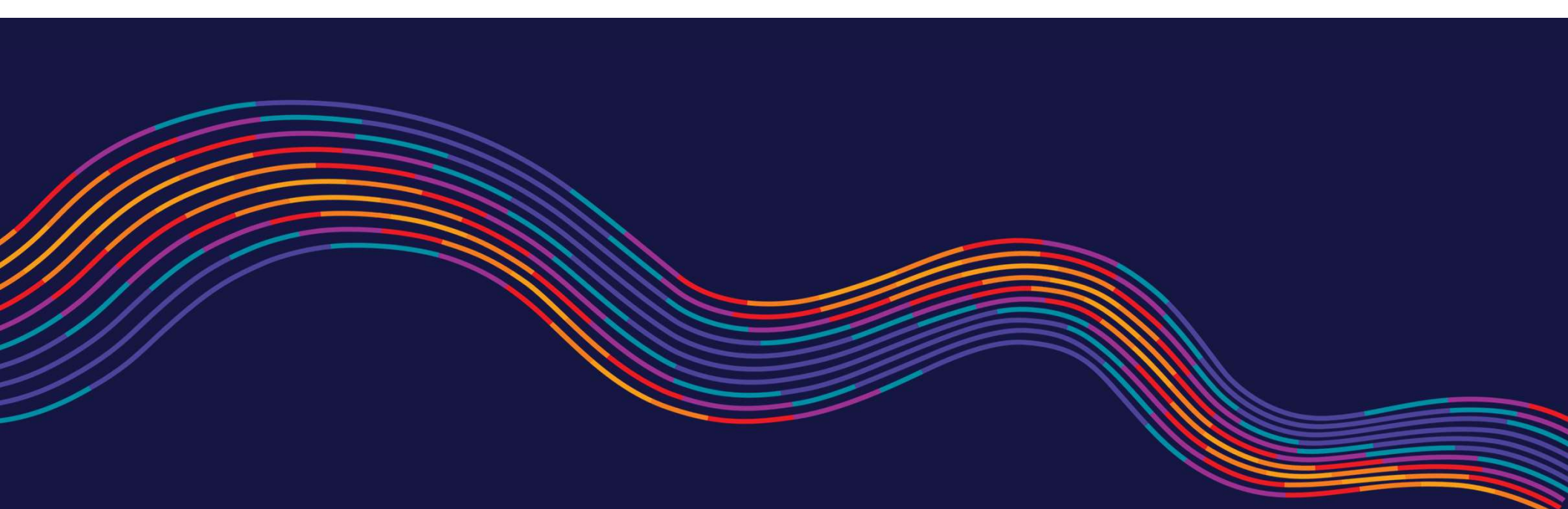




BEN There, Done That

- How Melville Rolled Out Business Events Notifications (Eventually)
- Presented by: Monique Ross
- First speaker of the day – you’ve got this!



