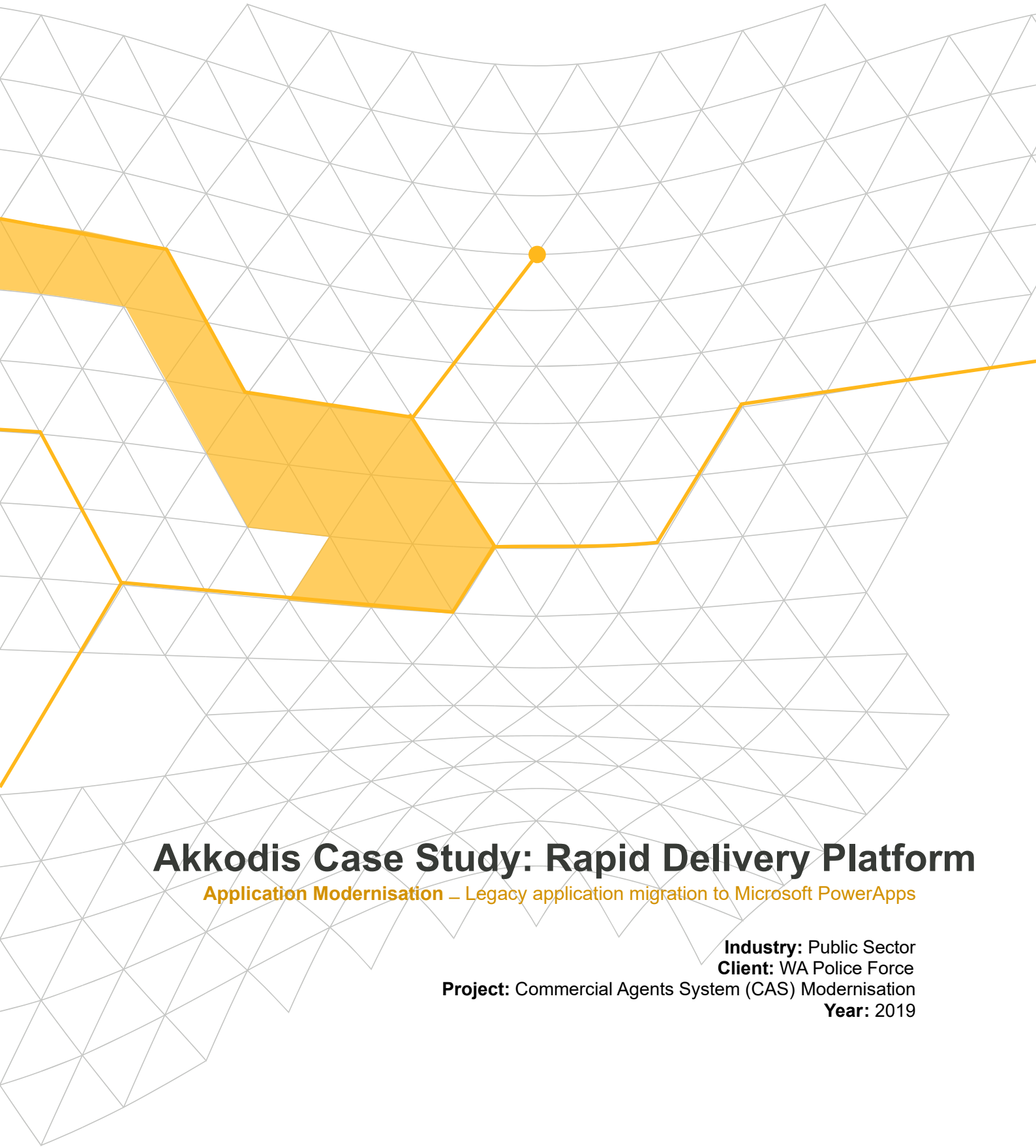


Akkodis Case Study: Rapid Delivery Platform

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 SecondHand 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 strong history of working together to deliver business focused outcomes for clients

2.2 Rapid Delivery Platform

Akkodis 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

Akkodis successfully developed the required Commercial Agents System (CAS) within the WA Police Force tenancy, using the Akkodis Rapid Delivery Platform and also integrated with to other WAPOL information services using the WAPOL ESB utilising the Akkodis Rapid Delivery Platform and Agile DSDM project methodology. The Akkodis 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.

