

gwi.digital

YOUR DIGITAL AND DATA IMPLEMENTATION TEAM

**Core
Systems**

**Managed
Services**

**Data
Platforms**

Products

Our Story

How end-to-end service offering delivers value to our customers

Since 2008, **GWI** has been committed to solving complex problems and creating positive impact for customers. Through our award-winning advisory business, **GWI**, we have been proud to pioneer a new brand of management consulting. One that is led by impact and driven by data. Our diverse team of consultants are leaders in their respective fields and passionate about tapping into the potential of data, information and technology to make a real difference.

GWI proudly offers end-to-end capabilities for our customers through **gwi.digital**. Specialising in data platforms, core system implementation and managed services, gwi.digital brings the big ideas for data and digital to life. Backed by deeply experienced staff across every part of the digital ecosystem, and the expertise of GWI, gwi.digital will support you on your transformation journey.

The logo for gwi, featuring the lowercase letters 'gwi' in a black serif font. A small pink circle is positioned above the 'i'.The logo for gwiadvisory, featuring the lowercase letters 'gwiadvisory' in a black serif font. Small pink circles are positioned above the 'i' and 'a'.

Our advisory business, **GWI**, is proudly ISO9001 certified. We have also received national recognition for our commitment to diversity, equity and inclusion through Great Places to Work and Women in Technology.

The logo for gwi.digital, featuring the lowercase letters 'gwi.digital' in a black serif font. Small blue circles are positioned above the 'i' and 'd'.

gwi.digital proudly partners with technology providers to support customers on their implementation journeys. These partners are not associated with GWI Advisory.



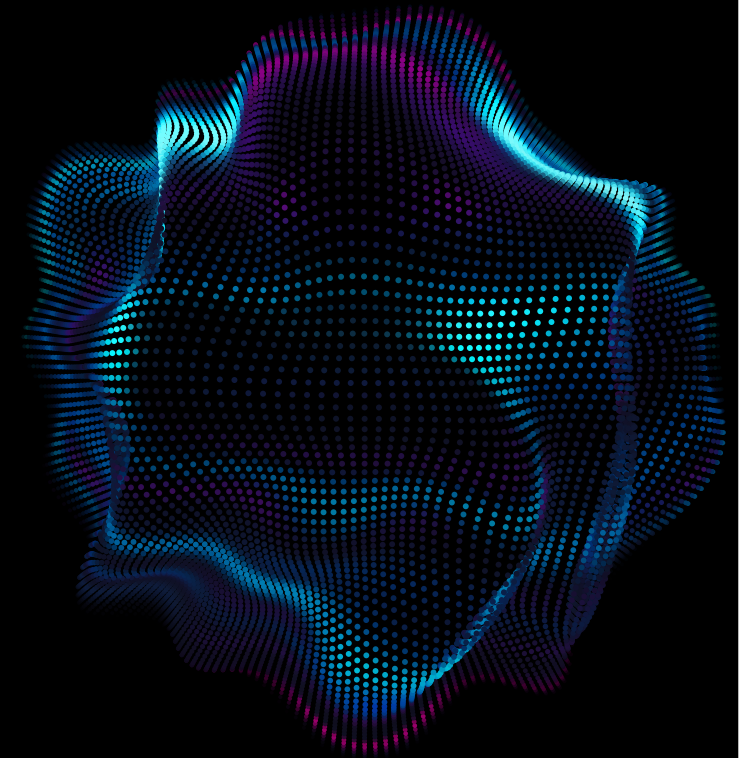
DIGITAL TRANSFORMATION JOURNEY

OVERCOMING CHALLENGES WITH ORBUS INFINITY

14/10/2024

COMMERCIAL-IN-CONFIDENCE

gwi.digital



GWI acknowledges the Traditional Owners of the land where we work and live and pay our respects to Elders past, present and emerging. We celebrate the stories, culture and traditions of Aboriginal and Torres Strait Islander Elders of all communities who also work and live on this land.

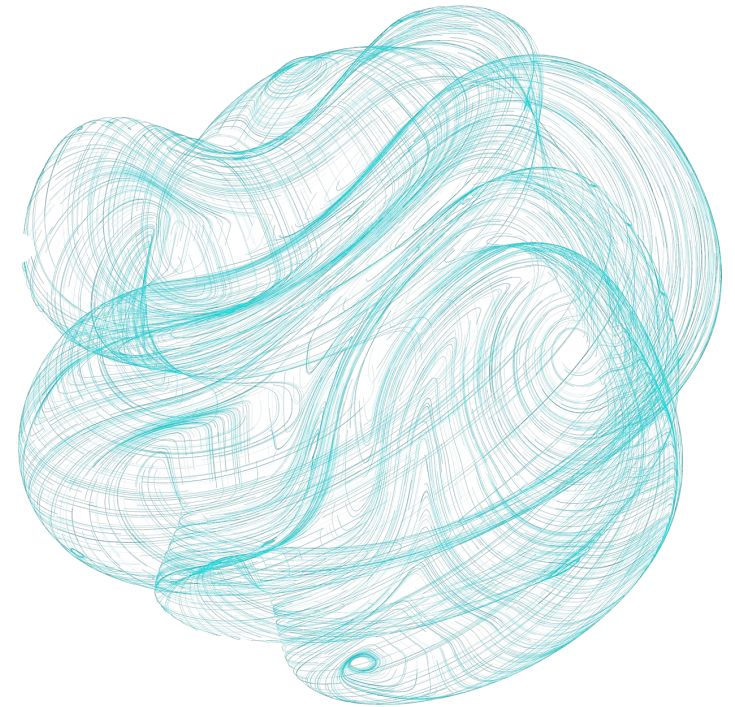
INTRODUCTION – CASE STUDY CONTEXT

Digital technologies and online platforms have transformed how we live, work, and interact with each other. We also recognise the importance of digital transformation to enhance operation, provide services, and enable quality customer engagement. Developing a Digital Strategy is crucial for local councils such as Isaac as it supports Council in adapting to the rapidly changing technological landscape.

This Digital Strategy will provide Council with a clear path forward to adopt technology and modern ways of operating to enhance transparency and accountability, enable effective communication with residents, and improve the overall efficiency and cost-effectiveness of Council's operations.

Ultimately, developing a Digital Strategy is a necessary step for local councils to remain relevant, effective, and efficient in the digital age.

A well-planned and successfully implemented Digital Transformation can bring about significant benefits for Council and its residents.



Practically, this is done by providing a roadmap for how technology may be used to support objectives, identifying areas for improvement, providing a framework for consistent and coordinated implementation of digital systems and processes, facilitation of collaboration between business units and stakeholders, and by enabling ongoing innovation to keep pace with new technological developments and changing circumstances.

THE DIGITAL TRANSFORMATION PROJECT

ICT	DATA	DIGITAL
The internal systems, applications, and hardware that enable Council to deliver many of its services.	The data and information that is captured, managed and used by Council to support and inform how Council operates and delivers services.	The capability delivered using digital technology to improve processes and interactions between people and organisations.
This includes everything from Council's finance system, computers and network equipment used to connect Council offices and depots.	This includes all information Council collects, from infrastructure asset data to employee contact details and payment receipts.	For Council this refers to the use of digital technology to improve externally facing services, communications, and make Council easier to deal with for the community.

CHALLENGES

Key Challenges Impacting Digital Transformation

1. Inability to clearly visualise the current state, transition project states, and the desired future state.
2. Limited visibility into what will be added, removed, or impacted due to project work.
3. Difficulty in understanding and visualising business capabilities across the organisation.
4. Lack of insight into application assessments and resulting rectification.
5. Limited understanding of the overall effectiveness of the application suite.
6. Challenges in visualizing the T1 Process hierarchy and associated workflows.
7. Limited access to subprocesses within process maps hinders comprehensive workflow understanding.
8. No straightforward method to identify which roles are responsible for specific processes.
9. Limited understanding of the organisational impact of process changes.
10. Inability to leverage existing artifacts for training and user adoption.
11. Lack of user-friendly interface providing easy access to training materials.

THE JOURNEY BEGINS

Next, we'll delve into each challenge and highlight the strategies we used to overcome them.

