



RPM Transition - frequently asked questions

What is RPM?

The Reporting and Program Management (RPM) system will help the department manage the Australian Government's Infrastructure Investment Program (IIP). It will also support payments under the Financial Assistance Grant program. The RPM System will replace the Infrastructure Management System (IMS), a system built in 2007 to support infrastructure investment payments under the Auslink Program.

The RPM system build was completed on 26 June 2020 and is one of the department's first major applications in the cloud environment. It uses Microsoft Dynamics 365 and has a custom-built secure web portal for external users.

What is the Infrastructure Investment Transformation Program?

We are not just replacing IMS, we're transforming the way we manage the IIP. We are streamlining business processes, improving our data and building the capacity of everyone who uses the system.

We are supporting the transition to our new system and processes with user support products, including a user guide, quick reference guides, virtual familiarisation sessions and a dedicated RPM Support Helpdesk.

How will you access RPM?

Users will access the RPM system by logging into the RPM Portal on a web browser. Unlike with IMS, the department will manage access for all users, so there will be less work for you.

To access the RPM Portal users will require a modern web browser and internet access, approval from your CEO or delegate, an identity verified through our Document Verification Service and a personalised work email address that only you have access to. The personalised work email address must be name based [e.g. firstname.lastname@council.state.gov.au](mailto:firstname.lastname@council.state.gov.au), rather than title based ceo@council.state.gov.au.

The required User Access Form has been circulated to everyone during October and November 2020, with on-boarding of new users occurring right up the RPM Portal Go-Live.

Who will use RPM?

There will be a diverse group of RPM users. Those internal to the department, as well as external users in infrastructure departments and agencies of state and territory government, as well as local governments Australia wide.

IIP funding recipients will use the RPM Portal to submit project information and report on progress and expenditure.

State and Territory RPM Portal Users

More workflows will now be managed through the RPM Portal, including submission of Project Proposal Reports (PPRs), bulk upload Black Spot nominations and payment and non-payment milestones.

Cash flows, budgets and reports will also be managed through the RPM Portal and you'll be able to download the templates you need.

The RPM Portal allows better information sharing and will give you better visibility of local government projects.

Local Government RPM Portal Users

The RPM Portal will be easy to use and have improved functionality for all nominations and submissions.

The RPM Portal will be where you submit project nominations for Bridges Renewal Program and Heavy Vehicle Safety Productivity Program (BRP/HVSPP), where you can download report templates and work on them offline before submitting them through the portal.

Automatic reminders will be generated within the RPM Portal to prompt you to report. An easier to use interface will make navigation around the RPM Portal easy and streamlined.

How are we helping RPM users learn to use the new system?

We designed the RPM Portal to be intuitive and easy to use. We will provide transition support that will enable users to learn remotely. Our transition support will meet the individual needs and roles of all external users of the RPM Portal.

We have been in contact with all local and state governments about the new system and will be engaging with you further as we progress. Many of you helped us design the RPM system and we are looking forward to giving you a demonstration of the new RPM Portal.

We have distributed two fact sheets to you, which included information on user and access requirements for the RPM Portal. We will provide more information about the transition support approach for you as we get closer to the RPM Portal Go-Live.

Who benefits from RPM?

RPM users

We all rely on each other for the information we need to do our jobs. We will be able to better manage our information and be more efficient and responsive in the way we manage the program.

Our department

Our information and analysis informs policy and program decisions. With consistency in our data and a flexible system we can better tell the story of the IIP and how it benefits our economy and our community.

Our partners

Simplifying interactions with our program will free up your time to focus on delivery.

What's different with the RPM Portal?

National Projects

This will be a new process. The PPRs for National Projects will now be entered via the RPM Portal, with fields available to enter key data. Inclusion of these fields is consistent with the approach outlined at a series of workshops held with representatives from State and Territory jurisdictions around the design of the RPM Portal in relation to PPRs.

The majority of content for the major projects will still be provided to the Australian Government as attachments.

BRP and HVSPP Projects

This is similar to the current process and requirements but will be easier to use. The majority of the proposal will be entered via the RPM Portal, with the ability for local government to make submissions

These are significantly smaller in information and data requirements than National PPRs. You will also be able to upload supporting documentation into the RPM Portal.

