



Success Story



Water Information System (WIS) Project

ER & Associates was selected by the NSW Department of Land and Water Conservation (DLWC), currently known as the NSW Office of Water (NOW), to lead and project manage the development of a new information management system. The requirements for the new system included objectives to meet customer service initiatives, electronic service delivery, policy and legislative changes including the NSW *Water Management Act 2000* and the federal *Water Act 2007*.

The project, with a budget of approximately \$6 Million, involved a broad range of activities including:-

- Architecture Development
- Business Analysis
- Conceptual Delivery Models
- Business Process Engineering
- Workflow Assessment & Design
- Data Warehousing
- System Documentation and User Guides

The project team brought together a unique skill set combining data management and systems design ability, experience in environmental water planning and management with a background in water science and management expertise. This combination enabled the successful design, development and delivery of systems to manage:

- access entitlements, water titles and trading
 - water accounting
 - water planning, licensing and account management
 - water program evaluation
 - performance auditing and reporting

Some of the specific applications that were designed and implemented as part of the project included:

- Software and data base management system for managing water access entitlements trading – an application to manage the processing, assessment and implementation of customer dealings in Water Access Licences and NOW’s interaction with LPI (Title Management) and State Water (Account Management & Billing).
- Licence Verification System to validate ownership and security interests associated with the conversion of Water Act 1912 licences into WMA 2000 entitlements involving NOW, NSW Department of Lands, ASIC, Law Society and Major Banks and Financial Institutions (Australian Bankers Association).
- Management reporting system for the delivery of performance information including comparative assessment of trading, entitlement levels and water availability for state and federal bodies such as NOW, MDB and BOM.
- Environmental Water Register as an inter-government initiative between NOW, DECC, State Water, BOM, NWI, VIC Sustainability and Queensland.
- Water Applications Online to allow NOW customers to lodge and track water access entitlement transactions over the internet.
- Transaction system to manage the processing, assessment and implementation of approvals to construct works and use water in NSW.



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