CHALLENGE #1

- Inability to clearly visualize the current state, transition project states, and the desired future state.

ENABLE VISUALISATION OVER STATES

- Develop and fully populated individual models for each state, ensuring clarity in representation.
- Establish the Current State model, ensuring that any components transitioning through all subsequent states were re-used effectively.
- Unlink key attributes for re-used components across each state to allow for state specific updates and modifications

Models 1/4

- 1. Current State
- 2. Transition State T30B Project
- 3. Transition State BAU
- 4. Future State

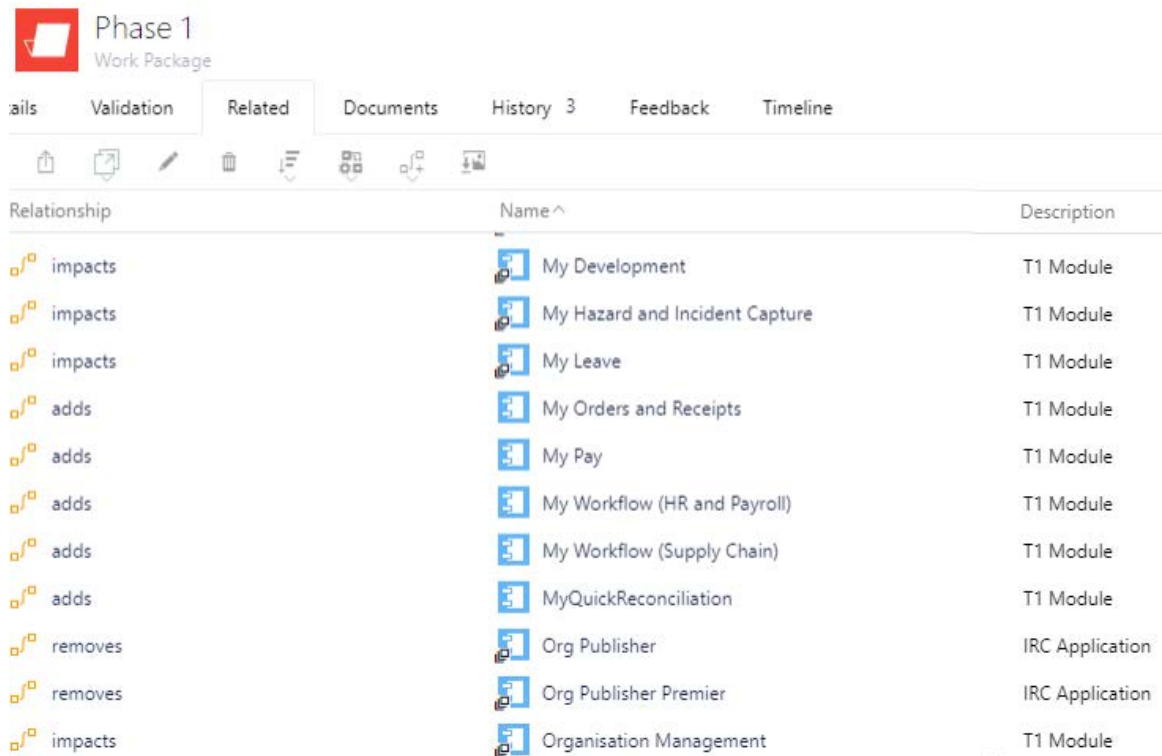
The screenshot shows a software interface for 'GPS Pathfinder Office', identified as a 'Physical Application Component'. The interface includes a top navigation bar with tabs for 'Validation', 'Related', and 'Documents'. Below this is a toolbar with icons for back, delete, refresh, and print. The main form contains several sections: 'Name' with a text input field containing 'GPS Pathfinder Office'; 'Description' with a rich text editor containing 'IRC Application'; 'Links' with an 'Add New Link' button; 'Categories' with a vertical line; 'Characteristics' with a dropdown arrow; and 'Availability Characteristics' with an 'Enter Text...' input field. A yellow rectangular box highlights the 'Links', 'Categories', 'Characteristics', and 'Availability Characteristics' sections.

CHALLENGE #2

- Limited visibility into what will be added, removed, or impacted due to project work.

ENHANCED VISIBILITY OF PROJECT IMPACTS

- Develop project phases as work packages to group project deliverables.
- Establish relationships with all T1 modules to identify:
 - Additions to the system.
 - Impacts on existing functionalities.
 - Removal of outdated or redundant components.
- Distribute project phase work packages to relevant state models for effective execution.



The screenshot displays a software interface for a 'Phase 1 Work Package'. The interface includes a navigation bar with tabs for 'Validation', 'Related', 'Documents', 'History 3', 'Feedback', and 'Timeline'. Below the navigation bar is a toolbar with various icons. The main content area features a table with three columns: 'Relationship', 'Name', and 'Description'. The table lists several relationships between impacts and T1 modules.

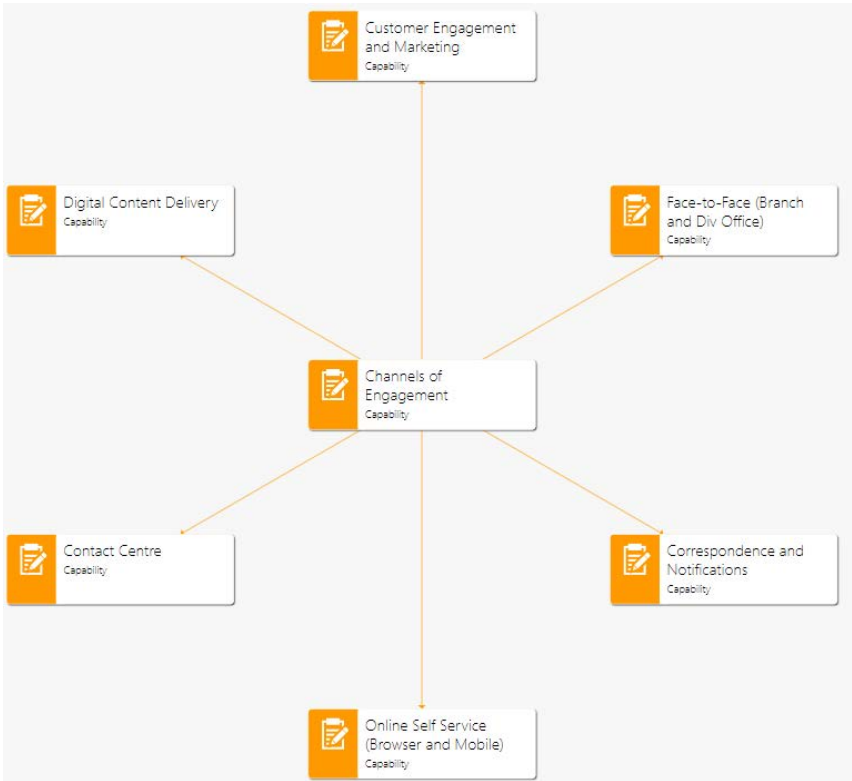
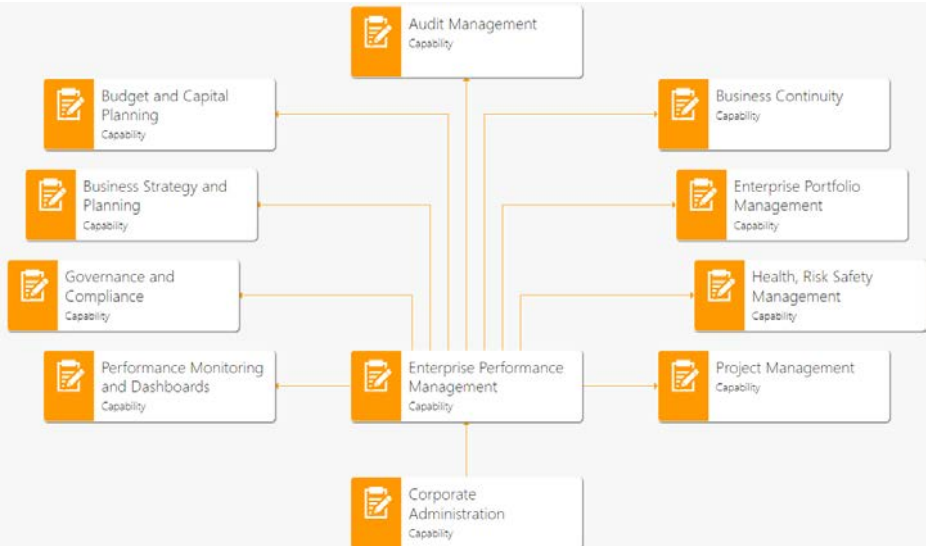
Relationship	Name	Description
impacts	My Development	T1 Module
impacts	My Hazard and Incident Capture	T1 Module
impacts	My Leave	T1 Module
adds	My Orders and Receipts	T1 Module
adds	My Pay	T1 Module
adds	My Workflow (HR and Payroll)	T1 Module
adds	My Workflow (Supply Chain)	T1 Module
adds	MyQuickReconciliation	T1 Module
removes	Org Publisher	IRC Application
removes	Org Publisher Premier	IRC Application
impacts	Organisation Management	T1 Module

CHALLENGE #3

- Difficulty in understanding and visualising business capabilities across the organisation.

