

New collaborative information management systems boost efficiencies by 50%

How the Australian Transport Safety Bureau updated antiquated systems and processes to drive real gains

Problem

Complex, unreliable and poorly documented systems

The Australian Transport Safety Bureau had developed the Occurrence Analysis and Safety Information System in the early 1990s but over the years it had evolved into a complex, poorly documented and subsequently unreliable IT system. Oakton was asked design a new information system to drive vastly improved document management, more efficient business processes and to maximise existing infrastructure where possible.

Approach

An agile user-centred design process

Oakton analysed the existing system and built a detailed understand of the workflows and processes before recommending a 'user-centred' design methodology be adopted to develop the new solution, rather than a traditional 'waterfall approach'. This more iterative and rapid approach to design development drives greater engagement and user feedback in the process while achieving a faster result with reduced development costs.

Recommendations

Design a new information management system

- A new Safety Investigation Information Management System to streamline existing processes, eliminate bottlenecks and significantly reduce time to produce 'occurrence reports' to achieve desired efficiencies and synergies.
- A common and agreed language underpinned by regular communications including technology briefings, project schedules and regular newsletters to achieve a clear vision
- Transparent and robust governance based on PRINCE2
- A strong and close working relationship with key business personnel and project teams to realise continuous engagement and rapid decision making on day-to-day variances

Results

Improvements in efficiencies

The new Safety Investigation Information Management System collaborative platform immediately delivered a 50% improvement in efficiency for processing occurrence notifications. Time taken to process an occurrence report has been reduced, eliminating many of the manual processes and delivering a more consistent approach to the classification of occurrences. Access to more rigorous and defensible safety investigation reports allows the client to deliver an improved safety investigation management service, increasing stakeholder satisfaction through access to relevant, timely and accurate information. In addition, the use of electronic document and records management has reduced risk and improved supportability of a key business application through technical alignment with the Department's IT infrastructure.

The Australian Transport Safety Bureau investigates transport safety occurrences and improves safety for aviation, marine and rail transport. The bureau's 100 plus staff receives approximately 12,000 aviation safety occurrence reports, formally investigates about 100 of these and a number of marine and rail safety occurrences each year.

We're an Australian consulting and technology firm founded in 1988. Our business is helping create lasting value by uniquely blending business insights and technology solutions to give our clients a significant advantage in today's rapidly changing world.

At Oakton, we think differently: instead of jumping in we step back and invest time and effort to improve our understanding of the problem you're trying to solve. We focus on examining the problem from different perspectives to master what we believe is the most important step, clearly defining the problem in the first place!

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