NEATS 2020

Pre-planning and Scoping – Summary Report

National Offshore Petroleum Titles Administrator (NOPTA)

April 2017

Contents

Inherent Limitations

This summary report has been prepared as outlined in the Summary and Key Results Section. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. This report provides a summary of KPMG's findings during the course of the work undertaken for the National Offshore Petroleum Titles Administrator (NOPTA) under the terms of the contract dated 5 September 2016. The contents of this summary report do not represent our conclusive findings, which will only be contained in our final detailed report.

The findings in this report are based on a qualitative study and the reported results reflect a perception of NOPTA but only to the extent of the sample surveyed, being NOPTA's approved representative sample of management and personnel/stakeholders. Any projection to the wider management and personnel/stakeholders is subject to the level of bias in the method of sample selection.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by NOPTA management and personnel/stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report.

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Executive summary

Summary & key results

Background

The National Offshore Petroleum Title Administrator (NOPTA) engaged KPMG to conduct a pre-planning and scoping project for the next development phase for the National Electronic Application Tracking System (NEATS) - dubbed *NEATS 2020*. The genesis of the project lies in the Ministerial Review conducted in 2015 which recommended that NOPTA engage with its stakeholders to '*develop and implement short and long term plans to enhance the NEATS system to improve the efficiency and access to titles information'.*

Approach

KPMG undertook the following tasks as part of the project:

- Summarised existing feedback gathered via stakeholder surveys and the Ministerial Review.
- Worked with NOPTA to compile a list of stakeholders to be consulted and categorised them into three broad NEATS user groups: end users, customers and internal NOPTA users (Figure 1).
- Created high level process maps to gain an understanding of current NEATS-related processes.
- Made high level comparisons of NEATS with similar systems used in other jurisdictions.
- Conducted consultation with internal and external stakeholders.
- Analysed and compiled stakeholder requirements as expressed in consultations.
- Held review workshops with NOPTA and external stakeholders to present findings.

Key results

- Overall, Titleholders and external government users indicated they are generally comfortable with the current level of NEATS functionality. However, it was noted that some functional improvements can be made to the existing platform (these are detailed on page 5);
- The prioritisation and development of NEATS enhancements needs to be considered in the context of the current oil and gas industry downturn. Request for additional funding from titleholders for NEATS development work would need to demonstrate what benefits are being delivered as part of these activities;
- A range of fixes have been initiated by NOPTA to address some of the existing internal system limitations; and
- Prioritisation of functionality will involve further work to be informed by an internal NOPTA resourcing and prioritisation process. KPMG has provided an indicative timeline for NOPTA's consideration.
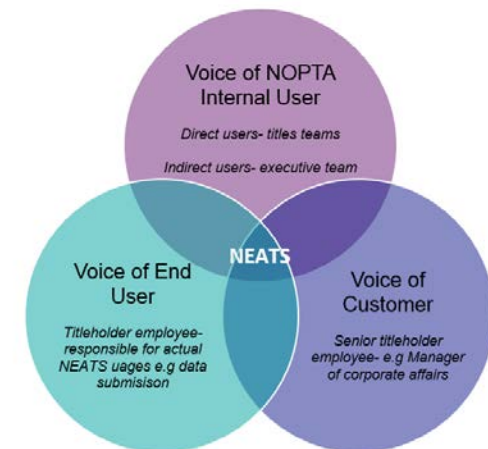
Figure 1. Summary of consultation – high level feedback

Summary of Voice of NOPTA

- Internally the system is complex and non-intuitive
- Requires double handling of information
- A range of fixes and minor enhancement are already in progress.

Summary of VOEU

- No significant concerns with current functionality.
- Require user guides or other assistance to optimise use of system.

Summary of VOC

- No significant concerns with current functionality.
- Additional spend on NEATS must be justified.

NEATS 2020 VISION

NEATS 2020 is the solution that provides open, comprehensive, accessible and accurate offshore titles related information.
Building on the existing platform, NEATS 2020 offers a further set of enhanced functionality that improves interactions between NOPTA and stakeholders and helps to relieve regulatory burden. It is an enabler of transparency around offshore title decision making.

High level requirements

High level requirements (functional requirements)

The following high level requirements were identified during consultation with stakeholders.

