

# PLANNED SYSTEM ENHANCEMENTS

As of 31 March 2022

The following PlanSA system enhancements are planned for completion by 31 March 2023.

Project	Description	Category
Additional payment options	Enable electronic fund transfer-based payment options for larger payment amounts, which are currently limited when paying via credit card.	User experience
Accreditation management	Introduce or update the system to manage complaints, accreditations, auditing and payment processes.	User experience
Archiving solution	Investigate a solution for archiving data and documents.	System stability
Crown assessment process	Create a crown assessment process within the PlanSA system.	User experience
Reporting and monitoring	Improve system level reporting and monitoring, including analysis of any system and cyber security incidents to enhance PlanSA's proactive monitoring capabilities.	System stability
Code to DAP Integration	Enable elements and features of the Planning and Design Code to be implemented in the PlanSA system.	User experience
Certificate of Occupancy (CoO) Improvements	Full review of the CoO workflow with stakeholders to ensure the process is improved and fit for purpose.	Regulatory compliance
Major Developments	Create a major development assessment process within the PlanSA system.	User experience
Code Amendment Tracking and Invoicing	Enable the tracking and invoice management of Code Amendments.	User experience
Code Amendment System Improvements	Introduce system improvements to the Code Amendment process.	User experience
Expiring Applications based on No Activity	Enable the expiration of development applications with no activity where the applicant has not provided mandatory documentation or paid fees in a 6-month period.	User experience
Self-Serve User Errors	Enable specific users to rectify errors after approval from the relevant authority.	User experience
Appian Upgrade 22.1	Upgrade to the Appian system.	System stability
Verification Process	Improvements and updates to the verification process.	User experience

*Heads of Planning and Heads of Building Reference Groups will determine the prioritisation of the above projects to achieve quality outcomes and the delivery of results. An updated list of planned enhancements will be published in Q3 2022.*