City of
Melville



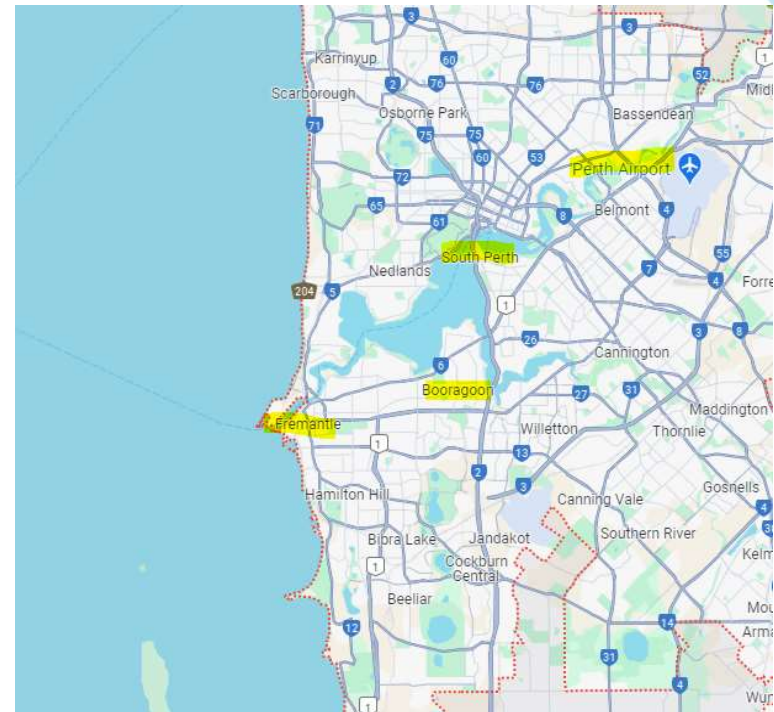


City Overview

City of Melville - Overview

Situated in the southern suburbs of Perth, Western Australia, the City of Melville is a vibrant local government area boasting a population of 103,523 residents.

Nestled between the bustling city centre of Perth and the picturesque port city of Fremantle, Melville is renowned for its idyllic blend of urban amenities and natural beauty.



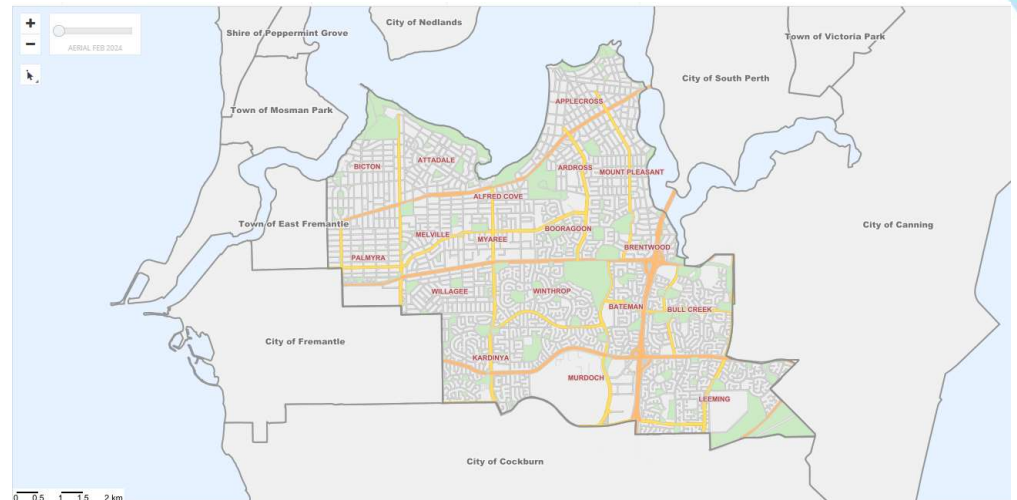
Council Services

The City of Melville shares its borders with 5 other LG's as well as the Swan River. The council consists of 17 suburbs which have several different cultural and age demographics.

Catering to a diverse range of sporting and recreation activities, City of Melville is home to 23 active reserves, 100+ passive reserves and two leisure centers featuring indoor courts and 50m and 25m indoor heated pools.

Major CoM Buildings

- 2 Leisure Centres (1 inc pool facility)
- Heathcote Precinct
- 4 Community Centres
- 5 Libraries
- Operations Centre
- Golf Course



Council Staff

The City of Melville has approximately 770 staff with an FTE count of around 550.

The Information Technology and Communication Team has grown 24 staff members spread across both operations and projects. The CoM operates an inhouse IT Team servicing all the IT needs of the City.