A Enhancements to Titleholder reporting and data submission to NOPTA

B Notifications to Industry users

C Enhancements to the application lodgement and tracking in NEATS

D Improved payment functionality

E Enhancements to interactive map capabilities

F Creation of additional access to NEATS

G Education and awareness of existing functionality

H Administrative automation and streamlining

I Reporting from NEATS

J Changes to graphical user interface

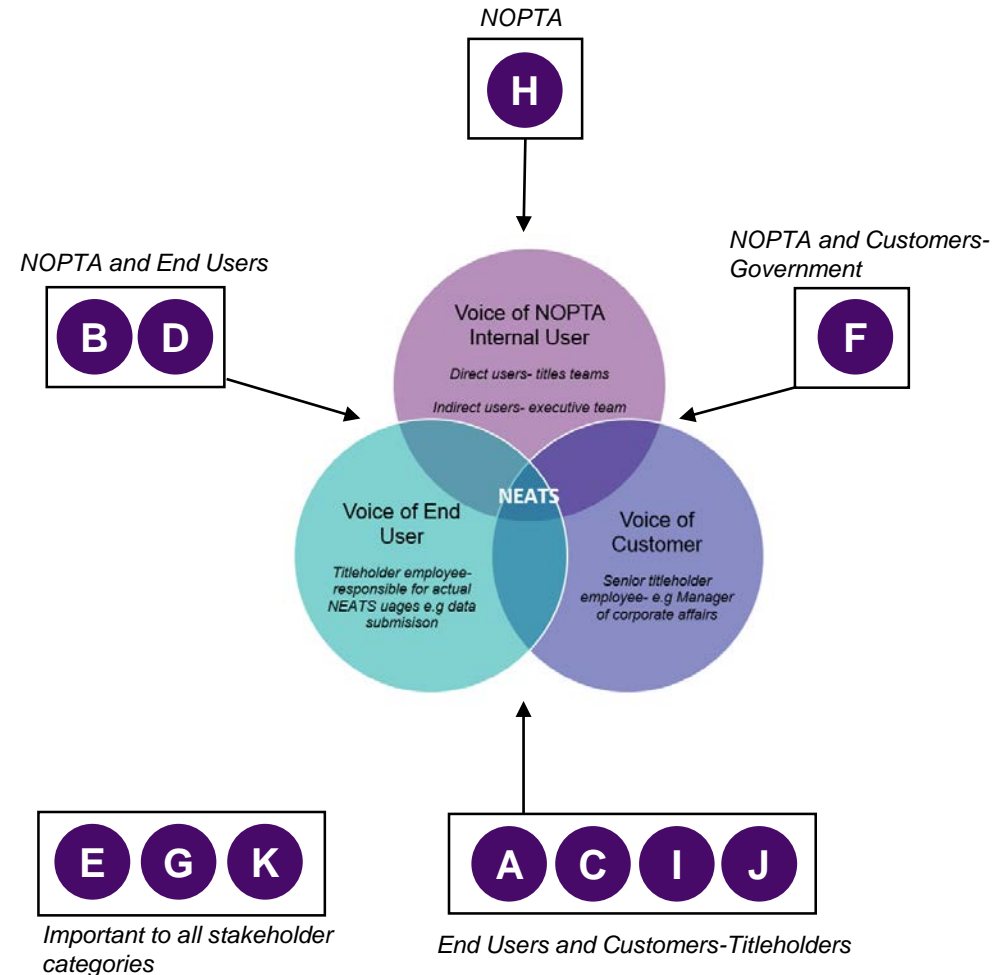**K** Improved search capabilities

The list as it appears here is not prioritised and the letters used are for identification purposes only.

Figure 2 shows the primary stakeholder category that generated each high level requirement, noting that the process was iterative and that some requirements were identified by a variety of different stakeholder groups in different ways.

The external validation workshop rated requirements B, C and D as being the most important for NEATS2020.

The internal validation workshop did not explicitly prioritise the requirements but noted the importance of improvements to the internal workings of NEATS. Many of these specific fixes are being addressed as part of NOPTA's business as usual NEATS maintenance and configuration arrangements with a third party supplier. The workshop also highlighted that further internal work may be required to implement broader enhancements.

Figure 2. High level requirements by primary stakeholder source

NOPTA

NOPTA and End Users

NOPTA and Customers-Government

Important to all stakeholder categories

End Users and Customers-Titleholders

Supporting analysis

Situation

NEATS was developed as a tool to support the overall reform process that established NOPTA in 2012. Initially NEATS had two main aims:

- Provide access to publicly-available information on offshore petroleum titles.

- Increase transparency around the application and approvals process.

