



Application Portfolio Management in Uniting Care Queensland, Australia

02/09/2020

Acknowledgement of Country

I would like to start by acknowledging the Traditional Owners of the land on which we gather – the land of the Gubbi Gubbi peoples and pay my respects to all Elders, past, present and emerging, for they hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples around Australia

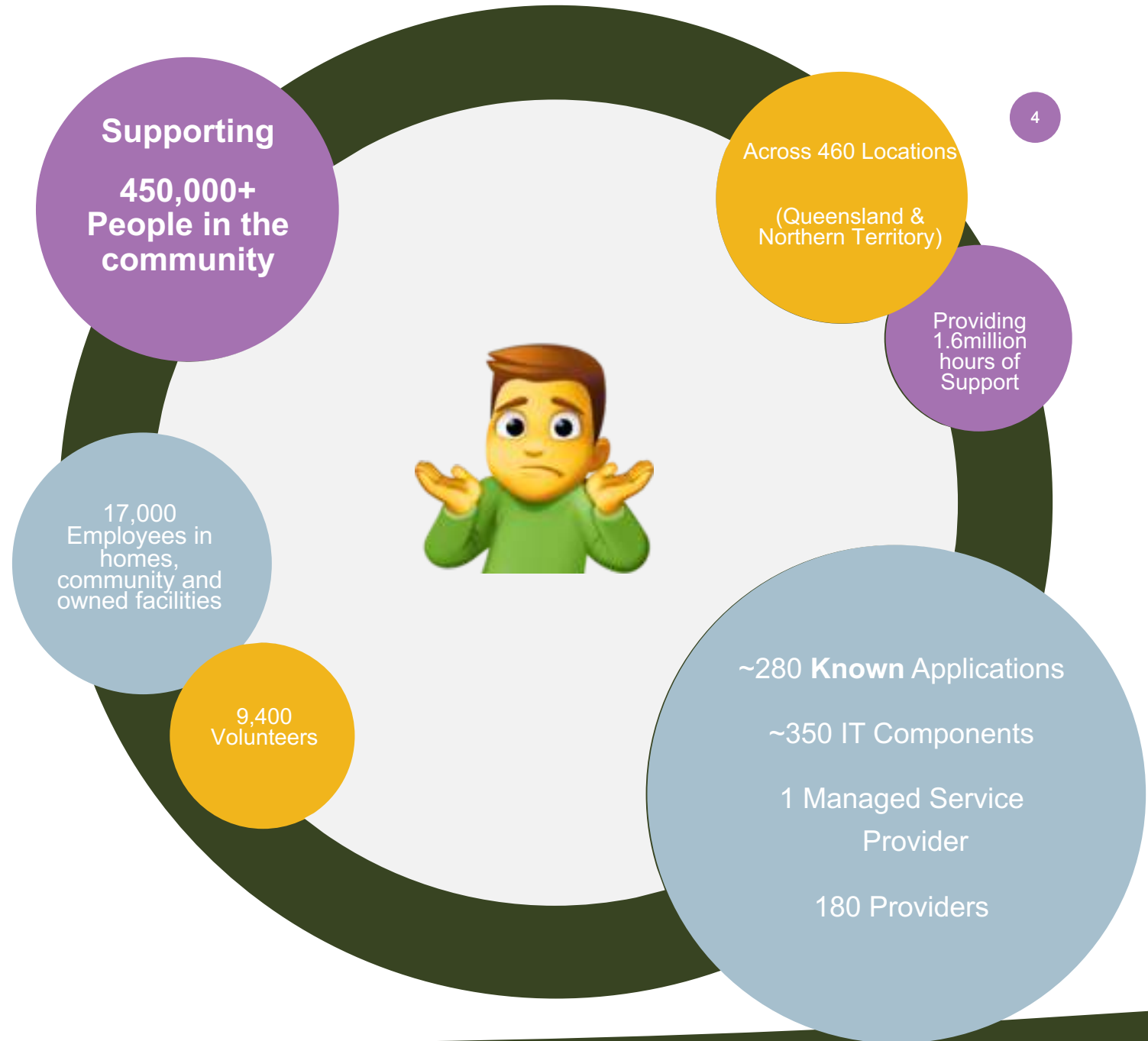


Uniting Care's Journey

- Our Challenges
- Application Assessment Journey & LeanIX
- Change to our Operating Model
- Demonstrating the Value of EA in Applications space

