SPEAR A2A User Group Meeting: Feedback Notes

Meeting: Tuesday 13 March 2018 @ Land Use Victoria

Attendees: SPEAR IT Adrian Mirabelli, Aaron Burke, Vlad Ivanou, Joanne Hopkins - , Electronic
Subdivisions Unit (ESU) - Mark Briffa, Susannah Maley, Louis Lazzaro,
Casey City Council - Ivy Lim, Melbourne Water – Dinesh Vuddandam, South East Water –
Michael Pine, Yarra Valley Water – Chris Brooks, Phil Gobbe, Simone Yokota

Apologies: SPEAR IT – Vishal Gurav, Casey City Council – Suzi Sterel, Melbourne Water – Emma Tame,
Infor – Michael O'Malley

	Topic	Discussion
1	**Question:** Security update: TLS	**Q:** When are the cut off dates for TLS 1.1 and 1.2? **A:** The TLS (Transport Layer Security) protocol provides privacy and data integrity between two communicating computer applications. TLS 1.0 may reduce connection security so it was recommended by the Payment Card Industry Security Standards Council to migrate from TLS 1.0 to TLS 1.1 or higher before 30/06/2018. The SPEAR TLS 1.1 cut-off date is 25/05/2018. The TLS 1.2 cut-off date is November 2018. The A2A customers must change their applications to support these protocol versions.
2	**Question:** Architectural Changes: Cloud	**Q:** Which infrastructure is moving to the cloud? **A:** The SPEAR server-side infrastructure is moving to the AWS cloud. This migration doesn't require any changes from the SPEAR users and A2A customers. The URL to access SPEAR remain the same. **Q:** Will the cloud services be Australian based? **A:** The SPEAR system will be deployed in the AWS data centres located in Sydney. The SPEAR data will stay in Australia.
3	**Question:** Architectural Changes: Cloud	**Q:** Is there any more information about the rationale for the proposed cloud provider that the business is willing to share? **A:** Amazon was selected for several reasons, in particular because they are a well-known leader in cloud based services, with an established and well tested platform, and operate at a competitive cost rate. From a State Government perspective, they also satisfy the requirement of providing an Australian based service, with good support, and a very responsive approach to change requests.
4	**Question:** SPEAR Payments	**Q:** Are there any plans to change the different payment options, ie: expanding beyond credit card, ie: BPay? **A:** This can be investigated as a future enhancement, provided Westpac offer additional payment options through their payment gateway.

5	**Question:** Web Services	**Q:** Are there any plans for SPEAR to move away from Web Services, given that it is now an old technology?
		A: No, not at this stage.
6	**Question:** Further information	**Q:** Is it possible to have more detail around the changes that are being scheduled?
		A: Yes, this will be provided. The updated SPEAR A2A Interface Manual will be provided before Release 4.7 and Release 4.8
7	**Question:** API versioning	**Q:** Whilst A2A is generally very stable, and there have been no real issues following changes, can you confirm if SPEAR versions the API's and continue to support the older versions?
		A: Yes multiple API versions are supported, and SPEAR IT will provide appropriate forewarning if an API was to change.
8	**Question:** SPEAR Planning	**Q:** Are there any plans on reviving SPEAR Planning? As there seem to be several new initiatives coming out of the Minister for Planning's office.
		A: No, there are no plans to bring back SPEAR Planning. All new initiatives are coming from the SMART Planning Program, which is not within Land Use Victoria's domain.
9	**Question:** PVT production testing	**Q:** SPEAR IT would like to know if PVT production testing is something that the A2A partners would be interested in? Alternatively, special testing requests should come through to SPEAR IT (with a little notice) so that arrangements can be made.
		A: Not much interest in PVT production testing from those present at the meeting. If this is a requirement, then please contact the SPEAR IT help desk.
10	**Issue:** Property mismatches (Melbourne Water)	**Issue:** Melbourne Water experiences an issue where multiple addresses are received for one SPEAR application. It is hard to know which is the primary address for the application. This causes mismatch issues in the Melbourne Water system. **Response:** SPEAR to check 'get application' api, to see if the primary parcel, which is known to SPEAR, is being sent in the api.
11	**Issue:** Error Handling	**Issue:** Sometimes errors are received (2xx errors) which are not very detailed. This requires trouble shooting to determine what the underlying issue is. Is there a better process to determine what the issue is? Or can SPEAR provide more details in relation to the error? **Response:** In release 4.5 and 4.6 some better error messages were added, but these may not have been extensive enough. Please send through specific examples to the SPEAR IT help desk, for future consideration. As an interim measure to any future enhancements in this area, please contact the SPEAR IT help desk for support with understanding error codes.

12	**Issue:** Plan amendments received following a suspension of time referral response	**Issue:** When a referral response is provided, requesting a suspension of time (plan amendment required), and that the new plan is supplied by the Applicant Contact, council do not necessarily follow this with a new referral to the requesting referral authority. In fact, the approach from councils is very inconsistent, some refuse to re-refer, others re-refer routinely. This causes problems with the way these new plan versions are picked up and handled, it is important to be able to find the plan version that specifically corresponds to the recommencement of time, but this is not easy if the new plan is not accompanied with a new referral request. **Response:** SPEAR is implementing a change (4.7) that will more accurately capture which referral authority is being satisfied when a new plan is uploaded by the Applicant Contact. Once this is implemented, it may be possible to use this in the notification to referral authorities. This requirement will need to be further explored by the SPEAR business analyst team.

Contact SPEAR IT Support: spear.ITsupport@delwp.vic.gov.au