

A LEONARDO CONSULTING CASE STUDY

Client

Department of Justice and Attorney-General

Project Name

Future Courts Program

Industry

Government

Achievements

Review online service delivery
through process innovation

Empower project team to deliver advanced
reporting and publishing capabilities using ARIS

Software

ARIS Business Process Excellence Design Suite





ABOUT THE PROJECT

Data, documents and general information handling, especially around court case management is equally a business process management issue as it is an information management issue.

The Department of Justice and Attorney - General began a program of work in July 2007 called the Future Courts Program. The program aims to create a modern, innovative and effective courts system for Queensland.

It will develop relevant easy to use online services for litigants, their legal representatives and the broader community, improving registry operations through the use of new technology improved information and process innovation.

The project team adopted Business Process Management (BPM) disciplines to map their current state (As-Is) and to undergo analysis and improvement designs to the future state (To-Be) for court case management processes and its artefacts.

This will eventually be the blueprint and requirements for a court case management system. The Future Courts Program successfully undertook these important tasks with the aid of the ARIS Platform and consulting services from Leonardo Consulting.

Improving registry operations using BPM. How did we do it?

- By mapping the current state
- Analysis and improvement designs for ongoing and future work



ABOUT THE CLIENT

The Department of Justice and Attorney-General is the government agency responsible for administering justice in Queensland.

The department reports to the Attorney-General and Minister for Justice and has two main roles:

- The administration of justice, focusing on the court system, and
- Assisting the Attorney-General in his role as the state's first law officer and the community's legal representative.

COURTHOUSES

are most people's primary contact point with the justice system. There are 111 located in Communities throughout Queensland.

- As lead agency for the state's criminal, civil and human rights laws, the department:
- Administers the related legislation, and
- Develops new and improved laws and policy.

The department is also lead agency in the right to information and privacy policy.

The Department of Justice and Attorney-General develop and implement relevant laws and oversee their application across the Queensland Government.

THE SOLUTION

A PROCESS MANAGEMENT VIEW

The project team took a process management view in its review of the court case management core processes.

MODELING ALLOWS SHARED UNDERSTANDING

Modeling of existing processes created a shared understanding of current process scenarios and operations, identified specific areas where there were issues and highlighted areas for improved efficiency and effectiveness.

IDENTIFYING PROCESS SCENARIOS AND INFORMATION

STRUCTURES Leonardo Consulting assisted the team in the use of the ARIS Platform and methodologies to facilitate a structured identification of the different process scenarios that are involved in the various activities. The process models were also used to highlight the range of documents and information that are used by their processes.

CROSS-DISCIPLINED ALIGNMENT

Concepts for report definitions and information management using the ARIS tool were also developed with the help of Leonardo Consulting. This allowed for cross disciplined alignment between the Process and Information Architectures.

BENEFITS DELIVERED

DESIGNING CONCEPTS

Leonardo Consulting used Business Process Management's discipline to assist in this program to design concepts for the team.

IMPLEMENTING CONCEPT DESIGNS

Using the single repository idea in the ARIS Platform, the implementation of these concepts for documenting various artefacts of BPM now seamlessly aligns the Information and Process Architectures.

WHAT'S NEXT?

Leonardo Consulting will continue to deliver similar benefits when application systems are considered by the program team next.

EMPOWERING INDIVIDUALS

Other benefits delivered involve empowering various members of the program team with knowledge to deliver advanced reporting and publishing capabilities using the ARIS tool.



Contact:

LEONARDO CONSULTING
Chris Nagel
Managing Director
101 Wickham Tce
Brisbane Qld 4000 Australia
tel: 61 (0)7 3831 5511
c.nagel@leonardo.com.au
www.leonardo.com.au