

TechnologyOne Local Government Evolve Newsletter

Volume 2 Issue 5

New Compliance Issues for Local Government

Local government is continually facing pressures to adhere to emerging trends and new legislation. Meeting these new requirements and providing essential services for the community is the key priority for local councils across Australia and New Zealand.

Recently there have been changes to legislation throughout Australia that will challenge local government further and effect organisational processes currently in place. The basis of this legislation is for councils to develop long-term, strategic community plans which identify priorities and objectives for the local community to achieve social, environmental and economic sustainability for the future.

These strategic plans must cover a period of at least ten years and encompass a thorough community engagement focus. Councils will then need to plan for the resources required to make these plans achievable, including staff, assets, finances and infrastructure. This legislation ultimately impacts local government by ensuring the focus of council is now on the community.

New Zealand and New South Wales have already adopted this type of legislation, which recognises the role community engagement plays in improving local government accountability and sustainability. In New Zealand, councils need to identify community outcomes for the regions future. The main aim is for local councils to deliver value to their communities and cater for diversity.

TechnologyOne is committed to understanding these emerging challenges facing local government and developing solutions that will meet the requirements of councils as they adapt to these changes now and into the future. Currently, TechnologyOne partners with councils to supply a number of solutions that can facilitate effective community engagement practices and subsequent planning processes. Such solutions include the eProperty, ePlanning and Developer Levies modules as part of TechnologyOne Property & Rating, alone with TechnologyOne Customer Relationship Management, Business Intelligence, Enterprise Budgeting and Works & Assets. These solutions can work together or separately to enable councils

to manage customer requests, developer applications, stakeholder engagement and contact management, service provision, asset and project planning and management, budget development and organisational reporting.

TechnologyOne is interested in speaking with councils about this trend, and the specific requirements of their organisation. If this issue is of particular interest, please take some time to review the whitepaper abstract on community engagement which has been sent with your newsletter. The complete whitepaper can be accessed by visiting www.TechnologyOneCorp.com/LGcommwhitepaper.

If you would like a hardcopy of the whitepaper, please email Jocelyn_Unwin@TechnologyOneCorp.com





Welcome

by Adrian Di Marco, Executive Chairman

Welcome to this edition of our Local Government Evolve newsletter. This newsletter represents TechnologyOne's commitment to its Local Government customers and marks the change in focus to deliver best practice, pre-configured solutions for each of its vertical markets.

Our new Local Government Solution Manager, Mark Matijevic, will work closely with our Local Government customers to further understand the sector's requirements. He will then use his knowledge to develop best practice, pre-configured solutions for Local Government customers, which will reduce the cost, time and risk associated with an enterprise-wide implementation and dramatically enhance the value our solutions provide to our customers.

TechnologyOne has appointed Solution Managers across all seven of the markets in which it works to create total end to end solutions that will optimise our customers' business processes, and improve the way enterprise systems are used – now and in the future.

I hope you enjoy this edition of our Local Government Evolve newsletter.

From the desk of Mark Matijevic



The common theme across local government in Australia and New Zealand is that councils need to be more accountable for the performance of the services they deliver to the community. Councils are being asked to consult with stakeholders and produce evidence that genuine community consultation is part of the decision making processes, and that strategic plans are derived using feedback from the community.

These trends and the legislative requirements being introduced are leading to increased performance measurement of councils, an increased requirement to comply with standards and an increased financial accountability, especially in relation to federal government funding of infrastructure projects. All of these measures are being introduced while there is continued pressure to do more with less. With decreased funding comes an increased requirement to identify the best strategies to maintain ageing infrastructures. Information is the key to successful strategies.

TechnologyOne has the solutions available to help with corporate planning requirements, as well as planning and accounting to the community on the prioritisation and performance of services. This is layered with the ability to produce relevant information on all aspects of council operations allowing for true KPI reporting that will facilitate targeted decision making.

