Information Management Division

WEAPONS LICENSING SYSTEM BUSINESS REQUIREMENTS SPECIFICATION

Legacy Migration Program

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▓RIGINAL v1.00 Authorization

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Distribution

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1 Purpose

This document details the business needs for a proposed replacement solution for the QPS Weapons Licensing System (WLS). No separate or stand-alone current state analysis document was prepared, but much of the usual contents of such a document can be found in the Preliminary BRS released late 2007.

This document provides a:

- Common understanding of the requirements for all stakeholders

- Basis to ensure that the solution delivered meets the requirements

- Logical link between the purpose and goals of the WLS and the business requirements for this solution.

2 Introduction

2.1 Legacy Migration Program Overview

Queensland Police Service (QPS) currently delivers a number of corporate ICT applications. Many of these platforms are approaching end of useful life. QPS has identified the need to migrate away from these legacy architectures and move to new and current alternate platforms, while maintaining data integrity and evidential value. LMP has been initiated to address the migration and decommissioning of these legacy ICT applications, interfaces and infrastructure.

LMP is also responsible for establishing a corporate approach to data archiving and retrieval of legacy data. This will involve the development and implementation of a supporting archiving approach across the information services arena, delivering key business and technological outcomes in alignment with the decommissioning of these legacy applications.

2.2 Context of this deliverable

In December 2007, a Preliminary Business Requirement Specification (PBRS) document was issued to Niche (vendors of the basis of the QPRIME application) and three providers of commercial systems used in other police jurisdictions around Australia. The responses to that PBRS informed an Options Paper presented to the project board in February 2008.

This formal BRS document is the major deliverable for the business needs analysis activity.

This activity follows a detailed analysis of the current legacy solution and will be followed by a more detailed solution requirements gathering activity. This is illustrated in the figure below.

Current State Analysis → **Business Requirements Specification** → Detailed Solution Requirements → Procurement
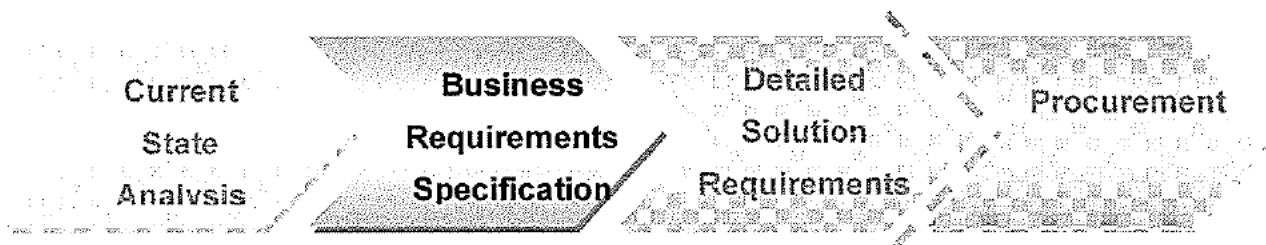
2.3   Stakeholders

The WLS is an operational policing system to allow QPS to discharge its responsibilities under the *Weapons Act 1990*. The system provides essential operational support in identifying unlawful possession and activity by offenders. The system improves the safety of officers responding to high-risk calls for service by allowing the rapid identification of premises and people likely to have weapons.

Administrative aspects of weapons licensing fall to the Weapons Licensing Branch (WLB). This Branch, within the Administration Division of QPS, is the business unit with full-time focus on weapons licensing. They are the owners, expert users and custodians of the system and associated data.

Division/ Region/ Command	Project Interest or Involvement	Position	Contact
ICT	WLS Project Co-Sponsor and LMP Project Sponsor	Assistant Commissioner, ICT	Mr Paul Stewart
Administration Division	WLS Project Co-Sponsor	Director, Admin Division	Mrs Jenny Reilly
Administration Division	WLS System Owner	Manager, Weapons Licensing Branch	INSP Michael J. Crowley
Office of the Commissioner	WLB Review Officer	WLB Review Officer, Office of the Commissioner	SUPT Tonya Carew
Information Management Division	project initiator	Program Director, LMP	Mr Peter Wildie
Finance Division	approve funding request	Director – Finance Division	Mr Rod Wilson
Enterprise Architecture	Provide architectural requirements for proposed Solutions.	Team Leader	Mr Mike McCluskey
Information Systems Branch	Provide IT Support to the QPS Business	Manager, ISB	Ms Gyl Stacey
Ethical Standards	overview functionality sharing and demarcation	Business Director - QPRIME	ACSUPT Garth Pitman
Information Systems Branch	help implement functionality sharing and demarcation	Architect, QPRIME	Mr Eric Clignett
Information Security Section (ISS)	This group is responsible for the guidance, direction, and authority for information security activities within the Queensland Police Service to ensure that Service information is properly protected. http://intranet.qldpol/QPS/CSV/IMD/iss/default.htm	Manager, ISS	Mr Tony Fisher
Administration Division	Line manager of staff users most directly affected	WLB Staff	Mr John Hannan
Sch3(10)(1)(f)			
Another QPS initiative	First point of contact for many public users	PoliceLink	Supt Greg Flint
All police	Daily system users	operational Police	All police
Minister's Office	Ultimate responsibility - political sensitivity with public and directly affected stakeholders	Qld Police Minister	Office of Judy Spence
Information Management Division - LMP Project	solution architectural advice	LMP Solution Architect	Mr Farrell McKay
Information Management Division - LMP Project	Procurement	LMP vendor management	Mr Peter Jenkins
Sch3(10)(1)(f)			

2.4   Acronyms

Acronym	Description
BPMN	Business Process Modelling Notation
CEF	Central Exhibits Facility
CRISP	Crime Reporting Information System for Police
CSO	Customer Service Officer – typically the front-counter staff at a Police Station
DV	Domestic Violence
ICT	Information and Communications Technology
IDMSX	Integrated Database Management System extended [VME Software]
IJIS	Integrated Justice Information Strategy
ITO	Invitation to Offer
LMP	Legacy Migration Program
MS	Messaging System
Sch3(10)(1)(f)	
NFLRS	National Firearms Licence Registration System
NPRS	National Police Reference System
POI	Person of Interest
PTA	Permit to Acquire
QPRIME	Queensland Police Records and Information Management Exchange.
QPS	Queensland Police Service
RIM	Regional Information Manager
TRAILS	Vehicle and driver registration system owned by Qld Transport. Has a data interface to QPRIME
VME	Virtual Machine Environment
WLB	Weapons Licensing Branch
WLS	Weapons Licensing System

2.5   Terms

Term	Description
Alert	Inform members of the need for a specific business process to be undertaken or completed Sch3(10)(1)(f)
Archiving	The process of migrating or transferring inactive information, including records, from an active system, to a repository for longer-term storage, preservation and access.
Associated With	A relationship or link between any two real world 'things' of interest to police.
Attribute	One of the individual pieces of information that describes the entity.
Authentication	As defined for QPS, this is the method by which a user is acknowledged by and verified to a computer system. This authentication is achieved by the offering of a credential or a combination of credentials with the provision of a means to verify that credential(s) e.g. User name and Password. Successful verification produces a list of allowable applications based on a user access profile. (icons, menus, menu options).
Bandwidth	The range of frequencies, expressed in Kilobits per second, that can pass over a given data transmission channel within a frame relay network. The bandwidth determines the rate at which information can be sent through a channel, the greater the bandwidth, the more information that can be sent in a given amount of time.

Term	Description
Baseline	A snapshot or a position which is recorded. Although the position may be updated later, the baseline remains unchanged and available as a reference of the original state and as a comparison against the current position. [PRINCE2 - Office of Government Commerce (OGC)- UK]. OR A configuration of a product that has been formally reviewed and agreed upon, thereafter serving as the basis for further development, and can be changed only through formal change.
Business Process Modelling Notation	BPMN is the new standard for modelling business processes and web service processes, as put forth by the Business Process Management Initiative (BPMI – www.BPMI.org).
Business Unit	Any QPS organisational unit where benefits will be realised.
Change	Also called "Organisational Change". Encompasses changes to the business, technology, organisation, processes and people. OR The addition, modification or removal of approved, supported or baselined hardware, network, software, application, environment, system, desktop build or associated documentation. [ITIL - Office of Government Commerce (OGC)- UK] .
Configuration	The arrangement of a computer system or component as defined by the number, nature, and interconnections of its constituent parts. In configuration management, the functional and physical characteristics of hardware or software as set forth in technical documentation or achieved in a product. [IEEE Std 1012-1986[12]] OR A fixed set of element versions. Configurations provide the basis for Release Management. They specify the element versions that together make up a product base release or patch or any otherwise significant grouping of elements.

Sch3(10)(1)(f)

Term	Description
Data archiving	The practice of moving inactive data to another storage location where it can be accessed when needed. Data archiving varies from back-ups in that archive retrieval is selective.
Data Management	Culture, philosophy and processes about how data is used to support business activity.
Destruction	Physically disposing of records that do not have continuing value.
Disaster Recovery	The recovery of information communications and technology capability in the event of an emergency, event, incident or crisis. [Adapted from the Business Continuity Institute Glossary of General Business Continuity Management terms Version BCI DJS 1.0, Business Continuity Institute 2002]
Disposal	A range of processes associated with implementing appraisal decisions. These include the retention, deletion or destruction of records in or from recordkeeping systems.
Entity	An entity is a person, organisation, location, property, vehicle, vessel or communication that is distinguishable of police interest and for which data may be collected and stored.
Event	A happening to which a police response may be required.
Free Text	Natural language that is used in a file title that is not controlled. Free text is used after a subject descriptor if further specification is needed. It can take the form of any related terms, names, numbers, dates etc.
Gateway	A network point that acts as an entrance to another network.
GEORGE	The legacy system for recording and identifying the geographical and organizational unit hierarchy within QPS
Incident	An occurrence or event that requires police attention or knowledge. A group of information details associated with an event or series of events that is of interest to police, primarily but not exclusively due to any potential involvement in the committing of offences.
Index	General term used to refer to any manual or computer system that provides a catalogue of information on a specific subject. In the QPS context, a general index mechanism exists on VME that underpins over 600 separate, computerised indexes.
Intelligence	Product of applying analytical processes to information.
Interface	Software that enables the transmission of information from one system to another system(s) across a boundary or point common to those systems, and which enables the receiving system(s) to understand and deal with the information that is received.
Manager	Managers in general are responsible for the effective use of resources, management and control of their area of responsibility. This role is performed throughout the QPS and undertaken by a variety of persons both sworn and unsworn.
Member	Includes a 'police officer', 'staff member' and 'police recruit' of the Queensland Police Service.

Term	Description
Metadata	Data that describes other data. Technology describes the term as referring to files or databases with information about another's attributes, structure, processing or changes. It can describe any characteristics of the data such as the content or its quality.
Notification	A message sent to notify a user or group of users via an e-mail or SMS.
Object	An Object is any physical 'thing' in which the QPS has an interest. Objects play many roles in QPS processes. QPS needs to record details about reported objects, objects that are stolen or damaged during offences, objects that are reported as lost, objects that are used in the commission of crimes, and objects that are observed by the QPS such as damaged or vandalised property and 'held objects'. (See Property, Found Property.)
Objective	The QPS Electronic Document and Records Management System owned and managed by the Central Records Management Section of the QPS. This system is used to record, manage and track physical and electronic documents including: word processing files, maps, plans, electronic messages, audio and video tapes, digital images and various other types of electronic files.
On-line	Associated with operations made on information in the 'live' operational system.
Operation	An organised group of activities associated with the investigation of major or significant incidents.
Procedure	A procedure outlines generally how an objective is achieved or a task performed, consistent with policies and orders. A procedure may outline actions which are generally undertaken by persons or organisations external to the Service.
Profile	Short, printed or broadcast biographical or character sketch; schematic description of a person of interest for information retrieval.
Property Officer	A member designated by the officer in charge of the region or command to be responsible for a particular property point. Property officers will have responsibility for their assigned property point in accordance with instructions contained within the OPM. A member may act as the property officer for more than one property point. The term property officer also includes any member who is directed by the officer in charge of the station or establishment to perform the function of property officer in the absence of the designated property officer.
Record	As defined in the Public Records Act 2002, means recorded information created or received by QPS in the transaction of business or the conduct of affairs that provides evidence of the business or affairs and includes: anything on which there is writing; or anything on which there are marks, figures, symbols or perforations having a meaning for persons, including persons qualified to interpret them; or anything from which sounds, images or writings can be reproduced with or without the aid of anything else; or a map, plan, drawing or photograph.
Reference Data	Data that classifies / characterises the fundamental data of a business. Reference data is used to describe the functional transactions of your business, i.e. Customer Acquisition, Customer Service, Order Management.
Relationship	A significant business association between two entities. It reflects how data from one entity needs to be used in conjunction with data from another entity.
Retention	The act of keeping records for as long as they have administrative, business, legislative and cultural value. It includes the permanent retention of records, stored either in-house or at Qld State Archives.
Sentencing	Application of relevant and appropriate disposal schedules to records.
Services	The deliverables of the IT services organisation as perceived by the customers; the services do not consist merely of making computer resources available for customers to use. [ITIL - Office of Government Commerce (OGC) - UK].
Severity	The consequences of a failure mode. Severity considers the worst potential consequences of a failure, determined by the degree of injury, property damage, or system damage that could ultimately occur.
Solution	The combination of all software, hardware, services and other products (whether supplied by an offerer, QPS or a third party) proposed by an offerer.
Storage Location	A description of the physical location within a Property Point with a unique identifier.
Task	A task describes HOW work is performed. Task level specification occurs when writing Work Instructions or System Help. The word task is often used interchangeably with activity and whilst in real life, activities are ultimately comprised of tasks, we use the term atomic activity rather than task in process modelling in order to focus on WHAT is expected to occur. Sch3(10)(1)(f)
Workflow	The ordering and assignment of work and work requests within the structure of the organisation.

