



## ACT Registry ... “Improving public service AND efficiency”

### *Registrar-General's Office - Australian Capital Territory*

The Registrar-General's Office is a statutory Office and part of the Department of Justice and Community Safety, ACT Public Service.

The Office was established under the Registrar-General Act 1993.

The mission of the office is to deliver high quality and timely service, access and advice relating to the registration of Land Titles; Births, Deaths and Marriages; Business Names and Associations; and the Management of Residential Rental Bonds.

### *Technology*

Pentium 400 Mhz Server

Windows 2000 Server

TCP/IP based networking

Promadis Raven for 15 users

Promadis Central Server

Promadis Certificate Validation Service

D3 database server

D3 Flashconnect service

### **Background**

For more than 12 years, the Registrar-General's Office in the Australian Capital Territory relied on a mainly paper-based system for registering births, deaths and marriages (BDM).

The process was involved, time-consuming and inefficient. As demands on the agency grew, the limitations of the old system were magnified.

The office urgently needed a modern system capable of handling high-volume processing.

### **Business objectives**

The Registrar-General's Office required a computer-based system that was both scaleable and flexible.

It needed to handle increased demands within the office, have the flexibility to manage the agency's other operations if required and the ability to support the identity verification needs of other departments and the private sector.

Other key drivers included the need for cost savings and efficiency gains in dealing with customers, an integrated billing system, better reporting and a high level of security.

### **Selection process**

The options available to the Registrar-General's Office included upgrading its old system, building a replacement or adopting a proven BDM program used by another authority.

Although the population of the Territory is relatively small, about 310,000, the multiple responsibilities of the office including the registration of “deaths abroad”, created additional challenges.

If possible, the office required a system that had potential application to other functions, including the registering of business names and land titles, and the management of residential rental bonds.

## Selection reasons

Research by the Registrar-General's Office highlighted the high cost and operational risks experienced by other authorities in building a system in-house, and upgrading would not deliver the required functions.

"We assessed the BDM systems already available in the market. This evaluation indicated that Promadis Raven provided the best fit for our current and emerging business needs," said Registrar-General Andrew Taylor.

"Among the key deciding factors were cost, excellent reports from other users in South Australia and the Northern Territory, and the modular design, which meant the system could be integrated office-wide."

## System implementation

Accurately moving the data from the old system into Promadis Raven, developing some site-specific software enhancements and assisting with the entry of legislative "rules" all added complexity to the project implementation.

Despite these challenges, Promadis managed the installation of their Raven product with minimal disruption to the office.

Staff were able to begin using the system immediately and needed little training. Promadis Raven is designed with the user in mind and its use is intuitive.

Fail-safe systems built into the system mean it is almost impossible to make a processing mistake. Provided the original data is entered correctly, the rest is automatic, from registration through to reporting and final billing.

Variations in local regulations and legislation are also integrated into Promadis Raven at the time of installation.

## System benefits

BDM is very much a production-line business involving large amounts of data.

Mr Taylor said Promadis Raven had eliminated the repeated handling of information and endless paper shuffling.

"The outcome is a faster and more efficient service for the public – efficiency advantages including online lodgement of data and payments processing," he said. "What used to take an hour now takes 10 minutes.

"The technology has freed up staff from manual processing and enabled them to be assigned to other duties."

Another significant improvement is in the monthly accounting reconciliation, which used to take days to complete. Now the whole reconciliation process takes just a matter of minutes to complete providing more timely and accurate reporting, with total confidence in the result.

*"What used to take an hour now takes 10 minutes."*

Registrar-General  
Andrew Taylor

The Registrar-General's Office highlighted other key features of the system, including:

- A certificate validation service that can be used by other government agencies and the private sector, such as financial institutions, to quickly verify any certificate issued by the registry.
- Super Search, which allows extremely fast and complex searches involving individuals and their extended families.
- Integrated business and financial processes that are fully auditable.
- An electronic alert system that can be used by authorities, including the police, to locate wanted people who make contact with the registry.
- An ability to automatically match up external information, such as that received from hospitals with respect to birth notifications.

## The final word

"The end product was delivered on time and on budget – two almost unachievable targets in today's IT world," Mr Taylor said.

"I've been particularly impressed with the manner in which the Promadis staff worked cooperatively with us to ensure the best outcome. The back-up support has been excellent.

"Because of the flexibility of Promadis Raven we can now start the next phase of our technology program – integrating the Promadis Point-of-Sale software across the rest of the office."



The Registrar General, Mr Andrew Taylor, personally presents the first birth certificate produced by PROMADIS Raven for the Registrar General's Office.