The IT functional breakdown is:

- Infrastructure (inc Help Desk): 8 staff
- Business Systems: 8 staff (2 in Application Support)
- Projects & Innovation: 7 staff

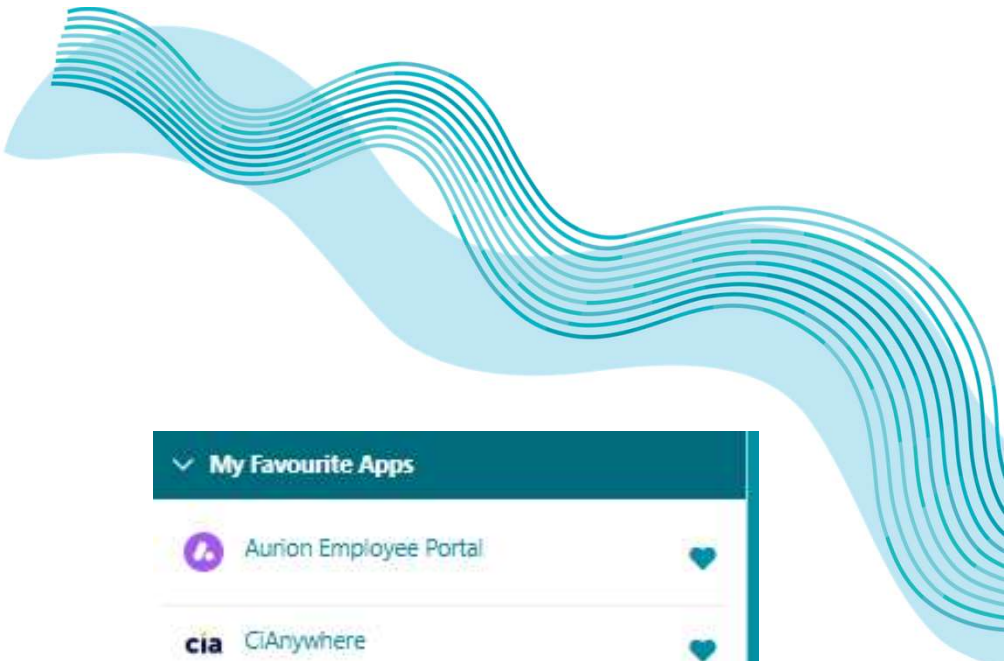


Council Core Applications

- Infor Pathway - SAAS
- TechOne – Financials – SAAS
- TechOne – CiA - ECM – SAAS
- TechOne – Intramaps - SAAS
- Aurion - SAAS – HR
- Envibe - SAAS – Leisure
- Symphony –SAAS- Libraries

Current IT Projects for Upgrade \ Replacement

- Infor Pathway – Rel 2025.3
- TechOne – Financials – move to CiA
- TechOne – Financials – AP Automation
- CXR Project – Proof of concept
- Chronosoft – Pathway Integration – Real time incident management solutions for our security and ranger staff.
- Pathway Applications – rewrite of all workflow \ reporting requirements
- 3D Counter for all libraries \ leisure \ museums
- Creation of a Datalake
- Helpdesk software replacement
- Teams Phone with Call Plan
- Windows 11 \ Data Centre Move



My Favourite Apps		
	Aurion Employee Portal	
	CiAnywhere	
	CiAnywhere Test	
	City of Melville Website	
	ICT Help Desk	
	IntraMaps	
	My Apps - Okta	
	Pathway UX Production	
	Pathway UX Test	



