

## REGISTRATION SERVICES

# Customer Information Bulletin

Bulletin No. 133  
27 November 2003

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## SPECIAL BULLETIN

### ANTICIPATED DISRUPTION TO DOCUMENT LODGEMENT, TITLE SEARCHING AND ONLINE SERVICES COMMENCING 5.00PM FRIDAY 12<sup>TH</sup> DECEMBER 2003

DLI will be changing to a new I.T. service provider in the near future. In order to maintain service to customers the change over has been scheduled for the weekend of Saturday and Sunday 13/14 December 2003. The change over to the new provider will impact the major registration functions and software applications used by DLI staff and customers. It is hoped that this early advice will enable customers to plan business activities during this period, resulting in minimal disruption to customers.

#### EARLY SHUTDOWN

An early shutdown of DLI computer systems is scheduled for 5.00pm on Friday 12<sup>th</sup> December 2003. Whilst this will not impact lodgement of documents, it will prevent the use of online services, such as searching, after 5.00pm until noon on Monday 15<sup>th</sup> December 2003.

#### LIMITED SERVICES MONDAY 15<sup>TH</sup> DECEMBER 2003

A return to full services may not be completed until noon on Monday 15<sup>th</sup> December. However some services may be available during the morning subject to outages and slow response. The major impact will be upon document lodgement, title and online searching as these services will only be operational once the transfer to the new I.T. service provider is complete and all systems have been adequately tested. Notices advising of the operational status will be placed on the landgate website, CRS logon screens and CRS internet site.

Other services such as the Land Registration Centre advice service and mapping products will be available as normal from 8.00am on this day.

## **CONTACT AND SUPPORT MONDAY 15<sup>TH</sup> DECEMBER**

To ascertain the operating status of services on Monday 15 December 2003, customers are invited to contact the following sections of DLI:

**Document lodgement enquiries - 9273 7044 or email [lrc@dli.wa.gov.au](mailto:lrc@dli.wa.gov.au)**

**Title searching and online searching enquiries - 9273 7333 or email [onlinesupport@dli.wa.gov.au](mailto:onlinesupport@dli.wa.gov.au)**

Should you have any further enquiries regarding the business system outage, please contact one of the business areas mentioned above.

**FRED CALGINARI  
A/MANAGER  
REGISTRATION SERVICES BRANCH**

27 November 2003