

Implementation Plan for Enhancements to Victorian Water Register Systems

NATIONAL PARTNERSHIP AGREEMENT
ON WATER FOR THE FUTURE

PRELIMINARIES

- A1 This Implementation Plan is created subject to the provisions of the *National Partnership Agreement on Water for the Future* and should be read in conjunction with that Agreement.
- A2 As part of the Water for the Future initiative, the Australian Government has committed to be a financial partner in developing and implementing enhancements to the Victorian Water Registry systems to improve the performance of these systems against the NWMS outcomes as specified in the model endorsed by Premiers and Chief Ministers.
- A3 The Commonwealth has agreed to provide financial assistance of \$2.355 million for enhancements to the Victorian Water Registry systems to be delivered in 2010. The Project is scheduled to be completed by 30 August 2010. It is consistent with the objectives and funding criteria for the National Water Market System.

PROJECT

Project Objective

- A4 The objective is to enhance the Victorian Water Registry systems in such a way as to improve the performance of these systems against the NWMS outcomes.

Roles and Responsibilities

Commonwealth

- A5 The Commonwealth is responsible for reviewing the State's performance against the Project Milestones in accordance with this Implementation Plan.

State

- A6 The State will have responsibility for:
- (a) completing the Project in a timely and professional manner in accordance with this Implementation Plan; and
 - (b) meeting all conditions including providing Reports, in accordance with this Implementation Plan

- A7 The State agrees to establish a Project Management Committee (the Committee) to monitor and oversee the implementation of the Project. A Commonwealth representative will be an observer and may attend and participate in all meetings (via telephone or in person).
- A8 The State agrees to have in place and maintain a detailed project management plan, including but not limited to, a procurement strategy, communication, risk and stakeholder plans.

FUNDING, MILESTONES AND PAYMENTS

- A9 The maximum funding to be provided by the Commonwealth for the Project is \$2,355,904, payable in accordance with milestones set out in table 1 below.
- A10 Subject to the terms of this Implementation Plan including any right the Commonwealth has to reduce or withhold Funds, the Commonwealth will pay the Funds to the State as specified in table.
- A11 The Commonwealth and Victoria have agreed that a 20% payment will be attributed to clear demonstration that specific NWMS outcomes identified in the business case have been met. The identified outcomes and indicators and measures of their success are in Attachment A.

Table 1

Payment Number	Milestone	Dates	Amount (excluding GST)
1	Upon signing of the Implementation Plan	March 2010*	\$942,362
2	Enhancements CR143 and CR 164 fully operational, substantiated by submission of a progress report detailing successful systems, integration and user testing to the satisfaction of the Committee and the Commonwealth and providing a revised estimate of the actual cost.	April 2010	\$256,339
3	Enhancements CR144 and CR 184 fully operational, substantiated by submission of a progress report detailing successful systems, integration and user testing to the satisfaction of the Committee and the Commonwealth and providing a revised estimate of the actual cost. Submission of evidence of successful achievement of identified outcomes for CR143 and CR 164 (outcomes and targets included in attachment A)	May 2010	\$442,806
4	Enhancements CR145a and CR 128 fully operational, substantiated by submission of a progress report detailing successful systems, integration and user testing to the satisfaction of the Committee and the Commonwealth and providing a revised estimate of the actual cost. Submission of evidence of successful achievement of identified outcomes for CR144 and CR 184 (outcomes and targets included in	July 2010	\$528,704

Payment Number	Milestone	Dates	Amount (excluding GST)
	attachment A)		
5	Submission of evidence of successful achievement of identified outcomes for CR145a and CR 128 (outcomes and targets included in attachment A) Submission of a final progress Report to the satisfaction of the Committee and the Commonwealth.	August 2010	\$185,693
TOTAL			\$2,355,904

* Note The NWMS project team will make all best endeavours to have this first payment made in February 2010, contingent on the timely conclusion of the approval process for this Implementation Plan.

State Contributions

A12 The State will not provide funding for these specific enhancements to their existing Water Registry system.

