

The Infor logo consists of the word "infor" in a white, lowercase, sans-serif font, positioned inside a solid red square. A small "TM" trademark symbol is located at the bottom right corner of the red square.

infor™

PUBLIC SECTOR

Disruption readiness: NSW planning reforms

Driving efficiency, transparency, and accountability

Delivering a simple, effective planning system for NSW

NSW planning reforms will improve the customer experience, drive greater transparency and efficiency, and connect community, industry, and government. With many NSW councils already piloting the online DA process, there's no doubt NSW is well poised to deliver the simplest and most effective planning system in Australia. But as with any step toward becoming a digitally mature public sector, and with online mandates coming into effect for all NSW councils, the reforms also bring technology and process challenges. Implementing the requirements mandated by the NSW Department of Planning, Industry and Environment (DPIE) calls for an overhaul on process and an unprecedented level of integration between community, council, and state.

In this eBook, we'll look at the value the planning reforms bring, the impact to council processes and technology architecture, and the integration path forward with Infor® OS (operating services). As a digital cloud gateway, the Infor OS platform will allow integration, collaboration, extensibility, and innovation—making it seamless and easy to adopt new mandates into existing property and rating solutions.

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“ Under the new reforms, we will deliver the simplest and most effective planning system in Australia that creates thousands of jobs and improves the way people live and work, right across the state.”¹

PREMIER GLADYS BEREJIKLIAN

Before and after

Disparate, manual processes, and long determination times inhibit productivity and viable economic activity.

A need for planning reforms:

DA approvals typically take around twice as long across most development types than those in Victoria, Queensland, and Western Australia²

Applicants face a disparate range of manual processes—16+ forms required to submit a DA in NSW, often restricted to in-person lodgements during business hours

Productive economic activity is effectively priced out through administrative complexity or unreasonable delays

An improved customer experience:

- Planning processes are digitised and integrated into one central system, creating a more seamless workflow
- The online Concurrence and Referral service is expected to save up to 11 days on existing assessment times
- Councils will have access to real-time information on the number of DAs in their area—as well as status on completion details

The planning reforms will ultimately drive greater efficiency, transparency, and accountability, putting the spotlight on government

Combating the chaos of disruption

The new DPIE reforms will bring immense value to the customer experience and will undoubtedly free up in-house resources for redeployment into more strategic initiatives. But as with any step toward digital maturity, an online-only DA process presents technology challenges historically not considered nor required. Transforming a long-followed, paper-based, complex process into a completely online, integrated, seamless customer experience brings a level of chaos. The looming deadline merely adds pressure to execute cleanly and successfully. With limited room for error and limited off-the-shelf technology solutions fit-for-purpose, there are numerous areas for consideration across both planning processes and their associated technology stacks, including:

- An unprecedented level of integration between community, council and state is now required
- Processes need to be revised in conjunction with technology architecture changes
- Internal resources should be redeployed to more strategic requirements

The biggest technology consideration in this digitalisation process is integration. How can existing DA software seamlessly integrate with the third-party platform, and what impact will this have? Adopting the reforms requires a review of existing design, and the creation of possible solutions to automate information flow between DA solutions and the online portal.



Disruption readiness: Architecture that empowers your Council

Be ready—for today, tomorrow, and whatever comes next

Simplify application integration with Infor OS iPaaS (integration platform as a service) and Intelligent Open Network (ION®), Infor's flexible, advanced middleware. Leveraging the power of Infor OS and ION, councils can integrate existing DA systems with the DPIE portal connecting to the DPIE-supplied application programming interface (API). Infor OS delivers application integration with transparency and trust. Infor ION APIs deliver a centralised framework and gateway for the API economy, which represents the future of application development, information exchange, and consumption. The lifecycle of every event captured in ION is exposed in an intuitive, visual timeline helping you quickly and easily get the information you need to monitor issues, troubleshoot problems, and optimise system performance.



