



Case Study

## **Designing a modern management system for South Australian Schools**

Enabling transformation in delivery of education in South Australian schools through business analysis and advisory services



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# Designing a modern management system for South Australian schools

*Enabling transformation in delivery of education in South Australian schools through business analysis and advisory services.*

### Problem.

In 2015, this Government Department embarked on a journey to transform how education services are delivered in the state based on the years of data collected from parents, teachers, students and the wider support community across multiple educational levels and school sites.

The central focus of this journey was to build a modern management system geared toward improving learning outcomes and student care, instead of enhancing an existing set of disparate systems servicing school administration and parents. It was envisaged that the modern system would be an integrated, secure, and flexible system which harnesses modern technology, and acts as a 'single source of truth' for learning, student management, student care, and support services increasing transparency and accountability across the education system.

Adopting an integrated, student-focused approach required understanding the technical landscape across 960 school sites and the corporate office in addition to defining a detailed set of the requirements for a modern system.

### Solved.

Exposé was engaged to define and design the new management system through engagement with its on-site (school) and corporate staff, and further to evaluate market-based products and consequently select a vendor based on that assessment.

Exposé assisted with the definition of pragmatic requirements and data gathering approach and process to ensure there was: a) adequate customer representation in shaping the new system, and b) coverage across all system functions and touch points.

Exposé in conjunction with the Department elicited 3500+ functional requirements through an extensive engagement process which included multiple interviews and workshops. This process involved intense negotiations with a multitude of stakeholder groups due to the standardisation of business processes across 960 school sites.

Upon definition of the new management system, Exposé provided expert advice in the vendor assessment and selection process by conducting a detailed and objective assessment and making a vendor recommendation.

### Business Benefits.

The services and guidance provided by Exposé over the span of a year and a half helped the Department stay on course to deliver a new management system to schools by 2021. Some of the direct benefits of this engagement were as follows:

- Selection of a modern product based on functional and design requirements and vendor recommendation.
- Provided insights into functional and process gaps due to the granularity and quality of analysis throughout the Department.
- Assessment of impact and consequent recommendations to manage changes to the technical landscape.
- Inform management of change both at corporate and site level to guide staff through the transition period and ensure a successful implementation and uptake of the new product.
- Identification of a number of peripheral IT- and business-related projects to support the new approach to delivering education services in South Australia.

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**Do you have any additional questions, or  
want to know more?**

We would love to hear from you.

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