

Titles Management System

MONTHLY STAKEHOLDER NEWSLETTER



July 2020

A message from the Titles Management System team

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

We hope you are enjoying the added functionality of the system following our Phase 2 launch on 22 June 2020.

We are pleased to announce further enhancements to the system through an interim Phase 2.1 release on 31 July 2020. Further details in this newsletter.

The project team continues with developing the next tranche of TMS functionality for the Phase 3 release scheduled for the end of the year.

TMS stats



As of 20 July 2020, we have 284 user accounts created in TMS (see Figure 1). As the wider industry sector becomes more familiar with the system and more functionality is made available, we are pleased to see this number continue to rise. In terms of renewal applications, which were only introduced in TMS from 22 June 2020, we see that the number lodged via TMS (as of 20 July 2020) exceeds the number lodged offline (see Figure 2).

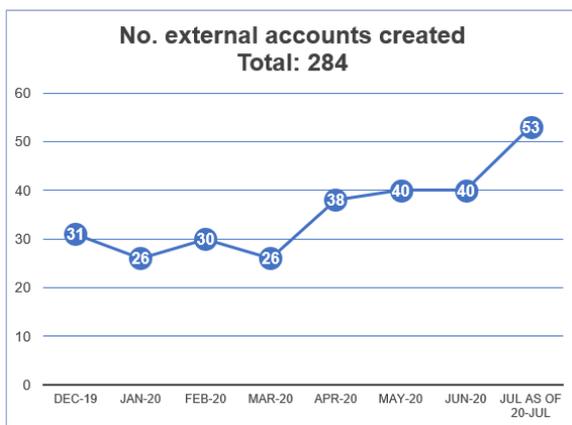


Figure 1: Number of user accounts created as at 20/07/2020

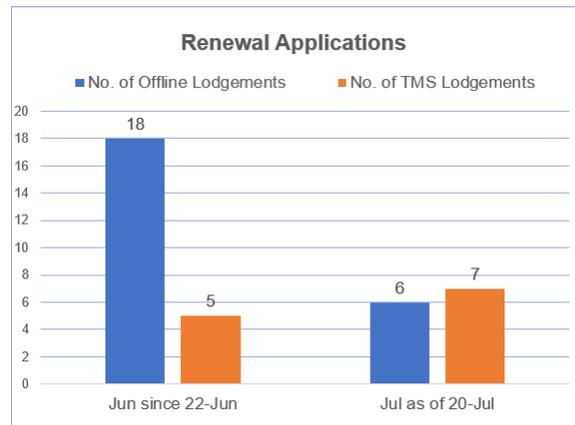


Figure 2: Renewal applications lodged as at 20/07/2020

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We are also encouraged to see that the number of applications for grants lodged in TMS has now reached 89, with the proportion of applications lodged in TMS now consistently outweighing those lodged external to the system since December 2019 (see Figure 3).

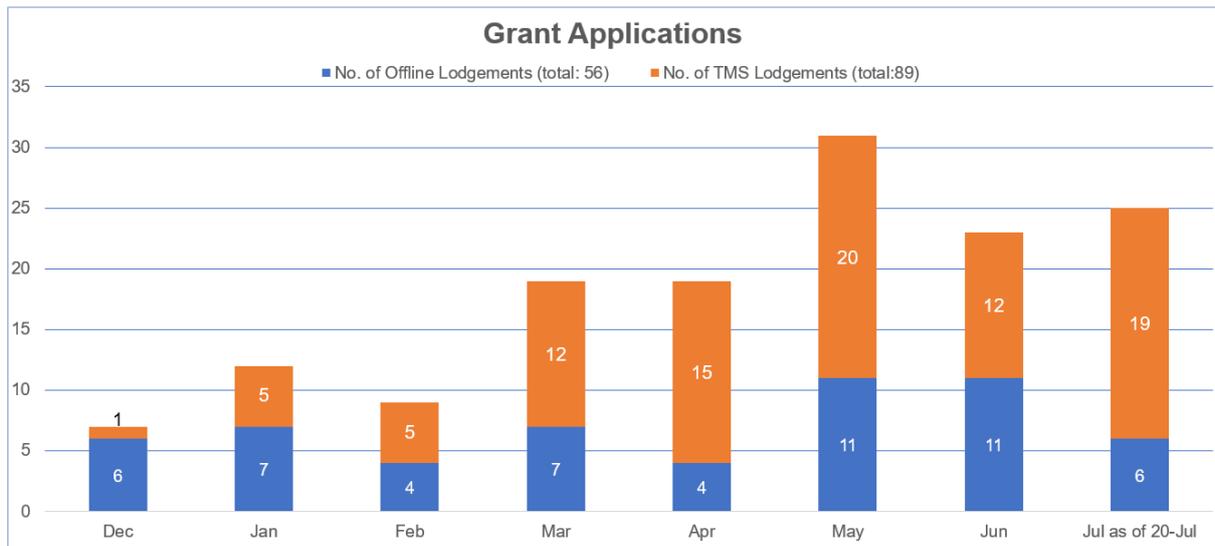
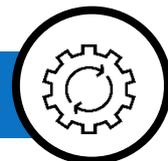


