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Company Update

As years go this would have to be the fastest one on record. I can prove it because Christmas is here and the jacarandas are just now in full bloom. Normally this happens in November. With everyone I know peddling faster, the world is possibly spinning more quickly. And this leads to a strong demand for the holiday break with most of us taking the opportunity to slow down, smell the roses (or jacarandas) and enjoy the festive season.

It has been an eventful year with many new customers seeking us out and moving to SynergySoft. I am thankful for your business and trust your selection of IT Vision, as a service provider that delivers successful results, is allowing your own staff to move to a new level themselves. Improving service levels has been our focus for some months now and from where I am, it seems that we notched them up a few levels. Demand for services is typically far more dynamic these days and will continue to be a challenge in the year ahead.

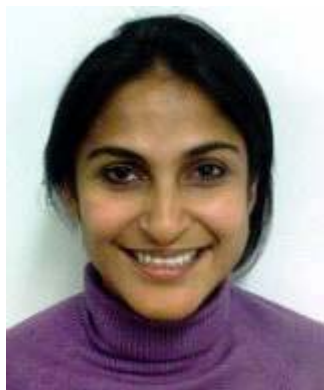
Speaking of which, it looks like being a giant year for us. News of federal government RRIF funding grants will enable us to develop new and innovative online solutions and is an outstanding opportunity for those customers involved with the three different consortiums. You can read more of those details in RRIF articles ahead.

Our WA SynergySoft implementation efforts, to work more in regional groups, is paying dividends for those customers involved as it capitalises on resource shortages that affect us all. To some degree, it reflects the theme of the User Group's conference next year; "Building the Future through Partnerships" (see below).

To all our customers, whether you are in the outback of the Territory, on the mountains of Mansfield, dodging crabs on Christmas (Island), or just logged in from home, our wishes are that you have a joyful festive season and return to 2006 with an invigorated spirit.

Earl Ward
Managing Director

New Staff



Rita Bose

Rita joined our Support team in October and will concentrate on some of our core SynergySoft financial modules. Rita has extensive experience in the support of financial applications and databases, having performed client liaison and system support roles previously.

Through her experience as a lecturer at ECU and with training customers in the use of financial applications Rita possesses significant skills in training and presentation that will be of significant benefit to our customers.

Rita is currently studying computer science and information systems at Murdoch University.

Glenn is an Analyst Programmer employed predominantly to support the Support team at IT Vision. Glenn has 5 years experience developing and maintaining financial, manufacturing, inventory, treasury and retail applications gained from previous roles where he was also required to provide database administration services in both SQL and UNIX environments.

Having also previously been employed in the retail sector dealing directly with customers, he combines his customer service skills with his business analytical and system design skills to fulfill his role at IT Vision.

Outside work, Glenn is an avid motorcyclist, recently obtaining a racing license at Wanneroo, Barbagallos racetrack. He also doesn't mind a game of snooker and billiards.



Glenn McKinnon

Sales and Marketing Update

RRIF Funding Announcement Benefits Small Business and ITV Customers

On Tuesday, 13th December 2005, AusIndustry announced details of successful bids for funding under the Regulation Reduction Incentive Fund.

WESTERN AUSTRALIA

Congratulations to the City of Albany consortium on its successful bid for \$417,000 to develop and implement an On-Line Licensing and Permit Service to benefit small business in Western Australia.

The City of Albany consortium comprises: City of Albany, Shire of Broome, City of Geraldton, City of Kalgoorlie-Boulder and IT Vision Pty Ltd.

The funding application received tremendous support from Small Business Centres, Chambers of Commerce and Industry and the Small Business Development Corporation, that will result in the development of a solution to assist all IT Vision councils in delivering cost savings and efficiencies to small and home-based businesses in their communities.

The On-line Licensing and Permit Service (OLPS) project will enable small businesses, particularly architects, building surveyors, builders, plumbers, developers, trades people, home-based business operators and small business proprietors to lodge transactions on-line over the Internet 24/7 and gain access to a range of information that will enable them to track the progress of their applications.