Your cloud operating system of the future

Infor OS: enabling cloud applications to work collaboratively with each other and with legacy software

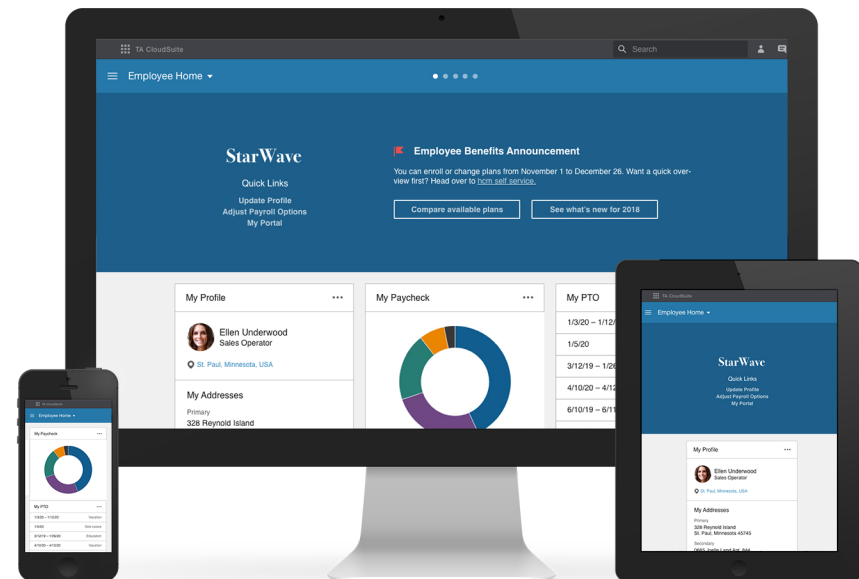
Infor and third-party systems can easily integrate—whether in the cloud, on-premises, or in hybrid deployments with Infor’s advanced iPaaS solution and API gateway. Infor OS serves as the underlying foundation for your entire enterprise ecosystem, ensuring that systems work seamlessly together, deliver business insights automatically, and have the flexibility to support changing business and industry needs.

ION is part of Infor OS, providing the powerful middleware to simplify software integration. Built on non-proprietary standards, Infor ION provides an open architecture that is flexible, scalable, and adaptable. By delivering heavyweight functionality on a lightweight and adaptable framework, Infor ION future-proofs council and prepares you to adapt to new challenges as they arise.

Making unified management a reality

As a software company with decades of experience meeting specific industry needs for thousands of customers, we understand multivendor software environments. We built Infor ION to address the pressures organisations face in integrating a wide assortment of solutions in a way that helps them succeed.

Infor OS is a complete technology platform. The result of more than four years and one billion dollars’ worth of research and development, Infor OS combines proven, practical applications with innovative new technologies to power organisations operating in a highly complex world. With Infor OS, councils gets deep analytics, advanced collaboration, and development tools—all with a mobile-first design, open source compatibility, and integration capabilities to make unified management a reality.



Infor OS: Much more than integration



Systems that bend without breaking

Infor OS is based on the architecture of the internet—flexible, scalable, adaptable, and open. Each application can be upgraded, replaced, or even fail without taking your entire network down.



Work your way

Personalised homepages—customisable for specific roles, teams, or areas of interest—aggregate processes and deliver information automatically to users. Single sign-on and a consumer-inspired UI make applications easy, intuitive, even fun to use.



Turn information into action

Infor OS's data lake and data visualisation capabilities work across systems to deliver information automatically based on users' specific roles and priorities.



Be prepared

Infor OS gives you the flexibility to add to and modify systems as your business grows, while cloud deployment provides a secure, cost-effective, and constantly-evolving modern enterprise infrastructure.



Work smarter

Infor OS embeds collaboration, document management, and business process management within enterprise systems to support real-time collaboration and information sharing.

Your trusted partner for digital evolution

Integration, collaboration, extensibility, and innovation for local government

- Seamlessly integrate your DA platform and the DPIE portal
- Achieve an intelligent, connected network with InforOS
- Join more than 4,500 government organisations that trust Infor with their needs

Easily adopt online DA mandates with Infor

[LEARN MORE →](#)



1. NSW Government, "Major planning reform to drive jobs and investment in NSW," November, 2019.
2. Achterstraat AM, Peter, NSW Productivity Commission, "Kickstarting the productivity conversation," October 2019, pp. 127-128.



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About Infor

Infor builds business software for specific industries in the cloud. With 17,000 employees and over 68,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

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