NSW Planning Portal Agency Reference Group

Quarter 4 meeting

12 November 2024

Acknowledgement of Country

We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past, present and emerging, and commit to respecting the lands we walk on, and the communities we walk with.

Housekeeping

- Please mute your device unless asking a question.

- Press 'Raise Hand' to ask a question.

- You can also ask questions using the chat function. Any questions we do not respond to in the meeting, will be responded to post-meeting.
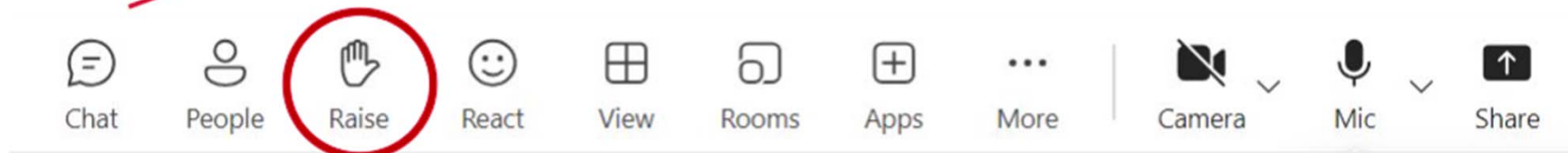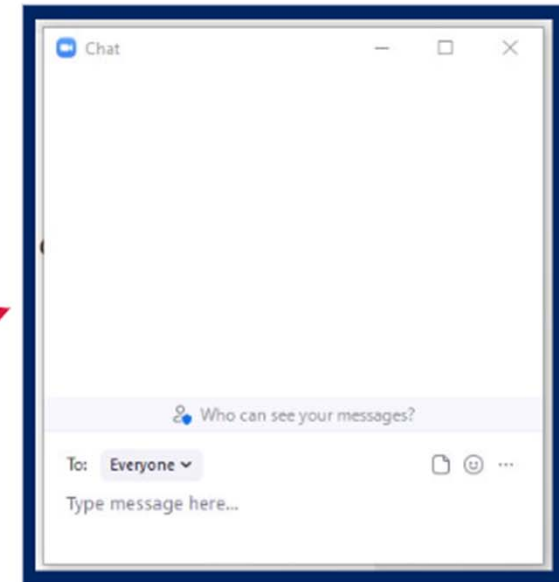
Agenda

No.	Description	Speaker
1	Acknowledgement of Country and welcome	Caitlin Williams Nerida Mooney
2	NSW Planning Portal Customer First program update	Nerida Mooney
3	Release management For feedback: Prototype of virtual assistant	Shantanu Chakraborty
4	Customer support Support Hub	Margaret Gomez Caitlin Williams
5	Workshop	Kieran Babich
6	Other matters	Caitlin Williams

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NSW Planning Portal Program Update

Nerida Mooney

Program update

Priority	Update
Co-design with stakeholders	• Hosted 4 in-person and 2 virtual co-design workshops with councils. • Worked with councils to get alignment of the backlog fixes needed. • Implemented targeted end-user testing prior to releasing new functionality. • Implemented an internal showcase for the NSW Planning Portal to improve Department staff's level of knowledge about the program.
Implement the NSW Planning Portal Customer First program	• Expanded the customer care team from 8 to 12 members to improve the support resolution timeframes and reduce the backlog of tickets. • Implemented a training program for the customer care team to improve their knowledge of the Portal digital services. • Dedicated staff to manage the council customer support line to improve resolution timeframes. • Commenced the development of the 'Support hub'. • Commenced review of Department websites to understand the content available, usability and duplication of content.

Program update

Priority	Update
Improve performance and technology	• Upgraded Azure API management platform to latest version to improve API stability and security. • Increased spatial server capacity to improve performance. • Updated the NSW Planning Portal incident management process. • Uplift of the core platform supporting the Portal (PEGA). The upgrade will be completed in early 2025 and will provide a stable base for us to build forward on. • Portal Future state procurement closed yesterday that will support the use of Artificial Intelligence (AI) and other new technologies in the portal. • Reviewed and streamlined processes for delivery and new requests. • Reduced the defects awaiting resolution from 979 tickets to 132 tickets.
Publish a feature and technology roadmap for the next 2 years	• Commenced scoping of the prioritised council backlog items to inform the program roadmap. • Commenced review of the existing digital services on the NSW Planning Portal to identify any non-mandatory services.