The Project

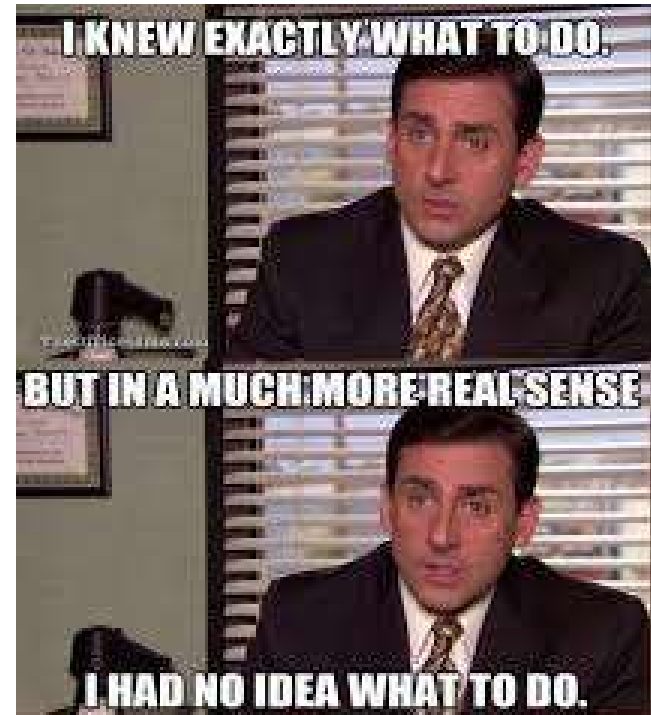
Image: Metrochromes by Joanna Brown, Riseley Centre

What Even **Is** BEN?

- Stands for Business Events Notifications
- Auto-emails the customers instead of manual work
- Customer Relations in June 2023: 'Can't this be automatic?'
- Me: 'How hard can it be?' – Famous last words

I'm Smart... Right?

- Setup doc made no sense
- Right-clicking didn't help
- Placeholder method failed – back to basics



Let's Just Throw It In... Easy!

- Feb 2024: Basic emails for New and Closed requests
- Went live in August 2024
- Bada Bing Bada Boom... right?



Plot Twist

- Complaints started rolling in
- Requests marked complete before actual completion
- Staff being random!



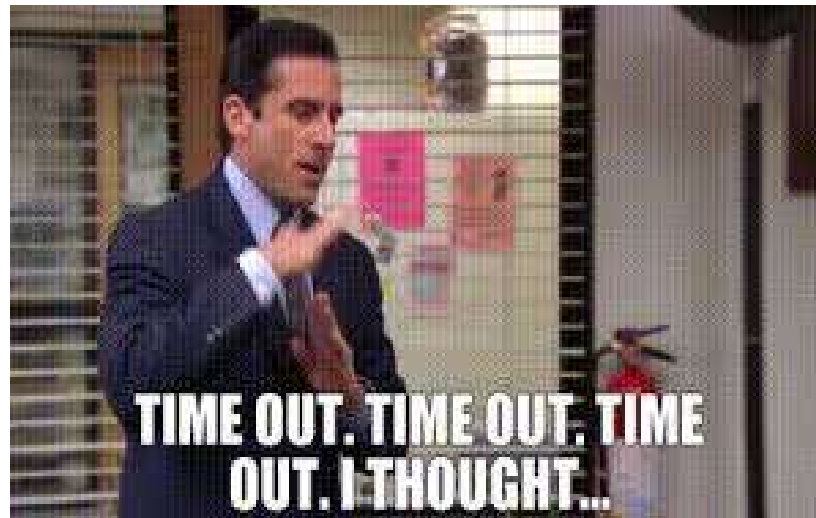
Customer Confusion 101

- Some customers didn't remember lodging requests
- One asked: 'Are you sure this is me?' – Awkward



BEN, You're in Time-Out

- User errors
- Suspended BEN
- Returned to manual workflows



BEN, The Comeback Tour

- Feb–Jul 2024: CiA project, leave, resignations
- Finally restarted slowly and carefully
- Cue Rocky theme



Slowly Slowly This Time

- One request type at a time
- Low-risk stuff first
- Avoided complaints & EM requests



Data Transformer

- Vanessa (Infor) helped
- Took ages to get right
- Like IKEA furniture
 - eventually worth it