2.6   References

Document Title	Document File Path	Document Reference No.	Version
Weapons Act Qld 1990	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WeaponsA90.pdf	Reprint 6D	29-Aug-2007
Weapons Regulation 1996	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WeaponsR96.pdf	Reprint 4B	27-July-2007
Weapons Categories Regulation 1997	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WeaponsCatR97.pdf	Reprint 2	01-Nov-2004
QPS Admin Manual,	http://intranet.qldpol/QPS/CSV/adm/admin_brch/po/adm_man/chapters6-10/chapter8/default.htm	Chapter 8	No date shown - current on QPS intranet 12-Jan-2009
Queensland Police Service Operational Procedures Manual	http://phoenix.qldpol/phoenix/operational_procedures/content.htm	Sections 4.14, 4.17, 4.6.8, 4.5, and 1.12.2 [1]	31-Jan-2007
QLD Financial Administration Audit Act 1977	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FinAdminAudA77.pdf	Reprint 8C	July 2008
Queensland Government Information Privacy Principles	http://www.privacy.qld.gov.au/principles.htm	n/a	Updated 21 February 2006
Records Retention & Disposal Policies	http://intranet.qldpol/QPS/CSV/adm/admin_brch/CRM/rrdsched/intro/default.htm	n/a	Updated: 17-May-2006
QPS ICT Architecture Requirements (v0-2)	n/a - Draft	n/a - Draft	Nov 2007

2.7   Approach

This analysis involved consultation with managers, owners, and business area experts in the area of weapons licensing, and the users and custodians of the system and associated data users of existing Weapons Licensing Systems.

Users were consulted in a range of means, most commonly through face-to-face interviews. This included field trips and public meetings with dealers, shooting club representatives and individual weapons enthusiasts.

2.8   Scope of Document

2.8.1   Scope Inclusions

This document outlines the business requirements for the QPS Weapons Licensing System. This document includes:

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[1] In detail: Operational Procedures Manual sections: 4.14   Dealing with Weapons; 4.17 Disposal; 4.6.8 Responsibility of property officers; 4.5 Audits; 1.12.2 Recording in QPRIME theft of firearms. See also, Administration Manual, Section 8

- Models of the business process required to support the solution;

- Functional requirements;

- Non-functional requirements; and

- Constraints and Assumptions.

2.8.2   Scope Exclusions

This document does not specify the detailed solution requirements; these will be documented in a separate Detailed Solution Requirements Specification. All design work is excluded.

Also excluded is the technical design of interface and integration processes.

3   The Business Problem

As of 2008, the Weapons Licensing System is the last major system left on the VME mainframe with no replacement option defined. An alternative to the mainframe system must be provided to clear the way for the decommissioning of the mainframe before its scheduled end of service life in March 2011.

As well as this external driver, the Commissioner has directed that the WLB explore ways of working more efficiently. The required move to a new technology platform offers the opportunity to update many of the policies and procedures of the branch. The new WLS needs to reflect and support the changes imminent and planned, including those affected by a separate management review and changes to the legislation.

4   The Business Objectives

QPS is charged with the responsibility of administering Queensland's *Weapons Act 1990*. This law aims to prevent the misuse of weapons. To quote the QPS internet site: "This is achieved through legislation that controls access, possession and usage of weapons."

The objective of the Weapons Licensing System is to support operational policing. It must provide data retention and meet the business and administrative needs of the Weapons Licensing Branch in discharging the duties of QPS under the Act. These business objectives will later be broken down into categorized business goals that, in turn, drive business processes and specific system requirements.

5   Legacy WLS - Overview of Current Processes[2]

The Weapons Licensing Branch (WLB) uses a Weapons Licensing System (WLS) to assist in preventing the misuse of weapons through controls of possession, training, storage and usage of weapons. The WLS fills the legislative requirement of the Commissioner of Police to maintain a register of weapons and licensees in Queensland. The scanning and workflow management of associated documents is provided by a suite of separate but associated software.[3]

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[2] Note: this section is intended to give context and an overview. It is not intended to take the place of a full Current State Analysis.

[3] The processing of weapons administrative tasks also depends on separate QPS enterprise systems to provide corporate information. While the document management functionality could arguably be part of the replacement WLS solution, the separate QPS enterprise systems such as QPRIME (occurrence management, operational tasking, etc.) and GEORGE (QPS organizational hierarchy and relationships) clearly to not.

The WLS is an operational policing system that identifies license holders, weapons, license transactions and status of weapons (e.g. stolen). Essentially, it aims is to track and manage both the weapon users and every weapon in Queensland. Sch3(10)(1)(f)

Business processes for the system fall into five main categories:

- New Licence Applications

- Permit to Acquire (including brokered transfers between licensees)

- Licence Renewals

- Administrative Maintenance processes

- Compliance and follow-up

Each of these has multiple process pathways, business rules and outcome permutations. These processes are examined in more detail below.

5.1   Legacy WLS – New Licence Applications

The first step in the process, or the beginning of the relationship of a licensee with QPS and the Weapons Licensing System, is the application for a Queensland weapons license. As of 2008 and until the promulgation of the amendments to the Weapons Act, this form must still be submitted in person at a Police station. Typically, the front-counter officer or CSO performs preliminary background checks and passes the application to the Officer in Charge who must endorse the recommendation. They then post the paper documents to the WLB where further manual checks are undertaken.

For a straightforward application that is approved first time, there are currently three roles involved within the WLB - a data-entry-and-Checker, an Assessor, and an Issuer. Essentially, the system needs to support the checking of the application against a range of rules, conditions and data sources. In the absence of indications to the contrary, and after the passing of 28 days, a licence is issued. The licence is the output of the process to collect and manage information about the individual.

Note that this does not directly allow the purchase or storage of a weapon, but may be regarded as an authorization for the next step - the Permit to Acquire (PTA).

5.2   Legacy WLS - Permit to Acquire

The PTA is the document authorizing the transfer of registered possession of a weapon to someone who already holds a weapon licence Sch3(10)(1)(f)

Sch3(10)(1)(f)

5.3   Legacy WLS - Licence Renewals

Renewal notices pre-populated with a little information are sent to licensees before their licence expires. This is currently managed by a separate processing team inside the WLB. This process requires double-handling and manual data entry by both licensee and WLB staff.

5.4   Legacy WLS - Compliance and Follow-up

The WLS currently stores most of the information, which, with further, often manual processing, gives the WLB at least partial functionality in the following areas:

- Sch3(10)(1)(f)

- Sch3(10)(1)(f)
- Sch3(10)(1)(f)
- Sch3(10)(1)(f)

- Shooting ranges and galleries need to be inspected regularly Sch3(10)(1)(f) with results documented
- Random inspection audits are carried out across all regions to check compliance with the results documented

5.5   Legacy WLS - Administrative Maintenance Processes

There are over 500 separate fields or data elements used in the current legacy WLS. Sch3(10)(1)(f)

Many changes need to be logged. For example, licensees often seek to expand the range of weapon categories for which they are licensed to include a broader range of the eight (8) permitted categories in Queensland.

The current legacy process is paper based with no web-based customer self-service. The paper-only model imposes heavy data-entry loads on WLB with concomitant risks to data quality.

Separate to this significant workload, is the currently manual task of keeping QPRIME updated with these same changes (refer to Appendix A). Sch3(10)(1)(f)

6   Business Context

6.1   Background Information

Note that the entire WLS is more than just that component currently running on the mainframe. Replacing that mainframe component is mandatory, but an ideal solution will not just integrate with, but preferably replace, some or all of the other components such as the document-scanning and workflow management components as well.

Data migration will be required from all the legacy system components that store important weapons-management information. This includes photographs, document scans, scanning meta-data and records from legacy information systems listed in Section 15.10, Data migration sources, on p. 62.

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[5] Typically this refers to licences that have expired but also includes those that have been revoked, suspended or handed in.

6.2   Scale

The legacy system WLS subschema comprises 96 records that contain over 500 separate data fields occupying 1.26 GB of data storage.

There are over 550 000 firearms currently registered on the WLS, over 1 million firearms records in total, and over [6]155 000 Queensland licences current.

6.3   Transaction Loads

The following table shows the transaction counts for 2008.

New Licence Applications	11,929
Licence Renewals	23,948
PTAs issued	33,283
Form 10s processed	34,628
Weapons processed via Form 10s	123,217
Change of particulars(change address)	9,454
Change of particulars(change conditions)	308

There are 146 possible transaction types available to users of the WLS and an average of 37 000 IDMSX database internal transactions completed per working day. Any individual transaction may change one or several of these fields. The multiplicative product of this number of fields involved with the number of transactions indicates why the WLB is so heavily staffed with junior data-entry operators.

These 2008 transaction-load figures are driven by internal system use only. The number can be expected to increase - especially the query transactions - when on-line dealer and public access is made available.

7   Legacy System Inputs and Outputs

7.1   Money

Unlike most QPS applications, the WLS must account for the receipt and disbursement of money to and from the public. Money data enters the system at the time of the:

- Weapons licence application

- Permit to Acquire process

- Licence renewal

- Replacement licence application.

In the legacy system, the accounting and receipting is all handled at the Police Station level using their existing systems. The legacy WLS receives data including the fact that payment has been received, along with the date, amount and receipt number of the payment.

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[6] Form 10 is the form used to advise the WLB of a transfer of weapons between licensees, at least one of whom must be a dealer or an armourer.

7.2   Other System Interfaces

7.2.1   Sch3(10)(1)(f)

7.2.2

7.2.3   Name matching between legacy WLS and CRISP to detect criminal history events (now defunct)

7.2.4   Real-time interactions with three other mainframe systems: *GEORGE, Personnel* and *Information DB*.

1)   GEORGE: QPS organisational structure and geographic information

2)   Personnel: records relating to QPS personnel

3)   Information DB: reference codes and code description lookups

Weapons makes real-time calls on these three sub-systems during its normal operations. There is thus an inter-system dependency.

7.2.5   Qld Transport TRAILS

Via Inter-system gateway (ISG) for retrieval of names and addresses. The Weapons system is able to access the external TRAILS system at Qld Transport via a gateway module (IG). This is a lookup function, used to retrieve name, address and registration details as they are recorded by QT. The details are displayed on the user's terminal window side by side with the Weapons name and address data for comparison and verification. The TRAILS lookups occur in real-time.

7.2.6   Output file to Third-Party Card Printing Facility

Batch twice-weekly toSch4p3(7)   - The physical licence cards are currently produced under an outsourcing agreement Sch4p3(7)

Sch4p3(7)

7.2.7   Security DB - The internal VME database which holds details of user access privileges.

8   The Business Goals for the New System

Despite the imminent and longer-term future changes coming to the legislation driving the administration of weapons licensing and registration, the broad goals of the new system remain philosophically aligned with that of the legacy system - the prevention of the misuse of weapons through controls of possession, training, storage and usage of weapons. The aim remains to track and manage both the weapon users and each physical weapon itself.

The goals of the new WLS fall into six functional groups:

- New Licence Applications

- Permit to Acquire
- Weapons Transfers between licensees
- Licence Renewals
- Compliance
- Administrative, Maintenance and Qualitative

These goals drive process groups and their associated process steps. Each of these has multiple process pathways, business rules and outcome permutations. The process groups and process steps generate specific detailed business requirements. These will be laid out with more precision in this document and will be further detailed in the Detailed Design Specification to follow after a decision has been made on the nature of the solution.

8.1   New WLS - Application for Licence Goal

The goal for managing New Licence Applications is to have QPS discharge its responsibilities under the relevant Acts. In essence these centre on checking that applicants are who they say they are, are trained to the level required, have a valid reason for using the weapon in the category for which they seek licensing, and that there are no legislative or public interest factors that would prompt an Authorized Officer to decline the application. The definitions and business rules have been derived from the Weapons Acts and the policies and procedures of the WLB. These will be defined in the Detailed Design document.

8.2   New WLS - Permit to Acquire Goal

The goal for managing PTAs is to have QPS control the registered possession of weapons as per its responsibilities under the relevant legislation. These centre on checking that a licensee has a licence for the weapons sought and remains a 'fit and proper person' and there are no reasons to decline the permit for the applicant to acquire the weapon in question. An associated sub-goal is to improve data quality. Another is to reduce the elapsed time for applicants to obtain legal access to their weapons from the time they start their licence application.

8.3   New WLS - Weapon Transfer Goal

The goal of managing the transfer of registered possession process is to track the provenance of every registrable weapon from one registered possessor to the next. Quality control for this process shall continue to be provided by having the transfer of registered possessions brokered.

As of late 2008, only dealers could act as brokers. Consideration is being given in the Weapons Act review to extending brokering privileges to approved clubs or organizations (and perhaps individuals) who are deemed to possess the required levels of integrity and weapon knowledge to make the various checks before submitting to the WLS a request to transfer registered possession of the weapon from one licensee to another. Additionally, police officers could be allowed broker weapons already in QPS custody.

8.4   New WLS - Licence Renewal Goal

The goal for managing the renewal of licences is to allow a review of the details on which the licence is based. Licensees are to be provided with a copy of the details held by the WLB and will be asked to update and verify the information, attesting to its final accuracy. A sub-goal is to reduce data errors and data entry loads on WLB staff.

8.5   New WLS - Compliance Goal

There are a range of details that comprise the overall compliance goal. The legislation places responsibilities on various licensees and members of the weapons-using community. These responsibilities range from personal licensees informing the WLB of changes of address to licensees (including dealers) needing to maintain increasing levels of physical security as inventory levels increase. Ranges, businesses, importers, clubs all have various compliance responsibilities and the WLS must be able to store, analyze, report, and facilitate the close-out procedures at all stages of the compliance-management process.

8.6   New WLS - Administration, Maintenance, and Qualitative Goal

The goal under this heading is to maintain the quality, currency, accuracy and usefulness of the large and shifting volumes of data collected by the Branch. Some information is collected that forms part of the processes of another organization - Customs, for example with the B709 forms that prospective weapons importers ask for WLB help in completing.

Other requirements will facilitate the easy and accurate correction or updating of WLS information or add features that will improve the usability, power and performance of the WLS.

9   Business Process Groups

Business processes have been put in place to help achieve the goals. In the case of the first four goals listed above, these process steps can be linked and sequenced in a way that is usefully depicted and described in a process map using the Business Process Modelling Notation (BPMN) as well as text. The fifth and sixth do not lend themselves to being represented graphically, but a narrative overview will be provided.

