

The background of the page is a complex geometric pattern of overlapping triangles and lines in shades of grey and orange. A prominent orange line starts from the left edge, moves down, then up, then down, then up, and finally right, ending at the right edge. A solid orange dot is placed at one of the peaks of this line. The overall effect is a modern, technical, and abstract design.

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.

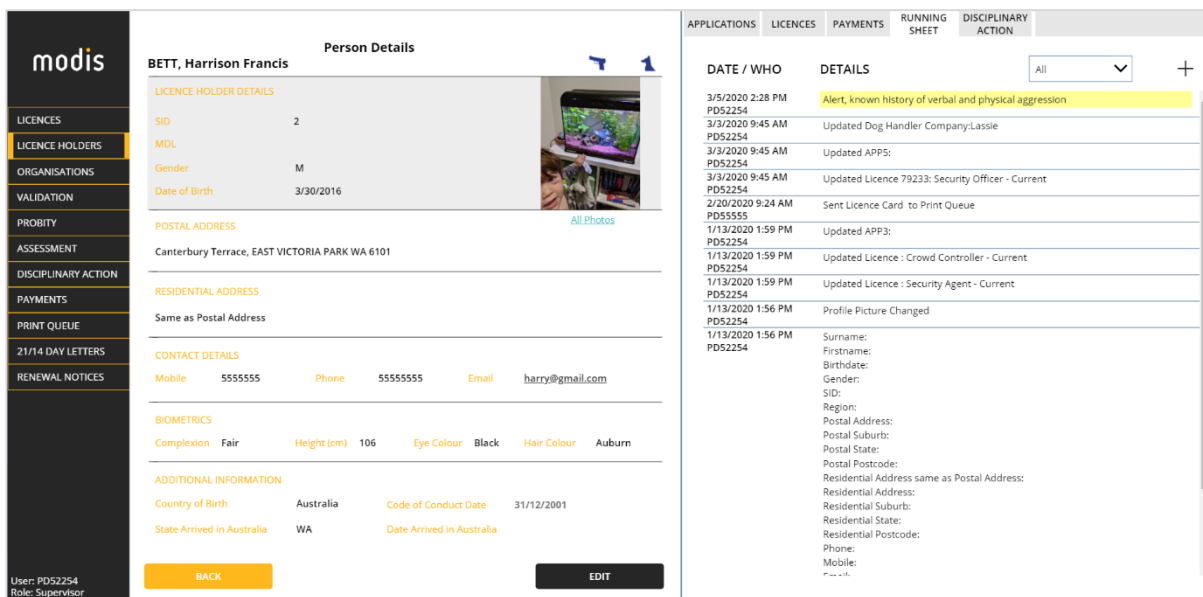


Figure 1: Modis Rapid Delivery Platform Screen Shot

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 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

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1500 Found

Licence No: Licence Type: Licence Status: Endorsements:

LIC#	LICENCE HOLDER	LICENCE TYPE	ENDORSEMENTS - ADD NEW	STATUS	RENEW	EXPIRY DATE	PRINT
100076	ABBOTT, Abelardo	Crowd Control Agent		Current		16/10/2022	
100076	ABBOTT, Abelardo	Crowd Controller		Current		23/09/2021	
100076	ABBOTT, Abelardo	Inquiry Agent		Current		15/10/2022	
100076	ABBOTT, Abelardo	Investigator		Current		15/10/2022	
100076	ABBOTT, Abelardo	Security Agent		Current		15/10/2022	
100076	ABBOTT, Abelardo	Security Installer		Current		23/02/2022	
100084	ABBOTT, Boris	Security Consultant		Current		25/09/2022	
20732	ABBOTT, Terrill	Crowd Controller		Current		11/10/2022	
CC31217	Abbott, Karley	Crowd Controller		Current		09/09/2020	
CC32065	Abbott, Kattie	Crowd Controller		Current		09/09/2020	
CC37646	Abbott, Milan	Crowd Controller		Current		09/09/2020	
CC40386	Abbott, Arianna	Crowd Controller		Current		09/09/2020	
CC42664	Abbott, Malachi	Crowd Controller		Current		09/09/2020	
CC43504	Abbott, Kacey	Crowd Controller		Current		09/09/2020	
CC43581	Abbott, Wilbert	Crowd Controller		Current		09/09/2020	
CC43845	Abbott, Tia	Crowd Controller		Current		09/09/2020	
CC45098	Abbott, Kaya	Crowd Controller		Current		09/09/2020	
CC50144	Abbott, Nona	Crowd Controller		Current		09/09/2020	
CC51086	Abbott, Dejuan	Crowd Controller		Current		09/09/2020	

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APPLICATIONS | OTHER LICENCES | KEY INFORMATION

Licence Number	100076	PERSON	STATUS	TEAM	TYPE
Licence Information	Duration 3	ABBOTT, Abelardo	Approved/Printing	na	SRA
Licence Holder	ABBOTT, Abelardo	ABBOTT, Abelardo	Approved/Completed	na	ENDORSE
Licence Type	Crowd Control Agent	ABBOTT, Abelardo	Approved/Printing	na	SRA
Licence Status	Current	ABBOTT, Abelardo	Approved/Completed	na	SRA
* Expiry Date	16/10/2022	ABBOTT, Abelardo	Probity	Probity	ENDORSE
Issue Dates	First Issue 15/10/2019, Last Issue 15/10/2019	ABBOTT, Abelardo	Probity	Probity	ENDORSE

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