Input Name

CustomerCall

Data Transformer Code *

WAST22

Description *

Residential - Missed bin service

Output Type

HTML

XSLT Editor **Testing** **Preview**

Input	Format	Reset	Output
<pre> 1 <?xml version="1.0" encoding="UTF-8"?> 2 <CustomerCall> 3 <CustomerCallHeader> 4 <DocumentID> 5 <ID variationID="1">111111</ID> 6 </DocumentID> 7 <DisplayID>111111</ID> 8 <LastModificationDate>2022-01-01T00:00:00</LastModificationDate> 9 <Status>Closed</Status> 10 <Code>Contractor</Code> 11 <EffectiveDateTime>2022-01-01T00:00:00</EffectiveDateTime> 12 <Note type="STHIST"></Note> 13 <Note type="CONTRACTOR"></Note> 14 <CallTakenByPerson>Amirah Alfou</CallTakenByPerson> 15 <IDs> 16 <ID lid="lid://www.melvillecity.com.au/assets/images/email/ribbon.png"/> 17 </IDs> 18 </CustomerCallHeader> 19 </CustomerCall> 20 </pre>			<pre> 1 <!DOCTYPE html><html xmlns:xs="http://www.w3.org/2001/XMLSchema"> 2 <head> 3 <META http-equiv="Content-Type" content="text/html; charset=utf-16"> 4 <meta name="viewport" content="width=device-width,initial-scale=1"> 5 <meta name="x-apple-disable-message-reformatting"> 6 <!--[if mso]> 7 <noscript> 8 <xml> 9 <o:OfficeDocumentSettings> 10 <o:PixelsPerInch>96</o:PixelsPerInch> 11 </o:OfficeDocumentSettings> 12 </xml> 13 </noscript> 14 <![endif]--> 15 <style> 16 body { 17 font-family: Arial, Helvetica, sans-serif; 18 font-size: 16px; 19 color: #3a3a3a; 20 } 21 22 .header { 23 background-image: url(https://www.melvillecity.com.au/assets/images/email/ribbon.png); 24 background-repeat: no-repeat; 25 } </pre>

Waste Not, Want BEN

- Needed address & customer info
- Learned XSLT – aka robot poetry

8 Results

- REQRCV**
Standard Request Received
HTML
- TEST**
Test - do not delete
HTML
- WAST20**
Residential - New Bin Service
HTML
- WAST21**
Residential - Additional Bin Service
HTML
- WAST22**
Residential - Missed bin service
HTML
- WAST23**
Residential - Repair bin service
HTML
- WAST24**
Residential - Replaced or Stolen Bin
HTML
- WAST25**
Residential - Remove Bin
HTML

Data Transformer Maintenance

Noun Name:

Data Transformer Code: Description: Active

Output Type:

[XSLT Editor](#) [Testing](#) [Preview](#)

Input ✓ Validate ≡ Format

```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform"
3   xmlns:xs="http://www.w3.org/2001/XMLSchema"
4   version="1.0">
5   <xsl:output method="html" encoding="UTF-8" indent="yes"/>
6   <xsl:template match="/">
7     <xsl:text disable-output-escaping="yes"><!DOCTYPE html></xsl:text>
8     <html>
9       <head>
10        <meta name="viewport" content="width=device-width,initial-scale=1"/>
11        <meta name="x-apple-disable-message-reformatting"/>
12        <xsl:text disable-output-escaping="yes">
13          <!--[if mso]>
14            <!--[endif]>
15            <!--[endif]>
16            <!--[endif]>
17            <!--[endif]>
18            <!--[endif]>
19            <!--[endif]>
20            <!--[endif]>
21            <!--[endif]>
22          </xsl:text>
23          <style>
24            body {
25
```

What's Working

- BEN for 60% of new requests
- Custom templates for General and Waste using the Data Transformer
- No 'Completed' emails (yet)
 - Still refining staff processes