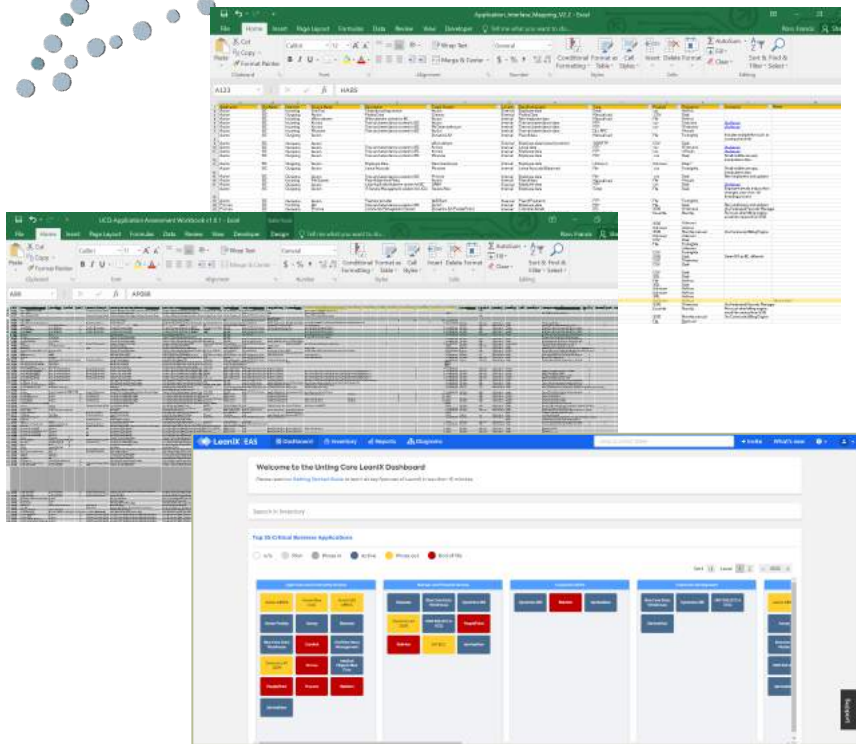
Our Challenge

- Large diverse organisation offering many different types of care to the community through similar applications
- Merging of all the brand into one UnitingCare
- Spiralling complexity and application costs
- Limited visibility of the application portfolio in our key sectors (Family and Disability, Hospitals, Aged Care, Finance, People and Technology)
- Spreadsheets upon spreadsheets of information
- A vision for 2030
- Emerging Business Planning
- Long Project Discovery periods



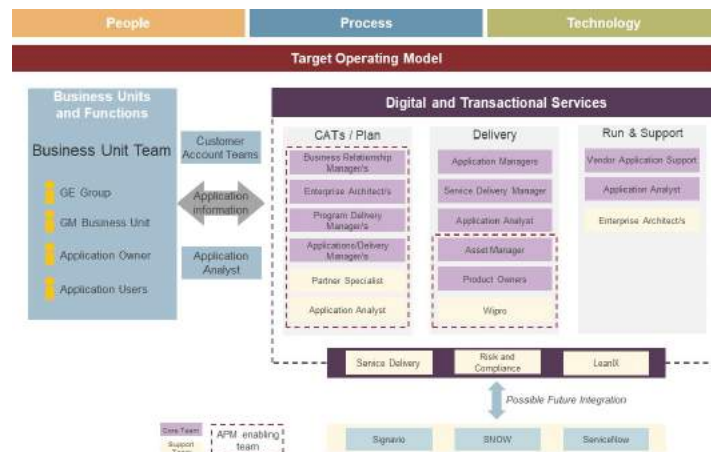
Application Assessment Journey and LeanIX

- In 2018 we undertook a stocktake and functional fit assessment of our Application Portfolio – in spreadsheets
- Created a portfolio to take advantage of the available funding and attempt to remediate our aging infrastructure risk supporting applications (18 months)
- Realised that managing the inventory and infrastructure in spreadsheets was not sustainable – we had to get away from Spreadsheets
- In 2019, Citadel came and provided us with a demo of LeanIX
- December 2019 we started a proof of value with Citadel using Leanix (we knew more than what we thought!)
- Our data was dirty very dirty!
- Onboarded LeanIX in March 2019