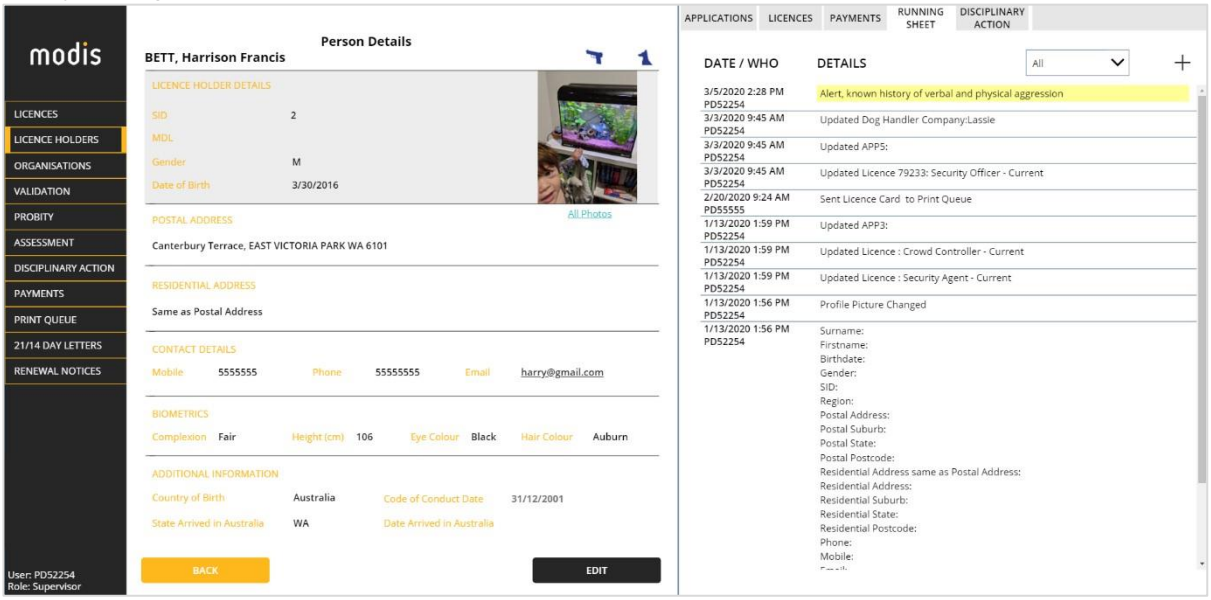


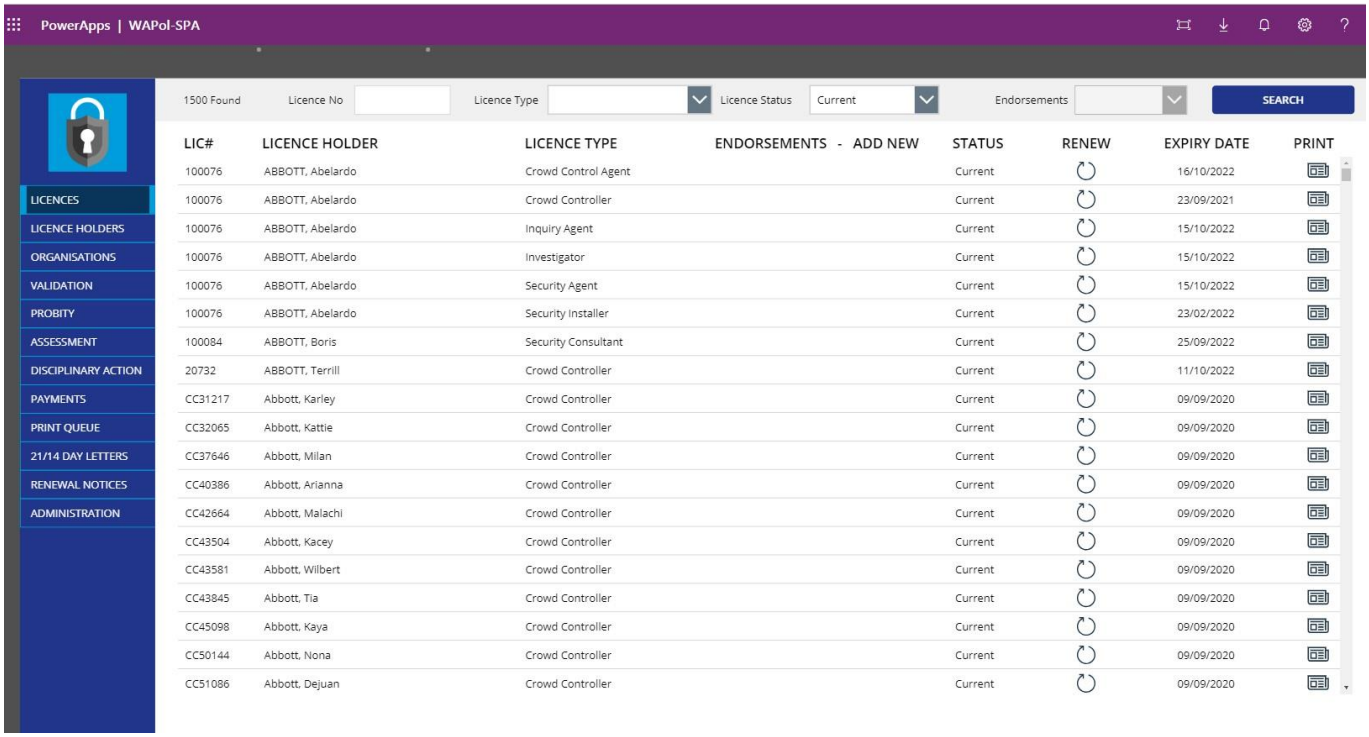
Figure 1: Akkodis Rapid Delivery Platform Screen Shot