Some councils manage more than 60 software solutions, making them extremely susceptible to information loss, community risk, and wastefulness. These localised solutions are not integrated, which inevitably leads to duplication of data, inefficient processes, and ultimately an increased risk and the possibility that councils could be exposed to serious service failure caused by inadequate information management. TechnologyOne solutions are designed to minimise this risk by providing a single source of truth, including pre-configured solutions that use best practice knowledge gained from experience during our time partnering with local government organisations in Australia and New Zealand.

Empower your Mobile Workforce

More and more councils are now exploring how they can improve mobile work processes, and increase productivity and service delivery.

TechnologyOne Mobility is being adopted by more and more councils across Australia and New Zealand. Our first site at Yarra City Council has now gone live with Mobile Requests.

The current mobile functionality allows councils to complete request and inspection tasks onsite in real-time, meaning information is automatically entered into the system. Information does not need to be double-handled, and the security and relevance of information is guaranteed.

Mobile functionality is now available in both the TechnologyOne Property & Rating and Works & Assets solutions. Partnering Mobility with Property & Rating allows councils to provide faster and better customer service. The new functionality available with Works & Assets further enhances this by allowing councils to manage projects and assets at the site of activity, capturing important information immediately and providing better integration and transparency between departments.

Mobility is the way forward for local governments that want to improve processes, save time and money, promote the relevance and security of vital information, provide better service to the community, and equip their teams with the latest and best technology.





The City of Port Adelaide Enfield

In accordance with State Government regulations, The City of Port Adelaide Enfield tracks its building development applications within a rigorous framework. The council successfully processes 95 per cent of its applications within set timeframes, and while it knew that there was great variety across the applications, there were sufficient commonalities to make an online, self-service application process viable.

With almost a quarter of the call centre's enquires each month calling to check on the status of a building development application, the council is able to resolve 90 per cent of these 'status enquiries' at the call centre level. With so many enquires of a similar nature, there was an opportunity to deliver information in a more consistent way.

The council also had socio-demographic data highlighting a growing community expectation for online services, and as it was planning to proceed with an upgrade of its suite of TechnologyOne software, the council proceeded to scope a project to increase the level of eServices available.

First Steps

City of Port Adelaide Enfield knew that moving the development application process online would deliver both benefits and challenges. Data security was paramount and steps were taken to ensure that no payment information would be searchable online, and this was clearly communicated to both internal and external stakeholders.

Fred Newman, Director Environmental Services, said that there was initially a degree of apprehension around the project.

"As with any new system or process delivering a greater level of transparency to organisational workings, we had some work to do to get everyone comfortable, but primarily this has been an exercise in change management."

The Implementation

The implementation of the development application tracking tool formed part of a planned upgrade to council's TechnologyOne Property & Rating solution. This upgrade delivered overall improved functionality and performance, and gave the council the confidence to promote online services more actively. In addition, the more open architecture of the upgraded Property & Rating software enabled the council to integrate its own service request functionality, which integrates with TechnologyOne ECM, providing better workflows and business process management.

Mr Newman said that there were no specific technical issues around the upgrade, and that once the development application functionality was demonstrated to staff, engagement was immediate, and refinements to the system were made quickly by the TechnologyOne team.

"Building it was only part of the picture. When our development officers saw it in practice, they immediately got it and started talking about ways it could be used and minor modifications."

"For example, when the development officers saw that they remained anonymous to the applicant, they asked for this to be changed so that the applicant would actually know who it was processing their application. It was this type of ownership that really got us excited about the possibilities."

"There were no technical implementation issues, only human implementation issues, which were around helping our people feel comfortable using this new tool before getting the applicants to use it."

Going Online

The council is now actively promoting its online services through a number of channels, and believes the move has provided greater options for a richer and more efficient experience for its rate payers.

Mr Newman says, "We are currently promoting our online customer requests, which has great potential because it's convenient for the customer. So far it's going extremely well."

"As part of our push for online services, online development application tracking actually provides better and more information for everyone involved."

Because development application data is keyed in by the customer, this starts the workflow immediately, with only exceptions flagged, which means that the application data is centralised, keyed once, and workflows can be automated and pushed out to the relevant council staff. It also means that the person who lodged the application can log in any time to view the application progress.