ENHANCING UNDERSTANDING OF BUSINESS CAPABILITIES













Visualising Organisational Business Capabilities and their interactions




CHALLENGE #4










- Lack of insight into application assessments and resulting rectification.









PROVIDING ASSESSMENT CLARITY

 A-2.1.3: Curriculum Development and Management	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-2.15: Utilities	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-2.2.2: Disaster Management	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-3.3.3: Call Centre, Help Desk	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-5.5: Fleet Management	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-6: Enterprise Resource Planning	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-7.3: Knowledge Management	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 A-7.4: Documents and Records Management	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 T-1.1.1.1: Standard Office Suites	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 T-1.1.4: Multimedia and Graphics Design Software	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 T-1.1.6: File Viewer	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.
 T-1.1.7: Special Purpose Clients and Productivity T	This classification assessment was completed by GWI Advisory (May 2024) to identify opportunities.

←  A-2.1.3: Curriculum Development and Management
Measure

Details Validation **Related** Documents History Feedback Timeline

Relationship	Name	Description
 Assesses	 Go2	IRC Application
 Assesses	 Lucidity	IRC Application
 Assesses	 Mimecast	IRC Application
 is impacted by	 A-2.1.3: Curriculum Development and Management	Application Consolidation

- Created measures to represent applications assessments.
- Linked measures to applications assessed.
- Created application rectification work packages.

RESULTING ASSESSMENT RECTIFICATIONS

A-2.1.3: Curriculum Development and Management
Work Package

tails Validation Related Documents History Feedback Timeline

Name *
A-2.1.3: Curriculum Development and Management

Description
Application Consolidation

Links

Categories

Common

ID

Category (General)

Owner

QGEA Application Consolidation Correction

Action To Be Taken
Investigate Lucidity, Go2 and Mimecase to potential merge learning content into a single application.

Correction Phase
 IT Business as Usual (BAU)

A-2.1.3: Curriculum Development and Management
Work Package

tails Validation Related Documents History Feedback Timeline

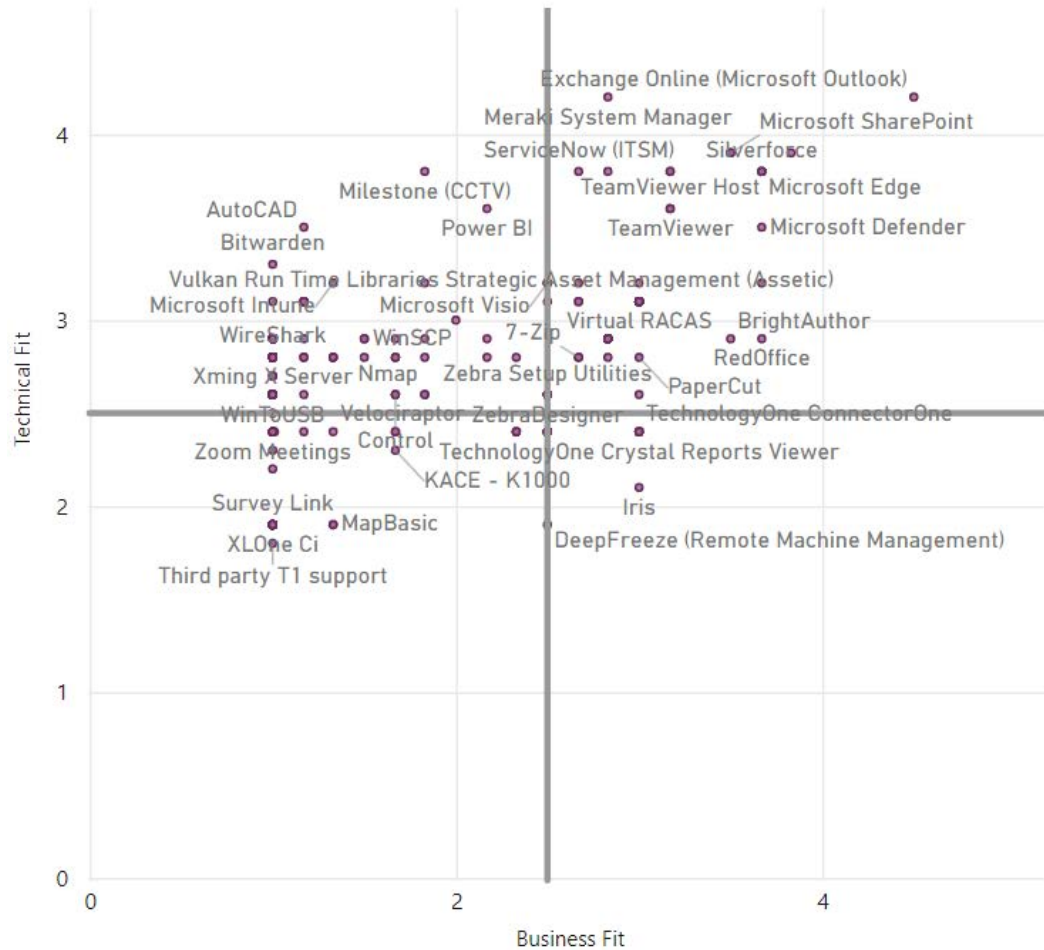
Relationship	Name	Type
impacts	A-2.1.3: Curriculum Development and Management	Measure
impacts	Go2	Physical Application Component
impacts	Lucidity	Physical Application Component
impacts	Mimecast	Physical Application Component

- Create rectification work packages to relevant transition states and project phases.
- Actions to be taken recorded in a corresponding custom field.
- Rectification work packages linked to:
 - Applications to be rectified.
 - Parent assessments (measures)

CHALLENGE #5

- Limited understanding of the overall effectiveness of the application suite.

