

## Land Transport NZ: Transaction Centre

The Transaction Centre allows Land Transport NZ to provide established services to the New Zealand public through a new delivery channel. The website delivers to the NZ e-government vision as it allows Land Transport NZ to *“use the new technologies to provide people with more convenient access to government information and services.”*

Before the implementation of the Transaction Centre, all Land Transport NZ transactions were made over the counter through an agent. The Transaction Centre allows the public to carry out some of these transactions online with 24 x 7 availability. From the inception of this project, Land Transport NZ designed the solution to be usable, robust and secure for the public. In particular, Land Transport NZ was one of the first government agencies to implement secure third party credit card processing. Transactions currently available online include:

- Application for Motor Vehicle Licence (MR1) - commonly known as registration
- Change of Ownership - notified by Seller (MR13A)
- Change of Ownership - notified by Buyer (MR13B)
- Application for exemption from Continuous Vehicle Licensing (MR24)
- Change of Address Details (MR28)
- Bookings for practical driver license tests

The Transaction Centre was created and implemented by IT partners Unisys and Intergen. Intergen was responsible for developing the front-end web interface, while Unisys implemented the back-end which interfaces with the legacy driver license and motor vehicle registries.

LTNZ faced a number of challenges:

- **Online credit card payment** - The system conforms to strict security requirements in that only the credit card holder and the credit card company have access to the credit card details. When a payment stage is reached, the user is seamlessly redirected to the payment provider's secure website to make the payment, before returning to the Transaction Centre to receive a payment receipt. Land Transport NZ does not have visibility to credit card details at any stage of the transaction.
- **Ensuring the system is robust** - Unisys and Intergen worked hard to ensure that the 5 different components of the system are always kept in a consistent state. This required comprehensive case analysis to ensure that the right systems are rolled back when a session is interrupted or a timeout occurs.
- **24 x 7 availability** - Before the implementation of the Transaction Centre, the back end driver license and motor vehicle legacy systems were required to be online only when the agents were open for business (7am - 7pm, 6 days a week). In order to facilitate 24 x 7 availability of the Transaction Centre, significant changes to legacy financial and backup processes were required. It also had support implications for the Land Transport NZ call centre.

- **Wider user base** - Previously most problems relating to transactions originated from agents who were trained to process these transactions. With the Transaction Centre now offering services directly to the public, Land Transport NZ had to prepare its call centre staff to deal with calls from a much wider user base.
- **Ensuring that the website is easy to use** - People are often more impatient when filling out online forms than they are with paper forms. This meant that the website had to be designed so that well over one million vehicle owners could use it, regardless of their online abilities and computer technologies. A significant amount of time and money was invested in achieving a usable interface and this included public usability tests. The amount invested in usability during design and implementation is reflected in the website's ease of use.

A key lesson learned is that implementing, supporting and maintaining a transactional website can be a much bigger task than it first appears. The implementation of a website is only the first step and there are many other issues such as usability, robustness and availability that can turn the task of creating a transactional website into much more of a challenge.

#### **What our clients think**

In general, people that use the Land Transport NZ Transaction Centre are amazed at how simple it is to use. Users are able to register their vehicle in less than two minutes and it also saves them making a trip to an agent, which can be significant to New Zealanders living in rural areas.

#### **The future**

There are several more transactions that will soon be available on the online Transaction Centre, including:

- Paying Road User Charges
- Change of ownership for car dealers
- Paying for outstanding vehicle registration charges (MR1C)