Titles Management
System

MONTHLY STAKEHOLDER NEWSLETTER

October 2020

A message from the Titles Management System team

Welcome to the October edition of the Titles Management System (TMS) stakeholder newsletter.

Over the past few weeks, the TMS project team conducted user testing with industry representatives in preparation of the launch of Phase 3 in December 2020.

Feedback from the TMS user survey, which closed in September, has also led to changes in the system. Details of these outcomes have now been published on the TMS Engagement Hub on our website.

In response to the feedback, we have enclosed some tips on system usage, which we hope will enhance your user experience in using TMS.
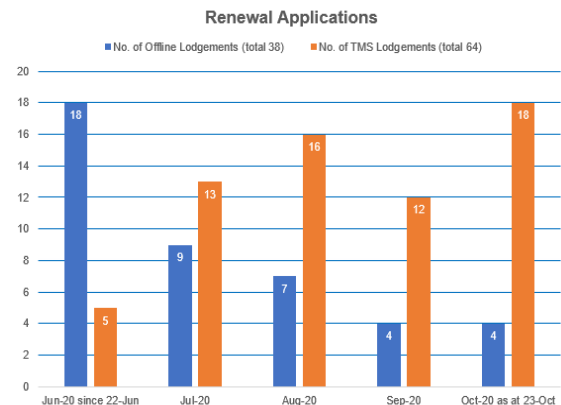
TMS stats

As of 23 October 2020, there were 440 user accounts created in TMS (see Figure 1). This number continues to grow as the wider industry sector becomes more familiar with the system and more functionality is made available.

The increasing trend in the use of TMS to lodge grant and renewal applications online continues following the introduction of this functionality as part of Phases 1 and 2, launched in December 2019 and June 2020 respectively.

Figure 1: Number of user accounts created as at 23/10/2020
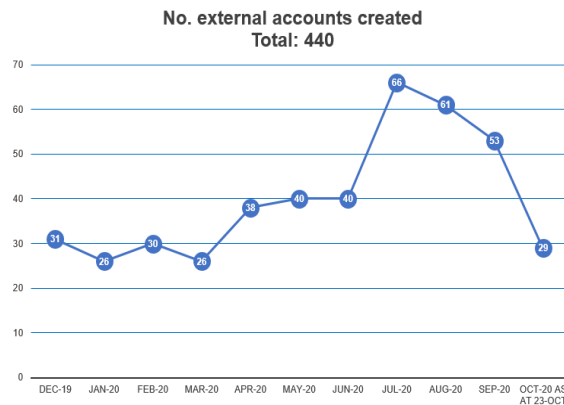
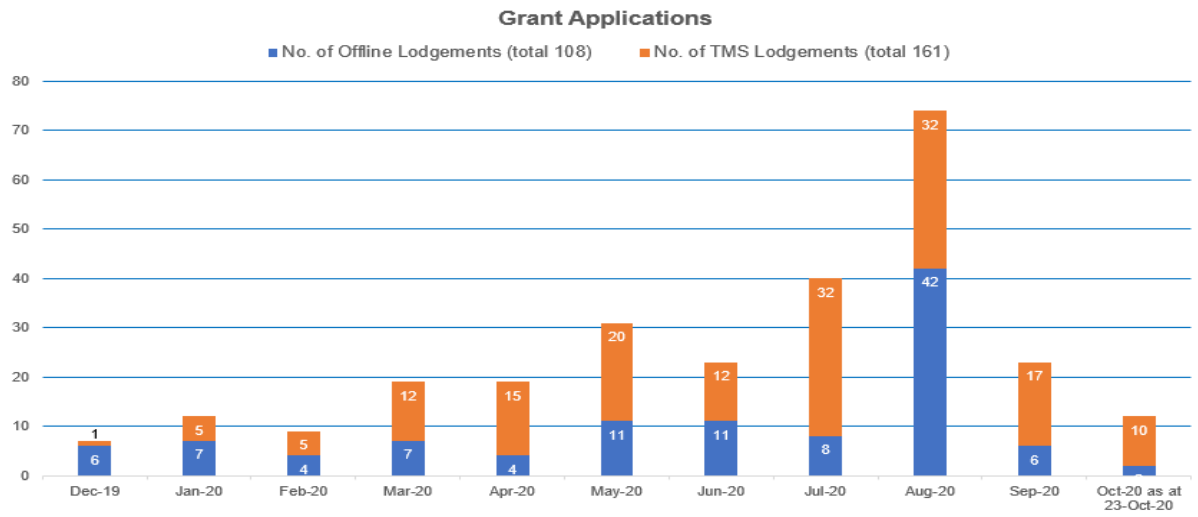**Figure 2: Renewal applications lodged as at 23/10/2020**

