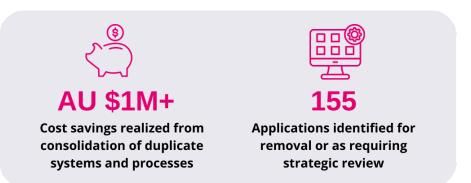**Case Study**

NSW Department of Education
How business transformation helps better support students and teachers

In 2021, the organisation embarked on a journey to refresh its digital strategy. The refresh had a number of aims: to bring together previously disparate sources of information into a centralised system; to provide enterprise architecture and process improvement teams with an accurate depiction of the organisation's IT estate; create technology transition blueprints and model processes; and provide clear advice to business stakeholders for technology investment decisions. Together, these aims serve a common purpose: to create a future-focused technology footprint to support the rapidly changing needs of students and teachers.

AU $1M+
Cost savings realized from consolidation of duplicate systems and processes

155
Applications identified for removal or as requiring strategic review

Client

NSW Department of Education ("DoE") is responsible for delivering and coordinating education services in New South Wales, Australia. From early childhood to vocational training, the Department champions public education, nurtures lifelong learning, supports young children through early childhood education and care, regulates schools, and provides opportunities for all students. Covering the second largest education jurisdiction in the world, the NSW Department of Education also has the largest IT ecosystem in the Southern Hemisphere.

Clearer IT information and better decision-making with SAP LeanIX and SAP Signavio solutions

Before - Challenges and opportunities

- Inability to define the baseline IT architecture of the Department, due to disparate and disconnected repositories of information relating to business processes, IT assets, applications, data and other artifacts

- Incorrect or incomplete information about systems, integrations, data, interfaces, system lifecycles and duplicate platforms resulting in a sub-optimal IT spending profile, and therefore the inefficient use of public funding.

Why SAP and Kapish

- SAP LeanIX solutions for an easy-to-use, straightforward approach to improving enterprise architecture maturity, including out-ofthe-box integrations, reporting and general product capabilities

- SAP Signavio Process Manager and SAP Signavio Process Governance to build a holistic view of IT systems, platforms, and processes, including uniting previously separate sources of information into a centralized and easily-accessible system

- Kapish as a partner to accurately support the Department in understanding specific challenges and providing a solution that included the integration of SAP Signavio and SAP LeanIX solutions in a way that accorded with the Department's established digital Strategy.

"The integration of SAP Signavio and SAP LeanIX solutions has enabled us to capture our processes and associated information via a single repository. It means we can trace the complex relationships between business units and positions to specific process roles – a gamechanger for continuous improvement."

Jane McElhone
Director, Service Improvement & Analytics
NSW Department of Education

After: Value-driven results

- Consolidated information about the Department's application portfolio, IT components, services, business capabilities and process models created a new paradigm, allowing the organization to understand the total impact of proposed changes to our technology landscape from a systems and process perspective.

- Improved IT spending outcomes, thanks to quick and simple visibility to identify where duplicate functions and misaligned processes were implemented across multiple platforms, as well as the ability to accurately and effectively manage IT service lifecycles and the alignment of projects to IT asset lifecycle states.

- Process simulation and process mining capabilities with SAP Signavio Process Intelligence have allowed us to demonstrate and articulate the benefits of process improvement and automation. This enables us to build solid business cases for change based on factual information and real world scenarios, ultimately supporting better decision-making.

"Through using the capabilities offered by LeanIX, and coupling them with the integration of SAP Signavio, we've been able to clearly articulate business strategy with process optimization – something that was not possible previously in our organisation."

Matt Foy
Director, Enterprise Architecture
NSW Department of Education

NSW Department of Education

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