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## **Project: License Testing System for a Road Corporation in Australia**

### **The Customer**

Our client is an Australian Government organization set up with the objective of delivering social, economic and environmental benefits by managing the road network and use it as an integral part of the overall transport system for an Australian state.

Our client has approximately 2400 staff in partnership with other government agencies, local government and the private sector to provide cost effective products and services to the community.

### **The Business Need**

Client's offices throughout the Australian state are using License Testing System, which is used to conduct knowledge-based tests for driver licenses. In early 1999, the client was under the process of transforming its applications into Java based system, from other disparate applications. Providing registration and licensing services for more than 3 million motorists is certainly an arduous task. These customer services were provided through a regional service network and agencies.

All these offices use the License Testing System (LTS), which is used to conduct knowledge-based tests for driver licenses. This includes motorcycle and car learner permit tests, the probationary license test and the heavy vehicle endorsement test. NIIT Technologies experience in delivering quality services and our relationship with other government organizations and authorities helped us to win this project.

### **Solution**

NIIT Technologies successfully designed and developed the license testing system that went live in September 2001. Currently, there are about 3.4 million motorists driving 3.7 million vehicles and this number is growing rapidly. NIIT Technologies is pleased to be part of this service, which is helping the client to manage the ever-growing numbers on the roads effectively. The client also plans to make this computerized license testing available through schools and agency arrangements. This will eliminate remaining paper-based tests and make services more accessible and convenient for customers, particularly for learner permit applicants.

### **Key Challenges**

The need of the client was to provide accessible and efficient licensing services and maintenance of license records, to ensure that driver assessment services are effective and support road safety objectives. And a very essential part of that was the License Testing System that would be fully computer based, replacing the old paper based system.

The new system was required to cover the following:

- Knowledge based License Testing
- Hazard Perception Tests using Video and Audio effects
- Interface with existing Mainframe applications
- Multilingual Support

To administer and conduct driver license test, test type covers knowledge and hazard perception test. The System would supports multilingual and multimedia (audio and video). Tests are conducted in LAN environment; system has communication link with other systems (DB2 based) to enable data transfer, which is through WAN and Internet environment. The Hazard Perception Test (HPT) is undertaken at the probationary license testing stage and is delivered through the Computerized License Testing (CLT) system. This system is expected to increase the road safety predictive value.