



Collective Intelligence 2010

The future of enterprise collaboration

Simon Chalmers – Manager IT Business Systems – NSW Parliament

Case Study: Collective Intelligence at Parliament of NSW

Simon Chalmers
Manager, Business Systems
Parliament of NSW



Context

- 180 years of tradition
- Complex org structure
- Skilled staff
- Everyone is busy!



Strategy

Create a dynamic for change

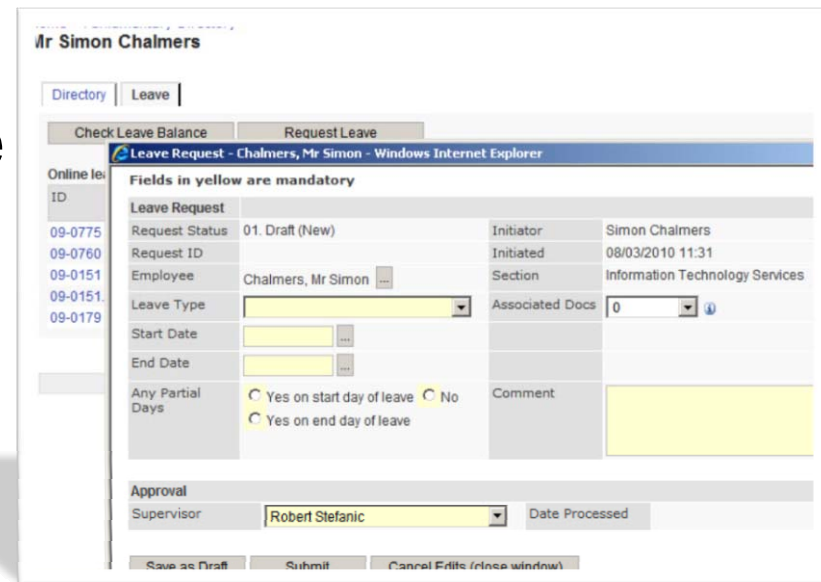
- Free staff from process-driven tasks
- Empower staff to value-add
- Lead by example



Leave Online Project

Leave processing was consuming time at every level of the organisation

- Connected Domino and SAP
- Staff see leave balances
- Less work, faster, flexible
- Better accountability



Mr Simon Chalmers

Directory | Leave

Check Leave Balance | Request Leave

Leave Request - Chalmers, Mr Simon - Windows Internet Explorer

Online les

ID

09-0775

09-0760

09-0151

09-0151

09-0179

Fields in yellow are mandatory

Leave Request

Request Status 01 Draft (New) Initiator Simon Chalmers

Request ID Initiated 08/03/2010 11:31

Employee Chalmers, Mr Simon Section Information Technology Services

Leave Type Associated Docs 0

Start Date

End Date

Any Partial Days
 Yes on start day of leave No
 Yes on end day of leave

Comment

Approval

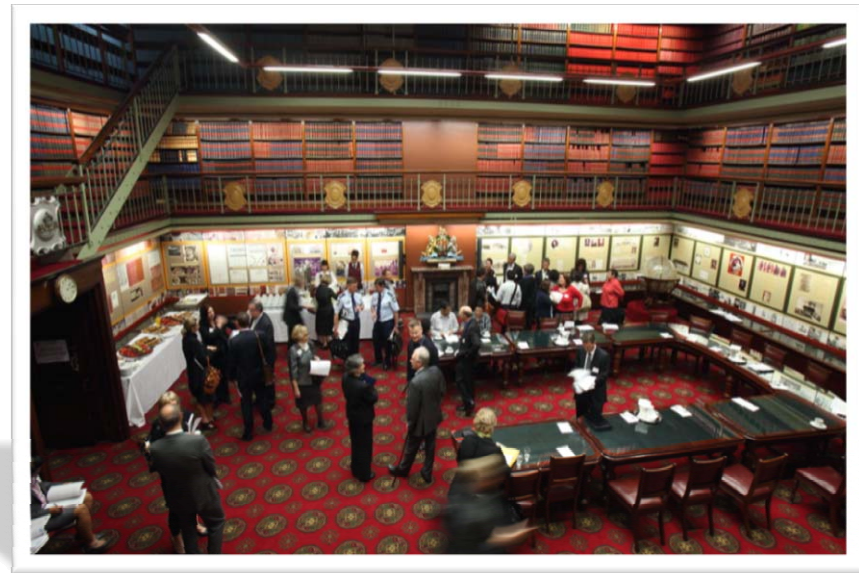
Supervisor Robert Stefanic Date Processed

Save as Draft Submit Cancel Edits (close window)

News Clipping Automation Project

Historically extensive record of news covering NSW issues

- Partnered with AAP (news service)
- Uses Domino and XML
- Recovered two staff
- Expanded service



What Really Changed?

- Better customer focus
- Challenged the paper culture
- Acceptance of IT as enabler of change