In the long-term, the council plan to continue to roll out more online services, as it believes that delivery of 24/7 services meets with community expectations.

Consultation the Key

As well as the council catering to its ratepayers' private and investment property development applications, they also receive applications from builders. Staff from building development companies were initially consulted to review the development application process option and provide feedback, which was used to ensure the product worked for businesses and Council.

When the system first went live, builders were required to pay their fees upfront. After receiving feedback, this process was changed to allow applications to proceed without up-front payment. The system's

flexibility allowed this change to happen quickly and easily, solving the problem of different people lodging applications to those making the payments. The council now invoices volume builders separate to the process of the development application being lodged.

The Benefits

For the City of Port Adelaide Enfield, taking a qualitative approach isn't the only method the council uses to measure the success of the development application tracking facility.

Mr Newman says, "Actually measuring the benefits will take time, but it's immediately obvious that there has been a jump in information quality and accessibility, and that is highly desirable."

The council is confident that the move to deliver more services online is the right one for its stakeholders.

"Each year we instigate a customer satisfaction survey to continue to benchmark and improve our services, and it's clear that there is both a push and a pull aspect when it comes to promoting and offering online services."

This means that the council believes that by delivering more online services it should increase community demand.

"By diverting routine enquiries through our website, the council is able to ultimately provide better customer service to stakeholders on more complex issues, meaning the council can put its resources to best use."

"In the long term we plan to move more services online, and this is partly because of the success of our online development applications."

"Overall, it's been a good result. We're very pleased with the outcomes."





Carbon Accounting

Reducing carbon emissions is a hot topic. The proposed Carbon Pollution Reduction Scheme in Australia encouraged organisations to rethink their environmental strategies and actively reduce carbon emissions. The bill's failure to pass in parliament may have reduced the immediate need for organisations to act, but many still see the need to make this issue a priority due to cost savings and possible competitive advantages to be gained from a forward thinking approach to carbon reduction. Many organisations also view reducing their carbon emissions as another way to promote corporate social responsibility.

Reducing carbon emissions sets a good example for staff and stakeholders, reinforcing the importance of valuing resources and creating sustainable futures for the local region and community.

There are many ways organisations can reduce their carbon emissions and one of the most important aspects includes implementing a sound carbon accounting policy. Using information about carbon emissions, organisations can generate reports and analyse results to identify areas where cuts to emissions can be made. What many organisations do not realise, however, is how easy it can be to put this into practice. Implementing a carbon accounting system can be as simple as using current financial systems to collect data and then employing a real-time reporting tool. Most organisations are already capturing relevant data, they just need a way to report and act on it.

TechnologyOne's simple five point 'don't panic' plan for organisations wanting to get ahead of the game and prepare for the inevitable requirement to monitor carbon emissions is as follows:

- 1. Understand your inputs that are generating carbon** – the simple ones will be fleet cars, air conditioning and lighting, while the less obvious ones could include employees travelling to and from work or delivery of office supplies.
- 2. Analyse your data capture system** – look at where you are capturing that information such as accounts payable (e.g. electricity and gas bills), payroll or fleet systems, and find out if you are recording the right information to calculate carbon emissions such as kilowatts or litres of petrol. If not, change the way you use the system so that it does capture this information as part of your normal processes. This can be easily done in many software systems.
- 3. Start regular reports** – once the data is captured it is just a matter of reporting by converting the measurements to carbon equivalents. Each State Government has published its own emissions factors to help you do this. For example, NSW's emissions factor is 0.89 kg CO₂-e/kWh, so a company using 100,000 kWh of purchased electricity from the grid is emitting an estimated 89 tonnes of CO₂.
- 4. Arm yourself with the facts and use this to change your organisational culture** – build up historical records for comparison purposes and to benchmark against other similar organisations. Wherever possible, use real time monitoring to allow you to take action as needed. Share this with the whole organisation – awareness of your emissions and a shared ambition to reduce them will become part of your organisational culture.
- 5. Put a plan in place** – using strategic planning tools you can develop and implement long term plans to actively reduce your emissions over time. This will complement your ongoing measurement and reporting.

