



# RPM Transition – frequently asked questions

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## What is RPM?

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

## What is the Infrastructure Investment Transformation Program?

We are not just replacing IMS, we're transforming the way we manage the IIP. The Infrastructure Investment Transformation Program will streamline business processes, improve 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 users access RPM?

RPM users will access the system by logging into the RPM Portal on a web browser. Unlike with IMS, we will manage access for all users.

Access to the RPM Portal will require a modern web browser and internet access. External users will require approval from their organisations Chief Executive Officer (CEO) or delegate, their identity verified through our Document Verification Service and a personalised work email address that only they have access to. The personalised work email address must be name based e.g. `firstname.lastname@council.state.gov.au`, rather than title based `ceo@council.state.gov.au`.

External users are currently being on-boarded for RPM, and on-boarding will continue right up to the RPM Portal Go-Live date.

## 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, agencies of state and territory government, as well as, local government Australia wide.

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

### State and Territory Agency RPM Portal Users

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

Cash flows, budgets, and reports will also be managed through the RPM Portal. Relevant state and territory infrastructure agencies will be able to download the templates they need.

The RPM Portal allows better information sharing and will give state and territory agencies a better visibility of local government projects.

### Local Government RPM Portal Users

The RPM Portal will be easy to use, and will be easier to navigate all program and project nominations and submissions.

The RPM Portal will allow local government users to submit project nominations for the Bridges Renewal and the Heavy Vehicle Safety and Productivity programs, and download report templates that can be completed offline. Reports can be uploaded and submitted back through the RPM Portal.

Automatic reminders will be generated within the RPM Portal to prompt users 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 continue to engage further as we progress. We are looking forward to giving you a demonstration of the new RPM Portal.

Two fact sheets are also available that include information on user and access requirements for the RPM Portal. We will provide more information about the transition support approach as we get closer to the RPM Portal Go-Live.

## Who benefits from RPM?

### RPM users

RPM users rely on each other for the information they need to do their jobs. RPM users will be able to better manage their information and be more efficient and responsive in the way they help manage the IIP.

### The department

The department's 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 the IIP will free up our time to focus on delivery with our partners.

## When will RPM users get to see the new system?

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

### Can we do virtual demonstrations?

Yes! We have GovTEAMS set up and can share a 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, GovTEAMS has a written chat option.

## How are we testing the system?

We have 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.

## How will we know the data in RPM is right?

We are moving the data from the current IMS system to RPM, this is known as data migration. Data migration will ensure RPM users have all their data needs in the one system.

We will do a test run of the 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.

## Will there be training in the new system?

We will provide transition support to help users navigate RPM and its processes. We are taking a mixed approach to 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 questions and help users 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 and 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?

**Infrastructure Investment Transformation Taskforce** | Infrastructure Investment Division  
e: [RPMUserAccess@infrastructure.gov.au](mailto:RPMUserAccess@infrastructure.gov.au)