UNDERSTANDING APPLICATION FIT

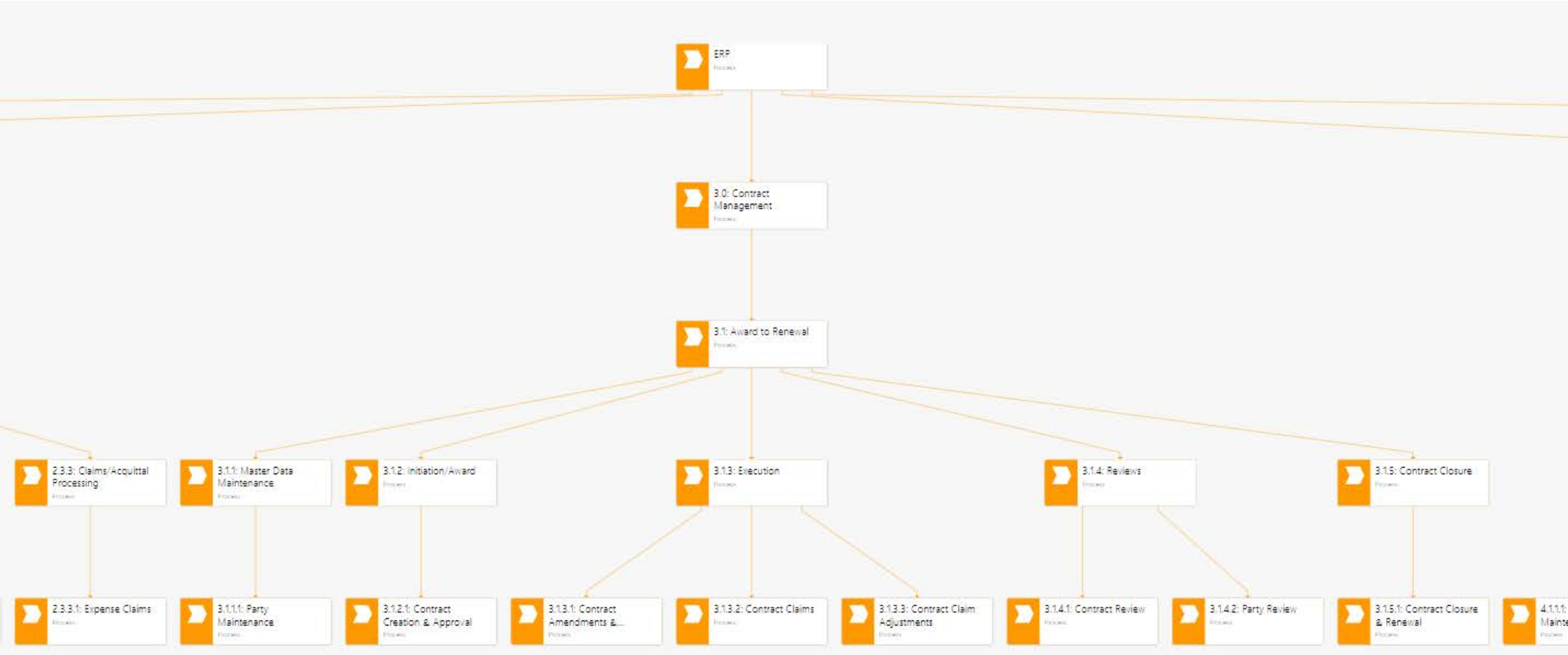


- Leverage the application rationalisation report in the solutions hub.
- Reference the overall scores of the QGEA assessment.
- Applications scored and positioned according to:
 - Business Fit
 - Technical Fit
- Aids decision-making regarding application lifecycle management.

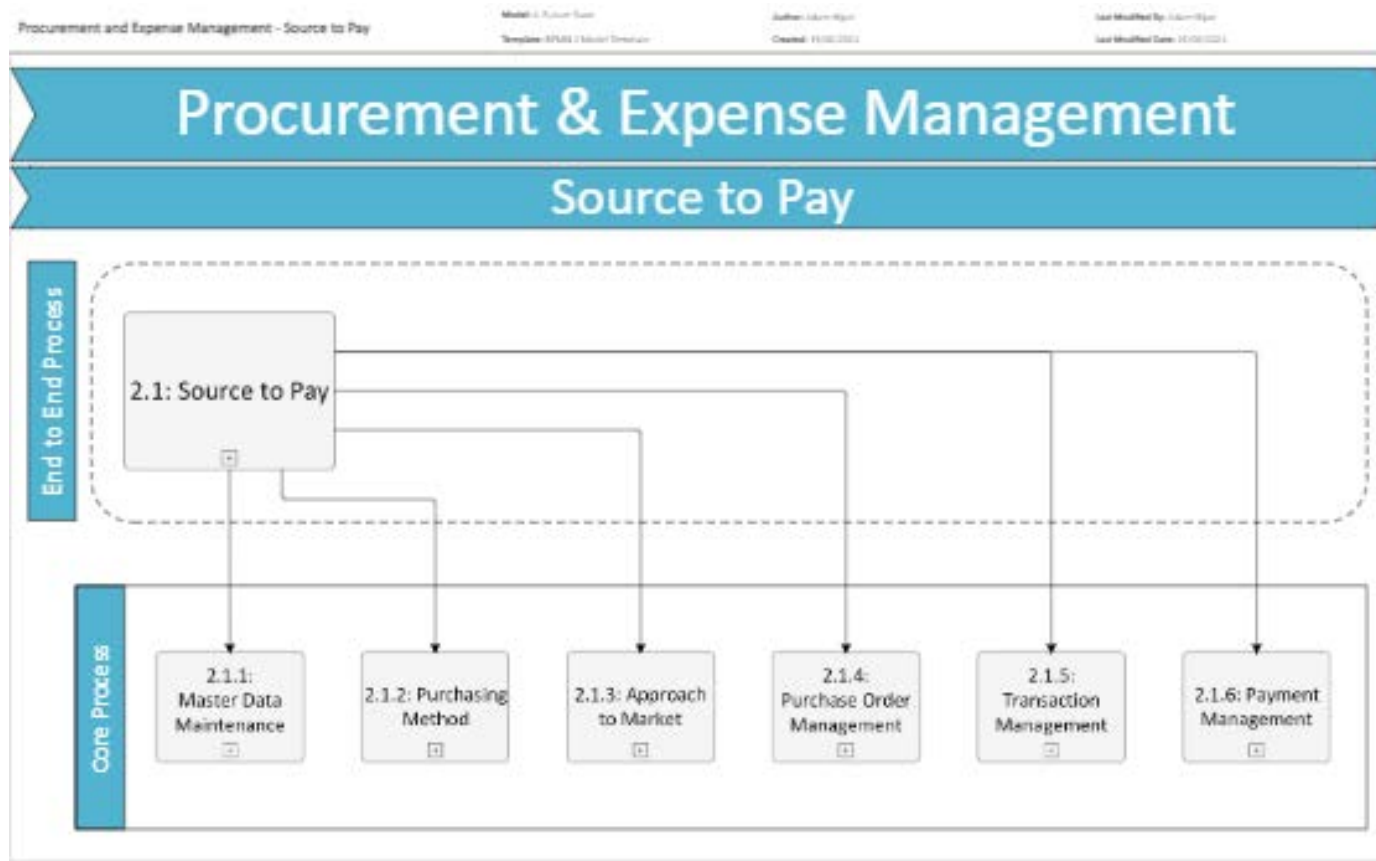
CHALLENGE #6

- Challenges in visualizing the T1 Process hierarchy and associated workflows.

DEMYSTIFYING THE TECHNOLOGY ONE – ONECOUNCIL PROCESS HIERARCHY



INTEGRATED HIERARCHY NAVIGATION USING COUNTERPARTS



- Utilise descriptive counterparts to aid users in navigating the hierarchy
- Nonfunctional processes in counterparts allow users to navigate directly to their desired destination

CHALLENGE #7

- Limited access to subprocesses within process maps hinders comprehensive workflow understanding.

INTERACTIVE PROCESS MAPS

With user role relationships



Click-through processes

Allow the user to enter a process map, identify a subprocess and simply click through to the corresponding process.