4. Outcomes and Benefits

The delivery of the Commercial Agent System (CAS) utilising the Akkodis 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 Akkodis 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


PowerApps | WAPol-SPA
1500 Found
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Licence Type
Licence Status
Current
Endorsements
SEARCH
LICENCES
LICENCE HOLDERS
ORGANISATIONS
VALIDATION
PROBITY
ASSESSMENT
DISCIPLINARY ACTION
PAYMENTS
PRINT QUEUE
21/14 DAY LETTERS
RENEWAL NOTICES
ADMINISTRATION
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
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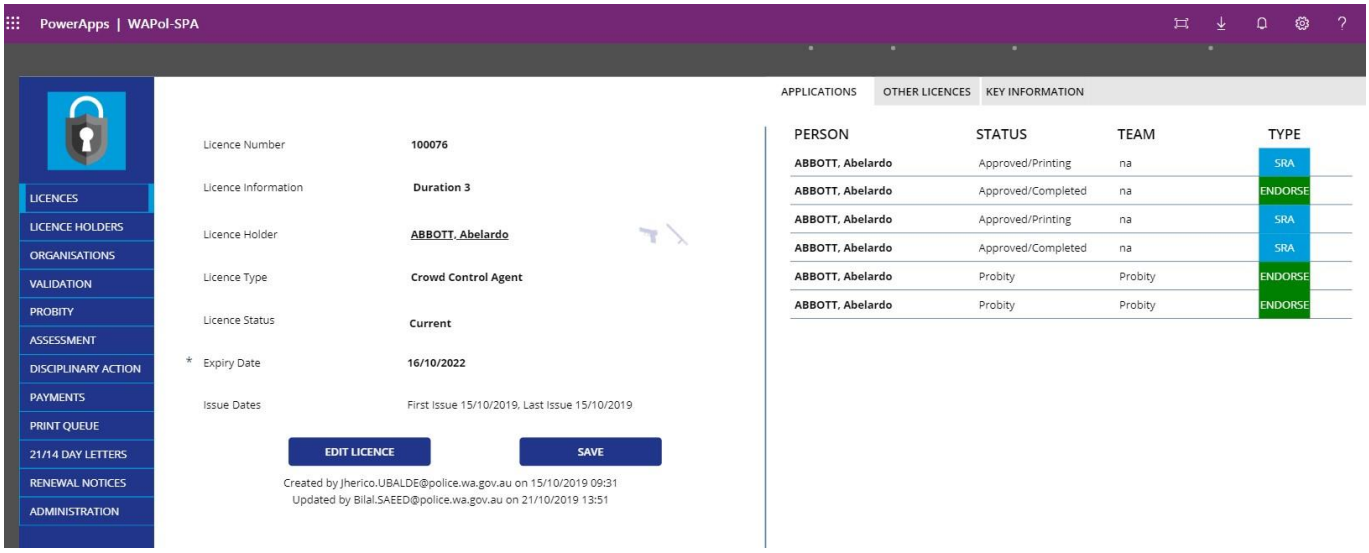
CC51086 Abbott, Dejuan Crowd Controller Current 09/09/2020


PowerApps | WAPol-SPA
LICENCES
LICENCE HOLDERS
ORGANISATIONS
VALIDATION
PROBITY
ASSESSMENT
DISCIPLINARY ACTION
PAYMENTS
PRINT QUEUE
21/14 DAY LETTERS
RENEWAL NOTICES
ADMINISTRATION
APPLICATIONS
OTHER LICENCES
KEY INFORMATION
Licence Number 100076
Licence Information Duration 3
Licence Holder ABBOTT, Abelardo
Licence Type Crowd Control Agent
Licence Status Current
* Expiry Date 16/10/2022
Issue Dates First Issue 15/10/2019, Last Issue 15/10/2019
EDIT LICENCE
SAVE
Created by Jherico.UBALDE@police.wa.gov.au on 15/10/2019 09:31
Updated by Bilal.SAEED@police.wa.gov.au on 21/10/2019 13:51
PERSON STATUS TEAM TYPE
ABBOTT, Abelardo Approved/Printing na SRA
ABBOTT, Abelardo Approved/Completed na ENDORSE
ABBOTT, Abelardo Approved/Printing na SRA
ABBOTT, Abelardo Approved/Completed na SRA
ABBOTT, Abelardo Probity Probity ENDORSE
ABBOTT, Abelardo Probity Probity ENDORSE