The following table outlines the BPMN symbols as used in this document.
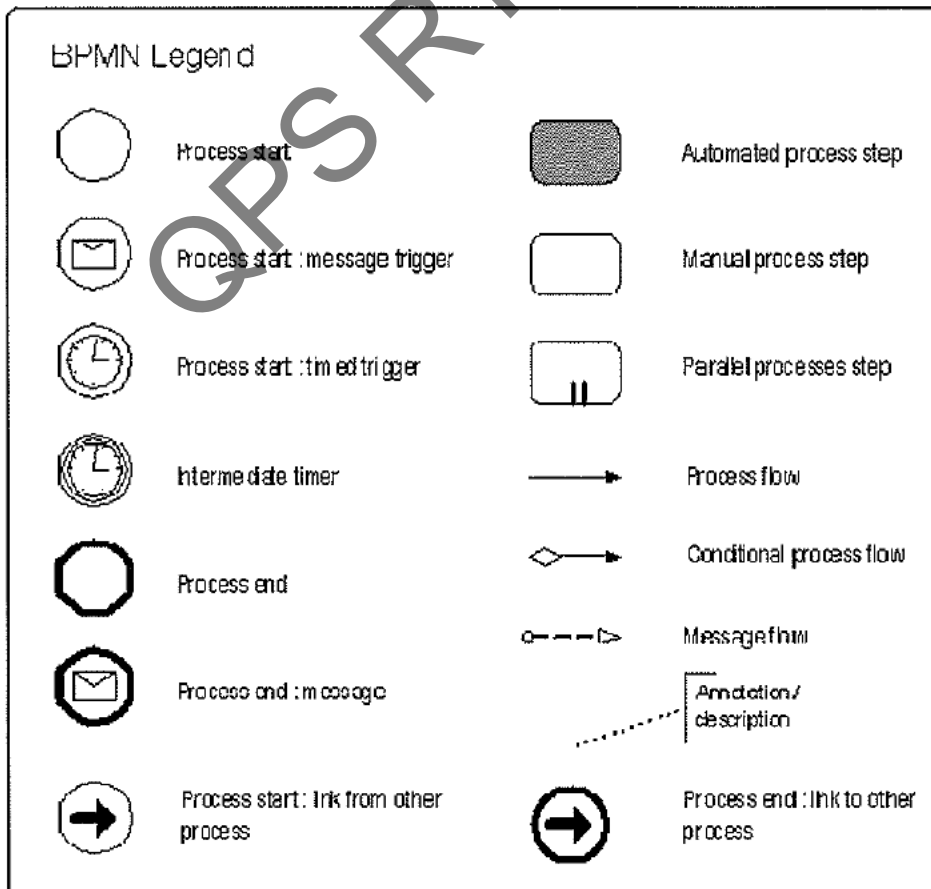
9.1 New Licence Application Process Group

9.1.1 New Licence Application Process Map
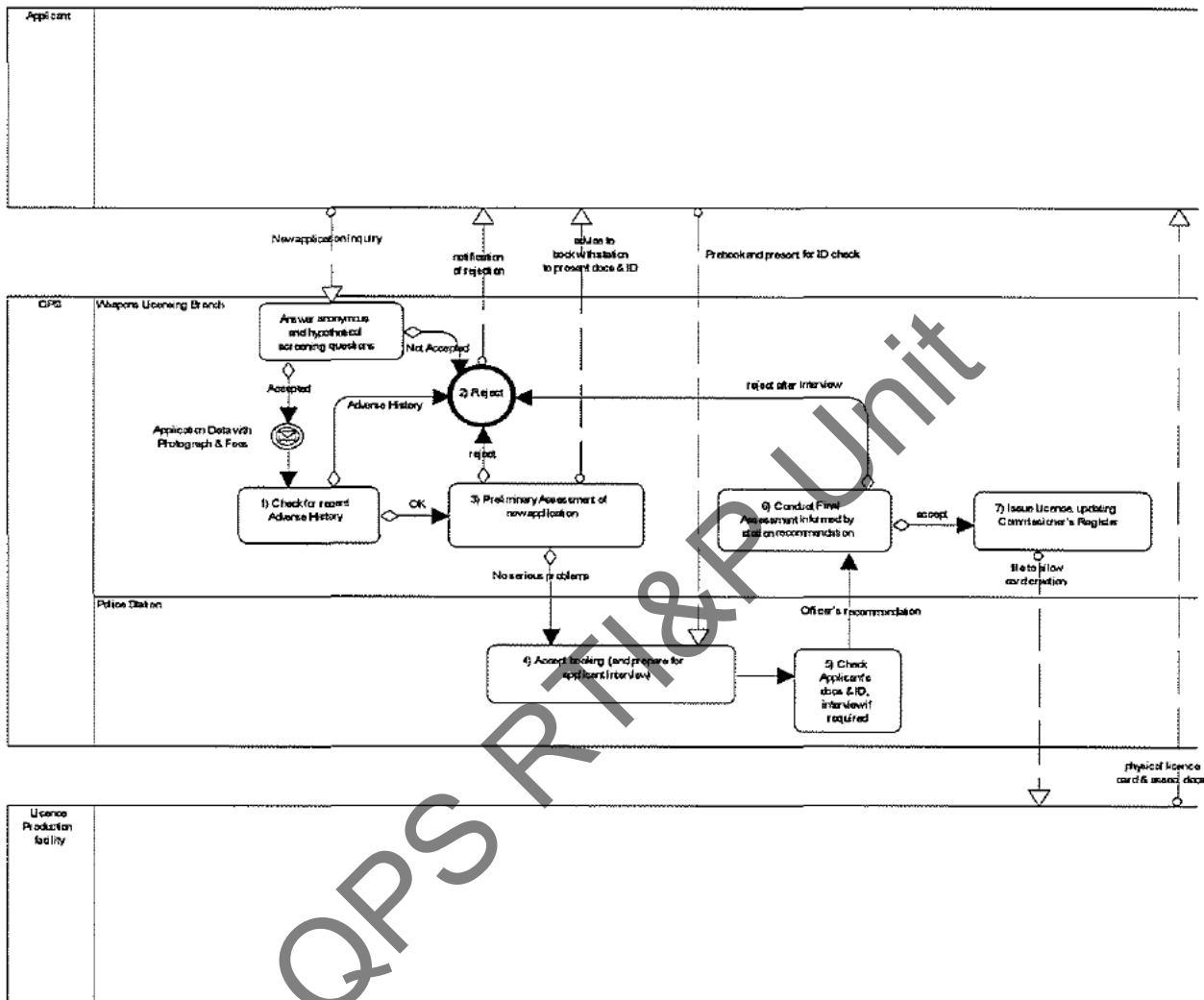
9.1.2 New Licence Application Process Steps

Overview

The new licence application is typically the start of the relationship between a member of the public - an applicant - and the WLB. Essentially no one in Queensland may possess a weapon unless authorized. The decision to authorize is formalized in the granting of a licence if a series of tests or conditions are met. These conditions can be assessed by the WLS through filtering the online application through a series of business rules. These include, but are not limited to, checking the age of the applicant, the absence of 'adverse history' of behaviour which would preclude granting of a licence, and the provision of a 'genuine reason' (as defined in the legislation) for having the weapon. There are different rules and conditions depending on the types of weapons for which the licence is sought. The system will be necessarily sophisticated to deal with the large number of conditions and combinations of rules that need to be applied.

Sch3(10)(1)(f)

Sch3(10)(1)(f)

3) Preliminary Assessment of New Licence Application

This step is when the business rules are applied based on the answers the applicant supplies to an expanding series of questions. The question sequence develops or 'unfolds' in a manner predetermined according to the combination of the answers supplied.

In this preliminary assessment phase, the programmed business rules categorize the applications into two categories – those that are eligible and those that are not.

Applications shall not progress to the stage of involving operational or station staff unless all required information has been submitted - e.g. photographs, all fees, copies of attainment certificates for safety or training courses etc. The interview stage is for verification only - not for the capture of fresh information.

4) Accept booking (and prepare for applicant interview)

The applicant already having been prompted to make the booking, the station is to accept the applicant's request for an interview at a mutually convenient time and prepare for checking and interviewing the applicant.

5) Check Applicant's docs & ID, interview if required

Sch3(10)(1)(f)

6) Conduct Final Assessment informed by station recommendation

This step will usually be automatic and positive; the application typically continues to progress through the system.
Sch3(10)(1)(f)

7) Issue Licence, updating Commissioner's Register

Legally, the licence is issued at the time of the Manager WLB approving it on the Commissioner's Register (the WLS). The following step taken immediately thereafter is to facilitate production of the licence card and carrier. The license is mailed directly to the applicant by the company producing the licenses.

Sch3(10)(1)(f)

9.2   Permit to Acquire Process Group

9.2.1   Permit to Acquire Process Map
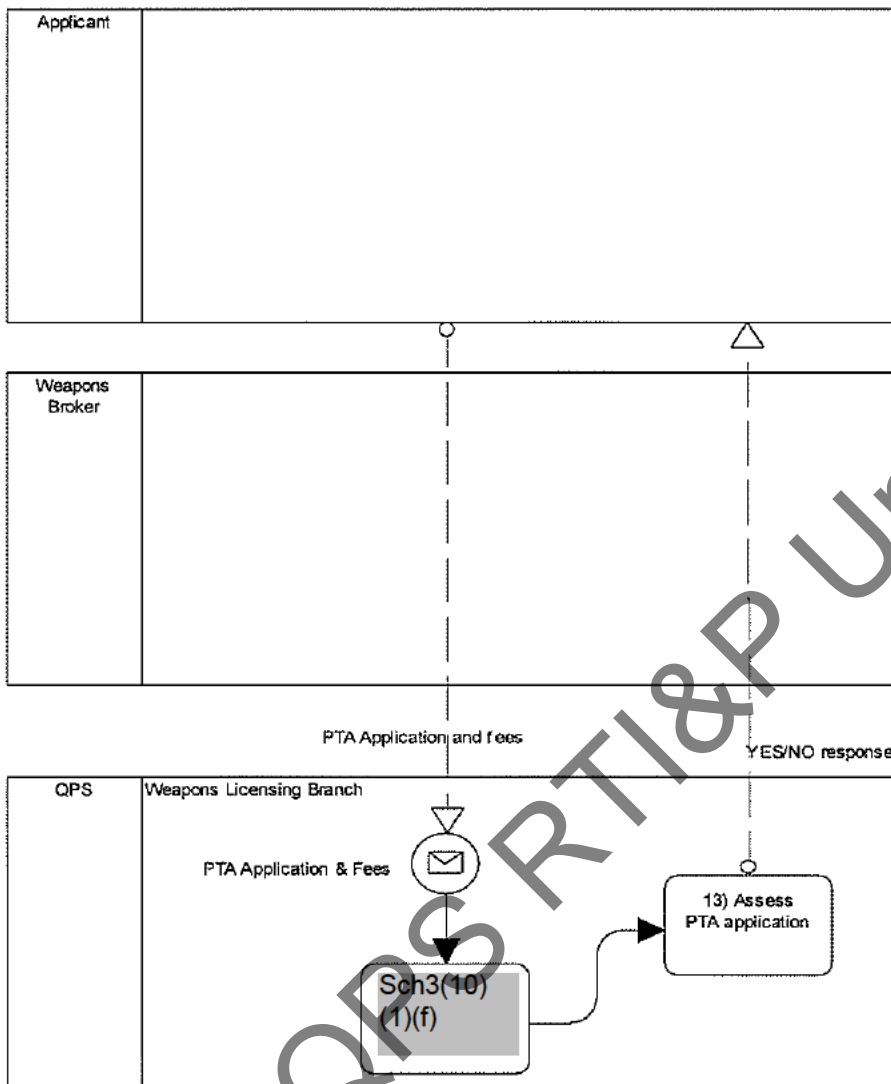
9.2.2   Permit to Acquire Process Steps

Overview

Permits to Acquire (PTA) allow the WLB to track and control who possesses weapons. PTAs shall be able to be requested on-line[8]. Only people licensed for that category of weapon may receive a PTA. An approved permit must exist on the system before the licensee may receive the weapon via the brokerage process. The formal copy is that which is to exist on the system, but a paper copy may be produced. The process will use a pre-populated (and frequently updated) list of weapons for which a PTA can usually be issued, subject to some supplementary business rules. Applications for weapons other than those on the list shall automatically trigger the involvement of an Authorized Officer.

Sch3(10)(1)(f)

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[8] Paper forms will remain available for the time being.

Sch3(10)(1)(f)

Rejection notification documents shall be processed with the aid of a suite of starter templates for the bulk of rejections. As with other correspondence these will be sent by email as the default option, falling back to posted letters where required.

13) Assess PTA application

Sch3(10)(1)(f)

If the PTA application is approved the system returns a PTA Reference number. If an application is rejected the system returns advice that the application is subject to further inquiries and that formal advice will follow. No sensitive data shall be returned until or unless the user's identity has been authenticated.

In weapons transactions between private licensees, the full set of identifying particulars of the individual weapon must be provided. This will not be required where the purchase is from a licensed dealer.

9.3 Facilitate PTA Weapon Transfer Process Group

9.3.1 Facilitate PTA Weapon Transfer Process Map
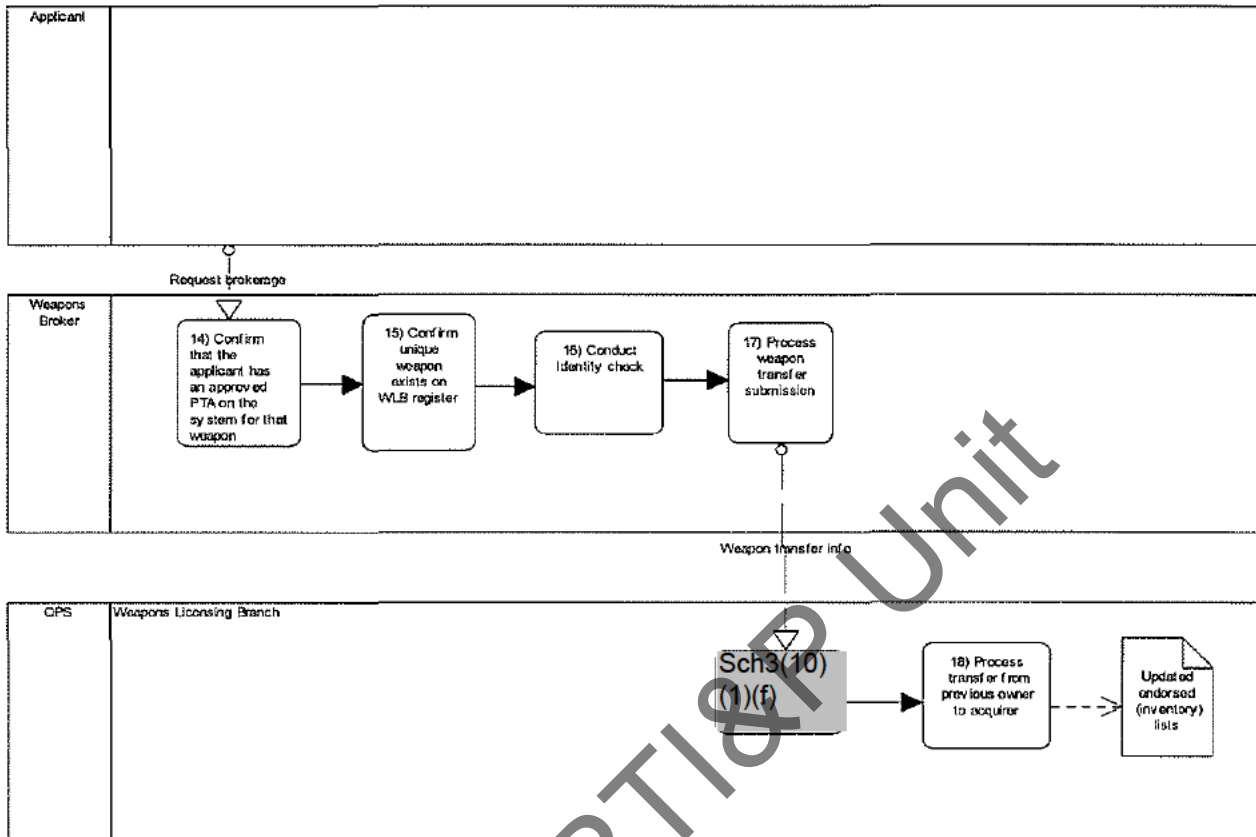
9.3.2 Facilitate Weapon Transfer Process Steps

Overview

Brokerage is the process by which the weapons change registered possession. The broker verifies the details of the physical weapon and its existence on the register (i.e. the WLS), and the licence status and ID of the recipient. The WLS transfers the registered possession and sends details to the registered addresses of the disposer and acquirer as a cross-check.