Program update

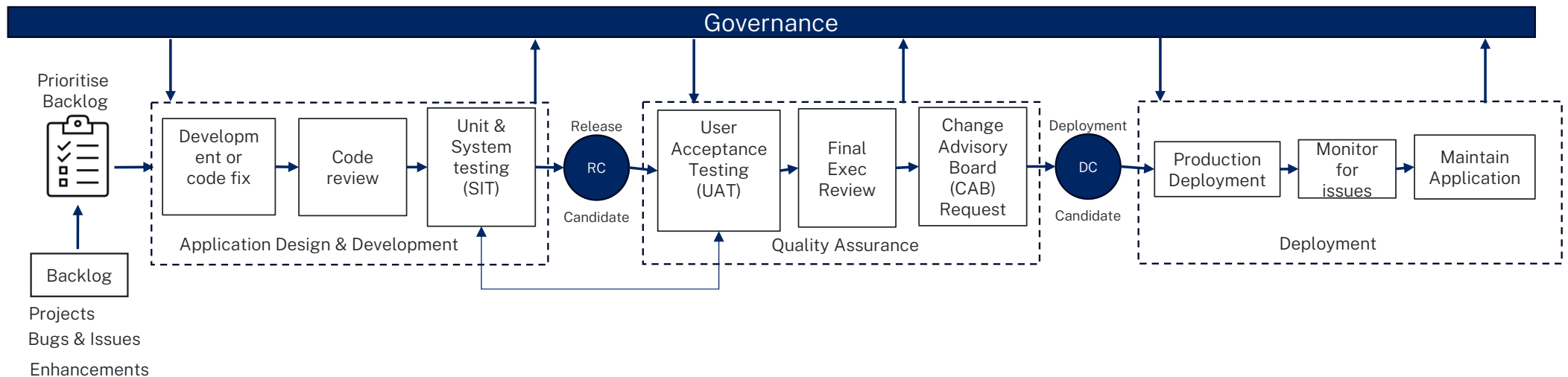| Priority	Update
Enhance accessibility and inclusivity	• Commenced the review of the development application (DA) form to ensure that the language used is inclusive and the applicant user experience is optimal. We have identified over 600 fields currently required to be completed by an applicant – our target is to reduce this by 30%. • When websites are properly designed and coded, people with disabilities can use them. An accessibility review of the Portal against the international W3C standards has commenced. • Reviewed the release communications for the program, and commenced development of a subscription offering, to ensure that the information reaches a wider audience.

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Release management

Shantanu Chakraborty

Release Management

An application release management framework converts a set of features and make them ready for releasability in a low-risk, standardised, and high-quality process.

Governance

Prioritise Backlog

Backlog

Projects
Bugs & Issues
Enhancements

Application Design & Development
- Development or code fix
- Code review
- Unit & System testing (SIT)

Release RC Candidate

Quality Assurance
- User Acceptance Testing (UAT)
- Final Exec Review
- Change Advisory Board (CAB) Request

Deployment DC Candidate

Deployment
- Production Deployment
- Monitor for issues
- Maintain Application

Monthly Release Cycle

- New features
- UI/UX changes
- Project and module
- Policy changes
- Enhancements
- Performance Improvement
- API changes

Weekly/Fortnightly (TBC)

- Hotfix (Security and Infrastructure)
- Performance Improvement
- High priority bugs/issues
- Software patches

