



Education

NSW Department of Education: Transforming business to better support students and teachers

From early childhood education to vocational training, the New South Wales (NSW) Department of Education champions public education and nurtures lifelong learning by regulating schools and providing opportunities for all students. Covering the second-largest education jurisdiction in the world, the department also has the largest IT ecosystem in the southern hemisphere.

The department looked to centralize previously disparate sources of information, provide an accurate depiction of the organization's IT estate, create technology transition blueprints and model processes, and provide clear advice to business stakeholders for IT investments. To do this, NSW Department of Education embarked on a journey to refresh its digital strategy. The common purpose was to **create a future-focused IT footprint** to support the rapidly changing needs of students and teachers.

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Enabling clearer IT information and better decision-making with SAP LeanIX and SAP Signavio solutions

Before: Challenges and opportunities

- Inability to define the baseline IT architecture of the department due to disparate and disconnected repositories of information relating to business processes, IT assets, applications, data, and more
- Incorrect or incomplete information about systems, integrations, data, interfaces, system lifecycles, and duplicate platforms, resulting in suboptimal IT spending and inefficient use of public funding

Why SAP and Kapish

- SAP LeanIX solutions to improve enterprise architecture maturity with built-in integrations, reporting, and other capabilities
- SAP Signavio Process Manager and SAP Signavio Process Governance solutions, providing a holistic view of business processes and unifying previously separated sources of information into one system
- Process mining and analysis capabilities of the SAP Signavio Process Intelligence solution
- Expertise of Kapish to clarify challenges and offer solutions in alignment with the department's existing digital strategy

After: Value-driven results

- Consolidated information on the entire IT landscape and the complete impact of proposed changes
- Lower IT spending, thanks to quick identification of duplicate functions and misaligned processes, as well as the ability to effectively manage IT service lifecycles and align projects and assets
- Ability to demonstrate the benefits of process improvements and automation, making it possible to build solid business cases for change and ultimately support better decision-making

“Using the capabilities offered by SAP LeanIX, and coupling them with the integration of SAP Signavio solutions, we’ve been able to clearly articulate **business strategy with process optimization** – something that was not possible previously in our organization.”

Matt Foy, Director, Enterprise Architecture, NSW Department of Education

\$A1 million

Cost savings realized from consolidation of duplicate systems and processes

155

Applications identified for removal or requiring strategic review

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