditions (for durability and robustness)
- Accurate collection and storage of data within IVU
- Precise record generation
- Physical and electronic means to identify tampering
- Secure transmission of data from IVU, maintaining integrity, confidentiality, authenticity and non-repudiation
- Flexibility to cater for numerous applications and interfaces.

SECURE DATA STORAGE & RETENTION

- Secure receipt of data and records
- Data backup and archiving
- Physical security of site
- Secure data destruction, as permitted and required.

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DATA
ANALYSIS

- Testing and processing of data and records
- Analysis of data to satisfy user needs.

DATA
REPORTING

- Exception and event-based reporting of data
- Customisable reports to satisfy user needs
- Summary reporting.

SERVICE
PROVIDER

- Deliver services that are certified as a CTS service by TCA
- Approved installation, operation and maintenance of IVUs and systems
- TCA applies strict technical, functional, legal and probity standards through its certification and audit program.

![tca® Transport Certification Australia logo] Certified System Quality ISO 9001 SAI GLOBAL

'Using TCA services has enabled the introduction of a telematics solution to the way contracts are managed on selected school bus services. This will provide visibility and assurance for the first time into the operation of school buses, and will help ensure public value is being delivered to the Tasmanian community.'

The Tasmanian Department of Infrastructure, Energy and Resources (DIER)

CONTACT US

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