Sch3(10)(1)(f)

14) Confirm PTA extant for that weapon

Applicants will have the option of sending to a particular broker the details of the PTA. Alternately, brokers with online access will be able to confirm the existence of a PTA on entering a licence number and preliminary weapon description details. The intent is to allow brokers, using pertinent information, to rapidly confirm the existence of a PTA Sch3(10)(1)(f)

15) Confirm unique weapon exists on WLB register

Sch3(10)(1)(f)

If the weapon does not appear on the register, the weapon must be administratively created on the system.

16) Conduct ID check

Brokers will be responsible for confirming the applicant holds a licence in the appropriate category for the weapon sought. An identity check shall be completed with summary details recorded in the WLS. The licence itself shall be both required and admissible as part of the identification process.

17) Process weapon transfer submission.

This is essentially just submitting it to the WLS for adjudication by the combination of automatic and manual processes dictated by the workings of the business rules on the information provided. Where the WLB rejects the request, the applicant will be notified and the transfer cannot be completed (or needs to be reversed if the exchange has been made), otherwise it progresses through.

18) Process transfer from previous registered possessor to licensed acquirer.

This updates the information for tracking the provenance of the weapon for its entire life between registered possessors.

9.4   Licence Renewal Process Group

9.4.1   Licence Renewal Process Map
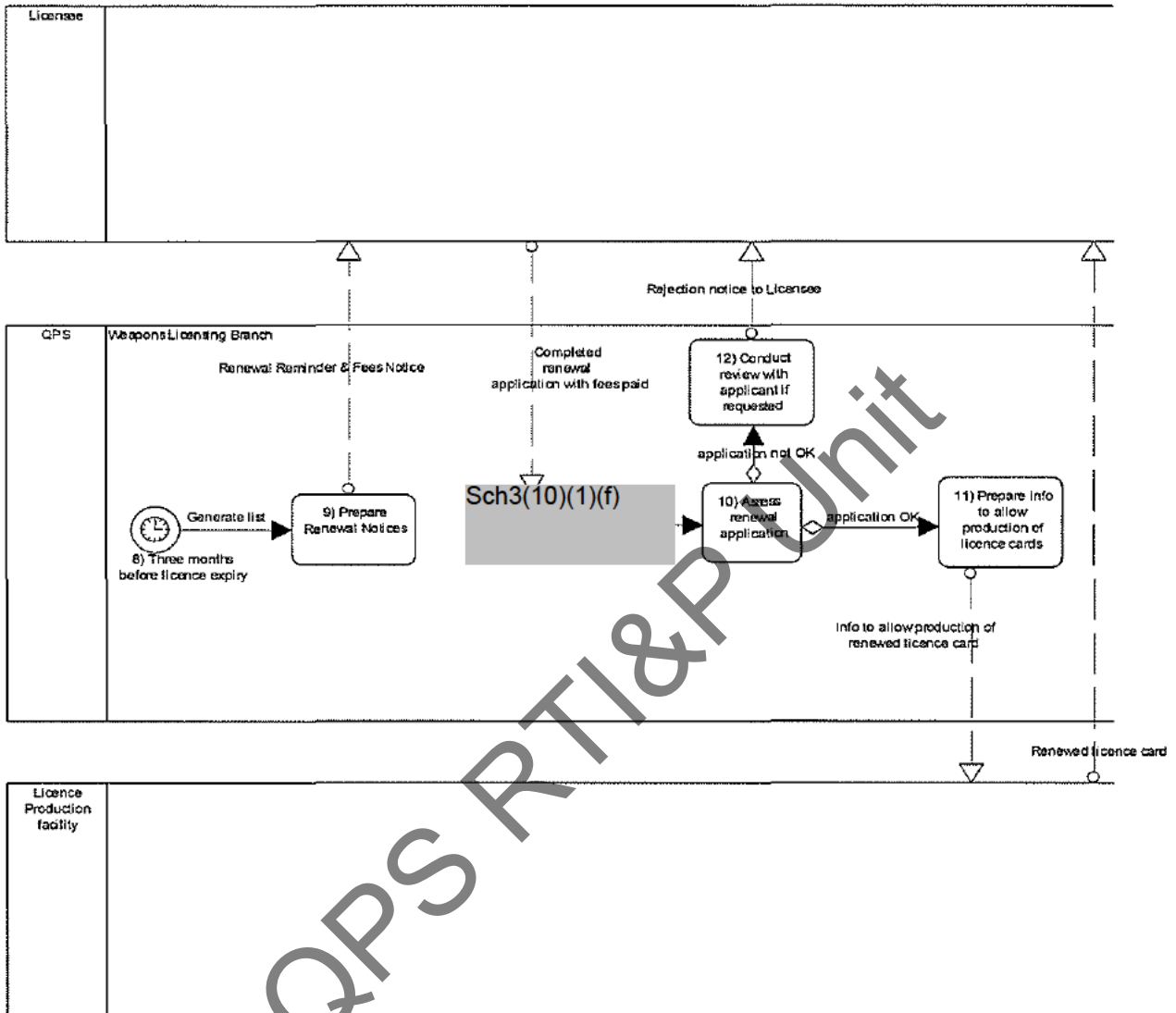
9.4.2   Licence Renewal Process Steps

Overview

The responsibility for renewing a licence before it expires lies with the licensee. Under the legacy WLS, as a customer service, the WLB sends a renewal pack to the licensee at the postal address registered on the WLS. The new system will send notification that the licensee should log in and complete the on-line renewal process. Photographs and fees will need to be accepted before the process can be completed.

9) Prepare Renewal Notices

The Notice alerts the licensee that not only are they due to renew but there has been prepared for them a renewal 'pack' in the form of either a link to their 'file' in the system, or pre-populated set of individually bar-coded (or similarly uniquely identified) paper forms.

The renewal information will include a calculated figure for the fees payable. The system will make the usual checks and unless there are indications to the contrary, a renewed licence will be issued.

Sch3(10)(1)(f)

10) Assess renewal application

Sch3(10)(1)(f)

Some licence holders who submit their renewal application electronically will still choose to send passport-style photographs in on the paper form. As with the New Applications, the processing shall not proceed until the photographs are on the system, having been added thereto whether submitted in either digital or paper 'hard' copies.

12) Prepare to discuss/review with applicant

It will not be common for a licence renewal application to be rejected at this stage. Suspensions or revocations will happen immediately upon receipt of information justifying such a step Sch3(10)(1)(f)

The discussions with the applicant at this stage will typically result in the application being dropped, and the licence lapsing. The less likely alternative is for the applicant to re-lodge a fresh application for renewal, or possibly, an appeal.

11) Prepare info to allow production of licence cards

A file must be sent to the producers of the physical licence cards. The file must contain pertinent licence and condition information as well as images of the photograph and signature.

9.5 Compliance Process Group

The legislation calls for compliance activities on most licensees, with the amount of information and type and frequency of compliance task varying with the form of licence or the number of weapons involved.

It is under this process group that the requirements will be found that outline the capabilities of the WLS to store and manage compliance information. Typically the legislation place responsibility on the licensee, but the WLS should be able to support and prompt the WLB in following up and managing the full cycle of compliance activities, from reminders, enforcement, and administration of penalties.

The management of requirements around club membership information is a distinct and separate set under this group.

9.6   Administration, Maintenance and Qualitative Process Group

Requirements under this process group aim to allow the WLS to maintain the quality, currency, accuracy and usefulness of WLS information.

The management of requirements to support the collection of information for the B709 Customs forms is a distinct set under this group.

10   Functional Requirements

10.1   New Licence Application Requirements

The system shall be able to hold applications back for periods of time to comply with legislation.

Requirement ID: WLS628

Requirement Priority: Mandatory

In alignment with WLS628, the system shall hold back applications for new licences such that those that are approved are released no sooner than 28 days after initial lodgement. The system shall allow that period to be:

o   over-ridden on a case-by-case basis when approved by an Authorized Officer

o   administrator-configurable to allow for expected changes to (or even removal of) waiting periods in the legislation for this, or any other process.

Requirement ID: WLS633

Requirement Priority: Highly Desirable

The WLS shall guide the user through an automatically-generated set of Preliminary Assessment questions based on the expanding set of an applicant's responses through the chain of linked Business Rule questions driven by what the applicant seeks.

Requirement ID: WLS632

Requirement Priority: Highly Desirable

The WLS shall perform a Preliminary Assessment and either:

o   notify the user that their application has failed to complete and that they must enter direct discussions with the WLB, or

o   send notice to the applicant requesting them to book a presentation interview at a Police station, at which they are to bring any required documentation (e.g. identification documentation, copies of certificates, etc.).

Requirement ID: WLS629

Requirement Priority: Highly Desirable

Applications shall progress to the stage of involving operational or station staff only when all required information has been submitted. The list shall be confirmed during the design phase but can be expected to include photographs, all fees, and copies of attainment certificates for safety or training courses. The interview stage coming later is for verification only - not for the capture of fresh information.

Requirement ID: WLS761

Requirement Priority: Desirable

A station officer shall review the applicant's documents and conduct the ID check and ask any interview questions. Note that applicants using the old paper application form will still require the same ID-check-cum-interview at a Police station. The WLS shall facilitate easy notation on the licensee's file in the WLS of the station officer's recommendation.

Requirement ID: WLS147

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

Using pre-programmed business rules, the WLS shall make an initial assessment on all applications. There are two potential outcomes from the final assessment: rejection (with forwarding to an officer for human review), or being allowed to progress deeper into the application process.

Requirement ID: WLS149

Requirement Priority: Highly Desirable

For New Licence Applications that are accepted, the WLS shall send a summary report to the WLB Manager for formal sign-off.

Requirement ID: WLS151

Requirement Priority: Highly Desirable

For fully-approved new licence applications, the WLS shall send to the Licence Production facility the information required to produce the cards and associated documents such as the terms and conditions, the licence card.

Requirement ID: WLS283

Requirement Priority: Highly Desirable

The WLS shall refer Applications it rejects to a supervisor for review.

Requirement ID: WLS284

Requirement Priority: Highly Desirable

The WLS shall allow reviewing officers to forward the results of their review to a queue for endorsement by an Authorized Officer.

Requirement ID: WLS285

Requirement Priority: Highly Desirable

The WLS shall capture against a licence the detail of the genuine reasons for which a given category of weapon can be used, and limit by licence conditions the uses of each weapon category held by that licensee to the approved genuine reason. [9]

Requirement ID: WLS838

Requirement Priority: Desirable

10.2   Permit to Acquire Requirements

The WLS shall allow users to lodge PTA applications at the same time as with their licence application.

Requirement ID: WLS314

Requirement Priority: Highly Desirable

The on-line WLS for PTA applications shall guide the users through a dynamically adjusting set of questions to assess if the application is even valid Sch3(10)(1)(f)

                                                                                        Business
Rules will be detailed in the Design Document.

Requirement ID: WLS135

Requirement Priority: Highly Desirable

PTAs shall only be issued with a documented reference to a licence for that category of weapon. That is, PTAs cannot be issued before, or without being connected to, a current licence.

Requirement ID: WLS488

Requirement Priority: Mandatory[10]

The WLS shall suspend/revoke any issued PTAs when the licence has been suspended/cancelled.
Requirement ID: WLS840

Requirement Priority: Highly Desirable

The online assessment is made on an anonymous and hypothetical basis, relying on the information supplied in that session only. If the applicant already has another type of licence or a validated identity with the WLB and wishes to continue, and authenticate their identity, the WLS shall accept the answers already as part of the records submitted in the application.

Requirement ID: WLS152

Requirement Priority: Desirable

Sch3(10)(1)(f)

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[9] For example, a "B" licensee may be permitted a rifle for recreational reasons, but should not be allowed carry a shotgun in that category under the Primary Production occupational genuine reason without explicit permission.

[10] Legislative requirement, ref Weapons Act 1990, s35(1) (b).

The WLS shall provide functionality to flag any element, including and not limited to an individual an organization, weapon calibre, manufacturer or description, as one for which no automatic processing is allowed and for whom all applications and correspondence must be processed or at least vetted by an Authorized Officer before release.

Requirement ID: WLS780

Requirement Priority: Highly Desirable

Business rules shall be able to drive the workflow and control not only the sequencing of work but also the timings. For example, until legislation changes, no PTA can be issued within 28 days to first-time applicants and no PTA may be issued on the day of application unless waived by an Authorized Officer.

Requirement ID: WLS164

Requirement Priority: Highly Desirable

Some PTA applications require provision of 'genuine need' information. The WLS shall process these in the online system by having the users select from drop down menus, and business rules being applied to the chain of answers.

Requirement ID: WLS154

Requirement Priority: Highly Desirable

The WLS shall, in the process of assessing an application for a PTA, allow only those weapon types authorised to be registered to that category of weapon for the genuine reason given on the licence for that category (refer WLS838).

Requirement ID: WLS841

Requirement Priority: Desirable

The WLS shall, at the approval of an Authorised Officer, repeal any suspended/cancelled/rejected PTA application.