All West Australian Councils operate under the same legislation for the processing of these transactions, although Local By-laws involve changes at a micro level. The legislation is complex, with multiple conditions that apply specifically for Western Australia.

The Consortium Councils will engage IT Vision Australia Pty Ltd and an independent professional Project Management consultant, to scope, develop and implement OLPS.

SOUTH AUSTRALIA

RRIF funding of \$650,000 has been secured by IT Vision, Chimo and the LGA.

The Biz Connect project involves 23 South Australian Councils who are members of an Incorporated Association with common Information Technology goals and infrastructure.

The project endeavours to deliver improved e-business capabilities to Local Councils in order to benefit small and home-based business particularly through reduced compliance.

The project will apply a proven business model in order to maximise the uptake and utilisation of all new online capabilities by local business and Council constituents. It will involve building an on-Line facility for the lodging and tracking of planning applications, the bookings of building inspections, requesting Rates searches and applying for business signage.

The City of Alexandrina and other consortium member Councils have in-place effective internal tracking system for planning, building and waste management permit applications, the booking of inspections, requests for rate searches by real estate agents and applications for business signage by local small business.

All of these transactions are currently either lodged in-person or by phone at the Council's Customer Service Centre, and applicants can only monitor the status of their applications by visiting the Customer Centre or by telephoning the council. These steps can be time-consuming and frustrating for professionals and tradespeople, and involve significant staff time in handling applications and responding to enquiries.

The implementation of an online lodgment process for these transactions is viewed as the next evolutionary progression for the current system.

The Consortium Councils will engage Chimo, IT Vision Pty Ltd and the LGASA, to scope, develop and implement the system.

We would like to thank all councils for their participation and will keep everyone informed of the next phase.

NATIONAL SUBMISSION

The City of Cairns Consortium in Queensland has successfully obtained funding of \$7,090,000 for its National Electronic Development Assessment Project (NeDA).

This project aims to streamline the pre-lodgment and lodgment of Development Applications (DAs) for small and home based businesses nationally and develop a single website for application lodgment.

Several existing IT Vision customers are amongst the 108 participating councils in the NeDA project which will facilitate the development of a single website for small and home-based businesses to lodge development applications and will include a 'scenario builder' function that will intelligently assess the businesses compliance requirements.

Post Implementation Review Projects

Most organisations can probably get far more from their IT systems than they actually achieve, but positive steps have to be taken in order to gain an improvement.

Some nine months ago the Shire of Busselton took the positive step of commissioning a project, in conjunction with IT Vision, to look at their use of systems. The main areas that were investigated were:

- The level of knowledge of existing systems and what staff training was needed (both as a one-off and as an ongoing plan)
- The level of use of the functionality in each SynergySoft module
- The state of the corporate data
- Whether interfaces were required with 3rd party software products
- Whether there were access and/or security issues
- If there were ad-hoc databases that should be brought into the corporate database
- That the processes being used were optimised

The project identified many areas of improvement which Council has been working through. The results have been so positive that IT Vision has subsequently offered a similar project (which we have named a Post Implementation Review) to other customers.

The City of Kalgoorlie-Boulder embarked on a Post Implementation Review some three months ago and is considering the recommendations that emerged from it, and we will be running the project at the Shire of Kalamunda at the end of January.

If you agree that you can, or should, get a lot more from your information systems, you may wish to discuss the Post Implementation Review process with IT Vision.

Resource sharing initiative by VROC

The Central Midlands Voluntary Regional Organisation of Councils (VROC) which comprises the following Councils:

- Shire of Chittering
- Shire of Dalwallinu
- Shire of Dandaragan
- Shire of Gingin
- Shire of Moora
- Shire of Victoria Plains
- Shire of Wongan-Ballidu

was formed with the principal aim of providing a forum for resource, skills, plant and equipment and knowledge sharing.