Additional features and functionality have been added in an incremental manner including: online payment, online lodgment of applications, more granular application tracking and industry login user management.

The 2015 ministerial review recommended that NOPTA develop plans to enhance NEATS to improve the efficiency and accessibility of title information. It was noted that this process should be conducted in conjunction with NOPTA's stakeholders. This enhanced system has been dubbed *NEATS 2020*.

Context

NOPTA's cost recovery model means additional NEATS features and enhancement need to demonstrate value to industry stakeholders.

A key objective of NEATS 2020 is to further reduce regulatory burden by:

- Delivering additional NEATS functionality to industry.

- Improving service delivery to industry and Joint Authority member departments through enhancements to NOPTA's internal NEATS system and associated processes.

Opportunity

Engage with NOPTA's stakeholders to understand the current systems and processes and develop long and short term plans to enhance the NEATS system to improve the efficiency and access to titles information

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History of NEATS Development – High level timeline

START

01

Productivity Commission proposes NEATS-2009
The Review of Regulatory Burden on the Upstream Petroleum Sector recommends that a national electronic application tracking system be developed to provide greater access to title related information and increase transparency around decisions.

02

NEATS RFQ issued – April 2011
The Request for Quotation for the Architecture of NEATS issued by the then Department of Resources, Energy and Tourism.

03

Dialog develops and maintains NEATS – 2012
Dialog Information Technology (Dialog) win the tender to develop and maintain NEATS. Responsibility for maintaining NEATS transfers from Dialog's Canberra office to Perth when NOPTA is established in 2012.

04

Iterative increases in functionality – 2012 to 2015
A range of additional functionality was added to the system, including online payments and additional administrator roles and logins. This was done on an as-needed basis with requests generated by NOPTA and developed by Dialog.

05

2015 Stakeholder survey
Client feedback was sought over general and specific functional capabilities of the system.

06

Operational review recommends further development – September 2015
NOPTA's first operational review recommended that further improvements and enhancements be made to NEATS.

07

2016 Stakeholder survey
Client feedback was sought over general and specific functionality after the September 2015 operational review.

NEATS2020 Pre-planning and Scoping

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Summary of prior stakeholder feedback

There has been a Ministerial statutory review of NOPTA and two stakeholder surveys that contained references to NEATS, its functionality and levels of user satisfaction. These have been summarised below.

2015 Operational Review of the National Offshore Titles Administrator– September 2015, Noetic Solutions

NOPTA's first triennial review was conducted by Noetic Solutions in 2015. The review made two major recommendations regarding NEATS:

- *Recommendation 4:* That NOPTA, in conjunction with stakeholders, develop and implement short and long term plans to enhance the NEATS system to improve the efficiency and access to titles information.

- *Recommendation 5:* That NEATS functionality is extended to include more information on the progress of applications through the Joint Authority process.

NOPTA 2015 Stakeholder Survey – May 2015, KPMG

NOPTA's inaugural stakeholder survey was conducted by KPMG in 2015. The survey asked a range of NEATS-related questions. Generally, respondents indicated that they were satisfied. They were particularly satisfied with the usefulness, timeliness and accessibility of the information the system presents. The 2015 survey also asked respondents about their use of NEATS to access payment notifications and make payments. Key salient features are outlined below:

- Of the survey respondents that were required to make a payment to NOPTA only 5 had used NEATS as a payment channel.

- The NEATS users that utilised the system to make payments were generally satisfied with the payment functionality (80 per cent either very or somewhat satisfied).

- An overall question asked respondents what extent they felt NEATS was an appropriate portal. Of the 39 respondents to this questions, 97 per cent felt the portal was appropriate to a great extent (n=22, 56 per cent) or to some extent (n=16, 41 per cent).
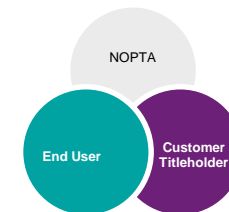
NOPTA 2016 Stakeholder Survey – April 2016, KPMG

KPMG was re-engaged to repeat NOPTA's Stakeholder Survey in 2016, with the same fundamental rationale and question set. The 2016 survey contained two questions on NEATS.

The first was asked in the context of the quality of NEATS as a source of information. Overall, stakeholders were satisfied with the information they received from NEATS.

The second question was free text form and asked respondents if they used the NEATS Industry portal and, if so, which functions they utilise. In addition, respondents were asked if there is any increased functionality they would like to see added to NEATS. The responses matched closely to the findings of the pre-planning and scoping project.