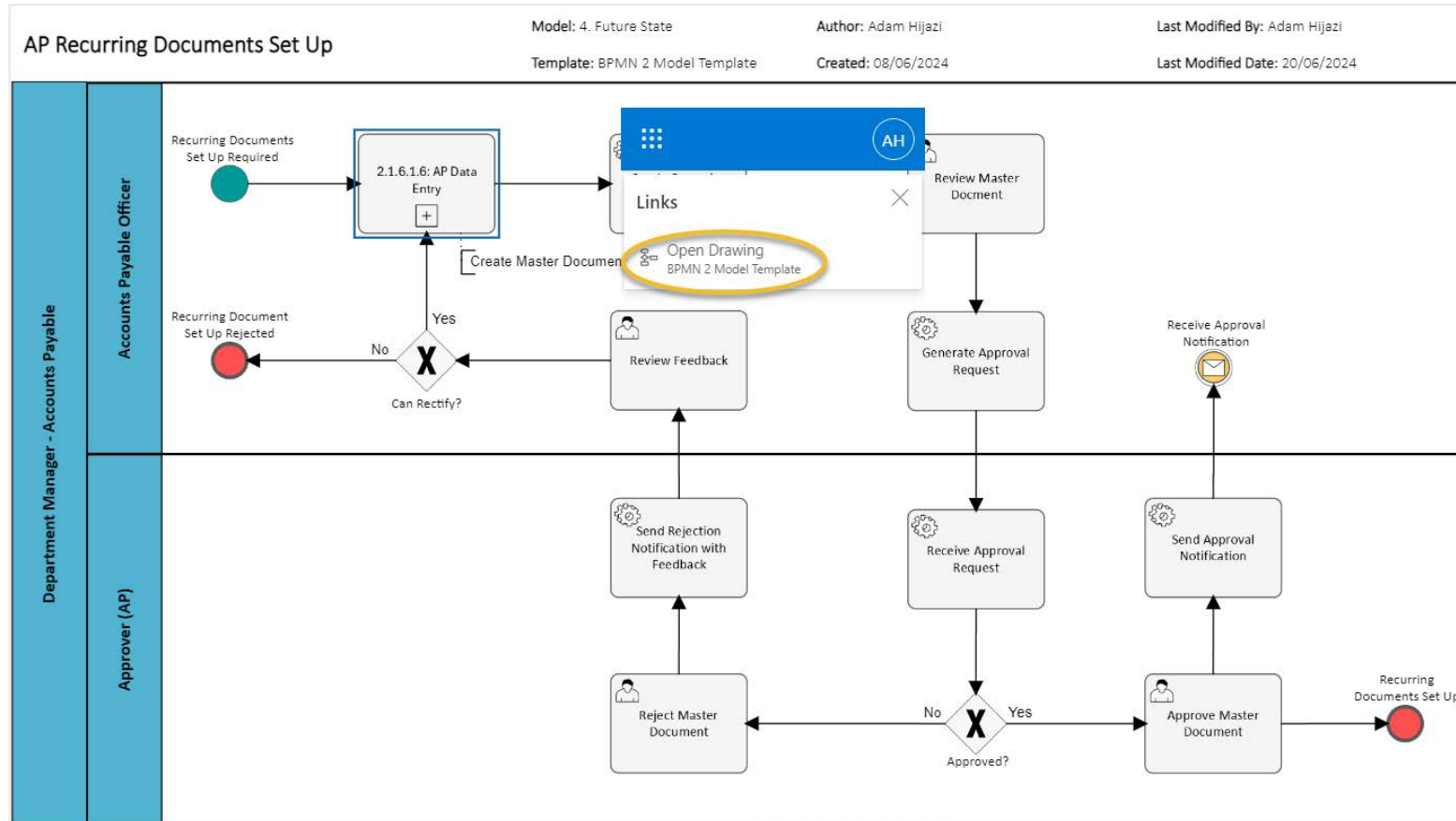
Easy Role Creation

Role type lanes & pools utilised create corresponding roles in Infinity using the visio plug in. These roles then linked to relevant processes.

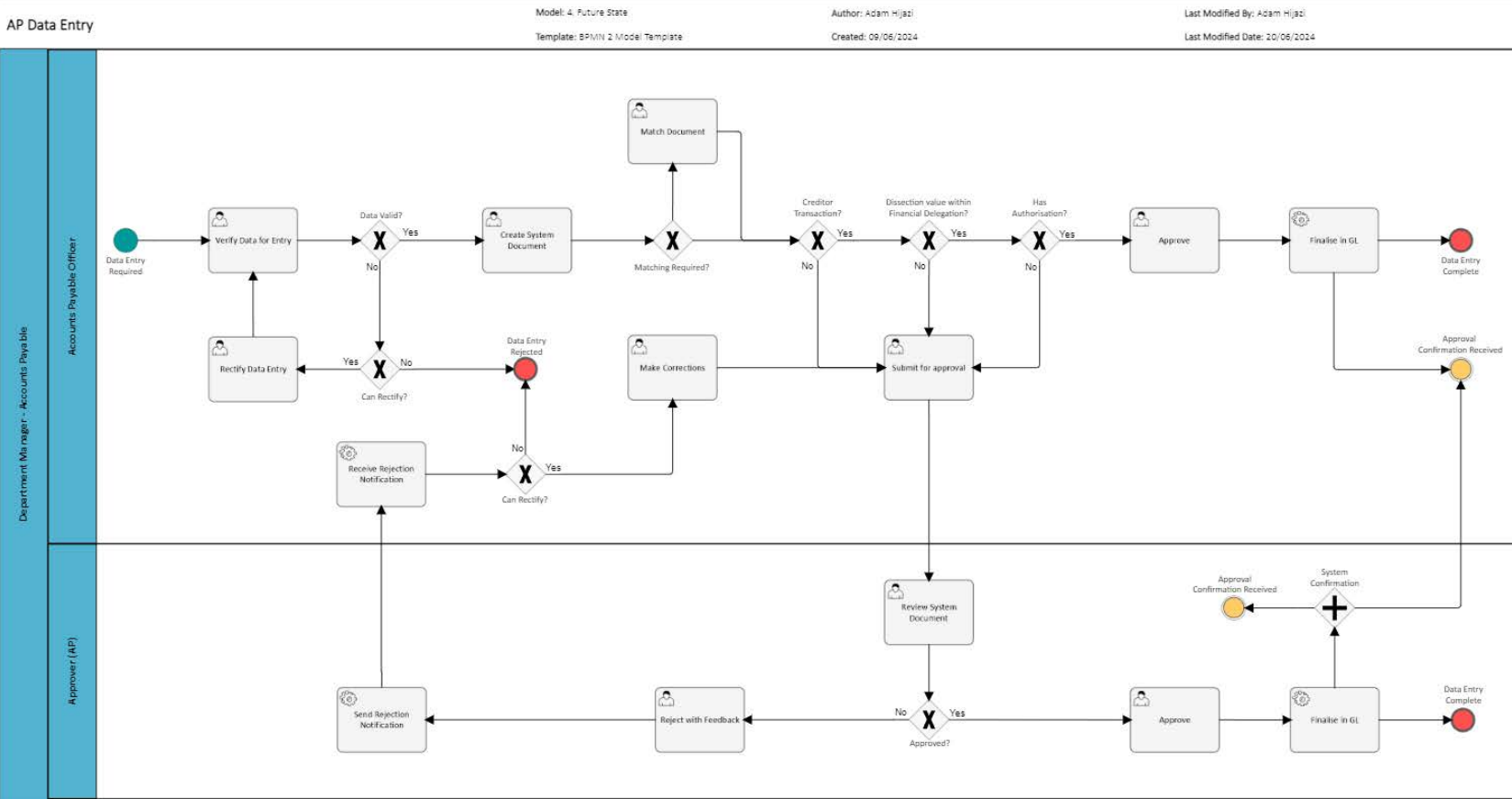
Transparency

Leveraging the relationship between roles and processes provides a clear understanding of users who are participating in a process.

