Improve | **Innovate** | **Digitise**

Justice

The Brief

The client, a large government agency, briefed Business Analysis (BAPL) to provide them with business analysis to improve process redesign and system integration solutions across the criminal-justice agencies (Police, Justice, Corrections, and Communities).

BAPL undertook a series of initiatives (projects) that included: Transfer Bench Charge Sheet, Court List Query, Notifications, Court Results, Reference Data Management, Single Offender Identifier, and Single View Query.

The Challenge

The client had a program of work to integrate multiple systems across the criminal-justice agencies. The agencies were disparate with little or no integration between the systems, which meant that end-to-end business processes did not flow smoothly, resulting in a poor internal and external customer experience.

Duplicate information existed across the business functions—customer information was manually keyed into several IT software systems, often resulting in incorrect customer data. This caused both inefficiency in data collection and communication errors.

The biggest challenge for the client was in the way the data varied in the definition, management, and storage within the criminal-justice agencies.

Our Approach

With over ten years of in-depth experience providing consulting services, BAPL are experts at delivering business analysis services within organisations. Our large team of experienced consultants has an enviable track record in delivering outcomes based on excellent business analysis.

BAPL was responsible for:

- developing components of the business case for the program of work

- facilitating process redesign and business requirements workshops for the Court Results, Notifications, Court List Query, and Reference Data Management projects

- producing project deliverables, including the project scope, current state process, process redesign, and business requirements

- defining the requirements management plan and business rule templates

- producing concept and briefing papers for the program steering and CEO committee meetings

- conducting presentations at steering committee meetings.

The Outcome

Some of the key successes included:

- facilitating workshops on business processes, information modelling, and solution option analysis

- delivering business process and information models

- defining design patterns and schemas

- producing the solution requirements project deliverable.

Conclusion

After performing business analysis for the client, BAPL successfully improved business analysis across program of work, fulfilling the client's brief. As a result of the business analysis service, BAPL facilitated workshops on business processes, information modelling, and solution option analysis, delivered business process and information models and produced a precise set of solution requirements based on business needs.