### Process of Digitalisation

**Digital Disruption and Process Reform in the Service Improvement Group**

**Complete Process Transformation and Digitalisation - more than just a 'smart' form**

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**CONTINUOUS ACROSS PROJECT LIFE CYCLE – STAKEHOLDER ENGAGEMENT / COMMUNICATIONS / FEEDBACK / AGILE CHANGE MANAGEMENT**

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<th>PLANNING</th>
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| Pipeline:  
A forms audit was completed in 2014 which assisted in identifying the Student and HR Business Transformation Programs of work. University wide consultation continues to identify process reform and digitalisation opportunities. | Rapid Improvement Event (RIE):  
Intensive event with key stakeholder representatives. Map as-is vs ‘blue sky’ to-be processes. Decision-making takes place with bottlenecks identified. Map high-impact & high-control areas for improvement. Confirm scope of project. | Documentation:  
Benchmarking of current and proposed future process cost/time savings. Detailed requirements gathered from key stakeholders and subject matter experts. Development of functional and technical specifications and delivery team engagement to refine solution integration and system requirements. details form behaviour, details email notifications and escalations. Finalise output documentation format based on external stakeholder input – PPM for reporting and ERMS for digital storage | Digitalisation  
Using functional specification and consultation with subject matter experts as a guide, software development commences. During development, prototypes are demonstrated to users groups and process owners to ensure development of a relevant product. | Production Support:  
User support and resolution of production issues and defects as a priority. |
| Scoping:  
Engage stakeholders to determine business readiness & gather information regarding project goals, deadlines and deliverables. Development of BOSCARD project brief. Subject matter experts identified, journey maps and user personas developed. Information gathered regarding current policy, procedure and process. | LEAN Process transformation:  
Critical evaluation of process to eliminate waste, reduce time / motion and standardise. | System Testing  
Internal solutions testing, with rapid feedback, defect resolution and prototype demonstrations to stakeholders and process owners. | Continuous Improvement:  
Continuous production support (level 3 support). Detection and fixing of bugs. Further administrative reform (e.g. automated travel approval) will be implemented as larger continuous improvement releases. | |
| Solution Mapping:  
With benchmarking evidence obtained during scoping and RIE, appropriate technology is selected based on fit-for-purpose assessment, customer expectations and delivery timeframes | Automated Testing  
Once the solution is relatively stable, development of automated testing scripts begins. Enables rapid testing and release of patches and improvements post go-live | User Experience  
User Experience sessions (UXT) and demonstrations of the solution take place with stakeholders and end users. Feedback immediately applied to solution under development. | BAU Transition Support  
Intensive technical support provided following initial release. Rapid development and release of upgrades and patches. Assistance in prioritising enhancements. Development of support utilities. | |
| **DEVELOPMENT** | **TESTING** | **RELEASE** | **Reporting:**  
eForm tracking report delivered in conjunction with the Division of Planning and Performance Measurement to enable tracking and reporting on eForms | **BAU Transition Support**  
Intensive technical support provided following initial release. Rapid development and release of upgrades and patches. Assistance in prioritising enhancements. Development of support utilities. |