

THE CLIENT

Queensland Transport is the Government Department responsible for vehicle registration, licensing and roads. They have legacy systems operating in different technical environments serving a number of their key business areas. The business drivers included continual improvement of service levels as well as the need to provide ready and easy access to key information. The Department accounts for a large percentage of all Government transactions and is seen as a benchmark by other Departments for the adoption of technology.

At the core of the Department's information technology was a large system that provided information for most of the Department's needs. The system was dated and the interfaces to other systems poor. There were continual pressures for improvements and the expansion of functionality. In addition there was a key need to open access to this system to enable Department and Government wide integration of business processes.

In the Government sector there is a continual balance between the demand for better service delivery and being more responsive to the customers needs whilst still maintaining control over the cost of delivery. Technology has to align closely with the organisation's business needs if the right balance is to be achieved.

THE OBJECTIVE - ALIGN TECHNOLOGY AND BUSINESS NEEDS

Given these pressures, the Department embarked on a pilot project to prove the viability of middleware technology to integrate existing and new systems in a flexible and open manner, to achieve the Department's business strategies.

Their objective was to not only prove the worth of the technology, but also outline and assess what would be required in the area of methodology and approach. They needed to address what impact a new approach would have on their existing approaches and technology.

In order to demonstrate the capabilities of the new approach and technology, an example application was specified as the subject of the pilot. The example centred on the handling of a customer enquiry in relation to vehicle registration and licensing.

WHY PROMENDO?

When Queensland Transport commenced this project, they wanted to find a consultancy firm to guide them through this process. They looked for Consultants who had faced and solved these problems before, who could cover all aspects of their needs from technology, business and people. Promendo was recognised for their ground breaking, but practical approach to solving these problems.

A key contribution was our innovative and leading edge approach to architecture, methodology and organisational transition along with our proven track record for the delivery of mission critical applications.

Promendo's framework Object Orientated Business Engineering methodology (OOBE®) was recognised as the approach needed to meet their challenge.

OOBE is a proven methodology that enables the creation of a business architecture for an enterprise. The framework the methodology provides enables business strategies to be achieved by better aligned processes and information technology.

The methodology has been successfully applied in a range of clients and sectors both in Australia and Overseas. Clients include the ANZ Bank, Optus, General Motors, Clorox, Education Queensland and Brisbane City Council.

STRATEGICALLY ALIGNING THE TECHNOLOGY

Promendo worked with the project team to firstly give the middleware pilot business focus and relevance. We began with a brief assessment of where they were and where they wanted to be. We then worked with their project team to scope and document the link between the middleware pilot at the business strategy of the Department, determining the ways in which the pilot and the future implementation of technology could help meet key business goals and objectives

BUSINESS FRAMEWORK

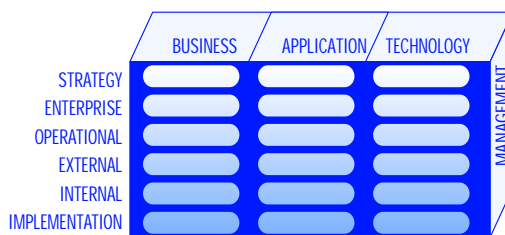
A review of the Department's information models indicated that there was no high-level logical information framework in existence. The major system's data model appeared to be the Department's de-facto Corporate Data Model. This data model was a physical relational model and was therefore implementation specific and more importantly constrained by design limitations.

In reviewing the Department's plans and architecture, there were also limited documentation of business processes. There had been a number of independent business process reengineering efforts within the Department but there was no documented consolidated view of the Department's core business processes or an agreed value chain.

A Business Architecture defining the Department's core processes and information entities was developed using Open Engineering's Object Oriented Business Engineering (OOBE®) approach. The architecture adopted and tailored OOBE® Business Patterns for process and entities to suit the Department's core business.

LEVERAGING THE BUSINESS FRAMEWORK

A Business Definition phase was completed for the example business process using the Business Architecture and OOBE® modelling techniques. The output of the definition phase was used as the basis for the design and implementation of the pilot business application.



The OOBE® Framework provides the infrastructure for integrating and sharing information throughout the organisation

PILOT PROJECT

Finally, the team consisting of external software developers and Departmental resources developed the pilot application using both the business and technical frameworks. The pilot application was aimed at serving both an internal and external user base by utilising the latest in internet and Java technology for integration into back end systems

WORKING WITH THE CLIENT

We emphasise the importance of getting buy-in to the approach so that the client themselves can actively adapt, adopt and leverage the full power of OOBE®. We undertook a series of briefings with employees from a variety of units within the Department. The aim of which was to engage support and understanding of both the approach and the need for such an approach. A change in mindset was required between both business and IT.

FUTURE

A roadmap has been documented for the Department laying down the requirements to take the pilot concepts on to a more complete and thorough implementation across the Department. The roadmap includes plans for building a full business framework classifying the major business processes and business entities across the Department. In conjunction with this is proposed the development of a production strength technical framework using similar technology to the pilot. Finally the work has enabled Queensland Transport to leverage these frameworks in the delivery of business solutions as it moves forward.

To wrap up the pilot a number of presentations were held both internally and externally to showcase the results of the pilot project. From here the Department will make plans to move a full implementation of the pilot concepts through a series of future projects.

About Promendo

Promendo was formed from the established consultancies of Open Engineering and Delegate IT in 2004. Since 1990 we have been providing guidance and leadership in Enterprise Architecture and Business Engineering through consulting assignments, project engagements, and seminars in Australasia, the UK and the USA. Open Engineering pioneered the definition of Business Objects through its founding and co-chairing of the Business Objects Special Interest Group on behalf of the Object Management Group (a consortium of 850 International Companies).

Our clients are from a range of sectors including Manufacturing, Finance, Transport, Technology and Utilities as well as Federal, State and Local Government.

Promendo Pty Ltd ACN 109 960 545

OFFICES: BRISBANE, MELBOURNE, SYDNEY, PERTH.

Web: <http://www.promendo.com>