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Stakeholder feedback – Titleholder customers and end users

The following section details feedback elicited during the project. It covers strengths, weaknesses and areas for enhancement identified by each user group. It is broken into the following subsections:

- Titleholder customers and end users – including analysis of end user ratings gathered during consultation.

- Government customers – detailing views of Joint Authority member departments and regulatory bodies consulted.

- NOPTA internal – covering the views of internal NOPTA stakeholders as captured in interviews and supporting documentation.

Titleholders – customers and end users

The Titleholder sample was composed of oil and gas companies that have registered for access to the NEATS Industry portal. The Industry portal provides users additional functionality, including the ability to:

- Make title related payments via NEATS.

- Lodge a limited number of applications online.

- access live reporting on the status of their applications.

- Track their own applications in greater detail than the public portal (i.e. split between Joint Authority Commonwealth and state delegates).

- View a dashboard of activities related to their company's titles including My Tasks (current and completed title related tasks), My Applications (view, edit or lodge applications), My Title (view all title related to company) and My Payment History (view payments made).

- Assign and administer user roles to other users within their own company (admin only).

Titleholder organisations were initially split into two distinct user groups. However, interviews found that many Titleholder customers were also end users and both groups had similar feedback on NEATS. As a result, feedback from Titleholder customers and end users has been compiled into a consolidated set of feedback for this report which represents an overarching industry perspective. In total, this group represented 13 organisations.

Summary

Generally, Titleholder organisations consulted were satisfied with the current level of functionality offered by NEATS. Many noted that NEATS is a superior product to those offered in other jurisdictions or similar state-based systems.

Usage

NEATS is primarily used as a tool to monitor titles (both those held by organisations and other titles of interest) and track application progress. The majority of titleholders interviewed supplemented NEATS titles information with mapping provided by the commercially available Pitney Bowes data visualisation and manipulation software package, Gpinfo. Designed as a dedicated visualisation product, Titleholders generally agreed that GPinfo provided more detailed mapping information than NEATS (for example mapping infrastructure like pipelines), but the title-related information within it is not as current or accurate as the information presented by NEATS. As such, NEATS is still considered the 'source of truth' for titles related information among titleholders.
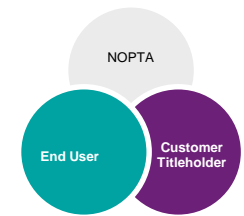
Industry portal specific functionality

Anecdotally, the payment and application submission functionality of NEATS are under utilised. Reasons provided for this are;

- Titleholders are not aware that the functionality exists.

- NOPTA's other application or payment methods are preferred to NEATS – Titleholders noted how easy it was to interact with NOPTA staff.

- NEATS does not have the full range of application types available.

Overall Titleholders felt NEATS's main constraint is that it is not a 'one-stop-shop' for all title-related activities. If a Titleholder is required to submit several applications, some that can be processed on NEATS and some that can't, they are likely to submit only via email or hard copy. This has flow-on implications for how Titleholders choose to pay for and track their applications. The inability to submit Annual Title Assessment Reports (ATAR) via NEATS means Titleholders must interact with NOPTA outside of NEATS.

Stakeholder feedback – Titleholder customers and end users

NEATS strengths identified:

- Currency, accuracy and completeness of information presented.
- Ease of use and responsiveness.
- Transparency the system offers around title decision making processes.

The combination of these strengths underpins the usefulness of NEATS and these should not be compromised by future development.

NEATS weaknesses identified:

- Lack of training and awareness about what the system can do – 'you don't know what you don't know'.
- 'My Payment History' can be inaccurate and NEATS does not issue receipts.
- Not an end to end system – a range of Titleholder/NOPTA interactions cannot be conducted via NEATS including the lodgment of several types of applications.

Areas for enhancement – high level requirements

Titleholder customers and end users identified the following high level areas for further functional development.

A) Enhancements to Titleholder reporting and data submission to NOPTA

B) Notifications to Industry users

C) Enhancements to the application lodgement and tracking in NEATS

D) Improved payment functionality

E) Enhancements to interactive map capabilities

F) Creation of additional access to NEATS

G) Education and awareness of existing functionality

I) Reporting from NEATS

J) Changes to graphical user interface

K) Improved search capabilities

Of these enhancements B, C and D were identified as the most important at the external review workshop.