Requirement ID: WLS842

Requirement Priority: Desirable

The WLS shall provide for a selection of explanation codes for licence cancellation, such as revoked, surrendered, expired, stolen, deceased.

Requirement ID: WLS849

Requirement Priority: Desirable

Most PTA applications are for the categories of weapons for which the rules are simplest. Applications that meet the pre-established conditions for which a PTA can confidently be issued are to be approved but that formal approval processing must be held over for time periods prescribed in the Weapons Regulations Act 1996, s56.

Requirement ID: WLS155

Requirement Priority: Highly Desirable

Efforts are being made to change Regulations dealing with weapon transfers from sources other than licensed Queensland dealers. Changes to be sought will enforce the requirement that these PTAs shall, as a precondition, contain all the information for administrative closure. That is, these PTAs shall include full details of the individual weapon at the centre of the transaction, including the unique identifying number. The WLS shall ask applicants if the transfer is from a licensed Queensland dealer and, if it is not, shall enforce completion of the extended set of mandatory fields.

Requirement ID: WLS166

Requirement Priority: Desirable

Those applications that do not meet the pre-established conditions for which a PTA can be automatically issued are to be routed by the automatic workflow system to the attention of a supervisor or an Authorized Officer for adjudication.

Requirement ID: WLS156

Requirement Priority: Highly Desirable

10.3   Facilitate PTA Weapon Transfer Requirements

The WLS shall provide real-time online functionality for the Broker to verify that the individual weapon being transacted already exists on the Queensland WLB registry.

Requirement ID: WLS167

Requirement Priority: Highly Desirable

The WLS shall provide real-time secure online functionality for the Broker to verify that the licensee's PTA remains current on the system and has not been suspended Sch3(10)(1)(f)

Requirement ID: WLS818

Requirement Priority: Highly Desirable

The WLS shall then prompt the broker to conduct and record the outcomes of an identity verification process with the applicant using their licence card and other documentation.

Requirement ID: WLS161

Requirement Priority: Highly Desirable

When the broker verifies that the acquirer has satisfied the three requirements of weapon registration (WLS167), PTA existence (WLS818) and identity (WLS161), the WLS shall allow the Broker to submit the PTA transfer request.

Requirement ID: WLS168

Requirement Priority: Desirable

After the broker submits the PTA transfer request, the WLS shall then perform the regular check for fitness to hold a licenceSch3(10)(1)(f)

Requirement ID: WLS169

Requirement Priority: Highly Desirable

The WLS shall release client or licensee-specific information in strict accordance to role-based privileges.

Requirement ID: WLS315

Requirement Priority: Mandatory

At the lodging of the PTA transfer request, the WLS shall prompt the online review of the updated endorsed inventory list by both vendor and registered possessor[11]. If the updated lists have not been accepted as an

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[11] This applies to parties to the sale other than dealers who have separate weapon-accounting processes. The endorsed inventory is the system list of what weapons belong to whom.

accurate reflection of the holdings of a party to the transaction, they will be sent an electronic reminder and then, if required, a follow-up letter.

Requirement ID: WLS171

Requirement Priority: Highly Desirable

The endorsed inventory lists shall, subject to identity authentication protocols and weapon description rules, facilitate users notifying the WLS of requested corrections of recording errors in the detail of the weapons, including of the address at which they are stored.

Requirement ID: WLS305

Requirement Priority: Highly Desirable

Access to brokering functionality is to be extendable to approved Clubs, organizations, individuals and Police personnel.

Requirement ID: WLS318

Requirement Priority: Desirable

In anticipation of changes to Section 57 of the Weapons Regulation Act 1996 {Referenced by the Weapons Act 1990, s 35(1)(b)(ii) and 36(1)(b)(ii)}, weapons already in QPS custody shall be able to be brokered even within 100 Km of another commercial broker.

Requirement ID: WLS316

Requirement Priority: Desirable

Through the data collected during the brokerage and transfer stage, the WLS shall record and make available to search queries, the full provenance of each weapon including the dates, paperwork record numbers, addresses and details of all previous registered possessors of each weapon.

Requirement ID: WLS790

Requirement Priority: Highly Desirable

For weapon transfers between dealers that do not require a PTA and are currently processed on a paper Form 10, the WLS shall facilitate an electronic Form 10 to advise the WLB of weapon transfers of this type.

Requirement ID: WLS826

Requirement Priority: Highly Desirable

The WLS shall provide all licensees (individual, dealers, businesses, clubs etc.) with secure read-only online access to the WLS records of their name, current inventory, addresses, firearm details, licence conditions.

Requirement ID: WLS827

Requirement Priority: Highly Desirable

The WLS shall provide a secure online template-driven mechanism for all licensees to advise the WLB of errors or requested changes to WLB records.

Requirement ID: WLS829

Requirement Priority: Highly Desirable

10.4 Licence Renewal Requirements

The WLS shall generate a reminder at a defined but adjustable period before the expiry of the existing licence. This reminder is sent to the Licence Holding Applicant who must, if they want their renewal, return the application with the appropriate fees.

Requirement ID: WLS131

Requirement Priority: Highly Desirable

The licence renewal reminder shall be pre-populated and pre-formatted with existing information held on the applicant.

Requirement ID: WLS461

Requirement Priority: Highly Desirable

The WLS shall send the initial renewal reminders (and all correspondence) to the applicant via email as the default first option, predicated on the WLB holding both an email address and the applicant's permission to use that address. The contingency is posted 'white mail'.

Requirement ID: WLS174

Requirement Priority: Highly Desirable

Where an email address has been recorded by the applicant, the WLS shall send an auto-acknowledgment of receipt to the sender.

Requirement ID: WLS398

Requirement Priority: Nice To Have

When the WLS sends correspondence electronically and receives a system-generated delivery-failure message or in any case where the applicant has not explicitly sent an acknowledgment of receipt within a timeframe to be determined, the WLS shall give operators the choice of producing a downloadable file to facilitate mailhouse processing or directly printing a letter for printing and posting.

Requirement ID: WLS175

Requirement Priority: Highly Desirable

The WLS shall, on receipt of a renewal application by means other than on-line, immediately create a flag or facilitate a mechanism for creation of a report indicating that receipt.

Requirement ID: WLS399

Requirement Priority: Desirable

The WLS shall present a draft return pre-populated with information currently on file for authenticated applicants to confirm or amend as required. The renewal shall be completed by the applicant securely accessing their own records in the WLS and attesting to the validity of the final information set.

Requirement ID: WLS176

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

Sch3(10)(1)(f)

Where a renewal application is submitted after the expiry date, it shall be routed to a supervisor for consideration whether it is to be treated as a new application.

Requirement ID: WLS304

Requirement Priority: Desirable

The business rules shall allow for the nuances of rules for different classes and categories of weapons. For example, Category D weapon licences require annual renewal rather than the five years from the applicant's next birthday for Categories A and B.

Requirement ID: WLS303

Requirement Priority: Highly Desirable

The WLS shall, subject to the quality checks described in following requirements, facilitate remote submission of digital photographs.

Requirement ID: WLS300

Requirement Priority: Desirable

The WLS shall include clear instructions on the quality and characteristics of photographs. The instructions shall give clear guidelines about the requirements for acceptable photograph quality and characteristics both photographically (exposure, centred images, etc., like with passport photos) and technologically (file size limits, file formats, etc.). Sch3(10)(1)(f)

Requirement ID: WLS302

Requirement Priority: Desirable

The WLS shall have the capability to vet the metadata (e.g. file size, file format) of electronically submitted photographs. The renewal Photographs will also be manually checked for acceptable quality and rejected if not to standard. Sch3(10)(1)(f)

Requirement ID: WLS178

Requirement Priority: Nice to have

Where the application, including photographs, is received entirely electronically with no accompanying postal component, the WLS shall reuse the existing signature on the system.

Requirement ID: WLS820

Requirement Priority: Desirable

The WLS shall not finalize the renewal process until new photographs have passed three checks: technical (i.e. has passed the metadata checks), that they meet photographic quality standards (lighting, angles, cropping, etc.) and currency Sch3(10)(1)(f)

Requirement ID: WLS665

Requirement Priority: Nice to have

Most applications, or those that meet the provisions of the Regulations and the Act, are to progress through the system with a high degree of automatic processing of the coded business rules. These will be a processed quite quickly. Those that do not are to be brought to the attention of an operator for possible involvement of an Authorized Officer for adjudication or progression.

Requirement ID: WLS47

Requirement Priority: Highly Desirable

10.5   Compliance Requirements

10.5.1   Management of Club Membership Information

The WLS shall facilitate uploads from clubs and individuals on attendance records at competition pistol shoots. This shall be in the form of both bulk uploads via a published and pre-formatted data-set (e.g. a locked-format spreadsheet) and one-off singular entries.

Requirement ID: WLS744

Requirement Priority: Highly Desirable

Some licensees depend on membership of approved organizations (clubs, societies or other bodies) as the genuine reason for their license. The WLS shall facilitate uploads from such organizations and maintain the history for each licensee of their financial membership of their club or multiple clubs. The upload facilitation shall be in the form of both bulk uploads via a published and pre-formatted data-set (e.g. a locked-format spreadsheet) and one-off singular entries.

Requirement ID: WLS745

Requirement Priority: Mandatory

The WLS shall facilitate the recording and analysis of attendance by Category H licensees at competition shoots across multiple locations to ensure all member details are up to date and that members have attended sufficient shoots to meet the conditions of their licences.

Requirement ID: WLS607

Requirement Priority: Highly Desirable

The WLS shall identify for analysis of possession, participation rates and organization membership weapons recorded against current and valid licensees as the registered possessor, not the current holder of the physical firearm.[12]

Requirement ID: WLS845

Requirement Priority: Highly Desirable

As with other on-line applications, the WLS shall allow the lodgement of an application or the commencement of a process on-line, even where separate supplementary documentation (such as certificates of pistol club memberships for Category H weapon licences) must be provided.

Requirement ID: WLS608

Requirement Priority: Desirable

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[12] The legacy system has a weakness in that, as part of the data collection for ensuring pistol competition compliance, it picks up the weapons stored at an address not the weapons licensed to the individual in question.

Sch3(10)(1)(f)
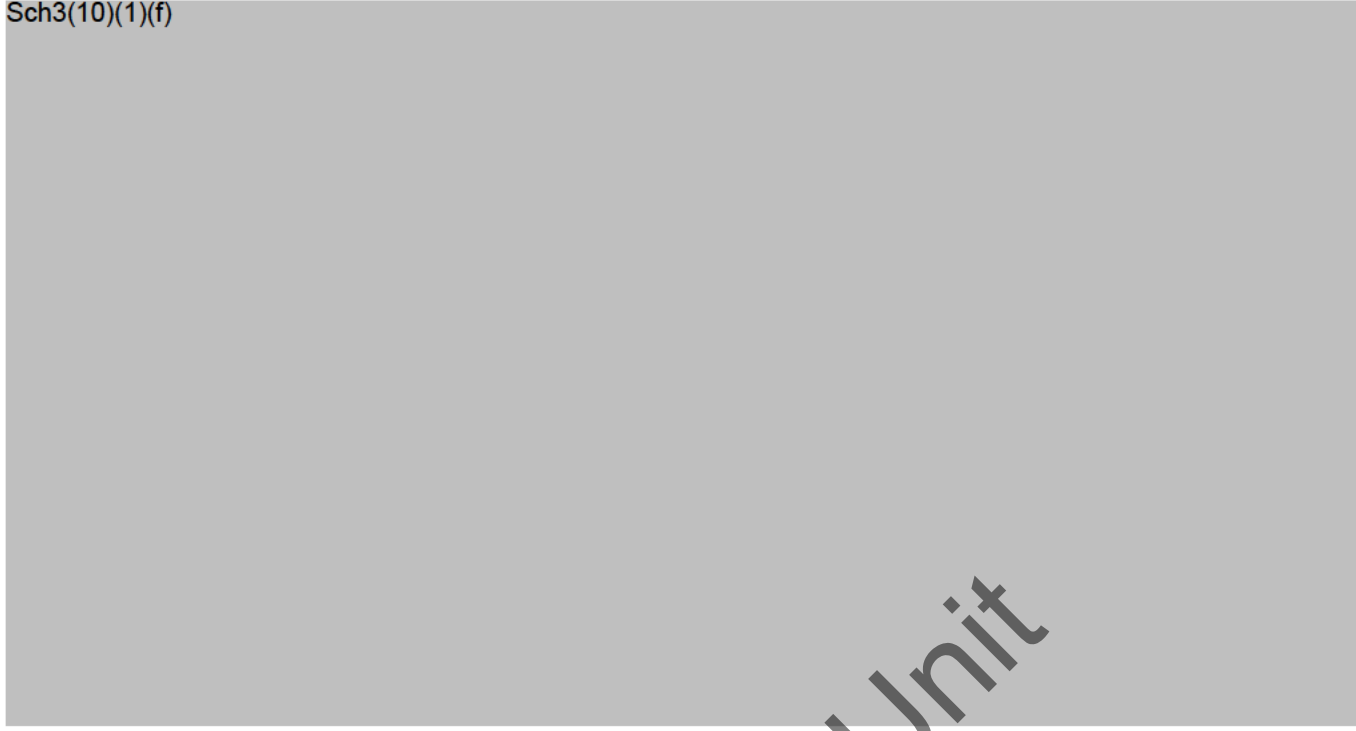
10.5.2 Other Compliance Requirements

Sch3(10)(1)(f)
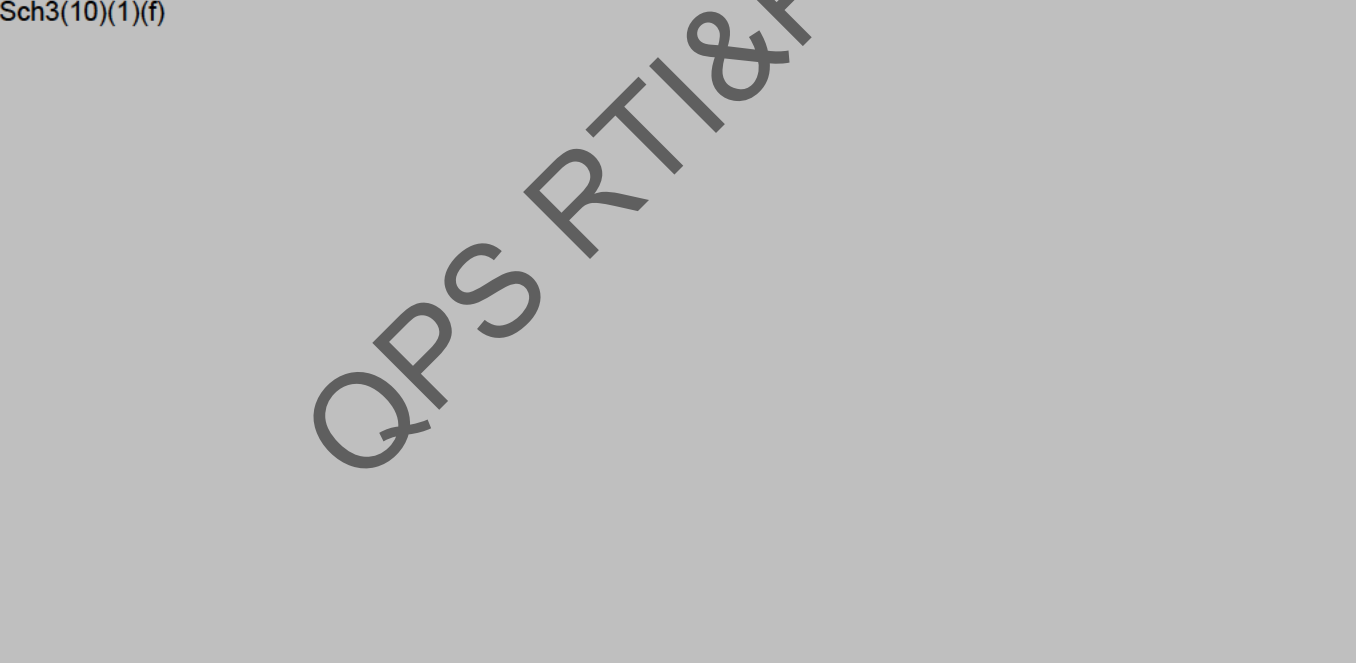
When any changes are made to weapon-storage addresses on-line, users shall be reminded of the storage requirements for their circumstance (licence types, number of weapons stored, etc.).

