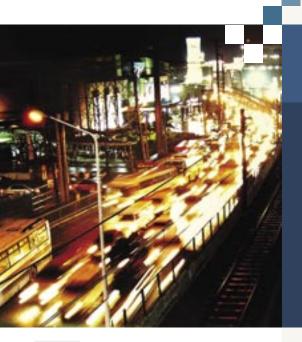**ncs**
making IT happen

Timely processing
Greater Convenience

LTA.PROMPT

CUSTOMER
- Land Transport Authority of Singapore

INDUSTRY
- Transportation

CHALLENGES
- Develop a system that could simplify application approval processes and integrate with various governmental agencies
- Streamlining process and eradicating manual and time-consuming paperwork

OFFERING
- Web-based application system
- Consolidated e-form
- Electronic processing
- Simplify application process

BENEFITS
- Improves efficiency and provides convenience to customers
- Better management and administration of user applications
- Co-ordinated approach to undertaking public works

One-stop Application Portal ■ The Land Transport Authority (LTA), a statutory board under the Ministry of Transport, spearheads land transport development in Singapore. Its mission is to provide an efficient and cost-effective land transport system for different needs.

LTA has implemented a series of "e-measures" to streamline administrative process and improve communication by making use of the Internet. The Permit for Road Occupation Management Portal (LTA.PROMPT) is a new internet-based service that enables applicants to apply for road permits from necessary agencies in one application online.

LTA leveraged IT to achieve cost-saving operational efficiencies as well as vast enhancements in customer service, by engaging NCS, the region's leading IT and communications engineering service provider, to design, develop and implement LTA.PROMPT. NCS was selected as the provider of choice based on its proven expertise and domain knowledge as well as the ability to deliver a consistently high grade of service.

The Challenge ■ Previously, applicants who wanted to carry out work on public streets or other public areas would have to submit multiple applications in hard copy for various land-management agencies such as LTA, Housing Development Board (HDB), Jurong Town Council (JTC), Public Utilities Board (PUB), Singapore Land Authority (SLA) and National Parks (NParks) to approve. The manual method meant that applicants have to make visits to multiple agencies to submit all the necessary forms. Filing and receiving approvals for road works was a time-consuming and long process, and it might take as long as one to two months on average to get multiple approvals from agencies.

NCS worked closely with LTA and five other land-managing agencies, namely, HDB, JTC, PUB, SLA and NParks for this project. As each agency had its own requirements and service standard for opening roads, it is crucial that the system is able to accommodate and integrate the different requirements while at the same time, streamline processes.

In addition, the system had to be interfaced with LTA backend system - eRMS (Enhanced Road Management System). It is also expected to enable application payments online and be delivered within a tight deadline.

The Approach ■
To implement a system that was efficient and user-friendly, all the six land-managing agencies worked closely with NCS from the start of the project. NCS first conducted user interviews to develop an understanding of all the customers' requirements and existing workflows. All agencies involved then underwent the user acceptance testing so as to ensure that their requirements are met. A designated group of applicants were also invited to test out the system during the user acceptance testing phase.

Training was provided to all the agencies involved before the soft launch. During the 2-months soft launch period, applicants and agencies involved had to use the system and be familiar with the system before the official launch.

LTA.PROMPT utilises iConnect.Net Framework which is based on Microsoft.NET Framework, Oracle Database and Psi Flexipay Services. With the electronic submission, tracking is automated. A grace period of 14 working days is set in LTA.PROMPT to monitor the approval process. The processing officers of the land-managing agencies will be reminded automatically via email to process the application before the grace period is due.

It took NCS less than eight months to implement the portal system. Apart from the implementation agreement, NCS was also awarded the maintenance contract.

The Benefits ■
Various groups benefited from the implementation of LTA.PROMPT.

Applicants (generally service agencies and professional engineers) enjoy the convenience and ease of submitting their applications online with the LTA.PROMPT. In addition, LTA.PROMPT also makes submission of applications easier as it is a consolidated e-form which eradicated the hassle of submitting applications to multiple agencies. Besides shorter application processing time

and improved work co-ordination, LTA.PROMPT also allows the applicants to check the status of their applications online, to view the contractors' track records, land-managing agencies' requirements and what other work has been approved, as well as learn about upcoming approved works without leaving office or home. Moreover, electronic reminders will be issued if work is not commenced within a reasonable time.

For approving authorities, they will enjoy time and cost savings from the implementation of LTA.PROMPT. No dedicated counter services are required as the administrative process is managed electronically and all relevant land-management agencies responsible for the affected areas will be notified. The new system brings about better management and administration of user applications as well as a co-ordinated approach to undertaking public works. In addition, it also makes preparation of reports easier.

Contractors too will enjoy the convenience of timely information. They will have the access to their own track records as well as information on all approved works in addition to being notified of appointments.

Public in general will also indirectly benefited. By having access to a wide array of information such as approved road works, scheduled road works in the next six months and so forth, they can better plan their travel route, thereby minimising inconvenience.

"We are always looking at ways to leverage on IT to increase productivity and efficiency. The implementation of LTA.PROMPT, not only elevates our service level as application processing time is shortened, it also brings convenience to our customers. With a mere click, customers can submit their application electronically without going through the hassle of submitting requests to multiple agencies manually. Users can also expect much faster application approval times", said Yap Boon Leong, Deputy Director, Roads Infrastructure Management Division, Land Transport Authority

Contact NCS Group today!

As the region's leading IT and communication engineering solutions provider, NCS Group aims to work closely with customers to create business value through the innovative use of IT. With proven experience and expertise in consulting, development, integration and managed services, we bring end-to-end support for your organisation's entire technology life cycle. For more information, please visit www.ncs.com.sg.