Council uses Australian software to reduce environmental impact

Penrith City Council is using TechnologyOne software to measure, monitor and report on its carbon emissions and water use.

The Council has adapted its existing TechnologyOne Financials software to create a new ledger for its environmental 'budget'.

Penrith City Council has a long history of leading local government sustainability, signing up to the International Council for Local Environmental Initiative (ICLEI) Cities for Climate Protection (CCP) program in 2000 and ICLEI's Water Campaign in 2003.

To meet its commitments to these programs and its obligations under the NSW State Government's statutory Water and Energy Savings Action Plans, Penrith City Council assigned its sustainability team to establish corporate and community reduction goals, adopting an action plan and implementing initiatives.

Carmel Hamilton, Sustainability Coordinator at Penrith City Council, said that manually recording, formatting, monitoring and reporting on carbon emissions and water usage previously required a lengthy data entry process, even though the information was being captured elsewhere.

"We used to have to manually record our water and energy consumption through bills, and from there we would then start to report on the water and our carbon emissions," she said.

"It took a long time to get all the information, and by the time we had it all, it was already out of date."

"We decided there had to be a better way of doing it."

Following a search for a solution, the Council chose to adapt its existing TechnologyOne Financials system.

"By adding a new ledger to TechnologyOne Financials and using a system that was already familiar to everyone in the organisation, it has made it much easier for staff to use," Ms Hamilton said.

"TechnologyOne provided value for money compared to other providers that we had initially considered and staff were already familiar with the system, so implementing it was quick and easy."

Penrith City Council estimates it is saving a minimum of three weeks per year in data collection and, because staff can see how the facilities they are responsible for are faring against reduction targets in real time, the whole organisation has embraced the initiative.

"So far we have managed to reduce water consumption by almost 40% from the 2001-02 level."

TechnologyOne Executive Chairman, Adrian Di Marco, said Penrith City Council had shown that identifying an organisation's environmental impact does not have to be difficult or expensive.

"A truly integrated enterprise software solution should be capturing all the data needed, such as electricity, gas, fuel and water usage," Mr Di Marco said.

"It is not a huge stretch to apply certain formulae and configure the system to report in a certain way; a good solution will be able to dissect the data so each manager can see in real time how their unit can reduce its environmental impact."

"Every organisation should start this tracking now because it is inevitable environmental reporting will soon be as common as the need to comply with HR and financial regulations."



Improve Efficiency in Local Government

Local Councils serve many stakeholders within their communities, and there is always a need to develop better processes and improve organisational efficiency. There are many ways councils can provide value for money to ratepayers, improve service provision, and develop strong communities. TechnologyOne offers a number of modules to further help your council deliver improved services and increase overall organisational efficiency.

eProperty

Meet the rapidly changing needs and demands of local residents and business through customer self service.

Give stakeholders what they want – 24 hour access to services such as lodging and tracking building applications, requesting a new rubbish bin, or paying rates online. eProperty is fully integrated with TechnologyOne Property & Rating, increasing operational efficiency by cutting data entry costs, reducing the double handling of information, minimising calls to your customer contact centre, and improving information flow between you and your community.

ePlanning

Improve the processing and timeliness of development application approvals.

ePlanning offers leading-edge functionality for application processing that is further strengthened by seamless

integration with the key components of the TechnologyOne enterprise solution for Local Government. This integration allows information to be easily shared between the online ePlanning solution, the Property & Rating nucleus, regulatory modules, and other core enterprise solution components.

Developer Levies

Automate the processing of quotes and estimates on infrastructure dependent developments.

The Developer Levies module has been specifically designed for councils to seamlessly manage and administer infrastructure charges commonly known as developer levies. The module offers local councils the functionality that will help planning departments provide quotes and estimates on infrastructure dependent developments, creating applications from quotes, and managing and tracking regulatory charges.