Requirement ID: WLS306

Requirement Priority: Desirable

Sch3(10)(1)(f)

The reminder shall be preformatted based on comparison of user's details with the regulations (e.g. licensees holding 30 or more weapons are required by law to have a higher level of security at the premises than those with 29 or fewer).

Requirement ID: WLS463

Requirement Priority: Desirable

The WLS shall facilitate bulk uploads of data from dealers on the transfer of weapons (as is done currently with spreadsheets associated with Weapons Transfer Form 10).

Requirement ID: WLS360

Requirement Priority: Highly Desirable

Bulk uploads shall still be subject to the same data validation against quality standards that apply to single entries.

Requirement ID: WLS363

Requirement Priority: Desirable

The WLS shall facilitate the administrative creation of new weapons (and the issue a unique number) on the register by authorized persons.

Requirement ID: WLS361

Requirement Priority: Highly Desirable

The WLS shall facilitate the generation and mass-distribution via email as well as posted letters of notifications or communications (e.g. with a change to legislation or licence conditions) to those users who have given the information and permissions required.

Requirement ID: WLS362

Requirement Priority: Desirable

As per WLS362, the WLS shall facilitate the generation and mass-distribution via SMS or Twitter (or similar) of notifications or communications (e.g. with a change to legislation or licence conditions).

Requirement ID: WLS848

Requirement Priority: Nice to Have

Sch3(10)(1)(f)

Sch3(10)(1)(f)

The WLS shall allow QPS staff to manually tune and finalize the audit list. For example, Police officers should have the (audited) discretion to remove people from the list as well as to add extras.

Requirement ID: WLS405

Requirement Priority: Desirable

The WLS shall make use of nationally agreed templates and weapon description syntax formats as may change from time to time.

Requirement ID: WLS339

Requirement Priority: Highly Desirable

The WLS shall provide for data validation on entry in compliance with the agreed standards to improve data quality[16].

Requirement ID: WLS351

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

[16] For example, preventing entry of alphabetic characters into a numerical field. The standard will be the data sets used in NFIDS - National Firearms Identification System: a nationally agreed template of information syntax and data structures on all known firearms.

The WLS shall facilitate the automatic preparation of messages to the TDMG (or appropriate data-quality group) to make quicker and easier the notification and request for rectification of poor-quality data.

Requirement ID: WLS779

Requirement Priority: Nice To Have

The WLS shall facilitate analysis of data consistency to facilitate data cleansing. For example, if 500 members of a club give the same club addresses, and one looks very similar but slightly different, it is likely that there has been a data-entry error.

Requirement ID: WLS352

Requirement Priority: Desirable

The WLS shall provide internal editing (e.g. 'find and replace') functionality to facilitate data cleansing with full audit trail functionality provided.

Requirement ID: WLS353

Requirement Priority: Desirable

Licence holders shall be able to check their own licence details and lodge amendment requests. (These shall include notifications on change of residential or storage addresses and flagging for WLB follow up perceived errors in endorsed list inventories.)

Requirement ID: WLS354

Requirement Priority: Desirable

The WLS shall allow for a distinction in the data capture and reporting of weapons held at the same address with different registered possessors. That is, the WLS shall allow common address records with otherwise different details of weapons and possessors.

Requirement ID: WLS356

Requirement Priority: Desirable

The WLS shall facilitate reporting on inconsistencies and incompleteness in information sets, and shall facilitate 'mail-merge' style functionality to communicate with licensees to correct the issue case-by-case.

Requirement ID: WLS357

Requirement Priority: Nice To Have

Weapons without a unique identifying number physically on the weapon cannot be registered. The WLS shall be able to generate a unique identifying number and support WLB staff in correctly advising the possessors of such unidentified weapons of the details of that identifying number they are to have permanently marked onto the weapon, usually by a recognized armourer.

Requirement ID: WLS358

Requirement Priority: Desirable

The WLS shall facilitate receiving advice from armourers that they have permanently marked up a weapon in compliance with notification and instructions provided by the WLS pursuant to Requirement WLS358.

Requirement ID: WLS359

Requirement Priority: Desirable

The WLS shall allow manipulation and 'gap-filling' of sequences of internally generated unique identifying numbers (e.g. firearm, PIN, BIN, and reference numbers), all without allowing duplications.

Requirement ID: WLS366

Requirement Priority: Nice To Have

The WLS shall have the capacity to record all characteristics of weapons including but not limited to make, model, action, calibre, barrel length, overall length, multiple serial or unique numbers, and magazine capacities.

Requirement ID: WLS788

Requirement Priority: Highly Desirable

The WLS shall cross-reference storage addresses with weapons and thus track the storage location of each individual weapon.

Requirement ID: WLS377

Requirement Priority: Highly Desirable

The WLS shall facilitate the sending by email of any image or scan stored in the system.

Requirement ID: WLS378

Requirement Priority: Nice To Have

The WLS shall, wherever possible, facilitate data entry via drop down selections with input-sensitive self-narrowing capabilities, and auto-complete functionality rather than by free text.

Requirement ID: WLS379

Requirement Priority: Highly Desirable

The WLS shall provide operators the ability to edit and override entries selected from drop-down lists. the data entered is to be temporarily saved so that the data-entry effort is not lost, but not formally committed until approved by a supervisor.

Requirement ID: WLS831

Requirement Priority: Desirable

The provisions of Requirement 379 not withstanding, the WLS shall allow the creation, editing and searching on free-text Case Notes against Person, Firearm, Licence, and Organization records.

Requirement ID: WLS786

Requirement Priority: Desirable

The WLS shall facilitate searches using wildcards and character strings anywhere in the data field.

Requirement ID: WLS789

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

Sch3(10)(1)(f)

The WLS shall validate person names against the definitive records in QPRIME.

Requirement ID: WLS389

Requirement Priority: Highly Desirable

The WLS shall validate Queensland addresses against the definitive records in QPRIME.

Requirement ID: WLS383

Requirement Priority: Highly Desirable

The WLS shall validate entities (businesses, organizations, etc.) against the definitive records in QPRIME.

Requirement ID: WLS381

Requirement Priority: Highly Desirable

The WLS shall allow users to create a QPRIME Occurrence or task and track progress and closure from within the WLS.[18]

Requirement ID: WLS390

Requirement Priority: Desirable

The WLS shall link to the property module of QPRIME to reduce double entry of weapon details. In more detail, the WLS shall make its records on registered weapons available to QPRIME so that they can be uploaded to QPRIME. Similarly, where a weapon doesn't yet exist on the register, they are to be created in the WLS and then uploaded.

Requirement ID: WLS384

Requirement Priority: Highly Desirable

The WLS shall, when leading users through a process of more than two steps, show a navigation pane or similar to make clear to the users where they are in the process.

Requirement ID: WLS386

Requirement Priority: Desirable

The WLS shall enforce the date format of dd-MMM-yyyy, that is, for example, 07-Apr-1999, or 01-Nov-1788.

Requirement ID: WLS388

Requirement Priority: Desirable

The WLS shall offer on-line users an option to select a mode designed to improve response times in areas with particularly poor bandwidth.

Sch3(10)(1)(f)

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[18] A separate document will be created listing changes or integration details with QPRIME.

Requirement ID: WLS403

Requirement Priority: Desirable

Sch3(10)(1)(f)

The WLS shall make available integrated context-sensitive, searchable, 'Help' functionality.

Requirement ID: WLS791

Requirement Priority: Desirable

The WLS shall record and differentiate between a registered owner and current holder of a firearm.

Requirement ID: WLS844

Requirement Priority: Highly Desirable

10.6   Administration, Maintenance and Qualitative Requirements

10.6.1   Facilitation of Customs Processing - B709 Import Forms

The WLS shall make available a secure online process for the public to apply to QPS for a B709 clearance form for Customs.

Requirement ID: WLS612

Requirement Priority: Desirable

The WLS shall lead B709 applicants through an expanding chain of linked Business Rule questions based on the answers provided.

Requirement ID: WLS613

Requirement Priority: Desirable

The WLS shall make a preliminary B709 screening assessment and categorize the results into those which at this first level pass, fail and need further information or review based on business rules that will be documented in the detailed design specification.

Requirement ID: WLS614

Requirement Priority: Desirable

The WLS shall forward B709 applications that pass the preliminary screening assessment (Ref WLS614) to a QPS officer on the list of those authorized to make these decisions.

Requirement ID:　　　WLS615

Requirement Priority:　Desirable

The WLS shall be able to maintain data tables that can be set to change on a trigger event such as a date. For example, via legislation, some fees may increase by CPI or a non-standard increment with the increase to take effect on a prescribed day, or a new classification of weapons may need to be handled differently from a set date.

Requirement ID:　　　WLS832

Requirement Priority:　Highly Desirable

The WLS shall differentiate licence types between those requiring a licence card and those requiring a licence approval.

Requirement ID:　　　WLS843

Requirement Priority:　Desirable

When the WLS produces the B709 forms, the WLS shall retain auditable electronic records of each certificate issued.

Requirement ID:　　　WLS675

Requirement Priority:　Highly Desirable

The WLS shall be able to produce a report summarizing the B709s issued, to whom, for what weapons, with notes on conditions or extra comments.

Requirement ID:　　　WLS676

Requirement Priority:　Desirable

For B709 applications are that fail, the WLS shall generate an electronic rejection notice (minimally, email and preferably SMS as well) that quotes the appropriate regulatory reference on which rejection decision is made.

Requirement ID:　　　WLS616

Requirement Priority:　Desirable

Recipients of the electronic failure notice shall be given the option of receiving a formal written rejection mailed out.

Requirement ID:　　　WLS618

Requirement Priority:　Desirable

Those applications that require further information shall have a form letter generated which shall be created by being sent to an authorized QPS officer to add the selections or details of what else is required before being returned to the applicant.

Requirement ID:　　　WLS617

Requirement Priority:　Nice To Have

10.6.2 Other Administration, Maintenance and Qualitative Requirements

The WLS shall have the capacity to process defined business rules to select a response to an operation from a set predetermined alternatives.

Requirement ID:　　　WLS310

Requirement Priority: Mandatory

The business rules are detailed and are subject to change. System change is driven by legislation, QPS procedures, policy, internal process adjustments, staffing factors, and QPS organizational change. The WLS shall be able to be changed in a manner that is rapid, effective, flexible and cost-efficient.

Requirement ID: WLS435

Requirement Priority: Highly Desirable

The WLS shall have the capacity to manage workflows. This shall include the functionality to send and track packages of work to produce a final outcome. It shall allow users to define different workflow routes for different types of jobs. At each stage in the workflow, one individual or group shall be responsible for a specific task. Once the task is complete, the workflow software shall ensure that the individuals responsible for the next task are notified and receive the data they need to execute their stage of the process.

Requirement ID: WLS815

Requirement Priority: Highly Desirable

The reference data used to populate drop-down lists and data-validation or data-filtering processes change frequently. Reference data changes due to the import or invention of new weapons and new calibres, to name a couple. The WLS data sets shall be able to be changed in a manner that is rapid, effective, flexible and cost-efficient.

Requirement ID: WLS634

Requirement Priority: Mandatory

The WLS shall use the business rules for categorizing applications into those which either automatically pass or are to be referred to a processing officer for initial assessment before forwarding with recommendations to an Authorized Officer.

Requirement ID: WLS311

Requirement Priority: Highly Desirable

The WLS shall report on various aspects of a nominated WLB user's activity, example, total number of licences approved, total number of completed tasks etc.

Requirement ID: WLS846

Requirement Priority: Desirable

Whether as internal functionality or in association with another integrated module or product, the WLS shall accept payment of fees by multiple e-commerce options such as BPay and EFTPOS, with the expectation of eventually being able to also accept PayPal and credit cards. This requirement will be satisfied by the WLS being able to accept bulk uploads of financial data from a separate (e.g. banking) system and being able to append the payment details against the individual records for licensees or organizations. This requirement does not call for the creation of an ecommerce gateway.

Requirement ID: WLS143

Requirement Priority: Mandatory

The WLS shall be able to track the history of weapons licences - the current status and full historical record of applications, approvals and alterations to licences, permissions, conditions, codes categories and Genuine Reasons. The information needs to be searchable and retrievable by users with standard access.

Requirement ID: WLS825

Requirement Priority: Highly Desirable

The WLS shall, as a minimum, allow the capture and reporting back on all data elements and fields currently forming the schema of the legacy system.

Requirement ID: WLS782

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

Applications and transactions that incur a fee require confirmation that payment has been made before the transaction is completed and the result of that transaction produced (e.g. a Weapons license).