The VROC has negotiated an agreement with IT Vision that sees the Shires move to a common software suite. This provides immediate savings on staff training and longer term permanent savings by having software in the region that is common and opens up opportunities to further investigate resource sharing arrangements such as staff exchanges, common training etc.

Six of the seven Councils comprising the VROC has managed to secure savings of about 30%, equating to an average of \$20,000 for four of the Shires that moved from their former PSU software and about half this for the Shires of Gingin and Chittering that already had aspects of the SynergySoft Platform. Three of the seven councils have now moved over to SynergySoft and three others will be completing the process soon after Christmas.

Full details are available on our website (<http://www.itvision.com.au>).

Development Update

SynergySoft v5.1 has now been completed by the development team and is currently undergoing the QA (Quality Assurance) process, before being delivered to EMRC and City of Albany for Beta testing. General release should be early in the New Year.

The workflow product, Bizflow, has been added to Purchase Orders and this new system was recently demonstrated at the Town of Bassendean during demonstrations of SynergySoft. A full demonstration of the new purchasing workflow has been scheduled for the IT Vision User Group Conference on the 17th March 2006. Any enquiries regarding this process should be forwarded to sales@itvision.com.au.

The development of the optional SQL product continues, using Microsoft SQL Server database and is on schedule for release to beta by the end of the financial year.

The next major release of SynergySoft (v6.1) is currently scheduled for release from Development in mid October 2006, with an estimated 500 man-days of effort required to complete the programming work required for this release. The support, testing, documentation and QA effort required will roughly double this figure.

With several new projects identified over the last few weeks and an already full schedule, the IT Vision Development Team has plenty to do!

Support Update

We welcome Rita Bose to the Support team, her wealth of experience with financial applications and support services will significantly contribute towards the team's performance. The additional appointment of Glenn McKinnon as a programmer resource dedicated to the resolution of Support issues also represents a considerable improvement in Support resolution resourcing that will result in improved services to our customers. As a result of these changes the average support request response times have improved month by month since September.

The training calendar for 2006 has been drafted with workshops for rate modelling, electoral roll, rates & property and payroll scheduled for the first quarter of the New Year. Please see the Upcoming Events section of this newsletter or refer to our website (<http://www.itvision.com.au>) for exact dates of the workshops.

The quality assurance testing of SynergySoft v5.1 has proceeded to plan and is undergoing preliminary beta testing at the City of Albany. This beta testing is to be completed in early January next year in readiness for a general release soon after. As usual extensive release notes detailing the changes within v5.1 will be made available. Additionally some "What's new in SynergySoft v5.1" workshops will be conducted, dates and times to be advised.

SynergySoft Rollout

We continue to roll-out SynergySoft to our existing customers in Western Australia.

The Shires of Dundas, Gingin, Greenough, Lake Grace, and Merredin are committed to changing to SynergySoft before the end of the financial year and this will leave a single council on Administrator and ten customers on InfoLGS.

In addition we are attracting an increasing number of customers that use competitors' software, with three Councils changing to SynergySoft in the last few months and a further three to convert later this financial year.

Remote Customer Assistance

In August IT Vision introduced a new service called Remote Customer Assistance, in response to requests from our customers. The purpose of the service is to enable IT Vision to provide training and assistance for issues that fall outside the Service Level Agreement that can be resolved without on-site assistance.

Since its introduction, a number of councils have chosen to use the service. The sample Crystal Report templates for Building and Miscellaneous Summarised Receipts which are included on our website are examples of the type of reports that IT Vision is able to produce for customers under the service.

Login to the website, then click on the link below to see the samples:

<http://www.itvision.com.au/customersupport/synergysoftdocumentation/userrefmat/Cash%20Receipting/rollreceipts/>

Technical Updates

Information about the Universe releases that are certified for each particular Operating System is available on the IT Vision website together with information about current SynergySoft and Excel Integration Release numbers. Login to the website then click on the following link to access the information: <http://www.itvision.com.au/customersupport/frequentlyaskedquestions/>

South Australian Update

Workshops

The following workshops were held with SA customers in the last quarter:

Rates Section 7's- This workshop was organised to discuss how to automate procedures for councils to produce their Rate Searches. IT Vision used a DIY register developed by Alexandrina as a basis for the discussions and a specification document has been distributed to all SA councils for feedback.