Usability, performance and integration – industry user scores

As part of the consultation process, industry end users were asked to rate NEATS across three domains; with 1 being the lowest score and 5 being the highest possible score.

The 3 domains were as follows:

- ease of use - how intuitive is NEATS?
- performance - is NEATS quick and responsive?
- integration - does NEATS reduce duplication and double handling of information?

The results demonstrate that end users find NEATS to be easy to use (85%) and they generally also had no issues in regards to the performance of the application (also 85%).
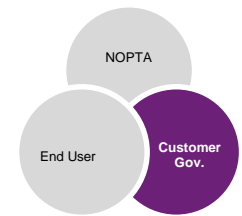
Although NEATS was rated lower in relation to the integration domain (43%), approximately half of the end users chose not to answer this question because they felt that this was not a primary function of NEATS. They felt that it is incumbent on the Titleholder organisation to integrate NEATS-generated data into their processes if they wished to do so.

Table 1. Usability, performance and integration scores – industry user scores

	Domain		
	Ease of use	Performance	Integration
Total users score	47	47	13
Total possible score	55	55	30
Percentage score	85%	85%	43%

Source KPMG interviews, total users (n=11)

Stakeholder feedback – Government customers

Government - customers

The government customer user sample was composed of Joint Authority (JA) delegates including the Commonwealth Department of Industry, Innovation and Science, the relevant state and territory departments and other regulators. Five organisations elected to participate in the consultation process.

Government customers currently only have access to the public portal and so their comments do not extend to the functionality available only to Titleholder customers and end users (i.e. the Industry portal). A government customer can use the system to:

- Track public applications
- Access the interactive map
- Search the titles register.

Summary

Government stakeholders consulted as part of the project were comfortable with the current level of functionality offered by NEATS via the public portal but some areas for improvement were still identified, primarily relating to the creation of additional NEATS access levels and enhancements to mapping functionality.

Usage

NEATS is the primary source of title-related information for each of the government stakeholders consulted. Most government customers tend to use NEATS in conjunction with other software including GPinfo and state-based tools.

Government customers also reported using NEATS as a resource that they could cite when dealing with requests from the media or other stakeholder groups. NEATS was also thought to provide a public source of title related information that added to the transparency of the title decision making process. Whilst this fourth user group (interested members of the public) was not consulted directly during the project, government customers provided anecdotal evidence that NEATS is used by a range of students, academics and civic organisations to access title-related information.

NEATS strengths identified

- NEATS is an enabler of transparency and accountability around the title decision making process.
- It is a centralised source of title related information – praised for its completeness and accuracy.
- Ease of use and intuitiveness of the public portal.

NEATS weaknesses identified

- The interactive map does not display infrastructure like pipelines or allow for other geographic overlays such as marine parks.
- There is no Joint Authority access level and NEATS could be more broadly utilised to streamline approval processes between NOPTA and JA members and increase the security of information flows between the organisations.

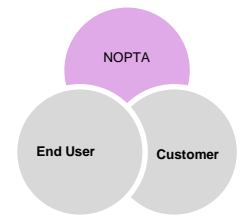*Area for enhancements – high level requirements*

Government customers identified the following high level areas for further functional development:

E) enhancements to interactive map capabilities – with a particular focus on improving the maps for non-Titleholder users (i.e. government departments, academics and media).

F) creation of additional access to NEATS – with a particular focus on the creation of JA login.

High-level requirement F was primarily generated from government customers. They highlighted the potential benefits for Titleholders and NOPTA that could be realised through streamlining and securing of decision making processes. The JA login was discussed as being similar to the current Industry portal but providing an overview of title activity across the relevant jurisdiction rather than on a company level.

Further developments of the JA portal would secure the transfer of information between NOPTA, the Commonwealth and relevant state or territory delegate via a closed communication and secure file transfer site. This is currently done primarily via email which was viewed as being sub-optimal among government customers consulted.

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Stakeholder feedback – Internal NOPTA

Internal NOPTA users

The Internal NOPTA user representation was composed of managers and end user personnel who regularly interact with NEATS or the systems' outputs. Consultations were conducted with the following NOPTA divisions:

- Executive– General Manager
- Titles Team
- Business Support Unit
- Commercial and Operations Support Team
- Data Management
- Legislative Compliance
- Geoscience Engineering Team

In total KPMG conducted interviews with 23 NOPTA staff members and facilitated an internal review workshop involving managers and end user representatives from each division.