Requirement ID: WLS436

Requirement Priority: Highly Desirable

All financial transactions will need to generate an audit trail compliant to the Queensland *Financial Administration and Audit* Act 1977.

Requirement ID: WLS600

Requirement Priority: Highly Desirable

The WLS shall in all respects remain compliant with Queensland Government Information standards, ref:
http://www.qgcio.qld.gov.au/QGCIO/ARCHITECTUREANDSTANDARDS/INFORMATIONSTANDARDS/Pages/index.aspx

Requirement ID: WLS763

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

At the end of each session during the processing of user requests and at each 'commit' step (refer to WLS458, below), the WLS shall generate for user a printable status report that details the answers or information the users supplied and where their application/s for various privileges or transactions are in the chain of defined process steps.

Requirement ID: WLS442

Requirement Priority: Desirable

Sch3(10)(1)(f)   the WLS shall make very clear, especially immediately before each significant 'commit' step, that licences issued on the basis of false or misleading information will (because of s157(2) of the Queensland Weapons Act 1990), be made void.

These warnings shall include the possibility of penalties including fines, imprisonment and the prevention of reapplications for set periods.

Requirement ID: WLS458

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

The WLS shall, for any multi-step process, guide the users through a dynamically adjusting set of questions to assess if the application is even valid (i.e., filtering for things like the age of the applicant and the category of weapon). The assessment is initially made on an anonymous and hypothetical basis, relying only on the information supplied. Until or unless authenticated, no user is to be given personal information from QPS data sources.

Requirement ID: WLS128

Requirement Priority: Highly Desirable

The WLS shall provide for a paper-based process, consistent and parallel with the fully on-line version such that the paper-based inputs and outputs are to be fully integrated into the workflow.

Requirement ID: WLS421

Requirement Priority: Mandatory

At any point, the WLS shall allow cases or workflow items to be referred from one user to another, or transferred from one user's task queue to another.

Requirement ID: WLS440

Requirement Priority: Highly Desirable

Whether as internal functionality or in association with another integrated module or product, the WLS shall be the complete and definitive repository for all data and pertinent information relating to weapons licensing. There is to be a 100% scanning and retention of all paper and other documents inside the WLS.

Requirement ID: WLS413

Requirement Priority: Highly Desirable

The WLS shall store all pre-existing historical records that are currently in the Staffware/IDM system.

Requirement ID: WLS814

Requirement Priority: Highly Desirable

The WLS shall allow for the attachment to the application file of supplementary documentation in various formats, from scanned images to photographs, maps, sketches, etc.

Requirement ID: WLS159

Requirement Priority: Highly Desirable

The WLS shall offer applicants the option of printing a bar-coded (or technology of equivalent functionality) form on which to attach extra items (e.g., photographs) or to act as a cover sheet for other items. This is intended to facilitate the matching up of extra records that come in separate and subsequent to the on-line application.

Requirement ID: WLS160

Requirement Priority: Highly Desirable

The WLS shall, subject to identity authentication protocols, allow online users to correct or update their residential and weapon-storage addresses. Hidden from the user is a secondary process where the information shall flow to an operator for validation against QPRIME before final update commit.

Requirement ID: WLS49

Requirement Priority: Highly Desirable

The WLS shall, for each weapon, maintain a record of its status in various categories. Examples include: In Possession; Wanted; Not in Queensland; In Police Custody; and Lost.

Requirement ID: WLS322

Requirement Priority: Mandatory

The system must, directly or through an interim layer, allow the capture of record metadata to facilitate sentencing and archiving.

Requirement ID: WLS328

Requirement Priority: Desirable

The WLS shall support the process of generating the physical licence cards, at least indirectly. That is, it shall at least be able to create a single file combining the processed application file with digital copies of photographs and signatures for sending to a third-party card producer.

Requirement ID: WLS329

Requirement Priority: Highly Desirable

Refunds are paid as a result of applications being denied and because of appeal processes. The WLS shall facilitate processing of refunds by a Finance officer via the most efficient mechanism with the details recorded inside the WLS.

Requirement ID: WLS331

Requirement Priority: Highly Desirable

The WLS shall facilitate the remote submission by Registered Training Organizations of digital information on those individuals who have achieved accreditation in various training courses pertinent to Weapons Licensing (e.g. pre-licence safety course).

Requirement ID: WLS346

Requirement Priority: Desirable

Sch3(10)(1)(f)

The WLS shall provide expandable capacity from a base of at least 100 character spaces for recording address details, including those interstate or overseas.

Requirement ID: WLS349

Requirement Priority: Highly Desirable

The WLS shall store multiple operational addresses including residential, weapon storage and postal addresses.

Requirement ID: WLS772

Requirement Priority: Highly Desirable

The WLS shall be able to store multiple address records under each of the three types of address - residential, weapon storage and postal.

Requirement ID: WLS773

Requirement Priority: Desirable

The WLS shall prompt the operator who is verifying an ID to record the details of the documents used as proof of that identity. [19]

Requirement ID: WLS764

Requirement Priority: Desirable

Sch3(10)(1)(f)

The WLS shall provide a search capacity such that the partial entry of a name or a licence number will provide an input-sensitive self-narrowing list of drop-down options from which to choose.

Requirement ID: WLS834

Requirement Priority: Desirable

For weapon transfers or transactions where one party is not based in Queensland but has data on the QPS WLS system, the WLS shall prompt for a check on the period of validity of the interstate licence number.

Requirement ID: WLS835

Requirement Priority: Desirable

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[19] The operator is to record the ID document, directly into the WLS if it cannot, as hoped, be done within QPRIME as part of the task they are sent for the interview.

Sch3(10)(1)(f)

11 Non-Functional Requirements

11.1 Access

The WLS web-accessed front end shall not be explicitly limited to a set number of users. There are, as of August 2008, approximately 155 000 holders of Queensland weapon licences.

Requirement ID: WLS334

Requirement Priority: Highly Desirable

The WLS shall allow concurrent system access to 700 users.

Requirement ID: WLS345

Requirement Priority: Highly Desirable

11.2 Audit

When license holder's or addresses have been selected for an audit inspection, the WLS shall allow production of standard letters to Weapons License holders requesting them to book an appointment for an audit inspection of their property.

Requirement ID: WLS406

Requirement Priority: Desirable

The solution must provide the capability to selectively view and report on audit information.

The solution must control and restrict access to audit information (preferably by roles).

The solution should provide an on-line facility to monitor audit logs

The solution should provide reports detailing selected audit information.

The solution should provide the capability to search, sort and order audit records by:

    a. individual information fields within audit records;

    b. partial individual information fields within audit records;

    c. individual data fields or partial individual data fields;

    d. organisational structure.

The solution should provide an automated means of analysing solution activity and audit data looking for potential information security incidents; e.g. a program or script that checks audit logs on a daily basis against certain criteria such as repeated unsuccessful access or log-on attempts.

The solution must provide the capability to protect audit information.

The solution should prohibit the deletion of audit records from the audit log.

The solution should prevent the unauthorised modification of audit records.

The solution should prevent the unauthorised deactivation of logging.

The audit log should be segregated from the solution database and system files.

The audit logs should be generated, retained and presented within a secure environment that will withstand a legal challenge.

The processes for the secure storage, sealing and responsibility for audit logs should be put in place and documented.

The solution should notify the system administrator if the capacity of audit storage exceeds a predefined limit such as number of records logged or percentage of audit log capacity.

If the solution can no longer store audit records it should take suitable action such as:

a) ignoring auditable events;

b) preventing auditable events, except those taken by the system administrator with special rights; or

c) overwriting the oldest stored audit records.

Audit records should be:

a) retained for a period commensurate with retention of the information to which they pertain, in accordance with section 1.2.1 Retention Periods of the Records Retention and Disposal Handbook; and

b) retained during the period of any investigation requiring the records.

The solution must be able to record security relevant events in sufficient detail to help an administrator of the solution both detect attempted security violations or potential mis-configuration of the solution security features that would leave the IT assets open to compromise, and provide evidence of the integrity of actions performed by users (to support s.95 of the Evidence Act 1977).

The solution should allow a restricted group of authorised system administrators to include or exclude events to be audited during the operation of the information system.

The solution should have the ability to log all session locking events and all successful and unsuccessful attempts to unlock a session.

The solution should have the ability to log unsuccessful user identification events, including the user-id offered.

The solution should have the ability to log user authentication events.

The solution should have the ability to log all successful and unsuccessful operations (query, enter, update, delete) on business information.

It would be advantageous if the solution had the ability to log all information that was presented to a user (e.g. on a screen), along with what action the user took or what information the user entered to perform the transaction.

The solution should have the ability to log all successful information importation events.

The solution should have the ability to log all successful information exportation events.

The solution should have the ability to log rollback events.

The solution should have the ability to log all successful and unsuccessful operations (query, enter, update, delete) on security attributes.

The solution should have the ability to log all successful and unsuccessful operations (query, enter, update, delete) on solution data.

The solution should have the ability to log security attribute expiry events.

The solution should have the ability to log role management events.

The solution should have the ability to log changes to the system time.

The solution should have the ability to log start-up and shutdown of the audit functions.

The solution should have the ability to log all additions and changes to or deletions from the set of events that are logged.

The solution should have the ability to log actions taken if the capacity of audit storage exceeds a predefined limit or the audit storage fails.

The solution should have the ability to log all successful and unsuccessful attempts to read information from the audit records.

11.3   Security

The solution must provide functions to enable an authorised administrator to effectively manage the solution and its security functions, ensuring that only authorised administrators can access such functionality.

The solution must provide authorised administrators with the necessary information for secure management.

The solution should be delivered with the appropriate installation guidance to establish and maintain IT security.

The solution must provide procedures and/or mechanisms to assure that recovery may be obtained without a protection compromise, such as from solution failure or discontinuity.

The solution must ensure that information used by one user is not subsequently made available to an unauthorised user.

The solution should not allow any user to block others from accessing resources.

The solution must require each user to be successfully identified before allowing the user access to the solution (except for access to public domain information such as a help screen).

The solution must authenticate the claimed identity of a user before allowing the user access to the information solution (except for access to public domain information such as a help screen).

The system should use Active Directory to authenticate the claimed identity of a user before allowing the user access to the information system (except for access to public domain information such as a help screen).

The system should re-authenticate the user after a user inactivity period (usually 15 minutes), specified by a security administrator, has elapsed and when the user requests a change in password.

While recommended password protocols follow, the WLS shall allow for changes to password rules for different categories of user. For example, it may be decided to change the rules for public users or holders of licences for Category A and B weapons. These users will have only very limited functionality available to them and are thus low risk. They will typically use the WLS no more than annually and the system shall allow the flexibility to change (or potentially even remove) password periods of validity before expiry.

Requirement ID: WLS355

Requirement Priority: Desirable

The system should ensure that passwords used for authentication generally (but not mandatorily):

- are not stored electronically in plain text. Instead a cryptographic hash of the password or encrypted version of the password is stored. The cryptographic algorithm used should be in accordance with the requirements of Australian Government Information and Communications Technology Security Manual (ACSI 33)
- are a minimum of eight characters
- are a combination of at least one upper case letter, lower case letter, numeric, and special character
- do not contain repeating, consecutive characters
- differ from the previous password by at least four characters when a password is changed
- cannot be the same as the associated userid
- are changed at least every 90 days
- cannot be reused within 12 password changes
- cannot be reused within one year
- cannot be changed more than once every 24 hours unless approved by a security administrator.

The system should allow security administrations to specify a period of time after which a user account will be disabled if not used.

The solution must control access to resources based upon the identity of users and roles. For example, end users with access to limited functionality should be allowed reset their own passwords after authentication against their name, licence number and personal 'secret question'.

The solution must prevent users from gaining access to and performing operations on its resources/objects unless the users have been granted access by the resource/object owner or they have been assigned a role (by an authorised administrator) which permits those operations.

The solution should allow hierarchical definition of roles.

The solution should allow authorised administrators to specify which resources may be accessed by which users and roles.

The solution must display information (to authorised users) related to previous attempts to establish a session.

The solution must display an initial banner describing restrictions of use, legal agreements, or any other appropriate information to which users consent by accessing the solution.

The solution must require that users provide a valid reason for access.

The solution must protect itself and its resources from external interference, tampering, or unauthorised disclosure.

The solution must provide all input from external sources such as the internet in a format that enables the content to be scanned and interpreted by QPS's content inspection mechanisms.

11.4   Usability

It must only be necessary to log-on once to access all data which a user is entitled to access.

Free format fields should be limited; data should be captured in dedicated, searchable fields instead.

Navigation should be intuitive for people familiar with web and Windows based interfaces.

Data entry should be able to be constrained and standardised, e.g. with field validation, drop down choice lists, and user-configurable defaults.

The solution should have on-line Help.

It is desirable the solution provides "drag and drop" and "cut and paste" selection and movement of records data.

The WLS shall provide spell checking.

Requirement ID: WLS260

Requirement Priority: Desirable

The WLS shall presents and displays all screens and functions in a consistent style.

Requirement ID: WLS261

Requirement Priority: Highly Desirable

The WLS shall have the ability to perform records functions (e.g. running a report) in the background, allowing other records management functions to occur concurrently.

Requirement ID: WLS262

Requirement Priority: Mandatory

The WLS shall have the ability to indicate the progress of records management functions to the user, with the report being able to be stopped or cancelled at any time.

Requirement ID: WLS263

Requirement Priority: Highly Desirable

The WLS shall validate fields one by one with meaningful feedback.

Requirement ID: WLS264

Requirement Priority: Highly Desirable

The WLS shall offer a choice of multiple fonts and colours in the display of reports, text, tables and graphs.

Requirement ID: WLS265

Requirement Priority: Desirable

The WLS shall make the version number of the software available to the user.

Requirement ID: WLS266

Requirement Priority: Nice to Have

The WLS shall have the ability to display a customisable log-on message to all or selected users.

Requirement ID: WLS267

Requirement Priority: Desirable

The WLS shall ensure that if codes or abbreviations are used by the solution, the software allows look-up of descriptions or meanings of all codes or abbreviations used within the solution.

Requirement ID: WLS268

Requirement Priority: Desirable

11.5   Reliability

The solution must provide a minimum of 97% uptime generally with no outage planned or unplanned greater than two hours in duration 8am to 6pm Monday to Friday.

Requirement ID: WLS270

Requirement Priority: Highly Desirable

The WLS shall be able to work effectively with the QPS Disaster Recovery system without special intervention or manual administration specific to the WLS. The architecture of the DR system is still being finalized and will be released when available and in sufficient time to allow integration design and co-ordination.