Intellectual Property

A13 Intellectual property and licensing agreements for these enhancements are the same as those contained in the Funding Agreement for the Victorian Water Register between the National Water Commission (the Commission) and the Department of Sustainability and Environment (DSE) dated 13 March 2006. The arrangements are as follows:

1. DSE (the State of Victoria) owns the IP in the Project Material (anything created or acquired primarily for the project).
2. DSE grants the Commonwealth a licence to use the Project Material and associated IP for similar water register systems.
3. The licence specifically includes a right to sub-licence to Parties to the NWI, and Australian water authorities, trusts and cooperatives only.
4. The licence specifically includes the purposes of replicating, developing compatible, comparable, similar water register systems (but not commercialising) the Project. (commercialising does not include charging on a cost recovery basis.)
5. DSE grants the Commonwealth a licence to use Existing Material (anything in existence before the project commenced) in the same manner as the Project Material.
6. Additionally, where that material is owned by a third party, DSE must arrange for that third party to grant the Commonwealth a licence.
7. However, where any Existing Material or associated IP is owned by a third party and a license purchased by DSE, the Commonwealth must procure that licence on a commercial basis.
8. Similarly, if the Commonwealth sub-licences that material, the Commonwealth must ensure that the sub-licensee procures the original licence on a commercial basis.

BUDGET

A14 The Overall Project Budget (GST exclusive) is set out in Table 2 .

Table 2

Expenditure Item	Cwlth Amount (incl. GST) \$	State Amount (incl. GST) \$	Other Amount (incl. GST) \$	Total Cost (incl. GST) \$
Analysis, design & development	1,510,195	0.0	0.0	1,510,195
Policy and support (20%)	302,039	0.0	0.0	302,039
Contingency (30%)	543,670	0.0	0.0	543,670
Total Budget:	2,355,904	0.0	0.0	2,355,904

REPORTS

A15 Each Progress Report is to contain the following information:

- (a) a description of actual performance of the Project to date against the Project milestone/s and budget,
- (b) promotional activities undertaken in relation to, and media coverage of, the Project during the last reporting period; and
- (c) a description of the work that will be undertaken to complete the remaining Project Milestone(s), and any expected promotional opportunities, during the next reporting period for the Project.

A16 The final Project Report is due within 60 Business Days of the completion of the Project (or termination of this Implementation Plan or the Project) and will be a stand-alone document that can be used for public information dissemination purposes regarding the Project. The final Project Report must:

- (a) describe the conduct, benefits and outcomes of the Project as a whole;
- (b) evaluate the Project, including assessing the extent to which the objective has been achieved and explaining why any aspect were not achieved; and
- (c) include a discussion of any other matters, relating to the Project, which the Commonwealth notifies the State should be included in this final Project Report at least 30 days before it is due.

Requests for Reports and Information

A17 The State agrees to meet any reasonable request by the Commonwealth to provide other reports, or access to information, sites or assets, to enable assessment or review of the implementation of the Project.

NOTICE OF DETAILS FOR THIS PROJECT

A18 A notice relating to this Project, rather than the Agreement generally, is to be in writing and dealt with as follows:

- a) if given by the State to the Commonwealth:

Aidan Dalgliesh
Assistant Secretary
National Water Market System Branch
Water Reform Division
Department of Environment, Water, Heritage and the Arts
GPO Box 787
Canberra ACT 2600.

Tel: 02 6274 1859 Fax: 02 6274 2271;
Email: aidan.dalgliesh@environment.gov.au

or

b) if given by the Commonwealth to the State:

David Lewis
Director Retail Water Entitlements and Markets
Office of Water
Department of Sustainability and Environment
Level 10, 89 Nicholson St
East Melbourne Victoria 3002

Tel: 03 9637 8813 Fax: 03 9637 8119
Email: david.lewis@dse.vic.gov.au

IMPLEMENTATION PLAN: VICTORIAN ENHANCEMENTS

ATTACHMENT A

This table sets out the relevant NWMS Outcomes and the indicators and measures of success that will be used to demonstrate achievement of the Outcomes.