OFFICIAL

Demo

- BEN Setup

The screenshot displays the 'E-mail Template Maintenance' interface. On the left is a sidebar with a list of templates: REQCOMP (Standard Request Closed), REQRCV (Standard Request Received), WAST20 (Residential - New Bin Service), WAST21 (Residential - Additional Bin Service), WAST22 (Residential - Missed Bin service), WAST23 (Residential - Repair bin), WAST24 (Residential - Replacement Bin), and WAST25 (Residential - Remove Bin). The main area is titled 'E-mail Template Maintenance' and contains a form for editing the 'REQCOMP' template. The form includes fields for 'E-mail Template Code' (REQCOMP), 'Description' (Standard Request Closed), 'From' (Other), 'E-mail Display Name' (City of Melville - Customer Relations Team), and 'E-mail Address' (Melville.InformationOfficer@melville.wa.gov.au). There is a 'Try SMTP' button and a 'Subject' field with the text 'Customer Request - {{ MERGEFIELD: Request_Number }} - {{ MERGEFIELD: Request_Type_Descr }}'. Below these fields are tabs for 'Message', 'HTML Body', 'HTML Preview', and 'Alternate Sources'. The 'Message' tab is active, showing a preview of the email content with line numbers 1 through 11. The content includes a greeting, a status update, contact information, and a list of request details with merge fields.

8 Results

New

Save Undo Delete

E-mail Template Maintenance

E-mail Template Code * Description *

REQCOMP Standard Request Closed

From Other E-mail Display Name City of Melville - Customer Relations Team E-mail Address Melville.InformationOfficer@melville.wa.gov.au

Try SMTP

Subject Customer Request - {{ MERGEFIELD: Request_Number }} - {{ MERGEFIELD: Request_Type_Descr }}

Message HTML Body HTML Preview Alternate Sources

1 Hello Customer
2
3 Your request is now closed.
4
5 If you have any further enquires, please email Customer Relations Team on melville.informationofficer@melville.wa.gov.au or phone 1300 635 845
6
7 Request Received:{{ MERGEFIELD: Date_Received }}
8 Date To Respond by: {{ MERGEFIELD: Date_Responded_By }}
9 Request Type:{{ MERGEFIELD: Request_Type_Descr }}
10 Request Number:{{ MERGEFIELD: Request_Number }}
11 Request Status: {{ MERGEFIELD: Request_Status }}

Analyse Results

OFFICIAL

Demo

- BEN Demo

The screenshot displays a web application interface for managing requests. The browser's address bar shows the URL: `melvilletst-pwy-ux.cloud.infor.com/Pathway/Test/web/ACRF1000/searchresults#show`. The application has a red header bar with the text "Request 1189753 Entry" and a "New" button. The main content area is divided into several sections:

- Request Information:** Includes fields for Request Number (1189753), Request Type Code (GENDIS - General Enquiry), Requesting Officer (MROSS - Monique Ross), Responsible Officer (MPOCKERS - Marial Pickering), Authorising Officer (MROSS - Monique Ross), Request Status (Open), Contact Type (P - Telephone), and Requester Type (R - Resident).
- System Dates:** Includes System Date Entered (14/08/2023 09:52:26 AM), Requested by Date (21/08/2023 09:52:26 AM), Date Received (14/08/2023 09:52:26 AM), Date Responded (14/08/2023 09:52:26 AM), Priority (3), and Date Priority Last Modified (14/08/2023 09:52:26 AM).
- System Completion Date:** A field with a dropdown menu showing "d(NM)yyyy Mmmmmmm a".
- Time Taken:** A field with a dropdown menu showing "Days".
- Calendar Format:** A dropdown menu showing "Working Days".
- Available to Public:** A checkbox.
- Notes:** A text area containing the word "test".
- Notes (3 results):** A table with columns for User Identifier, Date and Time, Note Type Code, and Description.

The bottom of the screen shows a Windows taskbar with various application icons and a system clock indicating 9:54 AM on 14/08/2023.

The BEN Sequel

- Post-2025.3 Upgrade:
 - BEN for licensing & applications
 - Milestone emails for planning/building
 - SMS for pool inspections



What I've Learned

- Slow = fast sometimes
- Users will break things
- XML gets easier (after the tears)



Thank You!

- Questions?



- Complaints? Please email IT.Help@theoffice.gov.au 😊