Local government authorities will also be able to have better visibility of BRP and HVSPP projects in the RPM Portal.

Black Spot Program

This is similar to the current process. State and territory governments will download a template, that is similar to the existing form, then upload it once it is completed.

Roads to Recovery Program

This is similar to the current process and requirements, but with a better interface, helpful prompts and easier to navigate.

Local government authorities, and state and territory governments that manage unincorporated areas within their jurisdiction, will be able to upload project proposals for these areas into the RPM Portal. The data requirements are similar to the existing form.

What changes are there with our other major workflows?

Progress Reporting and Payments

This is similar to the current process and requirements. For National, BRP/HVSPP and Black Spot, state and territory governments will download a template where they need to provide an update on each of the projects progress and expenditure to date and forecast expenditure over three months. Reporting on Roads to Recovery will be similar to existing processes in IMS, just with an easier to use interface.

This form is then uploaded alongside any documentation to make a milestone claim prior to submission. The system then displays estimated milestone payment amounts.

In the case of Black Spot projects, these do not require milestones as payments will continue to be expenditure based.

Milestone Amendments

In the RPM Portal this will have improved functionality. State and territory governments, and local governments if needed, will be able to initiate milestone amendments. Milestones are used for National, BRP and HVSP projects to note a scheduled point in time at which agreed activities are to be completed and are, more often than not, linked to a payment.

Upon submission of a new or amended milestone, it will be immediately visible to the department.

Cash flow Updates

This will be a new process. The RPM Portal will allow state and territory governments to download a template to re-upload once completed.

This will allow a focus on year-on-year expenditure, rather than individual payments (which will now be captured as per milestone amendments above).

Roads to Recovery

For local government, and where the state and territory governments manage unincorporated areas within their jurisdiction, the quarterly expenditure reports will be submitted via the RPM Portal.

Similarly, the Annual Report will be completed online, downloaded for signatures and then submitted via the RPM Portal. The data requirements are aligned to the existing report and requirements.

When will I get to see the new system?

We are working through a timetable of events to provide an overview of the RPM Portal and will provide these dates in due course. Sessions will be before the Go-Live date and if there is demand can be organised post Go-Live.

Can you do virtual demonstrations?

Yes! We have GovTeams set up and can share our demonstration screen with you. GovTeams is our preferred software for demonstrations.

You do not need a webcam to join. If you don't have speakers and/or a microphone we can always include you via teleconference and just use GovTeams to show you the system.


How are we testing the system?

We have two professional testers checking every part of the system. We are also testing for accessibility and to ensure the system meets technical and security standards.

One of the last phases of testing will involve real users of the system going through real world tasks in the system. It's called User Acceptance Testing (UAT) and it's an important activity to ensure the RPM system can perform all the activities we've designed it to handle.

User Acceptance Testing

Our first round of UAT was completed in November 2020, which involved internal and external users across different areas, representing different user roles. We are planning a follow up round of UAT in early 2021.



We worked with state and territory agencies and local government to identify external participants, and it was a great way for these participants to become familiar with the new system.

Due to COVID-19 we took precautions to ensure that information sessions for UAT could be undertaken remotely at home or work.

Our UAT scripts have been created to ensure they take users through the system, exploring and testing different aspects of the system.

How will we check the data in the new system is right?

We will do a test run of our data migration, validating as we go to make sure that the information we are taking from IMS appears correctly in the RPM system. We started testing data migration in July 2020 and will continue migrating data right up until the RPM Go-Live. We have consulted with system users to help us match the right information for each program, package and project.

Just before we switch over to the new system, we will put a freeze on making any changes in IMS to make sure we don't miss any changes made as we're bringing data across to the new system. More advice regarding any impacts to you will be released as soon as it becomes available.

Will there be training in the new system?

We will provide transition support to help you use our new system and processes. We are taking a mixed approach to your transition support that will be supported by a user guide, a transition support package and other help resources.

When we Go-Live, we will have experts available to answer your questions and help you complete important tasks in the RPM Portal.

How will we know we are ready to switch over to RPM?

We have a checklist! It covers criteria including, ensuring that the system has been tested, that IT is ready, that we have trained everyone who needs it, all users are on-boarded and all the necessary documentation is in place.

Who should I contact if I would like to know more?

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