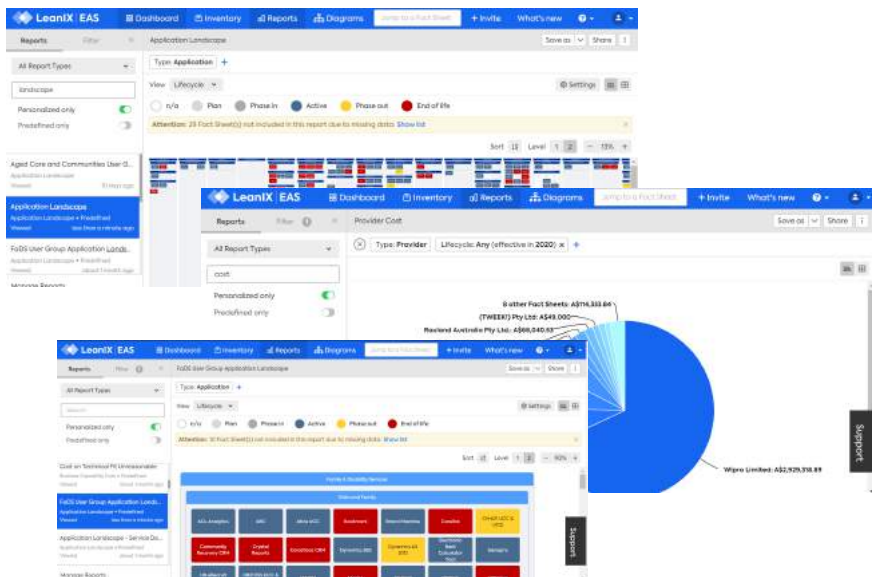
Change to our Operating Model

- We had to get away from Spreadsheets
- Moved to a centralised analysis driven approach to accurately identify and log applications in use, how they are used and future portfolio investment
- Improve project discovery for applications to understand the broader impact when a project interacts with an application and its supporting components
- Actively seek out opportunities to rationalise, consolidate, reuse or decommission applications based on costs of operation, business and technical fit and customer experience
- Introduce an iterative approach to managing the application portfolio and awareness for application owners
- Introduce openness and visibility to application portfolio



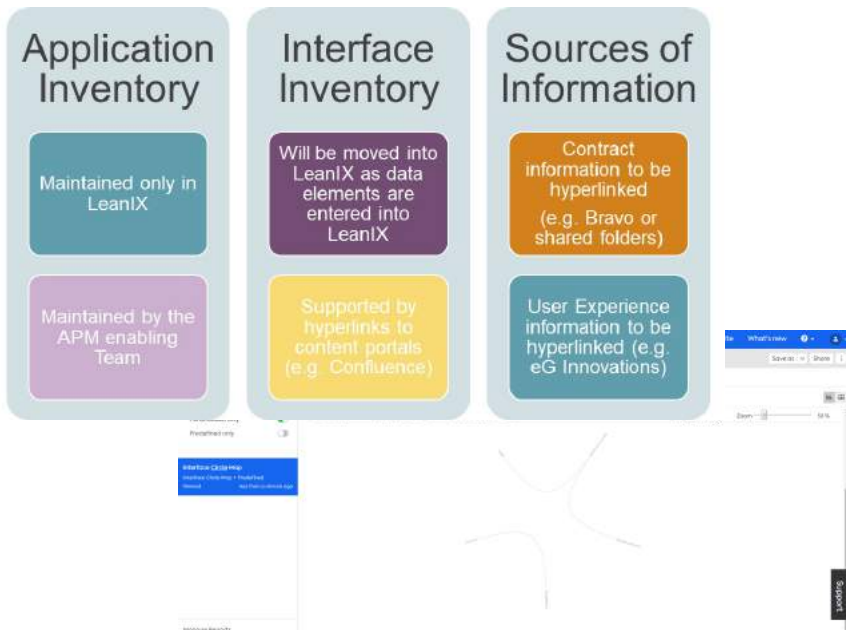
Demonstrating the Value of EA in Applications space

- We had our first quick view of applications in the proof of value just from the use of all of our spreadsheet information
- When we had onboarded LeanIX many other areas started to light up for us:
 - Application and Technology risk
 - Costs
 - Risk by sector
- The UnitingCare Board and Executive received their first view of our application risk in May of this year!



What next?

- Focus on more discovery of applications across the enterprise
- Information Asset and Interface modelling within LeanIX
- Continue to implement the new operating model
- Inject the application portfolio information into the current 3 year business planning cycle
- Keep up with the demand for more and more information!!





Proudly representing

Blue Care | Lifeline | ARRCs | The Wesley Hospital | Buderim Private Hospital
St Stephen's Hospital | St Andrew's War Memorial Hospital

Life in all its fullness

UnitingCare's reconciliation story is embedded on a foundation layer acknowledging over 65,000 years of culture that have guided us here today.

The central element represents rejuvenation of the land through fire, constructive conversations, and creating an environment of learning and healing. It evolves to reinvigorate the environment, just as UnitingCare adapts to support and guide people through personalised care.

This only happens when equality, respect, compassion and self-determination are present. These are core values guiding UnitingCare's Reconciliation Action Plan.

Nurturing the growth of this environment are UnitingCare business functions. These represent the vital role UnitingCare and all parts of the organisation play in sustaining the vitality of the environment.

Every element contributes to the health of the environment, helping to share knowledge and build relationships.

Freshwater and saltwater flows around this, connecting UnitingCare to people far and wide.

Throughout, the centre is radiant and flourishing, representing the growth and opportunities that come with being connected and empowered.

When all these elements work together, a nurtured spirit ignites and thrives. With ongoing care, the environment grows stronger, empowering UnitingCare to let its spirit soar.