Prototype of virtual assistant

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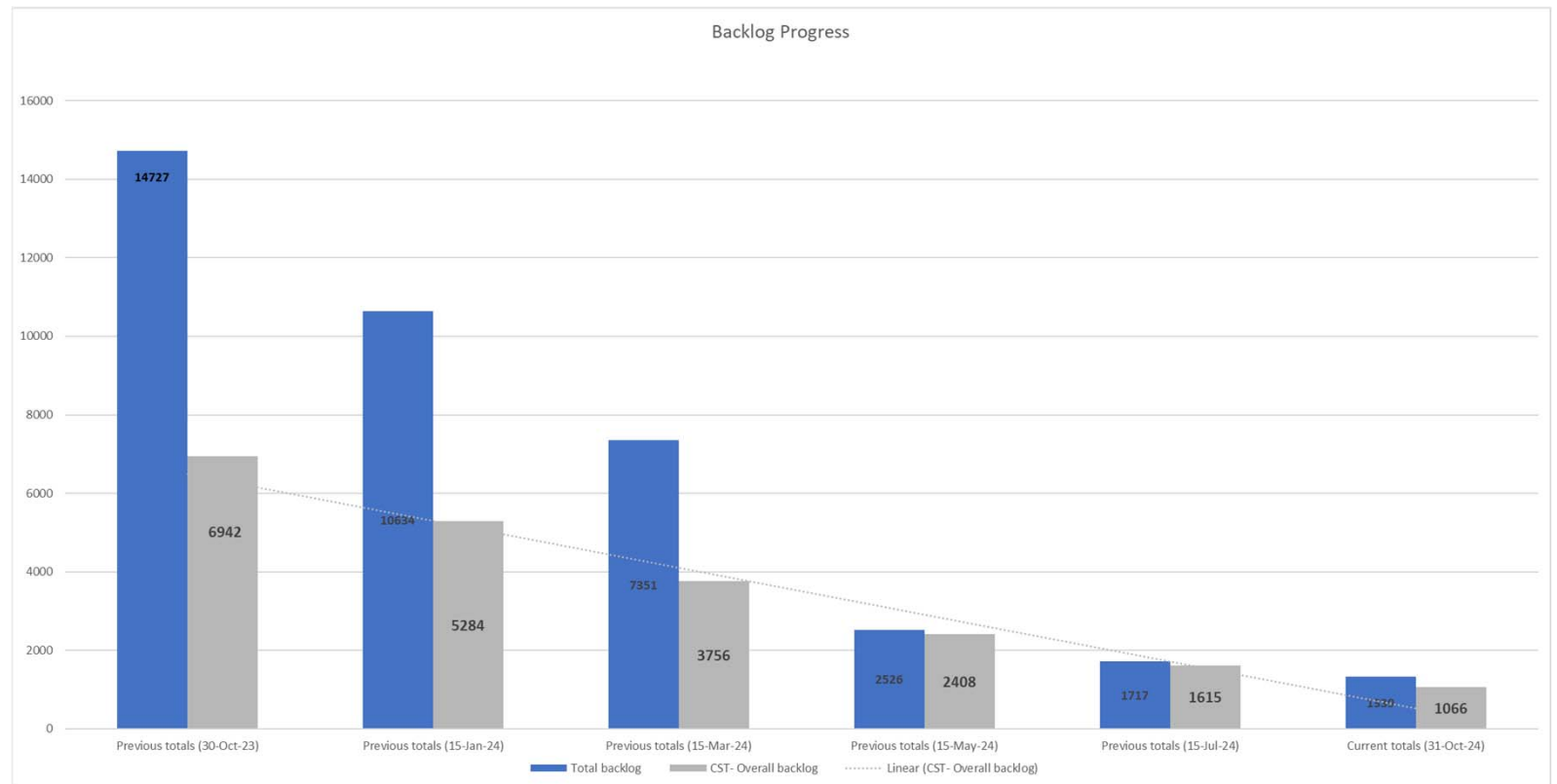# Customer support

Margaret Gomez

Customer support progress

Since Oct 2023, the customer support team have reduced the ticket numbers from 6942 to 1066.

That is a drop of 84%.

As of 8/11/24 we have a ticket balance of 1094, of which 172 are backlog.

Backlog Progress

Previous totals (30-Oct-23): Total backlog 14727, CST- Overall backlog 6942
Previous totals (15-Jan-24): Total backlog 10634, CST- Overall backlog 5284
Previous totals (15-Mar-24): Total backlog 7351, CST- Overall backlog 3756
Previous totals (15-May-24): Total backlog 2526, CST- Overall backlog 2408
Previous totals (15-Jul-24): Total backlog 1717, CST- Overall backlog 1615
Current totals (31-Oct-24): Total backlog 1510, CST- Overall backlog 1066

Legend: Total backlog, CST- Overall backlog, Linear (CST- Overall backlog)

Customer support: Backlog

- Backlog: 172 active tickets
- 35 of these are Agency tickets:
  - 16 are with the Major Projects team
  - 19 are with the Portal support team
- NB: Backlog is anything over 4 weeks