Figure 3: Grant applications lodged as at 20/07/2020

Interim system Phase 2.1



Scope of functional changes

In response to the feedback raised during the pre-release testing, and further feedback received after the release, we are implementing an interim Phase 2.1 release on 31 July 2020. More information on this interim release, and what it means for our users, is itemised below.

1. Adding Technical Manager alternative option for those parties not stored in TMS, in the Party Details screen
2. Fixing the document attachment feature, so that multiple documents of the same document type can be uploaded
3. Increasing the text box capacity in renewal justification screen (currently limited to 1,000 characters)
4. Additional information on login screen instructing preferred use of Google Chrome browser and optimal resolution and screen settings

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5. Removal of the target date from the lodged tab of your dashboard and case tracking feature if there is a Stop-the-clock applied. A revised target date will be displayed when the clock is restarted.
6. Correcting the field label to be “Minister’s” in the Application area screen.
7. Removing the case sensitivity in case tracking authority search feature
8. Removing “Provide reasons” sub-heading which displays in the PDF for mining lease applications
9. Correcting the grant date rendered as 01/01/1970 for several authorities in the case tracking feature
10. Automated retrieval of Titles Administration System (TAS) data at the commencement of renewal applications
11. Inclusion of Application ID or Authority ID (if available) in the subject line of all system email notifications

TMS system outage prior to release of Phase 2.1

As part of the implementation of this interim system update, there will be an outage from 4pm on 30 July until 8am on 31 July 2020.

During this time users will be unable to access the TMS Portal. We apologise for any inconvenience caused.

Recent engagement activities



TMS user engagement survey

An engagement survey will be sent out to all current TMS users in the coming weeks, seeking targeted feedback on their experience lodging applications since the Phase 2 launch and other system functionality. We thank, in anticipation, all those who will respond to the survey. Your feedback will help us to continually enhance the system and your overall user experience.

TMS Engagement hub

The TMS team has been working towards building an engagement hub to capture and collate all feedback from industry engagement sessions and explain how the system will address your concerns and queries. The Hub content is under review and will be published in August!

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Targeted engagement

The TMS team will be seeking feedback from a number of selected stakeholders in the coming weeks and months on specific functions proposed for Phase 3. We appreciate your time in providing us with honest and candid feedback.

Industry testing

Similar to Phase 2, we will be conducting industry testing on the functionality proposed for Phase 3 around end September/early October 2020. We will keep you informed on how these sessions will be conducted in the coming weeks.

Operational updates



New Department of Regional NSW bank account details

Following the recent Machinery of Government change relating to the newly-formed Department of Regional NSW, business transaction details have changed and these have been incorporated into the payment screen in TMS. The new bank account details for direct deposit payment relating to applications are now:

Account Name	Department of Regional NSW
ABN	19 948 325 463
BSB & Account #	032001-183837

Want to know more?



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

To subscribe to this newsletter, please sign up via this [link](#).