Payroll Workshop – The Payroll Workshop that was held at Walkerville Council was received very well by all attendees. Topics covered included v5.1 changes, superannuation, leave, reporting, internal procedures and payroll reconciliation. It was a good opportunity for all Councils to network with other payroll officers.

Building Assets - A workshop was held on 1st December at Walkerville Council. This was the third workshop held for Councils interested in an asset maintenance module. There was a lot of discussion between Finance Managers and Asset Managers on what information should be captured. It was generally agreed that the introduction of Work Orders will capture financial information that can be useful for both parties. IT Vision is planning to provide an initial release of this software to councils for user feedback.

User Group Meeting

A User group meeting was held on 9th December – Guest speaker at the meeting was Henry Van Der Ende visiting from the Western Australian User Group. We also had a presentation by Ricoh about printing capabilities within the council network and their experience at Alexandrina Council with colour printing and the cost savings they have achieved.

Victorian Statement Certificates Online (VSCO)

This project has been developed to deliver vendor certificates (land certificates) online via SMTP emails. The purpose of this is to reduce order fulfilment times by using appropriate automation to improve delivery times, allowing agents to easily and efficiently request certificates from the council. This has been achieved with the development of Web Services interrogating XML certificate requests and processing information within the SynergySoft Database.

Initial testing has been completed by IT Vision, and now needs to be installed and tested at Mansfield Shire in Victoria.

Conversion of Administrator to SynergySoft

Most of our Administrator sites have now converted across to SynergySoft – Southern Mallee just recently converted Rates, Payroll, and Receipting. We have 3 sites left to convert to receipting, and one to payroll and rates

Water/Electricity conversion to SynergySoft

Coober Pedy Council and Roxby Downs Council both use Water and Electricity Billing, but this has remained under the old Administrator system. We are now pleased to say that this is being redeveloped in SynergySoft and will be available in the New Year

Mapping and Development Applications

Mapping and Development Applications has kept us very busy with a number of conversions in the last 3 months. There are new legislative planning reporting requirements that will affect all South Australian councils. Please ensure that your planning staff attends workshops being organised by the LGA late January/Early February.

Central Records

Central Records will be implemented at the Mid Murray, Northern Area councils and LGANT in 2006. SynergySoft v5.1 will see significant changes to this module followed by the release of easy record registration from within Microsoft products such as Word and Excel.

IT Vision SA thanks all of our customers for their continued support and we look forward to exciting developments in 2006.

Wishing you all the best for Xmas and the New Year.

Upcoming Events

The IT Vision User Group Conference 2006

Building the Future through Partnerships (16 & 17 March 2006)

The IT Vision User Group Executive Officer is in the process of finalising the agenda for the third annual IT Vision User Group Conference in Perth.

The 2006 conference will be held at the Burswood Convention Centre on Friday, 17th March 2006. The conference day will be preceded by a selection of Training events, a User Group Meeting, an IT Vision presentation on SynergySoft v5.1 and a Conference Dinner on Thursday, 16th March 2006 at the Bel Eyre Motel.

Full details of the conference programme and events will be available early in the New Year and will be published on the IT Vision website.

SynergySoft Training

The following courses are currently scheduled in early 2006. Further courses will be available and advertised on our website <http://www.itvision.com.au>

Course	Dates	Duration
Report Manager workshop	18/1/06	0.5 day
Budgeting	16/3/06	0.5 day
Excel Integration	16/3/06	0.5 day
System Tools/Administration	16/3/06	0.5 day
Report Manager (using with Crystal)	16/3/06	0.5 day
Rates Modeling	20/3/06	1 day
Rates & Property	21-22/3/06	2 days
Payroll	20-21/3/06	2 days

Further information on any topics contained in this Newsletter can be obtained by contacting sales@itvision.com.au

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