



WA Department of Water and Environmental Regulation

WA Water Online Transformation: Customer Portal

The Customer

The Department of Water and Environmental Regulation (DWER) supports Western Australia's communities, economy and environment. It is responsible for resource management of the state's rivers, water catchments and aquifers. The ongoing Water Online project is delivering significant improvements to information reliability and process efficiency for DWER.

The Challenges

The Department's water management processes and underlying information systems were designed in an era when water was in surplus.

A four year program of work, called Water Online, was instigated in 2013 to deliver improved efficiencies with the introduction of customer self-services and streamlined automation. It was also to have the flexibility to deliver new capabilities as required by future demand.

The Customer Portal is the access point for customers transforming DWER's labour-intensive, paper based systems with a user friendly, e-business access point for stakeholders to interact with the Department over water licensing and land use planning functions – covering some 8,000 transactions per year.

The information capture from the paper forms was complicated by the regulatory requirements to associate licences with Land Titles terms and the mapping to recognised parcels of mining tenement land - rather than using street numbers or property names.

Customer

- WA Department of Water and Environmental Regulation

Industry

- Government / Resources

Challenges

- Transition from paper to automation
- Online program to deliver improved efficiencies, customer self-services
- Flexibility to deliver new capabilities to meet increasing service demand

Solution

- User friendly Customer Portal as e-business access point for stakeholders
- Client engagement based on NEC's Agile Methodology of constant feedback and testing

Results

- Allows DWER to prioritise work and be more efficient
- More responsive to requests, with accurate information

Results (cont.)

- Validated and de-duplicated data

NEC Services

- Business process consulting
- Program and project management
- Applications development and testing of custom software

Hardware / Applications

- Microsoft's ASP.NET MVC 5 and SQL Server 2012
- Microsoft Visual Studio and Team Foundation Server developer tools
- Windows Server
- Octopus Deployment Manager

The Challenges

While monthly meter readings are linked to licence compliance, the onerous manual input required from the paper cards into DWER's systems meant that there was no access to real-time data.

And information was duplicated across the Department's different systems where industrial, mining and commercial operations and individual details could be entered against different instances of the same underlying customer.

Transformational Water Online Customer Portal cutting red tape at DWER

The Solution

NEC was chosen as the delivery partner to develop an on-premise solution which included providing business process consulting, architecture, system build, implementation and deployment of the Water Online Customer Portal.

It was built with Microsoft ASP.NET MVC 5 on the Microsoft SQL database platform and Windows Server, using the Microsoft Visual Studio and Team Foundation Server development environment.

NEC undertook the system design that incorporated the technical conversion of property names and street addresses into legally accurate Land Titles terminology. Each entry is now automatically validated.

Using Maestro, a Master Data Management product, NEC matched party records held in various Departmental systems and de-duplicated the data.

This provided an early and large win enabling staff to accurately identify stakeholders. As new applications are made, the inbuilt logic matches details to existing licensees to ensure no superfluous new records are created.

The custom property search is a technical design achievement. Integration with a geospatial information system enables other government agencies to send and upload data that can be matched against various sources. NEC incorporated a smart property search across Land Title lots and mining tenements which integrates with the Portal.

The success of the project rests largely in the client engagement that was structured on NEC's Agile Methodology of constant feedback and testing loops.

Lake Argyle

The Results

For the first time, licensees are now able to submit applications and meter readings, and manage their licences, usage and payments - all online.

Since it went live in the second half of 2015, more than 1000 individuals have registered to use the Portal, with approximately 45 percent of all applications now submitted electronically.

The DWER executive group is, according to John Connolly, the Department's former Director of Regulation, "very happy with the uptake". The remaining 8000 licence holders will be introduced to the new workflows as their paperwork comes up for renewal and automation.

Because all required licensing information is accurately captured at registration, Departmental staff are no longer required to contact applicants with additional requests prior to assessing applications.

DWER also manages 3000 associated business transactions per year, now processed via the streamlined Portal making stakeholder contact much faster and easier. The land use planning component of the online system is achieving "great take up from other government agencies that are required to seek advice from DWER and it is enabling us to respond faster and prioritise our work," Connolly said.

Meter reading is a standout example of how the Portal is transforming information transfers and relationships between the Department and its licensees. The monthly readings are now lodged quickly and easily online rather than by paper and mail. And, for the first time, this data is converted to allow customers to track their water usage – a crucial advance for primary producers and industry, as well as protecting the State's finite water resources.



Government of **Western Australia**
Department of **Water and Environmental Regulation**

"The Water Online project is delivering significant improvements to information reliability and process efficiency as well as opening up key water information analytics for the Department. The Portal has ably demonstrated the first stage of major improvements to the State's water management. Its faster and modern service delivery is supporting the WA Government's reform agenda to reduce red tape and regulatory burden."

**John Connolly, former Director of Regulation,
Department of Water and Environmental Regulation**

Further Water Online program deliveries will ensure that applications or requests flow automatically into an assessment engine with stakeholders being able to track the progress of their applications through their online access to the Portal.

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