



Replacing five bespoke systems with a single integrated platform for transport security.

Client

The Office of Transport Security (OTS), an operating arm of the Department of Infrastructure and Regional Development, is responsible for regulating the security of Australia's aviation transport, maritime transport and in the offshore oil and gas industries. Initiated in response to heightened security risks in the early 2000's, the Office performs a vital role, ensuring that Australians and the interests of the nation are secure.

The activities that OTS undertake in their approach to regulation include policy administration, education and collaboration with industry participants, policy development and advice, compliance and monitoring, and working closely with foreign and international partners.

The OTS operates offices nationally across Australia, with a highly skilled workforce that specialise in the complexities of security regulation. Capturing and managing information about industry stakeholders is key to enabling OTS officers to effectively perform their duties, and make better decisions.

Challenge

For its first 10 years, the OTS managed its regulatory operations with a disparate set of bespoke systems developed to meet specific needs as they arose.

This led to a proliferation of fragmented data that was difficult to share efficiently between business functions. The bespoke solutions could not be readily updated to implement new regulatory reforms or provide whole-of-business reporting. Staff located around Australia operated under unconnected business processes, making knowledge sharing between offices difficult, reducing the ability to make informed decisions.

The OTS identified the need for a Regulatory Management System (RMS) with a centralised data repository to support accreditation, risk profiling, inspections and audits, and the delivery of advice and notices to stakeholders. The platform needed to provide related customer relationship management functionality and interface cohesively with other systems.

Office of Transport Security (OTS):

36.23 million international flight passengers each year

151.4 million cargo tonnes discharged at Australian ports annually

\$243.6 billion annual Australian exports

Solution:

LicenceWorks, AccessWorks, InspectorWorks, IntelligenceWorks

"While everyone wants a COTS solution they also want to be able to modify it to suit their own needs - without going down the path of customisation."

"itree really step up when you need them and go beyond what you've asked for."



Solution

Itree's solution, implemented in 2014 with further enhancements in 2015-2016, provides an integrated RMS based on its proven off-the-shelf RegulationWorks® product suite.

The RegulationWorks®-based RMS replaces five information systems with a fully-integrated solution that supports security regulation across all regulated industry sectors.

Integrated workflows enable OTS staff to securely share information across aviation security, maritime security and supply chain business units, and between staff located across Australia.

The RMS is highly configurable, providing the flexibility required for future regulatory and business process improvements. The system supports;

- processing and issuing of regulatory approvals including business configurable checklists to accommodate regulatory changes
- a range of compliance activities including inspections and audits, and configurable tools the business can modify as regulations change
- management of non-compliance, follow up and corrective actions
- enforcement and direction activities
- support for policy advice and consultation
- The RMS is also scalable and extendable to support emerging requirements – which may extend to support for investigations, enhanced enforcement, incident management and client self-service, along with mobile connectivity for field operations.

Value

Through the solution implementation, the OTS have gained;

- a single authoritative source of information
- heightened operational support and business alignment
- greater automation and elimination of ineffective processing steps
- enhanced exceptions-based decision-making and risk management
- superior compliance monitoring and reporting, consistent regulation and greater accountability and decision-making capabilities
- improved data integrity and security, as well enhanced creation, acquisition, storage and retrieval of information
- scalability to meet emerging regulation requirements
- a tailored solution that caters to the unique aspects of regulating transport security.

The OTS also receives the benefit of a commercial-of-the-shelf (COTS) solution with development costs amortised over a wide range of customers and regulatory domains.

"The RMS consolidates a range of processes providing a consistent view of operations, and a much higher level of comfort that we are getting a consistent quality outcome," says the customer.

Mr Leifheit says, *"working with a relatively small enterprise such as Itree necessitates a partnering approach by both organisations."*

"You can't be unrealistic with your demands, you must work and partner with them. But in return you get flexibility – they're more ready to change their processes, they're not stubborn about sticking with their own corporate practices. They are flexible when you need them to be."

"Itree really step up when you need them and go beyond what you've asked for."

He also recognises the benefits of a COTS-based solution – with its cost amortised across a range of regulatory domains – that can be readily configured to meet unique and changing requirements.

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Why Itree

- Specialists in regulation, compliance and enforcement intelligent solutions
- Experienced with Federal and State Governments and regulatory practices
- Products and partnerships that provide tailored solutions to best fit their requirements
- COTS solution delivered with a flexible and responsive implementation