Data period: 20 June 2024 to 18 October 2024

Team	Case ID	Domain	Agency?	Created on	New Updated Status	Days Outstanding
Major Projects	P-1116798	icare	Agency	11/10/2024	Awaiting Response	22
Major Projects	P-1122524	endeavourenergy	Agency	16/10/2024	Customer Responded	19
Major Projects	P-1123343	planning	Agency	17/10/2024	Awaiting Response	18
Major Projects	P-1124592	planning	Agency	18/10/2024	Customer Responded	17
Major Projects	P-1125763	planning	Agency	18/10/2024	Customer Responded	17
Major Projects	P-1125918	ipcn	Agency	18/10/2024	Customer Responded	17
Major Projects	P-1022046	planning	Agency	24/07/2024	In Progress	79
Major Projects	P-1095978	planning	Agency	26/09/2024	In Progress	33
Major Projects	P-1096009	dpie	Agency	26/09/2024	In Progress	33
Major Projects	P-1096190	dpie	Agency	26/09/2024	In Progress	33
Major Projects	P-1112711	dpie	Agency	9/10/2024	In Progress	24
Major Projects	P-1116200	planning	Agency	11/10/2024	In Progress	22
Major Projects	P-1116562	planning	Agency	11/10/2024	In Progress	22
Major Projects	P-1116568	planning	Agency	11/10/2024	In Progress	22
Major Projects	P-1118765	planning	Agency	14/10/2024	In Progress	21
Major Projects	P-1125697	customerservice	Agency	18/10/2024	In Progress	17
Policy	P-1096683	planning	Agency	26/09/2024	Awaiting Advice	33
Portal	P-1110961	dpie	Agency	8/10/2024	Awaiting Response	25
Portal	P-1123579	dpie	Agency	17/10/2024	In Progress	18
Portal	P-1124800	dpie	Agency	18/10/2024	In Progress	17
Portal	P-1118223	customerservice	Agency	14/10/2024	In Progress	21
Portal	P-1124426	planning	Agency	17/10/2024	Awaiting Response	18
Portal	P-1123800	dpie	Agency	17/10/2024	In Progress	18
Portal	P-1123909	planning	Agency	17/10/2024	In Progress	18
Portal	P-1124202	planning	Agency	17/10/2024	In Progress	18
Portal	P-1125867	planning	Agency	18/10/2024	In Progress	17
Portal	P-1096162	planning	Agency	26/09/2024	Awaiting Advice	33
Portal	P-1057904	planning	Agency	27/08/2024	In Progress	55
Portal	P-1039879	dpie	Agency	9/08/2024	Awaiting Advice	67
Portal	P-1116271	epa	Agency	11/10/2024	Awaiting Advice	22
Portal	P-1119689	dpie	Agency	15/10/2024	Awaiting Response	20
Portal	P-1124639	customerservice	Agency	18/10/2024	In Progress	17
Tech	P-878755	dpie	Agency	6/03/2024	Escalated	179
Tech	P-1027440	planning	Agency	30/07/2024	Escalated	75
Tech	P-1065033	planning	Agency	3/09/2024	Escalated	50

Customer support

Support level	Description
Level 1	• General enquiries • Exhibitions • Policy & Legislative Changes • Planning Proposals
Level 2	• Portal navigation • Initial technical troubleshooting regarding Portal services • Triaging cases for technical assistance

For customer support, please phone: 1300 305 695 If you have an urgent request, please email margaret.gomez@planning.nsw.gov.au