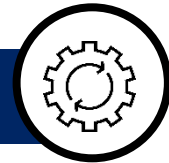**Figure 3: Grant applications lodged as at 23/10/2020**

Grant Applications

■ No. of Offline Lodgements (total 108)   ■ No. of TMS Lodgements (total 161)

Month	Offline	TMS
Dec-19	6	1
Jan-20	7	5
Feb-20	4	5
Mar-20	7	12
Apr-20	4	15
May-20	11	20
Jun-20	11	12
Jul-20	8	32
Aug-20	42	32
Sep-20	6	17
Oct-20 as at 23-Oct-20		10

TMS tips and updates

Thank you for your comments and feedback on how the system can better service your needs. As a result of what you have told us, here are some tips to help you with using the system and achieving better performance outcomes:

Adding parties to the application

If users are having any difficulty with this, we advise clicking on the **Party details help** link on the Party details screen which pops out a set of instructions. The party details screen will work slightly differently depending on the dealing. In the upcoming Phase 3 specific help text for each dealing will be available.

The following is an extract of the existing help text relevant to applications for grant, which includes how to avoid the creation of duplicate details:

In a paper-based form you record the applicant name, application contact and agent in different locations throughout the form. In TMS, all the parties relevant to an application are recorded in a single screen.

Start typing the party name in the 'search party' search box. If the party already exists, select them from the drop-down list. The party record will then be displayed in the search results grid. If the party is not displayed in the drop-down list, you can add them by selecting 'Add company'.

If you want to add an individual's name and address to TMS you must ask them to create their own TMS account. *Only then will you be able to view and select them.*

In the search results grid, you assign a role or roles to each party using the tick boxes. This application requires the following mandatory roles:

- *Main applicant*
- *Application contact*
- *Technical manager*

Additional notes

- *A party can have more than one role.*
- *If there is only one applicant, they must be assigned the role of 'main applicant'.*
- *If there is more than one applicant, only one party can be the 'main applicant'. All other applicants should be recorded as the 'applicant'.*
- *The technical manager's CV and acceptance of the role must be uploaded in the required information screen.*
- *The agent's authority to act on behalf of the applicant must be uploaded in the required information screen.*
- *Once you have added a company you cannot modify their details. You can discard the record and re-enter the details if necessary.*
- *If you need to update your contact details, access your profile in the customer dashboard.*

Industry engagement

TMS user engagement survey

Following more detailed analysis of the responses received from the user feedback survey conducted in September, the outcomes are summarised in Figure 4 below.

Figure 4. Summary snapshot view of questions and responses received (colour coded broadly in green for favourable, amber for neutral and red for unfavourable)

