modis

Modus Case Study: Rapid Delivery Platform

Application Modernisation – Legacy application migration to Microsoft PowerApps

Industry: Public Sector
Client: WA Police Force
Project: Commercial Agents System (CAS) Modernisation
Year: 2019

1. Background

Persons in Western Australia wishing to acquire a licence for Security Related Activities (SRA), Pawnbrokers (PB), and Second-Hand Dealers (SHD) are governed by the Security and Related Activities (Control) Act 1996, the Security and Related Activities (Control) Regulations 1997, the Pawnbrokers and Second-hand Dealers Regulations 1996, and the Pawnbrokers and Second-hand Dealers Act 1994.

The Licensing Services (Security) Unit within the WA Police Force's Licensing Enforcement Division (LED) is responsible for the provision of licensing services detailed within the legislation including licence applications, renewals, revocations, permits, compliance, audit and related assessments. The Licensing Services (Security) function within the WA Police Force is unique in that the function is funded mainly from licence fees.

The Commercial Agents System (CAS) for Security Related Activity (SRA), Pawnbroker and Second-Hand Dealers (PBSHD) licenses became technically obsolete and was considered end-of-life. The technology was no longer supportable. The interfaces to other core WAPOL systems did not work correctly, impacting data integrity across the ICT portfolio.

The CAS portfolio comprises two current systems, CAS (SRA) and CAS Pawnbrokers (PBSHD). CAS was a bespoke 2002 Microsoft (COM) application with an MS SQLServer database. CAS Pawnbrokers was a bespoke 2002 Microsoft Access (forms and database) application.

These applications provided the basic functionality of records keeping for the Licensing Enforcement Division. They did not enable or embed the business processes for applying, renewing and managing the licensing lifecycle. They did not enable any form of customer self-service. Common data had to be re-entered into these systems and a collection of spreadsheet lists that facilitate the business process handovers between the teams. The integrations between these systems and other WAPOL systems no longer functioned correctly resulting in foreign key data (e.g. SID) being erased for no apparent reason and data integrity break downs, causing event reporting in other systems to no longer function correctly. These systems also did not support system transaction auditing to the AudiTrak system. These systems and their architecture were not compliant with the DigitalWA ICT Strategy that applies to all WA Government department ICT systems.

2. Solution

2.1 Partner Selection

WA Police Force selected Modus as partner to implement the Commercial Agents System (CAS) Modernisation because of:

- The wealth of our policing experience providing 24/7 Application Managed Services and Project Services to WA Police's for the last 8 years.
- Our Microsoft Gold partner status with a strong history of working together to deliver business focused outcomes for clients

2.2 Rapid Delivery Platform

Modis has developed a Rapid Delivery Platform for Microsoft PowerApps that provides forms, templates and re-usable components in conjunction with the Agile DSDM project delivery approach to streamline and speed to the delivery of Power Platform applications to customers.

3. Results

Modis successfully developed the required Commercial Agents System (CAS) within the WA Police Force tenancy, using the Modis Rapid Delivery Platform and also integrated with to other WAPOL information services using the WAPOL ESB utilising the Modis Rapid Delivery Platform and Agile DSDM project methodology. The Modis Rapid Delivery platform allowed for a faster delivery as it comes with existing forms, templates and workflows, making it easy to swap out functionality and the base Microsoft Power Platform allows the flexibility to bring in related data and new functionality within budget and time.

The running sheet below was improved during subsequent sprints – after early analysis identified better ways to log activities.
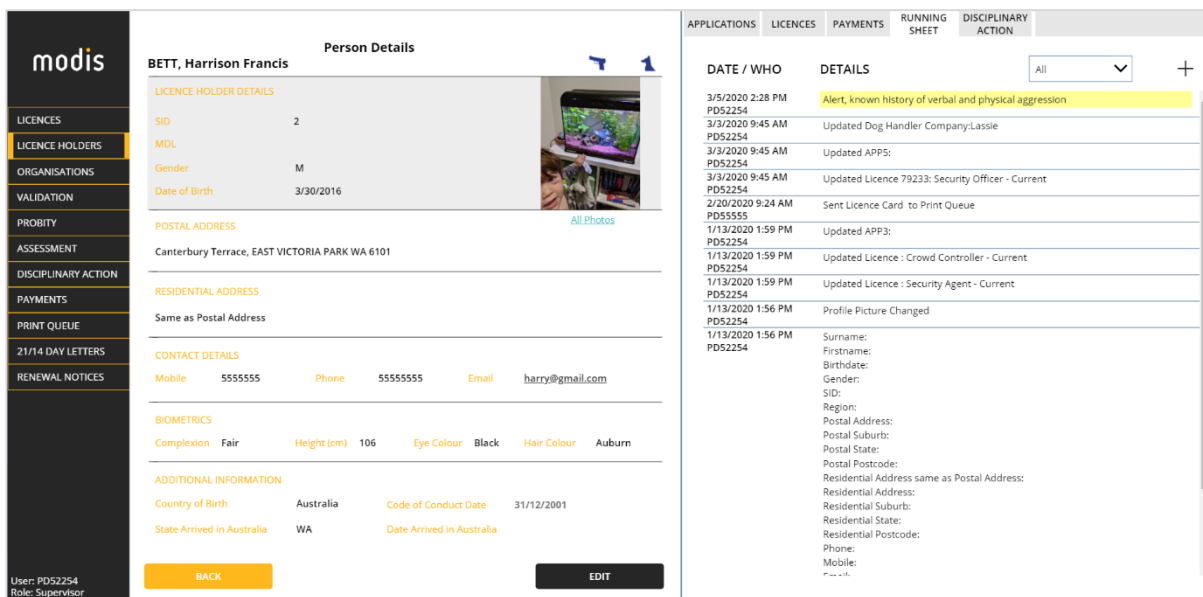
Figure 1: Modis Rapid Delivery Platform Screen Shot

4. Outcomes and Benefits

The delivery of the Commercial Agent System (CAS) utilising the Modis Rapid Delivery Platform provided the following outcomes and benefits:

- Improved customer satisfaction and reduced front-counter time
- Improved data quality
- Improved availability for real value-adding activity
- Staff retention & job satisfaction
- More timely and accurate decision making
- Reduced processing time (waiting/elapsed time) for applications and renewals
- Reduced processing time (waiting/elapsed time) for suspensions, revocations and terminations
- Improved team collaboration
- The Microsoft PowerApps platform was proven to be is a fit for purpose platform replace existing Legacy Applications.

- The Modis Rapid Delivery Platform provides a streamline and initial starting point for new applications, mean that weeks of initial form and templates development is not need for the modernisation of legacy applications.

5. Application Screenshots