NSW Planning Portal Support Hub

Caitlin Williams

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Workshop

Kieran Babich, Principal Solution Delivery Manager
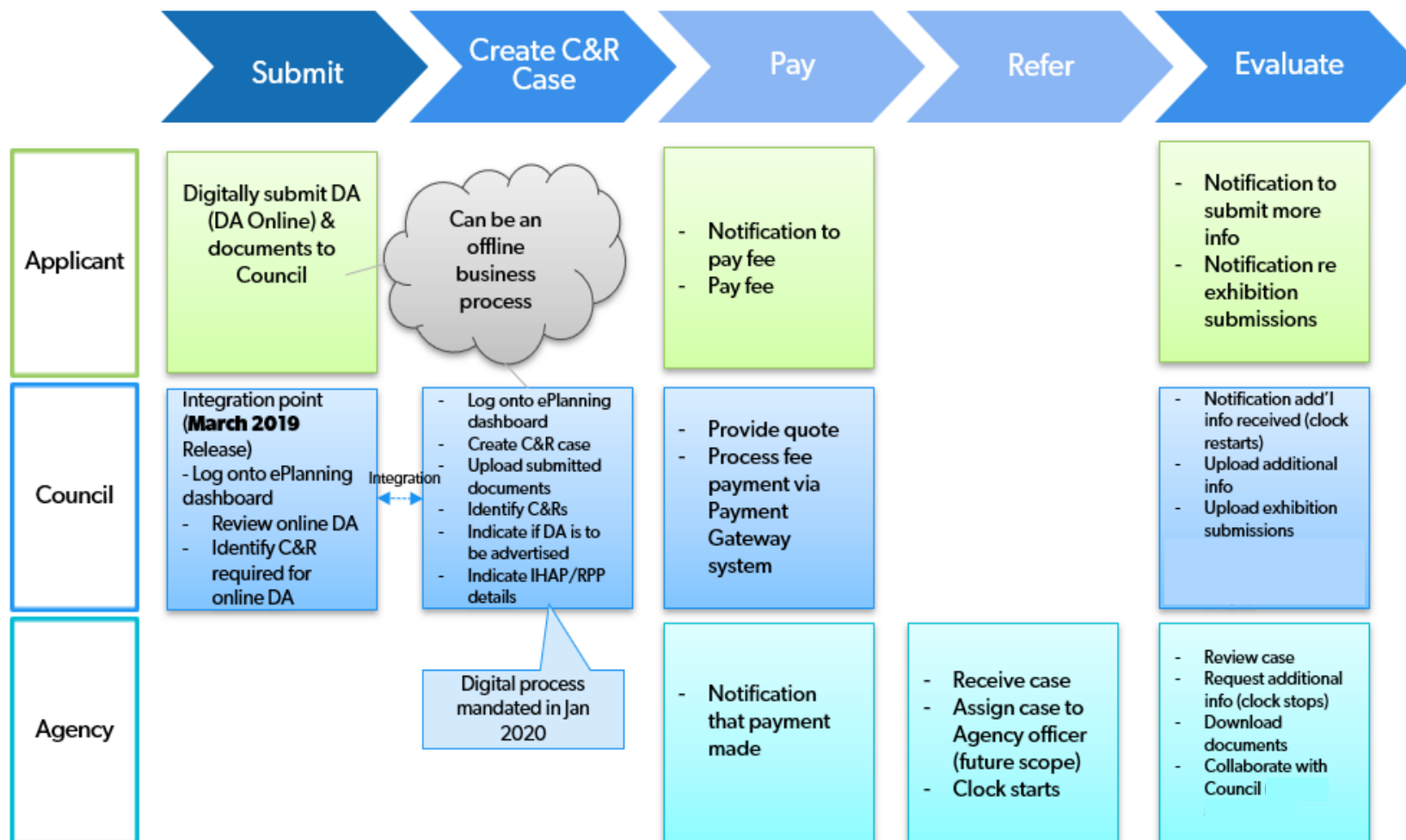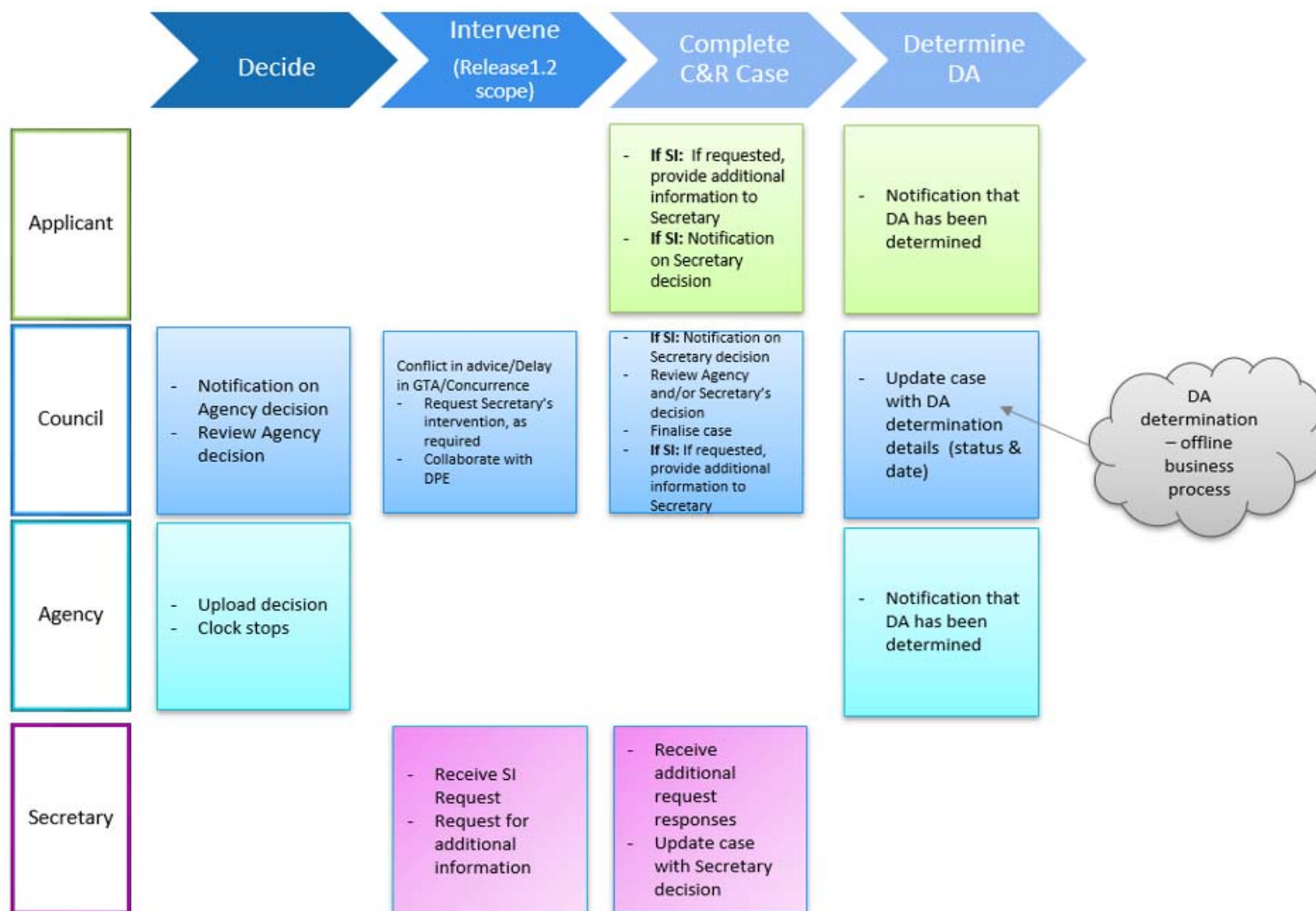
Agency - Managing organisation