Several documents detailing known issues and suggested enhancements were provided by the Titles Team and the Business Support Unit (finance process focused). These were incorporated into the requirement consolidation process.

Internal NOPTA users do not have access to the Industry portal.

Usage

Internal users generally had a broader understanding of what constitutes NEATS than external stakeholders. The NOPTA users tended to focus on the internal data submission portal (TRM), the Application Assessment Portal and the Intranet, rather than the Public and Industry portals.

Each team uses NEATS for slightly different purposes, but all stated the system was relied upon as a quick reference tool to check title-related information and track applications. The Titles Team is responsible for most data entry into NEATS, using the TRM interface to upload new applications and track them through the approvals process.

Summary

Although internal NOPTA users generally felt that NEATS was not fundamentally broken, a large number of areas for improvement were noted during the consultation phase. Many of these were highlighted by the Title Team. Most commonly these areas relate to administrative streamlining and the automation of processes.

NEATS strengths identified:

- Externally NEATS is an enabler of transparency on title-related decisions and NOPTA's activities
- Having an online portal has drastically reduced the number of people coming to view the physical titles register

NEATS weaknesses identified:

- Lack of internal validation on TRM – information added to NEATS requires several layers of quality assurance to help ensure it is accurate
- The back-end of the system is non-intuitive and split across several platforms
- Data must be manually transposed between different platforms through the re-keying of information
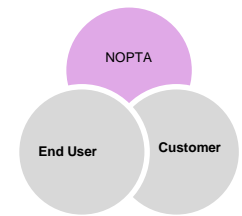- The register as represented on NEATS is not complete

Areas for enhancements - high level requirements

D) improved payment functionality – with an internal focus around making payment notification and processing more user friendly.

E) enhancements to interactive map capabilities – with the intention to move the interactive mapping platform away from Google Maps to the Esri Platform, to allow for pipelines and other information to be displayed graphically.

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Stakeholder feedback – Internal NOPTA (cont.)

Areas for enhancement – high level requirements cont.

G) education and awareness of existing functionality – it was noted that user guides had been drafted but never made public by NOPTA and that providing these would likely improve the overall utilisation of NEATS.

H) administrative automation and streamlining.

High level requirement H – Administrative automation and streamlining was the most commonly cited area for improvement by internal NOPTA users during the consultation phase of the project.
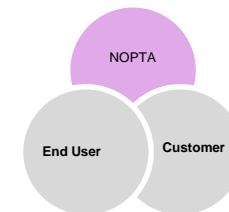
This was confirmed at the internal review workshop, during which several NOPTA staff indicated the desire to improve the internal workings of NEATS.

High level requirement H was composed of the following:

- Processing automation such as automatic population of fields in applications and the linking of applications with common information.

- Expanding validation and checks placed on data to ensure integrity.

- Streamlining of interaction through new portals that simplify interactions with the various underlying databases and applications.

Several of the requirements identified within high level requirement H are being redressed in the course of Business As Usual (BAU) maintenance of NEATS.

Payment data – NEATS registered payments

NEATS registered payment data provided by NOPTA suggests that the payment functionality of NEATS is used primarily for application payments rather than larger annual levies. Currently NEATS can only accept payments made via credit card. Feedback from Titleholder organisations indicates that some do not know payment functionality exists, whereas others are not permitted to make large credit card payments and hence utilise direct debit.

Observations

- Although 56% of the total transactions are conducted with a credit card (and thus may be NEATS processed payments), these transactions account for 28 per cent of total value of payments over the period – i.e. lower average transaction value.

- There is an upwards trend in credit card payments over the period covered by the data with 16 transactions made in 2014 compared to 68 year to date (October) 2016 suggesting increased willingness to pay via NEATS - 93% of payments by number were made electronically (credit or direct debit) over the period.

- The average credit card transaction is $7,153 compared to $25,942 for direct debit.

