1.Status of application - Applicant

Clarity around reasoning of application change type made – particularly referral to permit – drop down

Information about stakeholder notification – advertising

Across agency interaction

Appeal process. When and what is this about

2. Internal - staff

time saving re manual processes

Across agency interaction

Receipting - fee payment - refunds - offsets - automated

3. Risk

People under police protection

Functionality not working as it should

The loss of data – historically and new