

# Titles Management System

MONTHLY STAKEHOLDER NEWSLETTER



## A message from the Titles Management System team

Welcome to the first edition of the monthly Titles Management System (TMS) stakeholder newsletter.

With the launch of Phase 1 of TMS on 9 December 2019, we are now looking to strengthen our engagement with industry to ensure you are updated with the project's progress and have opportunities to provide additional feedback to us.

This new stakeholder newsletter will provide you with updates concerning:

- our progress since the first external release and some interesting TMS related statistics.
- what to expect in the coming months, including updates on the next industry release, Phase 2.
- updates on scheduled stakeholder engagement activities over the coming months.
- new system features and functionality attached with future releases.
- links and highlights of other exciting initiatives within the Division of Resources and Geoscience (DRG).

## Objectives of TMS



Once fully deployed, the TMS aims to deliver a fit-for-purpose platform for the transparent and efficient end-to-end management of titles administration.

Key objectives of the system include:

- the delivery of modern case handling capabilities to support the management of legislative obligations under the Mining Act and Petroleum (Onshore) Act 1991.
- improved customer experience that includes a 24/7 self-service capability.
- greater transparency, auditability and robustness of decision making, resulting in a reduction of our overall risk profile.
- greater collaborative and direct communication opportunities between internal and external case participants through the management of a case life cycle.
- improved internal operational efficiencies for workflow management.
- better analytics, including real-time dashboards, outcome metrics and reporting.
- the removal of reliance on out of date systems and processes.

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## TMS Stats



Our operational team has been actively progressing applications in their new workflow management system. Since the system went live in mid-December, we now have 103 user accounts created in TMS (see Figure 1). This is an encouraging number and we hope to see registrations continue to increase.

We have also seen a steady increase in the number of applications lodged using TMS, compared to the overall number of applications lodged by other means. As you can see in Figure 2, we now have 18 applications lodged by external applicants via TMS. As users become more familiar with the system and its functionality is enhanced through future releases, we look forward to phasing out paper applications as the proportion of all applications lodged in TMS increases.

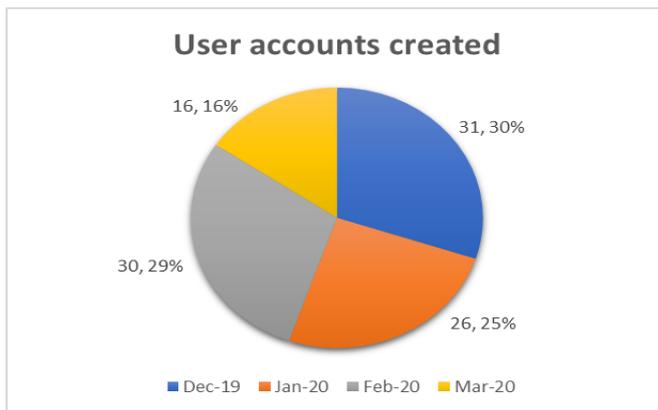


Figure 1: Number of user accounts created as at 13/03/20

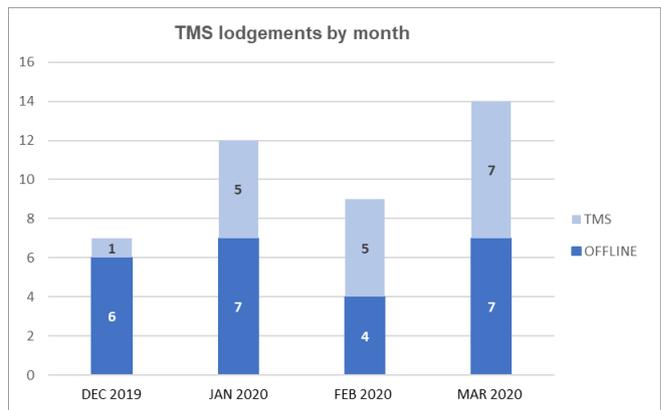


Figure 2: Applications lodged using TMS as at 13/03/20

## What's Coming Up



The team looks forward to bringing you new and improved functions and capabilities in TMS this year.

### Phase 2 to be released mid-2020

With Phase 1 complete, the TMS team is now planning for their next industry facing go-live event. This release is scheduled to occur by mid-2020 and includes online capabilities not previously available to industry.

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New features will include:

- the ability to lodge renewal applications for all minerals, including coal.
- the ability to lodge applications for grant for all coal authorities.

We are also excited to inform you we have added several additional functions for release in Phase 2. These improvements are based on feedback received from our system demonstration to the Mining Industry Liaison Committee (MILC) members last year.

These new functions include:

- the immediate auto-creation of the dealing in the public register (TAS).
- increased visibility and tracking for all matters, not just ones lodged in TMS.
- the ability to generate pdf versions of applications.
- making the official authority identifier available in TMS, avoiding the need to refer to TAS.

The TMS team will also periodically update the system with sub-releases to address some aesthetic and functionality issues. The most recent update was on 7 February 2020.

## Stakeholder Engagement



The TMS team is scheduling in the following stakeholder engagement activities over the coming months:

- An **industry-wide survey** to seek feedback on the current system – April 2020
- A **stakeholder workshop** to discuss feedback from the survey and inform planning for future releases – April 2020
- An **industry testing session** prior to the Phase 2 deployment that will allow participants to test its new features in a 'testing environment' – May 2020.

If you are interested in participating in any of these sessions, please send an email to [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au). Further details will be provided in next month's newsletter.

## Want to know more?



For general inquiries about TMS, or if you have any concerns with the system you would like to tell us about, please send us an email at [tms@planning.nsw.gov.au](mailto:tms@planning.nsw.gov.au)

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