

Team Name:
BSO PaLS Business Intelligence Group, in partnership with BSO ITS Web Team

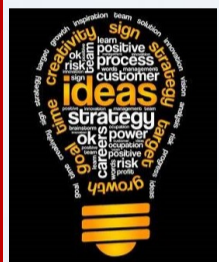
Nominating Manager:
Linda O'Hare

PaLS Portal—Sourcing

SITUATION

PaLS were storing Tender and Contract (Sourcing) information in 16 locations in a shared drive - Adelaide FP. This drive had limited and outdated system functionality, resulting in:

- ⇒ Critical Sourcing information unable to be shared and reported upon
- ⇒ Sourcing information stored in multiple areas
- ⇒ Staff were hindered from completing their daily tasks effectively and efficiently
- ⇒ Staff were unable to access all PaLS Sourcing folders



- ⇒ PaLS needed to radically change and improve how we Shared and Accessed our Sourcing information.
- ⇒ This required innovation, consolidation and improved standardisation to deliver a higher quality service to customers



- ⇒ BSO ITS had advised a risk due to limited storage capacity



- ⇒ PaLS had already built a Portal using SharePoint in collaboration with BSO ITS.
- ⇒ Now it was agreed to relocate PaLS Sourcing information to a new Sourcing Portal.
- ⇒ It would mirror BSO Corporate design.

TASK

Tender and Contract (Sourcing) information was held in 16 locations, and would move to 1 location, to improve the Sharing and Accessing of Sourcing information by Procurement Staff. This would be part of the PaLS Smarter Procurement Programme.



498,957 Files + 100,705 Folders = 188GB

- ⇒ Engage BSO ITS technical expertise and knowledge
- ⇒ Collaborate with an MS SharePoint guru
- ⇒ Identify, cleanse and make files and folders ready for central use
- ⇒ Identify all business processes and ensure they are robust and fit for purpose - if not, change them



- ⇒ Build an easily navigated central register for Sourcing Information for PaLS
- ⇒ Automate reporting to reduce time taken to produce Sourcing statistics to customers

- ⇒ Ensure Sourcing information was visible to all Procurement Staff
- ⇒ Smarter Sharing and Accessing of Sourcing information while remaining secure



ACTIONS



1. Create project group - PaLS and ITS
2. Engage with all Procurement Staff
3. Obtain feedback at each step of project
4. Functionality training provided to Staff

5. Move from hard copy to soft copy filing
6. Devise an electronic folder structure
7. Engage with Internal Audit

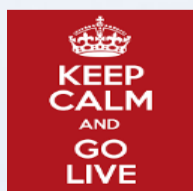


8. Review and Cleanse 188GB of Tender and Contract (Sourcing) files and folders
9. Business processes review to ensure improved levels of consistency

10. Ensure build followed BSO Corporate brand
11. Future proof and harness emerging technologies
12. Work with connected systems e.g. FPL, eTendersNI
13. Keep concept simple - reduce complications
14. Test all aspects for fit for purpose



15. Planned timeline within PaLS normal business
16. Planned timeline considered ITS capacity
17. No additional PaLS resources required
18. No business downtime
19. Go-Live on 25 June 2018



RESULTS

Results for PaLS and Customers:

- ⇒ Fit for purpose system capable for PaLS growing business
- ⇒ User friendly, process friendly, simple and effective in approach
- ⇒ Easily supported by ITS and maintained by PaLS
- ⇒ Meets all Information Governance requirements, including security
- ⇒ Live and accurate contract information reports for our customers



237,142 Files + 94,330 Folders = 87GB *Over 50% Reduction*
Sharing and Accessing Sourcing Information is now More Effective

Results for Staff:

- ⇒ Has inspired discussion, creativity and invention among PaLS staff in our approach to wider PaLS systems and information needs.
- ⇒ Generated a "community" within staff through inclusion in the process, testing, design and development
- ⇒ Learning is driving where we go next ...

Results for BSO:

- ⇒ Generated templates and standards upon which other BSO business units have been modelled upon
- ⇒ Inspired change within BSO ITS with the creation of a BSO Archive