Note: Measurement for each success indicator will take place during the 60-day period immediately following the implementation of a fully-operational system enhancement. Detailed dates and milestones are set out in the body of the Implementation Plan. Outcome payments (20% of the estimated cost of the enhancement) are dependent on achievement of the targets set out below during that 60-day period.

CR	NWMS Outcome	Indicator	Baseline Measure	Target
143	PC4b Common terminology is adopted to the greatest extent possible	Number of relevant standard statuses for interstate trades.	15 descriptors of application status, and inconsistency in descriptors between state water authorities	All descriptors of application status mapped to a consistent set of 6
	PC6d Water market systems provide creation of communication channels between jurisdictions for interstate trade	Number of manually initiated communications per interstate allocation trade	> 2 (Average)	< 1 (Average)

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC8b	Users are able to track progress	Number of steps required for customer to obtain information related to the current status for an allocation trade	<p>Current Process:</p> <ol style="list-style-type: none"> Irrigator contacts broker Broker contacts local authority Local authority contact interstate authority Interstate authority consults system Interstate authority communicates status back to local authority Local authority informs broker Broker informs irrigator 	<p>Target Process:</p> <ol style="list-style-type: none"> Irrigator looks up trade status on website; <p>OR</p> <ol style="list-style-type: none"> Irrigator contacts broker and Broker looks up status on website and informs irrigator
164	Water market systems provide electronic processing of transactions with clear workflows	Average time taken for an intra-Victorian auto-lodged trade to move from 'created' status to 'processed' status.	5 business days	2 business days
PC6a	Water market systems provide electronic processing of transactions with seamless processing			
PC6b	Water market systems provide electronic processing of transactions with seamless processing			
OB12b	Transaction times are reduced	Average time taken for an intra-Victorian auto-lodged trade to move from 'created' Status to 'approved/refused' status	7 business days	5 business days

CR	NWMS Outcome	Indicator	Baseline Measure	Target
144	Water market systems provide a single 'point of truth' for all information collected	The introduction of a water register customer capability	Currently, 'Parties' are the de facto customer in the register with 82,470 existing records including duplications	Less than 58,000 customers with a single instance for each customer
PC3a	The accuracy and reliability on information in water market systems is to a common standard agreed by jurisdictions.	Validation of customer identification	No processes currently exist to validate parties resulting in more than 30% duplication of existing party records	The new BU functionality will ensure that there are no duplicate Business Units and Operation Units. At Implementation there will be a unique Customer contact for each Operational Unit

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC9	Users (internal and external) are able to access information to meet their requirements	Time taken to gather all information about a corporate entity	<p>Currently, search processes are via Party records. Searching involves the following steps:</p> <ol style="list-style-type: none"> i. Identify the record(s) that represent a Party (often multiple records exist and the average is 1.4 records per customer) ii. Select a high level entity such as a water share iii. Navigate from screen to screen down to the lower level entities (typically 3-4 levels deep) iv. Navigate back up to the high level entity(s) and repeat for each lower level entity <p>Repeat steps ii to iv for each applicable party record.</p>	Identification of a single customer via a purpose built search capability with all customer entities accessible via a single screen

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC11	Information in water market systems is updated and made available within timeframes that are consistent with user requirements	Number of steps taken to update customer contact information	When a customer requires that their address information be updated the user must take the following steps: i. Identify all systems where the customer's address details may be stored (i.e. Water Register, CRM, billing etc) ii. Identify all of the records in each system that represents the customer. iii. Update address details for each customer record found	Update customer address records in all systems via a single interface.
184	Water market systems contain consistent information	Number of entity relationships that cause integrity issues	4 entity relationships (impacting 216,893 Service Points)	No entity relationships that cause integrity issues
	Information in water market systems is specified more consistently			
	Users (internal and external) are able to access information to meet their requirements	Time taken to access an individual's usage information relating to Service Points, Water Use Licences and Meters	2-3 days to interrogate the data, analyse the output and prepare a response	10 mins (during business hours)
PC12b	Accounts in water market systems are able to be reconciled regularly	Time to deliver Overuse reporting	1 week to manually create report	1 hour to run ad-hoc report (during business hours)