SUBPROCESS CLICK THROUGH



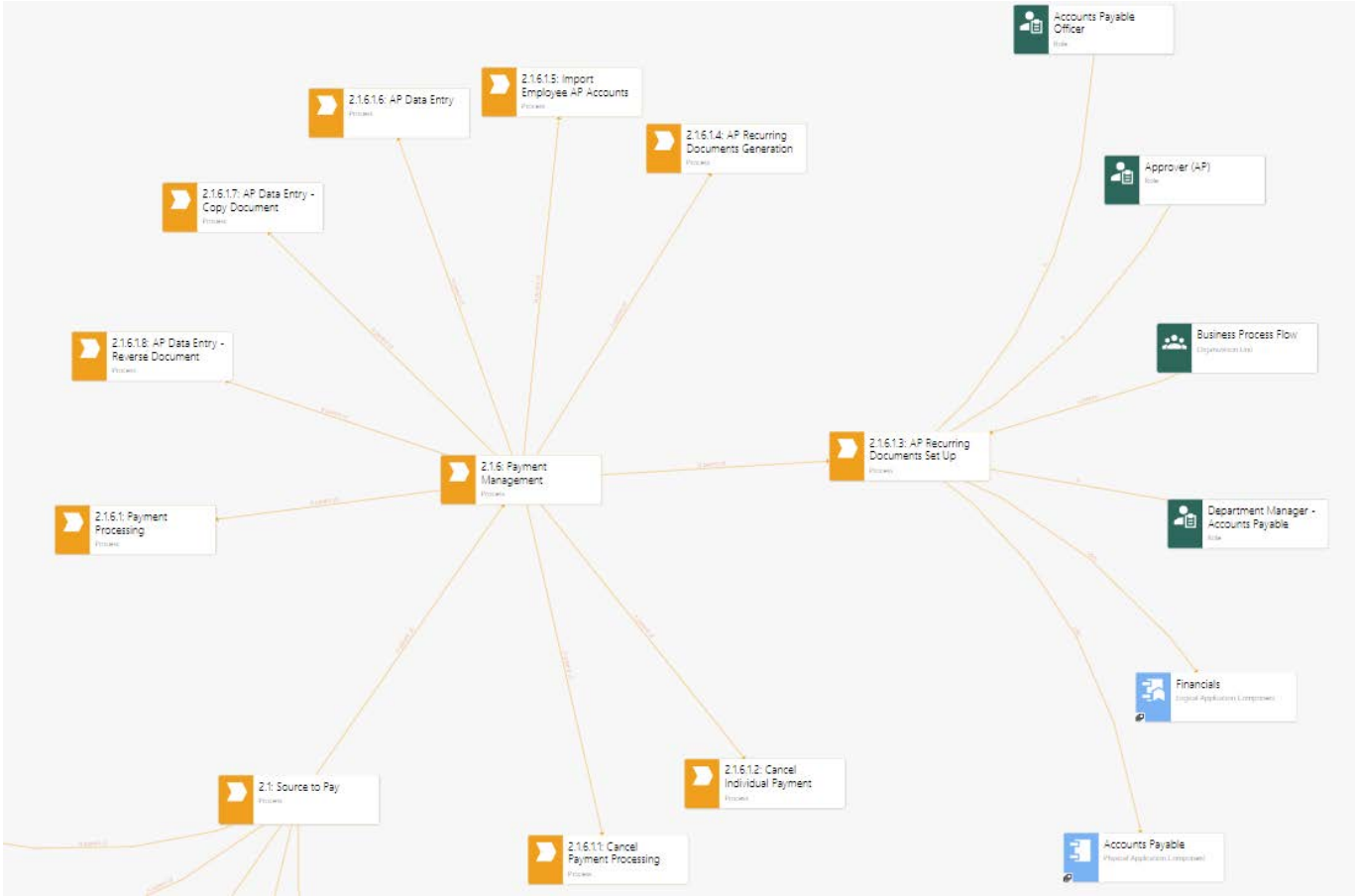
DIRECT THE USER TO THE CORRESPONDING PROCESS



CHALLENGE #8

- No straightforward method to identify which roles are responsible for specific processes.

PROCESSES CAN BE UNPEELED LIKE AN ONION DISPLAYING RELATIONSHIPS



PROCESS RESPONSIBILITY BY USER ROLE UTILIZING RACI

Process Responsibility by Role Matrix

Contents Details Filters

Columns Role

Process	Accounts Payable Manager	Accounts Payable Officer	Approver (AA)	Approver (AP)	Approver (BP)	Approver (CL)	Approver (Purchasing)	Approver (Stores)	Approver (T&E)	Approver (Tbx)	Assessment Officer	Asset Manager	Asset Officer	Asset Team	Contract Manager	Contract Officer	Contractor	Council Employee	Customer	Customer Service Officer	Employee	Employee Manager	End User Manager	Engineering and Infrastructure ...	Evaluators	External Assessors	HR End User	HR End User Manager	HR Officer	Human Resources Officer	ICT Officer	ICT Systems Officer	Infrastructure Officer	Inspection Officer	Internal Referral Officer	Liveability and Sustainability OF...	Manager (Requester)	Offboarding Manager	Payroll Officer	Planning, Environment, and Co...	
2.3.3.1.1: Import Expense Processing		✓																																							
2.3.3.1.2: Employee Advances									✓																																
2.3.3.1.3: T&E End of Period Processing																																									
2.3.3.1: Expense Claims		✓							✓																																
3.1.2.1: Contract Creation & Approval															✓	✓																									
3.1.5.1.1: End of Year Processing		✓		✓																																					
6.1.1.2: Position Maintenance																																									
6.2.1.3.1: Request for New Position																																									
6.2.1.3.2: Right to Work																																									
6.2.2.1.1: Employee Contract Request																																									
6.2.2.1.2: Employee Record Maintenance																																									
6.2.3.1: Accreditation Maintenance																																									
6.2.6.1: Offboarding																																									
7.1.1.1: Abandoned Vehicle Request																																									
7.1.2.1: Animal Attack																																									
7.1.2.2: Animal Lost and Found																																									
7.1.2.3: Dead Animal Collection																																									
7.1.3.1: General Request																																									
7.1.3.2: General Request 2																																									

PROCESS ACCOUNTABILITY BY USER ROLE UTILIZING RACI

Processes Accountability by Role Matrix

Contents Details Filters

Columns Processes

Process	Department Manager - Accounts Payable	Department Manager - Asset Accounting	Department Manager - Bank Reconciliation	Department Manager - Contracts	Department Manager - General Ledger	Department Manager - Human Resources	Department Manager - Inventory	Department Manager - Organisation Management	Department Manager - Purchasing	Department Manager - Request Management	Department Manager - Reviews	Department Manager - Sourcing	Department Manager - Taxation	Department Manager - Travel and Expenses
1.2.3.2: Bank Reconciliation			✓											
1.2.3.3: Tax Return Processing														
1.2.3.4.1: BAS Allocation														
1.2.3.4: Inable Payment Annual Report (TPAR) Processing														
1.2.3.5: Period End Close														
1.3.1.1: Asset Acquisition		✓												
1.3.1.2: Asset Capitalisation		✓												
1.3.2.1: Asset Adjustments		✓												
1.3.2.3: Asset Merging		✓												
1.3.2.4: Asset Splitting		✓												
1.3.2.6: Asset Stocktake		✓												
1.3.3.1: Asset Depreciation		✓												
1.3.3.2: Asset Renovation		✓												
1.3.4.1: Asset Disposal		✓												
2.1.1.1.1: New Creditor														
2.1.1.1.2: Change Creditor														
2.1.1.1.3: Deactivate Creditor														
2.1.1.2: Tenderer Maintenance														
2.1.1.6: Purchase Card Account Maintenance														
2.1.1.7: Supplier & Supplier Product Reviews														
2.1.3.1: Request for Quotation														
2.1.3.2: Request for Tender														
2.1.3.3: Request for Information														
2.1.4.1.1: Raise Requisition														
2.1.4.1.2: Cancel Requisition														
2.1.4.1: Requisition Management														
2.1.4.2.2: Cancel Purchase Order														
2.1.4.2: Order Management														
2.1.4.3.1: Cancel Purchase Order Receipt														
2.1.4.3: Goods Receipt Management														
2.1.4.4: Supplier Return														
2.1.5.1.1: AP E-Invoicing														
2.1.5.2: AP Transaction Import Processing														
2.1.5.4: Purchase Card Administration														
2.1.5.5: Purchase Card Acquittal														
2.1.5.6.1: EOY Commitment Carry Forward														
2.1.5.6: AP Period End Close														
2.1.6.1.1: Cancel Payment Processing														
2.1.6.1.2: Cancel Individual Payment														
2.1.6.1.3: AP Recurring Documents Set Up														
2.1.6.1.4: AP Recurring Documents Generation														
2.1.6.1.5: Import Employee AP Accounts														
2.1.6.1.6: AP Data Entry														
2.1.6.1.7: AP Data Entry - Copy Document														
2.1.6.1.8: AP Data Entry - Reverse Document														
2.1.6.1: Payment Processing														
2.2.2.1.1: Replenishment Management														
2.2.2.1: Internal Replenishment														

CHALLENGE #9

- Limited understanding of the organisational impact of process changes.

PROCESS IMPACT – WHAT IS AFFECTED IF A PROCESS CHANGES?

