RRIF Red Tape Blueprints

Application for supplementary funds

Name of Council	**Tweed Shire Council**
Name of project manager	**Daniel Westall**

1. Will these supplementary funds be used to fund:

☐ Additional work to extend existing project modules

☑ New project activity

If so, please specify which modules will be extended and how this will add value to your existing project?

If so, please provide a summary of the new activity and how it will add value to your existing project?

Document and review existing work processes for DAs and other building and development applications, so that improvements can be made to the efficiency and effectiveness of the processes. This will be the initial work for an extensive long-term upgrade of Council's property and rating system and data. The upgrade will allow Council to implement InfoMaster and other online information and applications services, which will compliment the online health and environment information to be provided under the current project.

2. How will this supplementary work deliver benefits to your small business community?

When implemented, the revised processes will result in DAs and other building and construction applications lodged by the small business community being processed more quickly, and with less need for further information to be sought during the assessment process. Decisions on the applications will be more consistent, leading to greater confidence in the Council. Ultimately, the upgrade of systems and data will permit online application and tracking of applications, further improving service and consistency.

3. How will this supplementary work affect the people and resources allocated to your existing project plan, and your ability to deliver by 31 March 07?

The supplementary work will mainly involve different officers to the existing project, with the exception of the RTB Project Manager, who will provide Business Analyst services for the proposed work. The RTB Project Manager has sufficient capacity to work on both projects without adversely impacting on Council's ability to deliver the existing project.

The plan for the supplementary work indicates that the work will continue beyond 31 March 2007. This is due to a delay in the planning and commencement of the property and rating system project while we await the arrival of our new Director, Corporate Services. Once the project is confirmed it is expected to commence by end February 2007. Meanwhile, existing processes will be documented. If a different approach is approved, the documenting, reviewing and revising of processes will still be required, and will be completed as proposed below. All expenditure for the proposed work will be committed by 31 March 2007.

4. How will this supplementary work be incorporated into your project's Communications Plan?

The Communications Plan for the supplementary work will be part of the plan for the property and rating system upgrade project. Internal communication between the Business Analyst, System Administrator, Module Experts and the vendor will be emphasised, as these officers will work closely together individually and as a team. The project will report regularly to the Executive Management Team, as the Steering Committee for the project.

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5. Please provide an implementation plan for your proposed supplementary work (note that *all* project activities must be completed by the end of March 07).

Milestones	Tasks	Planned commencement date (dd/mm/yy)	Expected completion date dd/mm/yy
Document Existing Workflows	Business Analyst consults with Module Experts to identify existing processes. Business Analyst documents workflows using flow diagrams and identifies issues and risks associated with processes.	05/02/07	02/03/07
Review and Merge Existing Workflows	Business Analyst, System Administrator and vendor consultant review workflows and merge related workflows to provide an overall flow.	5/03/07	16/03/07
Develop revised workflows	Business Analyst, vendor consultant and Module Experts revise workflows to improve efficiency and increase use of systems.	19/03/07	13/04/07
Review revised workflows	Business Analyst, System Administrator, vendor consultant and Module Experts review all revised workflows to ensure integration of processes	15/04/07	27/04/07

6. Please provide a budget for your proposed supplementary work and an indication of any additional in-kind contribution that the Council will be making.

Budget item	RRIF project subsidy sought	Council in-kind contribution	Total budget
Business Analyst consultancy fees	$16,550	$1,500	$18,050
Vendor technical consultancy fees	$39,650		$39,650
Vendor project management fees	$3,850		$3,850
Systems Administrator time on project	$6,125	$6,125	$12,250
Module Experts time on project plus higher duties for back-fill positions	$18,400	$18,400	$36,800
Steering Committee and Management time		$5,600	$5,600
Totals	$84,575	$31,625	$116,200