Requirement ID: WLS326

Requirement Priority: Highly Desirable

11.6   Printing and Downloading

The WLS shall have the facility to print search findings and reports.

Requirement ID: WLS272

Requirement Priority: Highly Desirable

The WLS shall allow users to specify fonts and font styles (e.g. bold and italic) in the creation of all printed matter.

Requirement ID: WLS273

Requirement Priority: Nice to Have

The WLS shall have the facility to produce hard copy of all error situations, including screen dumps.

Requirement ID: WLS274

Requirement Priority: Desirable

The WLS shall provides for downloading / exporting records data, search findings and reports contained in the solution into other solutions software (e.g. word processing and spreadsheets).

Requirement ID: WLS275

Requirement Priority: Highly Desirable

11.7   Data Migration

The WLS shall have the ability to accept all data from the legacy mainframe system.

Requirement ID: WLS277

Requirement Priority: Mandatory

11.8   Technical Constraints

The solution must be available to clients using the QPS standard desktop Windows environment.

Requirement ID: WLS65

Requirement Priority: Mandatory

The solution should be aligned with QPS Enterprise Architecture ICT Principles and Standards (Reference document available).

Requirement ID: WLS824

Requirement Priority: Desirable

11.9   Staff and Training

System changes must not result in any more load being placed on staff. In fact, any differences should be observed in a reduction of manual handling (e.g. filing and physical faxing) and reduce the effort required by staff.

Requirement ID: WLS188

Requirement Priority: Highly Desirable

System training will be required, but should lead to a reduction in the total quantum of training required, especially to junior staff. This should be achievable with a reduction in the volume of manual processing that should be a feature of any new system chosen.

Requirement ID: WLS636

Requirement Priority: Highly Desirable

11.10 Support

The solution must easily be able to be administered and have operational support provided by the QPS Information Systems Branch (ISB).

Requirement ID: WLS321

Requirement Priority: Highly Desirable

12   Assumptions

The following assumptions have been made in order to define the requirements listed in the previous sections:

- QPRIME should be used to meet any requirement of which it is capable, unless there is a demonstrably superior outcome available through an alternative.

- Microsoft is the preferred environment, particularly the .Net framework for development

13   Interfaces Required

The new WLS must support data sharing with the following systems:

- QPRIME Sch3(10)(1)(f)

- Sch3(10)(1)(f)

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- QPS Finance Branch for the processing of financial transactions and cheque generation

- The Sch4p3(7) file concatenation and transfer system (unless, as hoped, this function is rendered redundant by integrated functionality of the new system

- Introduction of BPAY / CC / EFTPOS payments will likely involve data flows between QLS and the external payments house or Bank.

- MS Exchange, as required to facilitate email functionality

14   Scheduled or Automatic Processes

The new WLS shall provide or support functionality in the areas of:

- 'Mailhouse' renewal - the calendar driven 'sweep' and mailout of update paperwork to licensees whose licences are soon to expire

- Licence card production run – the extract of a file with all the information required for external licence producers

- Endorsed printout weapons (i.e. inventory lists for non-dealer parties to the transaction)

- Sch3(10)(1)(f)

- Sch3(10)(1)(f)

- Dealer returns and paperwork preparatory to regular audit. That is the system shall support dealers in the process of their submitting required information to the WLB.

- Club compliance Sch3(10)(1)(f)   attendance at club events)

- Facilities inspections (e.g. ranges and galleries). That is the system shall support clubs, ranges and galleries in the process of their submitting required information to the WLB.

- Inspection audit lists, Sch3(10)(1)(f)

- Sch3(10)(1)(f)

15   Reporting and Analysis

15.1   Weapons Specific

- Detailed search facility for firearms with ability of partial/combined search of all data sets

- Statistical reporting on number of firearms by make/model/calibre/ (firearm templates)

- Report on number of firearms currently registered

Requirement ID: WLS108

Requirement Priority: Highly Desirable

15.2   Weapon History and Status

- Analysis of stolen/lost/wanted firearms by date and location

- Analysis of other firearm status including imported from overseas, sent interstate

- Analysis of firearm transactions between two licences (e.g., between two gun dealers), either current or past transactions

Requirement ID: WLS111

Requirement Priority: Highly Desirable

The status reporting capabilities of the system must include being able to give a retrospective report on the status of an application, licensee or firearm at a particular point in time. It is mandatory that the system be reliably and rapidly able to report on not just current status but who owned which firearms at previous times and the status of any associated paperwork.

Requirement ID: WLS189

Requirement Priority: Mandatory

15.3   Licences

- Report on number/type licences currently issued
- Reports on number of issued/rejected/assessed applications/licence/permits based on user
- Report on number applications for licence refused and for what reasons
- Report on number licences suspended or cancelled and for what reasons
- Report on applications by licence type and between dates
- Follow-up lists of holders of non-current licences who should no longer be in possession of weapons

Requirement ID: WLS113

Requirement Priority: Highly Desirable

15.4   Permits to Acquire

- Report on number of PTAs issued
- Report on number of applications for PTA refused and for what reasons
- Report on number of applications for PTA suspended or cancelled and for what reasons
- Report on number of PTAs issued by firearm type

Requirement ID: WLS115

Requirement Priority: Highly Desirable

15.5   Police Station

- Analysis and list reconciliation of firearms in safekeeping at police stations, by station, district, region, command, etc.

Requirement ID: WLS117

Requirement Priority: Highly Desirable

15.6   Person

- Reporting of number and/or list of licensed firearms holder by suburb, postcode, police division/district/regions

Requirement ID: WLS120

Requirement Priority: Highly Desirable

15.7   Address

Reporting of number and/or list by suburb, postcode, police division/district/region of the following:

- licensed firearm storage address

- licensed firearms holder residential address

- Approved recreational/occupation/primary production address

Requirement ID: WLS122

Requirement Priority: Highly Desirable

Sch3(10)(1)(f)

15.8   Compliance

The WLS shall produce an extract report all firearms reported by their possessors as having been sent interstate.

Requirement ID: WLS767

Requirement Priority: Highly Desirable

These reports are to be provided to interstate weapons licensing counterparts for follow-up.

15.9   Capture and Storage of Associated Weapons Information

WLB staff feel the need to store and manage significant amounts of weapons-related information for which the existing mainframe system does not adequately cater. This information is currently managed in spreadsheets and thus subject to the usual problems with storing corporate or important information in a non-controlled format. Any new system must be capable of providing functionality similar to that provided by the spreadsheets listed in the table following.

A list of the significant systems is provided in the table following. Additionally, there are many more ad-hoc or personal spreadsheets used in an attempt to answer questions on statistical trends or other topics that arise from the Minister's office or from QPS senior executives. The existence of these documents and the work that must have gone into them indicate the importance of an analytical and reporting capability of the replacement system.

This list is provided to give indication as to the sort of information that the new WLS shall have to store.

Nominal Count	Existing Spreadsheet Name	Description

Sch3(10)(1)(f)

Nominal Count	Existing Spreadsheet Name	Description
1	GUN COMPENSATION	1997 Gun Compensation database (held on access database). Firearm, person and monetary details of all firearms surrendered for compensation in Queensland following 1996 Port Arthur massacre. Around 200 000 firearms.
2	WEAPBB INDEX	Index on the mainframe used by police stations during the 1997 Gun Compensation to record any firearms lodged at police stations for compensation [WEAPBB].
3	Sch3(10)(1)(f)	
4	CEF DATABASE (FIREARMS)	Owned by State Crime Operations Command (File Maker Pro database). Any firearm relinquished to QPS and destroyed. Contains person, police unit and firearm information. From 1992 to current. Around 80 000 firearms. Relevant data has been entered into WLS.
5	2003 HANDGUN BUYBACK DATABASE	2003 National Handgun Buyback database - held with CRIMTRAC containing person, handgun and compensation data. All surrendered and destroyed handguns have been updated on WLS. Around 30 000 parts and handguns
6	2004 FIREARMS AMNESTY	All firearms surrendered to QLD Police Stations. Form was submitted via the bulletin board and WLS updated. Most data from these forms has been updated to WLS. Around 7000 firearms
7	STAFFWARE/IDM	Case management system to process paper applications within WLB.
8	APPEALS	Persons who appeal a Weapons Act decision made by an Authorised Officer. Contains information pertaining to persons, court dates, results etc.
9	DEALERS & ARMOURERS FULL CONTACT DETAILS	Full contact details of dealers & armourers, including telephone, e-mail, police division, contacts, etc. WLS can facilitate all required information.
10	IMPORTS	Persons importing weapons into Queensland require clearance from WLB before Customs will release the weapons. Contains name of applicant, description of item, import number and date sent. Not all applicants are licence holders (eg, some knives require clearance but not a licence).
11	GUN DEALER RETURNS	Each year on 30th June, gun dealers stocktake their holdings and submit lists to WLB. At the same time an extract is taken from WLS for each dealer. Both lists are then reconciled.
12	POLICE STATION FIREARM LODGEMENTS & DISPOSAL	Firearms lodged and/or disposed at police stations. Property officer submits a form via QPS bulletin board. Downloaded to MS Excel format and WLS manually updated.
13	STORAGE INSPECTIONS	Audits and inspections on high risk weapon storage addresses (dealers, armourers etc). Contains dates/times/results/issues etc
14	REJECTIONS	Itemised list of any licence, permit, renewal application that has been refused. Sch3(10)(1)(f)
15	REFUNDS	Moneys refunded to persons who have refused, withdrawn applications or permits. Spreadsheet created with persons name, address, reason and signed by Authorised Officer. Then forwarded to Finance Division to make cheques which are subsequently forwarded to applicants.

Nominal Count	Existing Spreadsheet Name	Description
16	REVOCATIONS	Itemised list of persons who have had licence cancelled. Sch3(10)(1)(f)
17	SECTIONAL STATISTICS	8 MS Excel workbooks for each section. Contains total number of incoming applications or forms etc; individual work output, combined sectional work output, phone calls, letters etc. All date is manually collated and entered into spreadsheets by individuals.
18	STOLEN/LOST FIREARMS (RECONCILE SYSTEMS)	1. Extracts taken from CRISP (and now QPRIME) of all lost/stolen weapons to ensure WLS updated (reconciliation project).
19	Sch3(10)(1)(f)	
20	STOLEN/LOST FIREARMS (AUSTRALIAN INSTITUTE OF CRIMINOLOGY)	3. (AIC) has asked all states to participate in stolen firearm project for 4 years. Detailed analysis of each stolen firearm incident completed (eg. how firearms stored, how safe entered, ammunition stolen etc) and submitted regularly to AIC for collation.
21	Sch3(10)(1)(f)	
22	POLICE STATION FIREARM AUDIT	Extract taken from WLS of all firearms currently held at a police station property point. Lists are itemised and sent to regions to stocktake their holdings. Spreadsheet updated and sent back to WLB for finalisation.
23	CLUB COMPLIANCE RETURNS	Holders of concealable firearms licence must maintain financial membership of a shooting club and participate in a minimum number of handgun shooting competitions. Sch3(10)(1)(f)
24	SHOOTING CLUB CONTACT DETAILS	Full contact details of dealers & armourers, including telephone, e-mail. WLS contains the nominee details but spreadsheet also contains other important club contacts, eg. secretary.
25	HISTORICAL SOCIETY (COLLECTORS)	Collectors licence holders must be a member of an approved Historical Society. Spreadsheet contains all approved clubs, contact details
26	CLUB RE-APPROVAL	Detailed information on re-approval of shooting clubs. Tracks when applications are sent, issues, when issued etc.
27	RANGE INSPECTION STATUS	When WLB Police Officers inspect a shooting range. Contains dates, persons, issues etc.
28	FIREARM INOPERABILITY	Details all firearms that have been rendered inoperable by a licensed armourer. Whilst handguns still need to be registered on WLS, longarms (most rifles and shotguns) do not.
29	OBSOLETE CALIBRES	Firearms made before 1900 where ammunition is not commercially available are considered 'antique' and do not require registration (except handguns). Calibres that have been approved as not available are recorded, with approval details.
30	REGIONAL DESTRUCTION	Previous to 2007 most firearms were forwarded to Brisbane CEF for destruction and updated on CEF database. Now equipped vans travel the state to stations and destroy on the spot. Spreadsheets detailing firearms and destruction are now forwarded to WLB and updated onto WLS.

Nominal Count	Existing Spreadsheet Name	Description
31	APPROVED MILITARY MUSEUMS	List of museums officially falling under the control of Department of Defence. Sch3(10)(1)(f)
32	INTERSTATE FIREARM MOVEMENTS	All states share information on firearms moving in and out of their state. Sch3(10)(1)(f)
33	POLICE STATIONS MORE THAN 100KM FROM GUN DEALER	All Permits to Acquire require brokerage by a gun dealer unless the closest dealer to the licensee's address is more than 100 km away then it can be done through a police station.
34	LICENCE FEE CALCULATOR	Where an applicant does not pay full fee for an application, instead of chasing up persons for small monetary amounts and delaying the process, the difference is calculated in days and taken off the future expiry date.
35	Sch3(10)(1)(f)	
36		

15.10 Data migration sources

Obviously, the main data migration task is transferring the data that has accrued in the mainframe WLS since its commissioning in 1992. As well as the mainframe data, there is the associated data from the *Tower IDM®* document scans (the images and metadata) and the data in the Staffware® *Workflow* and *Case Management* tools. These data elements need to be captured with their associations and referential integrity intact to provide the complete set of legacy data to inform and populate the new next-generation WLS which is expected to provide an integrated holistic solution.

Additionally, there are legacy data repositories that must be imported. This will be required in any case due to the federal initiatives to identify and consistently record the details of all operational firearms. These data sources are summarized in the table below.

Data Source	Period of Data Coverage	Description
GUNHIST	1985 to 1992	Dealer transactions for handguns only. There was no legislation restricting members of the public (other than those explicitly on a prohibited list) from acquiring longarms until 1990, and thus no police records. The details of active licences only were transferred to the current mainframe WLS in 1992. There must be a data cleansing and migration effort to finally and permanently remove the need to refer to legacy data sources.
GUNS	1985 to 1992	Further to GUNHIST, this index details licence information for all handguns. One licence was required per handgun. Again, only the details of active licences were transferred to WLS. There must be a data cleansing and migration effort to finally and permanently remove the need to refer to legacy data sources.
CARD INDEX	1929 to 1985	Handgun transactions. Stored at State Archives. No earlier data exists. Data cleansing and migration is essential from this source as well.

Appendices

A.1 WLS Interface details