Mobile Solutions

Enable mobile workforces with the latest generation technology and improve productivity and service delivery.

The Mobility platform partners TechnologyOne Property & Rating and TechnologyOne Works & Assets with mobile 'smart devices' to provide a productive, mobile experience for users taking applications to the field. The Mobility framework allows offsite

workers to use software in the field and to complete work requests onsite, which reduces the need for time-consuming administrative tasks. Mobility is designed to process requests and inspections in real-time, and is a simplified, smart client application that can operate in either online or offline mode.

Requests Management

Provide the highest level of customer service by minimising the time taken to capture information.

Requests Management allows customer service operators to gather important information, with automated prompts ensuring data accuracy. The solution can be easily customised to suit the requirements of your organisation and allows for simple reporting which can help in planning processes and forecasting.

Board and Meeting Manager

Automate the capture and management of corporate documents in one central location.

Board and Meeting Manager (BAMM) automates the capture, approval, compilation and publication of all meeting documents, including agendas, minutes and action items. Meeting documentation is automatically given a meaningful context in a central repository that can be quickly and easily searched.



BAMM ensures information is captured at the source and distributed to those who need it within set timeframes. It can also help track information and enable users to see where an item sits at any time, saving up to four days of processing time per meeting.

Project Budgeting

Manage the diverse requirements of project budgeting tasks, ensuring better planning and reduced risk.

Project Budgeting is a budgeting and forecasting tool specifically designed to prepare and develop information unique to individual projects. Reports can also be compiled for each project based on this information and the module integrates seamlessly with overall Project and Financial budgets within an organisation.

Contract Management

Manage and control sales and procurement contracts with one seamlessly integrated system.

The Contract Management module is totally integrated with other TechnologyOne financial management systems. Contracts are requisitioned into TechnologyOne Supply Chain and costed directly to your general ledger or works management modules within TechnologyOne Financials. With integration to powerful KPI reporting, you can manage a number of contract profiles across the lifecycle of a project.

Enterprise Budgeting

Improve your budgeting processes through accurate real-time information.

Enterprise Budgeting is an easy to use, revolutionary budgeting and forecasting solution. Non-financial business drivers are linked to financial implications, which means users can see the cause and effect relationship between business and budgeting. It is fully integrated with TechnologyOne Financials so that when a user saves information, the underlying ledgers are updated and the budget structure is built directly from the chart of accounts. Information entered into Enterprise Budgeting is immediately available in real time reports, which provides accurate, up to the minute information about your business.

Business Intelligence

Arm your organisation with the tools to access job specific, meaningful and real-time information.

TechnologyOne Business Intelligence (BI) is a comprehensive, easy to use, cost effective solution to meet your business needs. When coupled with any TechnologyOne product, it provides users with one place to access their information and the ability to drill down through products to access the information source and take action on that information. The system has been designed for business users, which means it's easy to use and requires

no specialist training. With true real-time reporting, users can access up to date information at any time, meaning they can take action in areas of concern as soon as a problem arises.

Performance Planning

Measure risk and sustainability, while improving corporate performance and planning.

Measuring risk and sustainability practices has become a key aspect of performance management for organisations that are committed to optimising their operations and delivering results for their internal and external stakeholders. TechnologyOne Performance Planning is a purpose-built solution to document, manage and report on all aspects of strategic and operational planning, including risk and sustainability issues. TechnologyOne Performance Planning ensures plans are aligned; from strategic, outcome-focused objectives to operational, output activity based projects and services, for total corporate stability.

If you would like to find out more about these solutions and the benefits they could deliver to your organisation, please contact your Customer Development Manager.



Winner of the Customer Service Survey

Congratulations to Chris from Barossa Council, who won himself a Wii console for completing the customer service survey.

Monique Weiher, Customer Relationship Manager for SA, presented a delighted Chris with his prize.



TechnologyOne customers spend year-end surpluses stockpiling virtual help

With the financial crisis affecting spending in almost every sector, TechnologyOne is reaping the benefits of its cost-effective Virtual Consultant service as customers look for savings in their IT spending.