What does standard agency level functionality mean for your organisation?

Agency - Managing organisation

	Submit	Create C&R Case	Pay	Refer	Evaluate
Applicant	Digitally submit DA (DA Online) & documents to Council	*Can be an offline business process*	- Notification to pay fee - Pay fee		- Notification to submit more info - Notification re exhibition submissions
Council	Integration point (**March 2019** Release) - Log onto ePlanning dashboard - Review online DA - Identify C&R required for online DA	- Log onto ePlanning dashboard - Create C&R case - Upload submitted documents - Identify C&Rs - Indicate if DA is to be advertised - Indicate IHAP/RPP details	- Provide quote - Process fee payment via Payment Gateway system		- Notification add'l info received (clock restarts) - Upload additional info - Upload exhibition submissions
Agency		Digital process mandated in Jan 2020	- Notification that payment made	- Receive case - Assign case to Agency officer (future scope) - Clock starts	- Review case - Request additional info (clock stops) - Download documents - Collaborate with Council

Integration

Agency - Managing organisation

	Decide	Intervene (Release1.2 scope)	Complete C&R Case	Determine DA
Applicant			- **If SI:** If requested, provide additional information to Secretary - **If SI:** Notification on Secretary decision	- Notification that DA has been determined
Council	- Notification on Agency decision - Review Agency decision	Conflict in advice/Delay in GTA/Concurrence - Request Secretary's intervention, as required - Collaborate with DPE	- **If SI:** Notification on Secretary decision Review Agency and/or Secretary's decision - Finalise case - **If SI:** If requested, provide additional information to Secretary	- Update case with DA determination details (status & date)
Agency	- Upload decision - Clock stops			- Notification that DA has been determined
Secretary		- Receive SI Request - Request for additional information	- Receive additional request responses - Update case with Secretary decision	

DA determination – offline business process

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Other matters

Caitlin Williams

Scheduled training sessions

- We are holding several online training sessions for agencies on the NSW Planning Portal before the end of the year.

Training Session	Date
How to manage staff within your organisation profile	5 November 2024 4 December 2024
How to navigate the NSW Planning Portal	26 November 2024 13 November 2024

- Please share this information with your colleagues.

![NSW Government logo]

From close of business on Friday 20 December 2024 until start of business on Monday 6 January 2025, there will be reduced staffing within the NSW Planning customer support team.

Support will be unavailable on the public holidays (25, 26 and 27 December 2024 and 1 January 2025).

Wishing you a Merry Christmas and a Happy New Year!

Department of Planning and Environment