

# FRONTLINE & DIGITAL SERVICES

# PSBA

# INITIATIVE PROPOSAL

PUBLIC SAFETY BUSINESS AGENCY

	<ol style="list-style-type: none"> <li>customer portal for access to individual weapons license information and to update address and contact information</li> <li>a digital identification verification system for weapons licensing applicants</li> <li>online secure payment facility for weapons licensing forms where a fee is levied</li> <li>dealer and armourer online capability to maintain their weapons register</li> <li>shooting clubs and ranges online capability to be able to discharge their reporting requirements</li> <li>a counter service to remove Police Station attendances</li> </ol>		
<p><b>Benefits of the Initiative</b></p>	<ol style="list-style-type: none"> <li>Remove the need for applicants to attend police stations effectively providing gains in frontline officer hours</li> <li>Remove the need for manual handling of hard-copy forms, saving administrative hours in Weapons Licensing Branch allowing staff to better focus on customer service</li> <li>Enhanced customer experience, identifying the QPS as a progressive government agency</li> <li>Reduction in Weapons Licensing consumable expenditure</li> <li>Improved processing time of weapons applications, records management and data quality and consistency</li> <li>Reduced administrative burden related to clarifying the content or applications and/or answering queries related to progress of applications</li> <li>Reduced customer complaints, including Ministerial correspondence</li> </ol>		
<p><b>Risks of Not Implementing the Initiative</b></p>	<ol style="list-style-type: none"> <li>Ageing WLMS platform leading to application processing risks</li> <li>Business continuity for operations (unsustainable with current business processes)</li> <li>Weapons Licensing Branch operating cost increases annually</li> <li>Staff disengagement through repetition of repetitious and unrewarding tasks (data entry and menial records management)</li> </ol>		
<p><b>Cost/Funding Source/Availability</b></p>	<p>Subject to Business Case and D&amp;RC endorsement</p>		
<p><b>Approvals</b></p>	<p>Requestor Approval</p>	<p>Name &amp; Signature</p>	<p>Date</p>
	<p>Executive Director (or equivalent) level only</p>	<p>AC Mike Condon, OSC [Redacted]</p>	<p>03 JAN 2018</p>
	<p>Agency PMO Approval</p>		
<p><b>Internal Use Only</b></p>			
<p><b>Medium &amp; Heavy Rail Only</b></p>			
<p><b>Comments</b></p>			