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC12c	Accounts in water market systems are able to be independently audited	Visibility of Year To Date Usage	Yearly	Daily
145a	Water market systems contain consistent information	Percent of land descriptors and ownership records that are correct when there is a match for the specific parcel identifier (SPI) on a parcel in the water register.	< 50%	>95%
PC9	Users (external) are able to access information to meet their requirements	Time taken to produce reports identifying differences between the land register and the water register	2 weeks	1 hour
PC11	Information in water market systems is updated and made available within timeframes that are consistent with user requirements	Effort by external agencies to analyse and validate Water register data to meet their requirements	2-4 weeks	1 week
		Time taken to create new parcels	5 minutes	20 seconds

CR	128	NWMS Outcome	Indicator	Baseline Measure	Target
		Water market systems provide greater visibility around transaction processing	The number of steps taken to obtain access to a customer's ABA transaction history information	<p>Currently, obtaining transaction history information involves the following steps:</p> <ol style="list-style-type: none"> 1. Customer contacts water authority (either in person or via telephone) and requests information 2. Water authority obtains requested information 3. Water authority informs customer (via telephone or mail information manually to customer) 	Customer logs into user interface and obtains transaction history information directly from interface - data will be accessed within 2 mins* of submission

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC9	Users (external) are able to access information to meet their requirements	The number of steps taken to access information relating to Allocation Bank Accounts, such as ad-hoc ABA statements, Account balances, Account signatory	<p>Currently, obtaining ABA information and/or statements involves the following steps:</p> <ol style="list-style-type: none"> 1. Customer contacts water authority (either in person or via telephone) and requests information 2. Water authority obtains requested information 3. Water authority informs customer (via telephone or mail information manually to customer) 	Customer logs into user interface and obtains ABA information directly from interface-data will be accessed within 2 mins* of submission

CR	NWMS Outcome	Indicator	Baseline Measure	Target
PC11	Information in water market systems is updated and made available within timeframes that are consistent with user requirements	The number of steps taken to process requests / applications to update customer information, primarily contact details	<p>Currently, updating customer information involves the following steps:</p> <ol style="list-style-type: none"> 1. Customer obtains application form from water authority (or water authority website) 2. Customer enters details manually in application form 3. Customer submits application form to water authority 4. Water authority enters details from application form into Water Register 5. Water authority processes and approves (or refuses) application 6. Water authority notifies customer of outcome 	Customer logs into user interface and updates contact information directly via interface- requests transacted immediately, with data being updated within 2 mins* of submission

CR	NWMS Outcome	Indicator	Baseline Measure	Target
		The number of steps taken to submit applications for allocation trade	<p data-bbox="199 593 335 929">Currently, submitting an application for allocation trade involves the following steps:</p> <ol data-bbox="343 593 1292 929" style="list-style-type: none"> <li data-bbox="343 593 526 929">1. Customer obtains application form from water authority (or water authority website) <li data-bbox="534 593 646 929">2. Customer enters details manually in application form <li data-bbox="654 593 734 929">3. Customer obtains signature from Buyer <li data-bbox="742 593 853 929">4. Customer submits application form to water authority <li data-bbox="861 593 973 929">5. Customer submits payment to water authority <li data-bbox="981 593 1133 929">6. Water authority enters details from application form into Water Register <li data-bbox="1141 593 1292 929">7. Water authority notifies customer if submission was not successful. 	<p data-bbox="199 235 303 571">Customer logs into user interface and enters application details online.</p> <ul data-bbox="311 235 662 571" style="list-style-type: none"> <li data-bbox="311 235 414 571">- Application and payment is submitted directly via interface <li data-bbox="422 235 526 571">- Submission success notification and details are obtained automatically upon submission - applications will be submitted automatically