



	YEAR ONE - 2021				YEAR TWO - 2022				YEAR THREE - 2023				YEAR FOUR - 2024				YEAR FIVE - 2025					
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
CUSTOMER ONLINE EXPERIENCE	Lodge and Pay Phase 1 - Forms and Services Development																					
		Lodge and Pay Phase 1 - Property Industry																				
			Lodge and Pay Phase 1 - Remaining Occupational Licences MILESTONE 1																			
				Lodge and Pay Phase 2 - Landing Page																		
					Lodge and Pay Phase 2 - Customer Login, My Profile, Licence Search, System Search and Licence Application																	
								Login, Maintain Profile and My Licence Page Property Industry														
NEW LICENSING SOLUTION						Licensing Industry Scan and Recommendation																
								Procurement														
											Licensing System Implementation MILESTONE 3											
LICENCE REFORM			Business Licence Reform MILESTONE 4																			
CUSTOMER COUNTER EXPERIENCE											Online Self Service Planning											
												Procurement										
														Kiosk Services Implementation MILESTONE 5								
SYSTEM RETIREMENT													Legacy Systems or System Components Decommissioning MILESTONE 6									
BENEFITS REALISATION													Identification and Benefits Management									
																	Benefits Measurement, Realisation and Handover					

MILESTONE KEY

- MILESTONE 1** - Ability to apply for and pay for licences online
- MILESTONE 2** - Ability to create and maintain a profile, apply for and maintain licences online
- MILESTONE 3** - Ability for LSD to administer online licences and retire manual processes
- MILESTONE 4** - Red tape reduction and streamlined processes
- MILESTONE 5** - Ability for customers to transact online at the Service Centres
- MILESTONE 6** - Support for four licensing systems retired