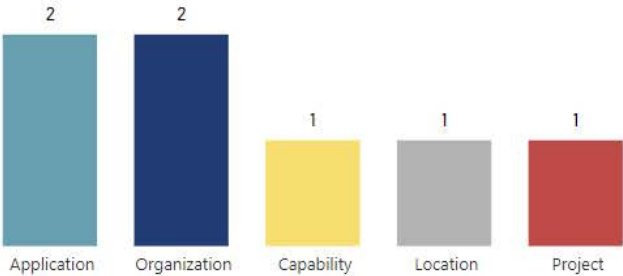
Portal Link	Concept	Concept Type
🔗	Implementation Phase 2	Project
🔗	Expense Management	Capability
🔗	Part Time Employees	Organization
🔗	Finance	Application
🔗	Purchasing Cards	Application
🔗	Full Time Employees	Organization
🔗	Head Office	Location

Process: Related Items

Erw

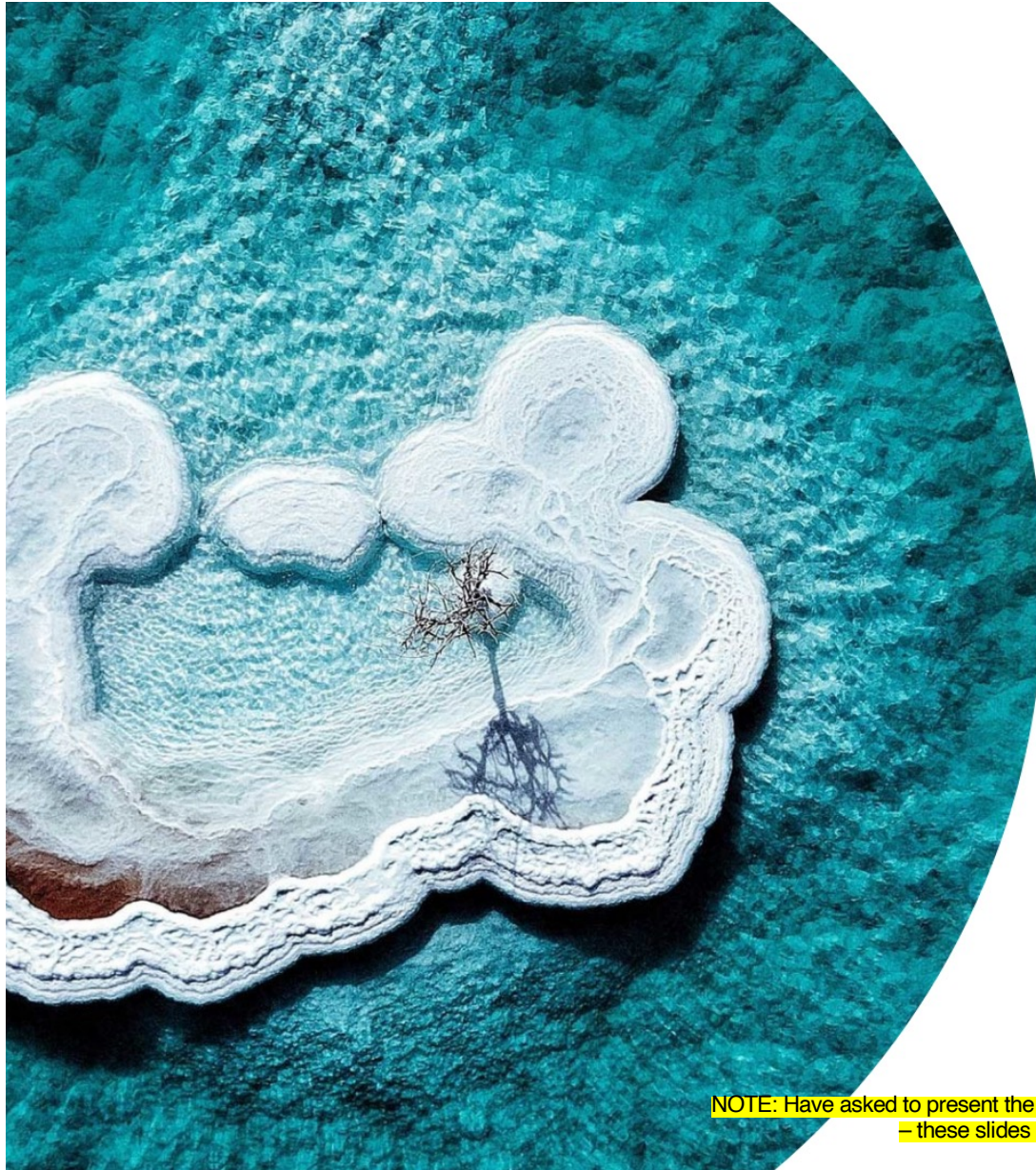


Concept by Count



**CHALLENGE #10
AND
CHALLENGE #11**

- Inability to leverage existing artifacts for training and user adoption.
- Lack of user-friendly interface providing easy access to training materials.



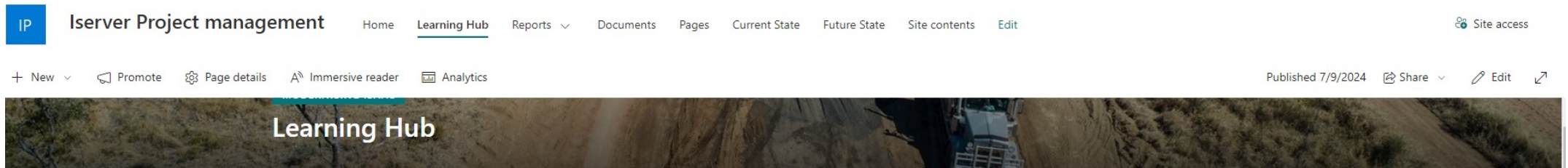
THE LEARNING HUB

[COURTESY OF THE INFINITY SHAREPOINT FRONT END]

NOTE: Have asked to present the following live and they have agreed
- these slides are backup only

gwi.digital

INFINITY'S SHAREPOINT FRONT END EMPOWERS – ENTER THE LEARNING HUB



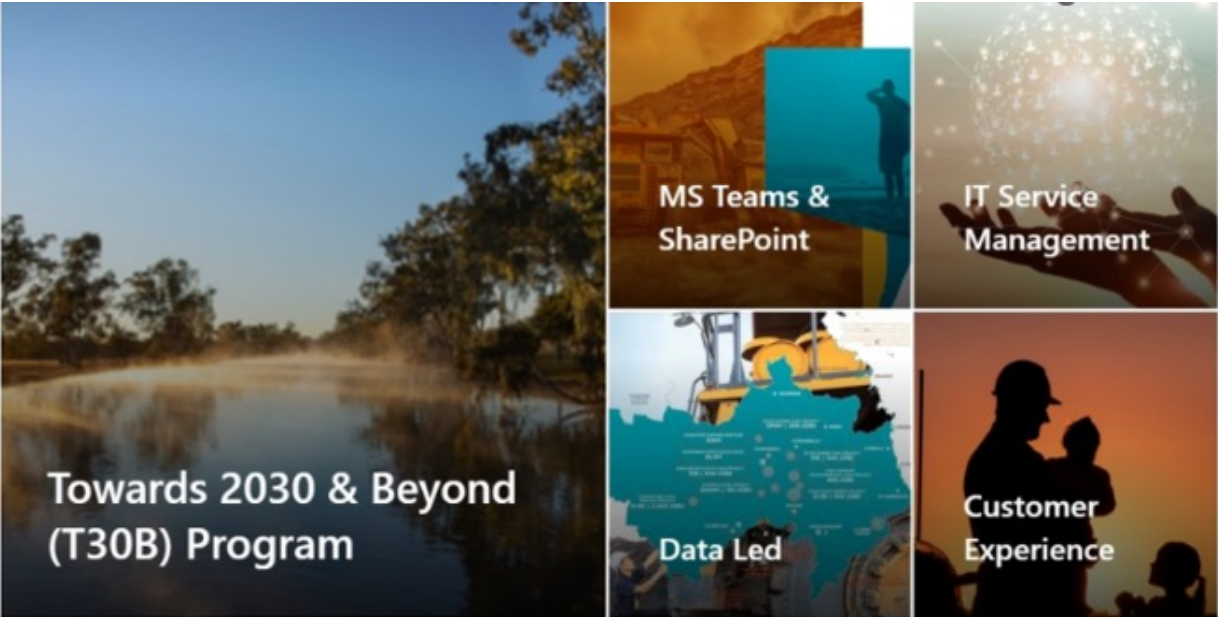
Welcome to the Learning Hub

The Learning Hub is your go-to resource for all the materials you need to excel in your role. Whether you're looking for training guides, process maps, instruction booklets, or videos, you'll find everything you need to get up to speed and stay informed.

