APRA's new Data Collection Solution - Update 3

16 April 2018

Overview

What we have done to date

293
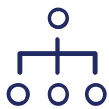attendees across **10** webinars

85
attendees to **7** roundtables, concluding today

93
responses to the quick survey or the 'Key items for stakeholder consideration'

Upcoming activities

4
cross-industry technical working sessions
late April - early May

4
days remaining to respond to the 'Key items for stakeholder consideration'
open until 20 April

2
industry working groups are being formed
STRATEGIC INDUSTRY REFERENCE GROUP
TECHNICAL WORKING GROUP

The information contained in this update reflects what APRA has heard from industry throughout the engagement activities to date. APRA cannot commit to adopting all of the feedback.

What we've heard

Solution requirements

- The solution should enable the reuse of existing infrastructure and investments.
- A single web portal, linking reporting entities and APRA, is an important feature, enabling:
  - a central location for correspondence
  - commentary and questions
  - the submission of a variety of data in one location
  - access for multiple, simultaneous users.
- Enhanced validation is seen as a key area for improvement, including:
  - visibility of validation rules
  - quantified error variances
  - instant validation errors.
- Intelligent data entry features such as autofill and easily accessible definitions will reduce data entry time.
- Support tools and services such as a "help desk" and detailed system instructions will be important once the system is live.
- An easy to read dashboard, displaying the status of returns once submitted to APRA, will provide important visibility.

We continue to hear

- Entities are looking for an improved user experience, multiple submission formats, multiple file upload mechanisms, comparison of data across periods and varied users access levels.

Transition and implementation considerations

- Effective transition and implementation requires early communication of a clear and comprehensive plan.
- Entity IT teams and third-party service providers need to be engaged early and provided with detailed technical specifications.
- A meaningful and entity-driven testing environment will be valuable. It should allow sufficient time for testing and provide features such as user acceptance testing and use cases.
- The implementation plan needs to provide sufficient time for:
  - large organisations to coordinate change across multiple reporting divisions, functions and locations
  - small organisations to manage change within resource constraints.

We continue to hear

- The implementation timeline needs to consider competing priorities, such as other regulatory requirements.
- Phased rollout across industries is favoured.
- Training and support through the transition will reduce the implementation challenge for entities.

Engagement preferences

- Engagement to date (through the initial 'Key items' document, webinars and roundtables) has been welcome, informative and effective.
- Through implementation and transition, stakeholders would appreciate a comprehensive engagement plan that is:
  - two-way, with the opportunity for industry to provide meaningful input
  - broad, covering elements such as IT and financial implications of the new solution
  - tailored to individual industries, where possible.

We continue to hear

- Engagement should consist of a variety of activities, such as website updates, emails, webinars, workshops, video conferencing and industry forums.

Who we've heard from

A total of 93 responses have been received to date, 86 responses to the quick survey and 7 responses to the 'Key items for stakeholder consideration'.

The stakeholder group, entity size and industry of respondents to date are shown below.

A number of quick survey respondents have used the "free text" question to provide useful insights. Some examples include:

"This project is far overdue."

"Implement a new user friendly tool to allow us to compare our past submissions and our statistics to the industry. The roundtable was very useful to understand our current concerns with D2A and what we collectively need going forward."

"It seems like APRA are serious about deep engagement with Industry. Timescales don't seem particularly ambitious (transition period from late 2019)"

"The new Data Collection Solution needs to be stable, secure and able to accommodate a lot of requests and transactions without crashing."

"With the new EFS requirements planned for March 2019, the additional burden of changing systems is going to be felt across the industry."
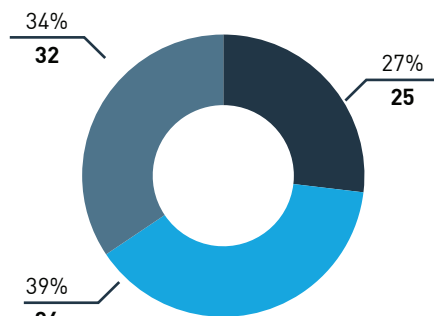
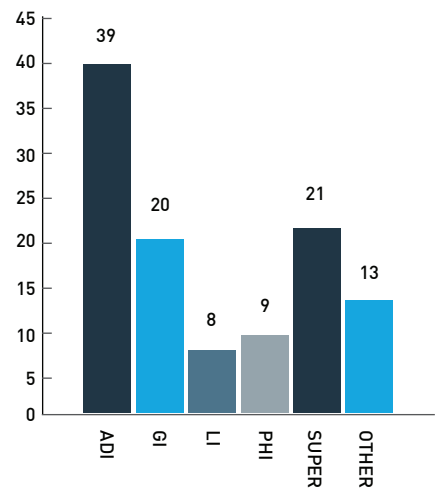# Figure 1: Respondent demographics

Stakeholder Group (n=91)

1% **1**
16% **14**
3% **3**
80% **73**
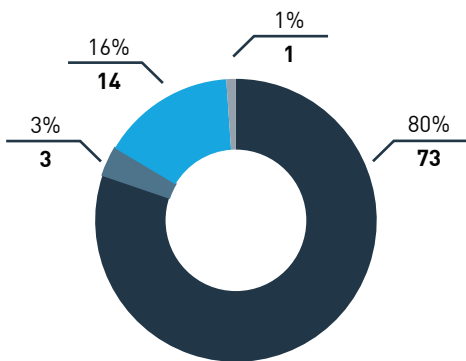
- Regulated by APRA
- Report data to APRA
- Service provider
- Industry body

Entity Size (n=93)

34% **32**
27% **25**
39% **36**

- Small
- Medium
- Large

Industry (n=110)

Category	Value
ADI	39
GI	20
LI	8
PHI	9
SUPER	21
OTHER	13

NB: Questions are not mandatory and respondent can select multiple categories regarding which industry they belong to.

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