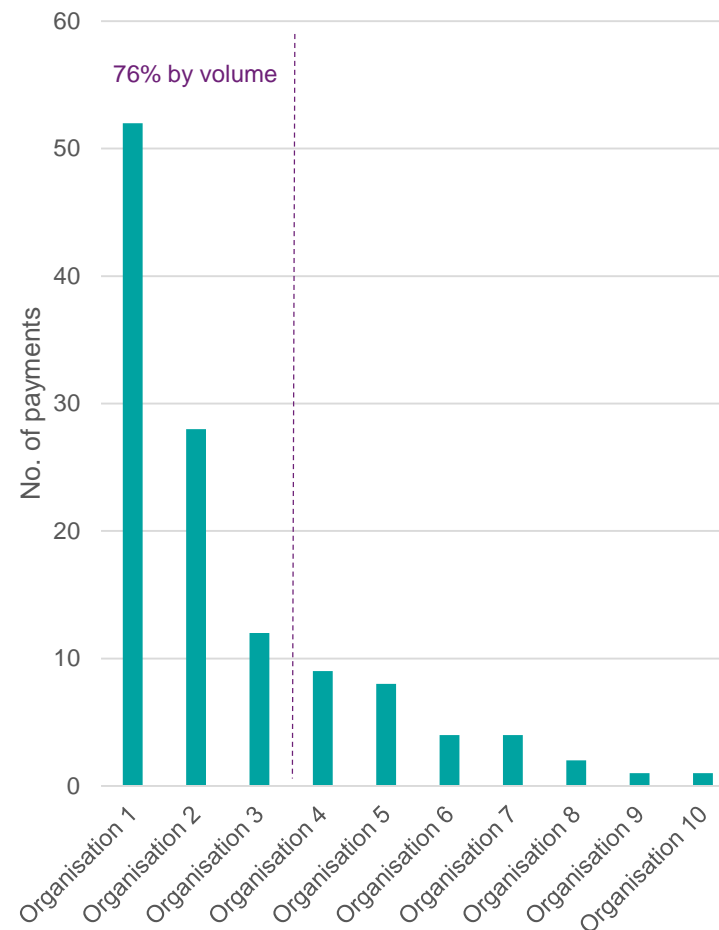- Use of credit card payment is concentrated in two larger Titleholders.

These observations fit with the anecdotal information on frequency and size of payment described during consultation with Titleholder end users and customers. Most importantly there is an increasing trend of payments that could be made directly via NEATS, but these are made by a small number of Titleholders.

Table 2. Payments registered in NEATS – total and average value 2013- 2016

	Count	Percent	Total value	Percent	Av. Value
Credit Card	121	56%	$865,624	28%	$7,153
Direct Deposit	79	37%	$2,049,418	67%	$25,942
Cheque	15	7%	$133,191	4%	$8,879
Total	215	100%	$3,048,233	100%	$14,177

Source NOPTA payment data. Note this analysis is based on payment data received from NOPTA and covers transactions from November 2013 to October 2016. Entities that have the same parent company have been aggregated.

Figure 3. Distribution of credit card payments registered in NEATS by organisation 2013 - 2016

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How do other products compare?

KPMG undertook a desktop scan of systems that are designed to provide similar services to NEATS. The objective of this task was to identify the comparative strengths of NEATS and highlight potential areas for improvement to be tested during the consultation process.

The results of the product scan are summarised in Table 3.

Table 3. Product scan comparison table

	Petroleum Geothermal Register WA Dept. Mines & Petroleum	Minerals Titles Online WA Dept. Mines & Petroleum	UK Oil Portal UK Department of Energy and Climate Change	Spatial Territory Resource Information Kit for Exploration (STRIKE) NT Department of Primary Industry and Resources
Role	Online application providing title application tracking, online payment and application lodgment functionality relating to petroleum and geothermal titles issued by the Western Australian Department of Mines and Petroleum.	Online application enabling users to perform business transactions with the Western Australian Department of Mines and Petroleum Mineral, Titles Division.	Online application allowing the UK Oil Industry users to apply for and receive consent or direction electronically on a wide range of activities relating to hydrocarbon exploration, production, development, decommissioning and the protection of the environment.	Web mapping application for delivery of tenure and geoscientific information for both industry and government users. .
Audience	• Industry users • Public portal	• Industry users	• Industry users	• Government users • Industry users • Public portal
Key functions	Industry user • Online lodgements. • Approval tracking. • Online payments. • Acreage bidding. Public portal • Public company and title register search functionality.	• Tenement searches • Application/lodgment of transactions. • Relodgement/provisional lodgment of forms. • Make rental payments. • Lodgment of documents.	• Online applications in regards to well drilling, environment, decommissioning, production consents, license round applications and license administration. • Online submission of data in regards to monthly production reporting and annual field returns.	• Map pane • View current Mineral and Petroleum and Pipeline titles from the Titles Registry • Read abstract information on the Titles Summary Report and download the full report to a cart service.