Getting Started:

1. **Navigate to Your Role:** Use the roles menu to select your specific role, such as Accounts Payable Officer or Waste Officer.
2. **Explore Available Resources:** Browse through the categorized materials tailored to your role. Each section is designed to provide the most relevant information to help you succeed.
3. **Continuous Learning:** Regularly check the Learning Hub for updates and new materials to stay current with best practices and new procedures.

ACCESS PROJECT INFORMATION



LEARNING

Digital Isaac

This site hosts all the documentation and resources related to the T30B project. Here, you can find detailed information, updates, and essential documents that will help you understand and navigate the project.

[Continue Learning →](#)

ACCESS TRAINING RESOURCES BY ROLE

Roles See all

+ New ▾ Edit in grid view Share ... All Items ▾ ⓘ

Role ▾

- Accoun... ⓘ ...
- Approver
- Asset Officer
- Contract Officer
- Customer Service ...
- Finance Officer
- Inspection Officer
- Waste Officer

Please Select your Role from the Roles Menu To the left, Multiple Roles can be selected for additional training resources.

The **Processes** area contains detailed Process maps to streamline your daily tasks and ensure consistency across the organization.

Meanwhile, the **Training Material** section offers a wealth of resources tailored to your specific needs, including comprehensive guides, training manuals, and policy documents. Whether you're new to your role or looking to enhance your skills, this section provides the tools and information you need to excel.

Regularly check back for updates and new materials to stay ahead of best practices and procedural changes.

THE HOME OF TRAINING DOCUMENTATION

The image displays two side-by-side views of a document management system. The left view shows a folder named 'Processes' with 10 documents. The right view shows a folder named 'Training Material' with 10 documents. Both views include a header with '+ New', 'Upload', and 'All Documents' options, and a table with columns for 'Name', 'Modified', and 'Modified By'.

Name	Modified	Modified By
Accreditations - Approval and Ca...	May 25	Adam Hijazi
Cancel a Purchase Order.vsd	May 31	Adam Hijazi
Change Position Details.vsd	May 25	Adam Hijazi
Create Contract.vsd	June 25	Adam Hijazi
Dead Animal Collection Request.v...	June 20	Adam Hijazi
Employee Contract Request.vsd	May 25	Adam Hijazi
Employee Record Maintenance.vs...	May 25	Adam Hijazi
End of Year Processing Rollover.vs...	June 25	Adam Hijazi
General Request (Events enquiry, ...	June 25	Adam Hijazi

Name	Modified	Modified By
Customer Compliments.docx	May 22	Adam Hijazi
Customer Interaction.docx	May 22	Adam Hijazi
Customer Requests.docx	May 22	Adam Hijazi
Customer Service.docx	May 22	Adam Hijazi
Finance Officer Onboarding guide...	June 12	Scott Phillips
Finance Work Instructions.docx	June 12	Scott Phillips
Reconciliation Template.xlsx	June 12	Scott Phillips
Training Piece for Accountants.docx	May 20	Scott Phillips
Waste Management guide.docx	May 20	Scott Phillips

ACCESS PROCESSES AND ASSOCIATED MAPS BY ROLE

Here, you will find a comprehensive collection of process maps available in Orbus. These maps are designed to help you understand and navigate the various workflows and procedures relevant to your role. Simply select a process map from the list to explore detailed visual representations of your department's operations. Whether you're handling requests, managing resources, or overseeing specific processes, these maps provide a clear and structured overview to guide you through each step. Regularly review this section for updates and new process maps to stay informed and efficient in your tasks.

The screenshot displays the 'Object View' interface in Orbus. On the left, a process map titled '2.1.4.1.1: Raise Requisition' is shown, detailing the workflow for raising a requisition. The map includes various steps such as 'Request for Information', 'Request for Quote', 'Request for Tender', and 'Request for Proposal'. On the right, a list of process maps is displayed, with columns for Name, Description, Model, and Date Last Modified. The selected process map, '2.1.4.1.1: Raise Requisition', is highlighted in the list.

Name	Description	Model	Date Last Modified
2.1.1.4: Supplier Pro...	Business Process Flow	4. Future State	16/07/2024 14
2.1.1.5: Catalogue Pro...	Business Process Flow	4. Future State	16/07/2024 14
2.1.1.6: Purchase Card	Business Process Flow	4. Future State	16/07/2024 14
2.1.1.7: Supplier & Sur...	Business Process Flow	4. Future State	16/07/2024 14
2.1.1: Master Data Mai	Core Process	4. Future State	16/07/2024 14
2.1.2.1: Procurement M...	Business Process Flow	4. Future State	16/07/2024 14
2.1.2: Purchasing Metl	Core Process	4. Future State	16/07/2024 14
2.1.3.1: Request for Qu...	Business Process Flow	4. Future State	16/07/2024 14
2.1.3.2.1: Evaluate and	Business Process Flow	4. Future State	16/07/2024 14
2.1.3.2: Request for Te...	Business Process Flow	4. Future State	16/07/2024 14
2.1.3.3: Request for Inf...	Business Process Flow	4. Future State	16/07/2024 14
2.1.3.4: Request for Pri...	Business Process Flow	4. Future State	16/07/2024 14
2.1.3: Approach to Ma	Core Process	4. Future State	16/07/2024 14
2.1.4.1.1: Raise Requisi	Business Process Flow	4. Future State	16/07/2024 14
2.1.4.1.2: Cancel Requi	Business Process Flow	4. Future State	16/07/2024 14
2.1.4.1: Requisition Ma	Business Process Flow	4. Future State	16/07/2024 14
2.1.4.2.1: Amend Purch	Business Process Flow	4. Future State	16/07/2024 14

VIEW PROCESS RELATIONSHIPS AND LEAVE FEEDBACK AROUND TRAINING

2.1.4.2.2: Cancel Purchase Order
Process

Relationship	Name	Type	Description
uses	Purchasing/Commitm	Physical Application C	T1 Module
is child of	2.1.4: Purchase Order	Process	Core Process
is contained in	Business Process Flow	Organization Unit	
is contained in	Core Process	Organization Unit	
A	Department Manager	Role	
R	Purchasing Officer	Role	
R	Requester	Role	

Page 1 of 1 View: 50

Here you can explore the relationships between different objects within our processes and provide valuable feedback. Select an object to view its connections and interactions within the system, and use the feedback section to share your insights, suggestions, or concerns regarding the process maps.

Your feedback is crucial for continuous improvement and helps us refine our workflows and training materials. We encourage you to contribute your thoughts to ensure our processes remain effective and aligned with our goals.












2.1.4.2.2: Cancel Purchase Order
Process

B / **I** / **U** [List Icon] [List Icon] [List Icon] [List Icon] [List Icon] [List Icon]

POST

CHALLENGES REVISITED

Solved by leveraging Orbus Infinity

1. Inability to clearly visualise the current state, transition project states, and the desired future state. 
2. Limited visibility into what will be added, removed, or impacted due to project work. 
3. Difficulty in understanding and visualising business capabilities across the organisation. 
4. Lack of insight into application assessments & resulting rectification. 
5. Limited understanding of the overall effectiveness of the application suite. 
6. Challenges in visualizing the T1 Process hierarchy and associated workflows. 
7. Limited access to subprocesses within process maps hinders comprehensive workflow understanding. 
8. No straightforward method to identify which roles are responsible for specific processes. 
9. Limited understanding of the organisational impact of process changes. 
10. Inability to leverage existing artifacts for training and user adoption. 
11. Lack of user-friendly interface providing easy access to training materials. 

ENABLING DIGITAL TRANSFORMATION



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