The Virtual Consultant concept is a simple one; consultants' time is booked in 15 minute increments and they provide their expertise to customers according to their individual requirements. The one major difference, however, is that rather than visiting the customer onsite and charging a daily or half daily call-out rate, the consultant operates remotely.

TechnologyOne's Operating Officer for R&D, Peter Cameron, said that the end of financial year always sees a large increase in the number of people using the Virtual Consultant service.

"We launched Virtual Consultant in June 2008 and saw pre-payments double month on month in the July to September period. We found that customers approaching the end of their financial year were using the prepayment service to spend any leftover budget," Mr Cameron said.

"Despite budgets tightening in the past year, we have seen around 100

TechnologyOne customers sign up for the Virtual Consultant service.

"It makes sense to allocate any unspent money into services like this because customers pay upfront for consulting hours they can use whenever they like throughout the year," Mr Cameron said.

Virtual Consultants help customers with a variety of product questions, assistance with configuration, modifying and creating reports, and conducting training or refresher sessions for staff over the phone or by remote desktop control.

As neither consultant nor customer ever has to leave their chair, travel costs are non-existent.

The service was designed to provide responsiveness to customers' needs, to help them reduce the need to spend a lot of money on consulting, and to provide expert assistance for smaller tasks.

For James Lawrence, Financial Accountant at Westoil Petroleum Pty Ltd, Virtual Consultant has meant that he can now access consulting services that were previously unavailable.

"We've used TechnologyOne's Virtual Consultant service a number of times.

We're based in Orange in NSW, so if we'd called a person out to do the work each time, it just wouldn't have been cost effective," said Mr Lawrence.

"I am always busy and knowing that I can ask an experienced consultant to do some reporting for me means I can be more productive in my own job. I prefer to leave that sort of thing to the experts. In the end, it has meant that we have created a lot of efficiencies within our department by outsourcing the types of tasks that require specialist knowledge to the Virtual Consultant."

"I've been really impressed with how quickly they respond. Getting information and help is almost instantaneous because it's all done over the internet or phone."

"When it comes to dealing with small problems, a person coming onsite just can't offer the same kind of service. It takes too long to get here."

To find out more about the Virtual Consultant service, visit the Services section of the TechnologyOne website at <http://www.technologyonecorp.com/vc>

TechnologyOne's New HQ

TechnologyOne recently relocated its corporate head office and R&D centre to a new state-of-the-art office located in Fortitude Valley in Brisbane, Queensland. The new office takes up 6700 square metres and is housed within Brisbane's first six-star, green star efficiency rated building.

The new office is also home to the largest Australian-owned commercial R&D facility for software

development, with more than 350 of Australia's most talented software developers working to develop the next generation of TechnologyOne software.

TechnologyOne's Executive Chairman, Adrian Di Marco said "Our facilities need to be at the cutting edge to attract and retain the best IT talent in the country, and to compete effectively in a global software market."



Local Government Events

5-6 September 2010

2010 Annual SOLGM Conference
Skyline Gondola and Restaurant
Queenstown NZ

14-16 September 2010

LGMA NSW 2010 Annual Conference
The Westin Hotel Sydney

12-15 October 2010

LGMA QLD 2010 Annual Conference
Sunshine Coast

28-29 October 2010

LGMA Tasmania 2010 Annual
Conference
Strahan Village Strahan

16-19 November 2010

Coffs Harbour IT
Novotel Pacific Bay Resort
Coffs Harbour

16-19 November 2010

LGAA QLD Annual Conference
Rydges Capricorn Resort Yeppoon

3-5 November 2010

LGMA WA Annual Conference
The Esplanade Hotel Fremantle

21-24 November 2010

ALGIM 30th Annual Conference 2010
Wairakei Resort Taupo



technologyone

business software solutions

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If you would like more information, please contact your local Customer Development Manager. The contact information for TechnologyOne's Local Government Customer Development Managers is as follows:

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