Questions - Feedback Options
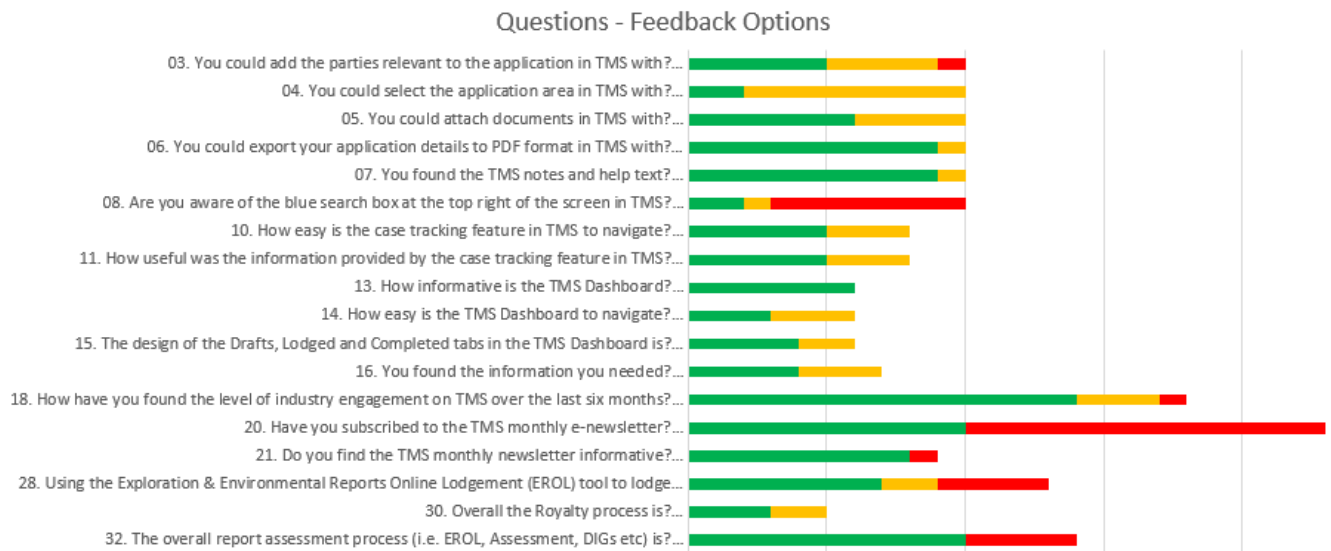
The table below highlights the specific areas of interest and concern, i.e. those with red in the responses, along with proposed actions and solutions to address the situation.

Table 1. Key areas of concern

Functional area	Survey responses	Inference and outcomes
Q3. Ease of adding parties relevant to the application	A number of respondents found this difficult to do.	Identified need to draw attention to the Help text provided on the screen which guides users on the system. User tips to be provided in the newsletter.
Q18. Level of engagement over last six months	Although the majority of respondents found the level of engagement to be good or very good, there was one who found the engagement still unsatisfactory.	Explore other channels for engagement amongst potential TMS users, beyond the existing feedback, consultation and survey modes adopted so far.
Q20. Subscribing to the TMS monthly newsletter	A large proportion (56%) of respondents comprising TMS users had not subscribed to newsletter.	Explore ways other means to promote the newsletter as a supporting resource for users, both on the system itself and on the Department's website.
Q21. Is the TMS monthly newsletter informative?	Although a majority found content useful, there was one who didn't.	Ensuring content is targeted towards TMS usage and improving the user experience.

Functional area	Survey responses	Inference and outcomes
Q28. Use of EROL to lodge reports	Around 30% of respondents found this unsatisfactory.	Feedback taken on board for consideration in future Phase 4 release.
Q32. The overall report assessment progress (i.e. EROL, Assessment, DIGs, etc)	Around 30% of respondents found the overall report assessment process unsatisfactory.	Feedback taken on board for consideration in future Phase 4 release.

These detailed findings have been published on the TMS Engagement Hub.

Pre-Phase 3 industry user testing

Six separate one-on-one sessions were carried out during the period 13 to 15 October 2020. Testers were given an opportunity to test customer-centric functionality and were able to provide direct feedback to the TMS project team.

The feedback received from participants was unanimously positive, with the testers finding the new profile management and dashboard functionality extremely useful, with a tester noting that they "…believe it will make a big impact for explorers with increased efficiency and organisation."

All constructive feedback for improvement or enhancements to the system was recorded and will be addressed in upcoming releases.

Operational updates

Minimum standards/ MILC feedback

We are continuing to work through the changes required to implement the minimum standards, which is anticipated to be included in the Phase 3 release scheduled for December 2020. This will include additional questions for financial capability and a new template for technical managers to complete.

Want to know more?

For general enquiries about TMS, or if you have any concerns with the system, please email us at tms@planning.nsw.gov.au

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Titles Management System: Placing the customer at the forefront of developing and delivering a customer-centric solution.