

## IBM Lotus Domino software streamlines workflows for Parliament of NSW




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### Overview

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#### ■ **The Challenge**

So staff would understand the value of implementing planned collaboration software, the Parliament of New South Wales (PofNSW) decided to alleviate administrative effort with some 'quick wins'. Initial challenges were to automate leave processing and its newsclipping service so that staff could experience measurable efficiencies from IT change initiatives.

#### ■ **Solution**

IBM® Business Partner\* Task Exchange collaborated with PofNSW to implement an IBM Lotus® Domino® software solution to enhance the productivity of staff, streamline business processes and improve overall business responsiveness.

Task Exchange used a Domino SAP connector to integrate a Domino leave request solution into existing SAP HR systems, and also used Domino to automate the media monitoring system, converting news clips into a format suitable for loading into the parliamentary library's database.

#### ■ **Benefit**

PofNSW realised a return on investment within six months, achieving productivity savings within three months. The HR department has eliminated approximately 1,300 manual transactions for leave process requests, and the automated news clipping distribution system to Members of Parliament has reduced full-time staff effort by half while extending coverage from eight to over 240 publications.

#### Key Learnings

- *Achieve 'quick wins' with small, but highly visible, IT projects to demonstrate the value of new collaborative technologies – so you have buy-in for larger-scale IT change efforts.*
- *Automate a workflow that impacts all staff in order to drive increased usage of existing but under-utilised online workflow systems.*
- *When selecting a project partner, ensure they have experience in integrating with core IT teams and expertise in interfacing online collaboration with existing systems, so your project is conducted seamlessly and to the greatest benefit.*

## Parliament of New South Wales

The Parliament of New South Wales is Australia's oldest legislative body, providing passage of legislation, approval of finance for government operations, and monitoring and scrutiny of government administration and expenditure.

The Department of Parliamentary Services delivers support for the work of the Parliament, providing Hansard transcription and broadcasting support services on sitting days, plus finance, HR, IT, library and research services to Members, parliamentary committees and staff.

### The Business Problem

The Parliament of New South Wales (PofNSW) needed to address its labour-intensive processes across the organisation, while creating an environment where staff would embrace IT change efforts.

Simon Chalmers, Manager Business Systems for PofNSW says: "Before we could expect staff to do more in terms of collaboration and innovation, management realised we had to free up their time. We targeted some of the day-to-day transaction processing work they were doing."

Simon and his team identified two areas that would provide timely and visible benefits: staff leave processing, media monitoring and clipping distribution.

Leave processing was consuming time across the entire organisation. PofNSW was using SAP to process leave entitlements, but few staff had access



to it. HR productivity was hampered by processing leave request forms and entering data into SAP, and general staff had little visibility to track the status of their leave requests.

The newsclipping service was a manual process undertaken by three full-time staff. The team reviewed eight main metropolitan papers, and it was common for Members of Parliament not to have access to media clips until later in the day, which inhibited their responsiveness to key issues.

### Solution – IBM and Task Exchange

IBM Business Partner\* Task Exchange was selected to develop a solution to streamline workflow processes using IBM Lotus Domino software. Task Exchange used the Domino SAP connector to integrate the Domino Server with SAP and enable automated processing of leave requests, while providing all staff with real-time access to their leave information. IBM Lotus Domino was also used with XML, in collaboration with Australian Associated Press (AAP),

to automate the importing, filtering and classifying of media clips.

Simon Chalmers says, "Task Exchange was flexible in its approach to the project and integrated easily into our team. We relied on their expertise in collaboration and their skills with Lotus Domino and interfacing it with SAP. They delivered on time and on budget."

PofNSW led the change management aspect of the initial projects. Their aim was to realise improvements in a short period of time to gain the support of staff for future – and more extensive – IT change efforts.

Simon Chalmers and his team kept their eye on the bigger picture. "These projects were not technically complex, lasted less than three months and cost under \$30,000 – what we tried to target were projects with high visibility across the organisation that would show people a different and beneficial way of working."



*"Task Exchange was flexible in its approach to the project and integrated easily into our team. We relied on their expertise in Lotus Domino and interfacing it with SAP. They delivered on time and on budget."*

*Simon Chalmers, Manager Business Services, Parliament of New South Wales*



### Business Benefits for Parliament of New South Wales

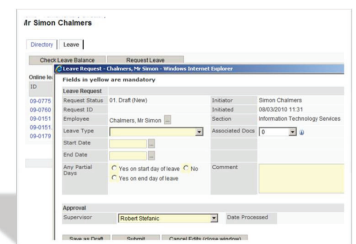
PofNSW realised return on investment from the initial projects within six months – and productivity gains within three months through streamlined workflow processes.

The leave request system has been made more efficient by implementation of IBM Lotus Domino software. Within three months, approximately 1,600 leave requests were posted online, of which only 300 required some level of processing by HR – a reduction of approximately 1,300 manual transactions. Managers can now approve leave requests remotely, and all staff have real-time access to their leave balances, request status and full leave history.

The automated newsclipping system has resulted in a halving of effort from the full-time equivalent three to 1.5 staff. Plus, Members of Parliament now receive relevant clips promptly each morning, with coverage extended from eight to over 240 publications –which would have been unfeasible through manual processing.

But most importantly, to Simon Chalmers, “Beyond the immediate service improvements that the projects delivered, the big win was seeing the time savings translate into other benefits across the organisation. Acceptance of our online processing of leave requests has driven increased usage of our other online workflow systems.”

“Now that the organisation has seen what benefits can be realised by collaborating between IT and other parts of the business, we are ready to look at extending the use of online systems.”



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*Simon Chalmers, Manager Business Services, Parliament of New South Wales*

### **About Task Exchange**

Task Exchange is an IBM Business Partner specialising in the collaboration capabilities of the Lotus brand. Task Exchange is also a business services market place and collaborates with its business partners to bring creative solutions to their customers.

[www.taskexchange.net](http://www.taskexchange.net)

### **About IBM**

IBM Australia is a major supplier of information technology, software and services in Australia, helping customers of all sizes to adapt and prosper in the online world. IBM Lotus Domino is reliable, scalable and security-rich business collaboration software for hosting critical business applications, messaging and workflows. It helps companies lower the total cost of ownership, enhance the productivity of people, streamline business processes and improve overall business responsiveness.

[www.ibm.com](http://www.ibm.com)

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### **For further information on Task Exchange**

If you would like to speak with someone from Task Exchange please call **+61 2 9966 8849**

### **For further information on Parliament of NSW**

Visit [parliament.nsw.gov.au](http://parliament.nsw.gov.au)

This customer story is based on information provided by the Parliament of New South Wales and Task Exchange and illustrates how one organisation uses IBM products. Many factors have contributed to the results and benefits described. IBM does not guarantee comparable results elsewhere.



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