Source: Department of Mines and Petroleum- Western Australian, Department of Energy and Climate Change- United Kingdom, Department of Primary Industry and Resources – Northern Territory Government

Table continues on next page.

How do other products compare? (cont.)

Table 3. Product scan comparison table

	Petroleum Geothermal Register WA Dept. Mines & Petroleum	Minerals Titles Online WA Dept. Mines & Petroleum	UK Oil Portal UK Department of Energy and Climate Change	Spatial Territory Resource Information Kit for Exploration (STRIKE) NT Dept. Mines & Energy

What does it do that NEATS doesn't?	• Direct debit payments via online portal.
	• Detailed spatial mapping of pipelines and other infrastructure.
	• Single sign on functionality across all online Department of Mines and Petroleum (DMP) platforms including Safety Regulation System (SRS), Royalties Online and Environmental Assessment and Regulatory System (EARS).
	• Video tutorials to guide users through the Petroleum and Geothermal Register (PGR).
	• Direct links to relevant acts and guidelines, schedule of fees, application forms, and FAQ section.
		• 90% of transactions available for online lodgement.
		• Wizard style interface to streamline the online transaction process.
		• Submission notification automatically provided by email to industry users.
		• Industry users can construct and print a customised geological map (by chosen area and scale) and incorporate other mineral and petroleum exploration datasets.
		• Single sign on functionality across all online DMP platforms including Safety Regulation System (SRS), Royalties Online and Environmental Assessment and Regulatory System (EARS).
			• Provides a reliable audit of the entire submission, review and consent/direction process with accountability.
			• Provides industry users with reliable confirmation of receipt of all applications and notifications submitted.
			• Enables industry users to submit data in regards to monthly production reporting and annual field returns via the portal.
				• Map allowing users to perform the following:
				  o Spatial functions such as querying, selection, buffer and intersect.
				  o Bookmark selection of existing/pre-defined bookmarks.
				  o Redline (function that allows manual manipulation of map by adding elements like markers or lines), digitise map coordinates and access to measure tools.
				  o Coordinate zoom and access to display map tools.
				  o Print map, save map and access to download datasets tools.

What doesn't it do that NEATS does?	• Easy to access 'global' interactive map.	• More visually appealing Graphic User Interface.	• Payments can only be made by electronic bank transfer or postal cheque. No option to pay by credit card.	• Online application/lodgement of transactions.
Opportunities for NEATS	• Improvements to interactive map. to include pipelines and other infrastructure. • Direct debt payment functionality. • Links to support materials i.e. FAQ and guidelines.	• Greater no. of transactions available for online lodgment. • Wizard style interface for online transactions. • Automatic submission notification generated and provided by email to industry users. • Ability for industry users to construct and print customised geographical maps.	• Audit trail of all application data (forms and supporting documentation) submitted. • Automatic submission notification generated and provided by email to industry users • Ability for industry users to submit data online pertaining to their respective reporting requirements.	• Build on the existing interactive map functionality by considering the current functionality available via the map pane.

Source: Department of Mines and Petroleum - Western Australia, Department of Energy and Climate Change - United Kingdom, Department of Primary Industry and Resources – Northern Territory Government

Document Classification: KPMG Public

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Inherent Limitations

This summary report has been prepared as outlined in the Summary and Key Results Section. The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. This report provides a summary of KPMG's findings during the course of the work undertaken for the National Offshore Petroleum Titles Administrator (NOPTA) under the terms of the contract dated 5 September 2016. The contents of this summary report do not represent our conclusive findings, which will only be contained in our final detailed report.

The findings in this report are based on a qualitative study and the reported results reflect a perception of NOPTA but only to the extent of the sample surveyed, being NOPTA's approved representative sample of management and personnel/stakeholders. Any projection to the wider management and personnel/stakeholders is subject to the level of bias in the method of sample selection.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by NOPTA management and personnel/stakeholders consulted as part of the process.

KPMG have indicated within this report the sources of the information provided. We have not sought to independently verify those sources unless otherwise noted within the report. KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

Third Party Reliance

This report is solely for the purpose set out in the Scope Section and for NOPTA's information, and is not to be used for any other purpose or distributed to any other party without KPMG's prior written consent.

This report has been prepared at the request of NOPTA in accordance with the terms of KPMG's contract dated 5 September 2016. Other than our responsibility to NOPTA, neither KPMG nor any member or employee of KPMG undertakes responsibility arising in any way from reliance placed by a third party on this report. Any reliance placed is that party's sole responsibility.