

APAC Government Organization: Transforming Public Service Delivery



Support Services for Thriving Communities

This government organization in the Asia-Pacific (APAC) region serves as the backbone for creating thriving, connected communities for nearly two million people.

As such, it plays a crucial role in enhancing the quality of life and ensuring the sustainable development of the area and people it serves, contributing significantly to the region's progress and prosperity.

Key information



INDUSTRY
Government



REGION
Asia Pacific



USE CASE
Enterprise Architecture,
IT Portfolio Management,
Strategic Roadmap Development



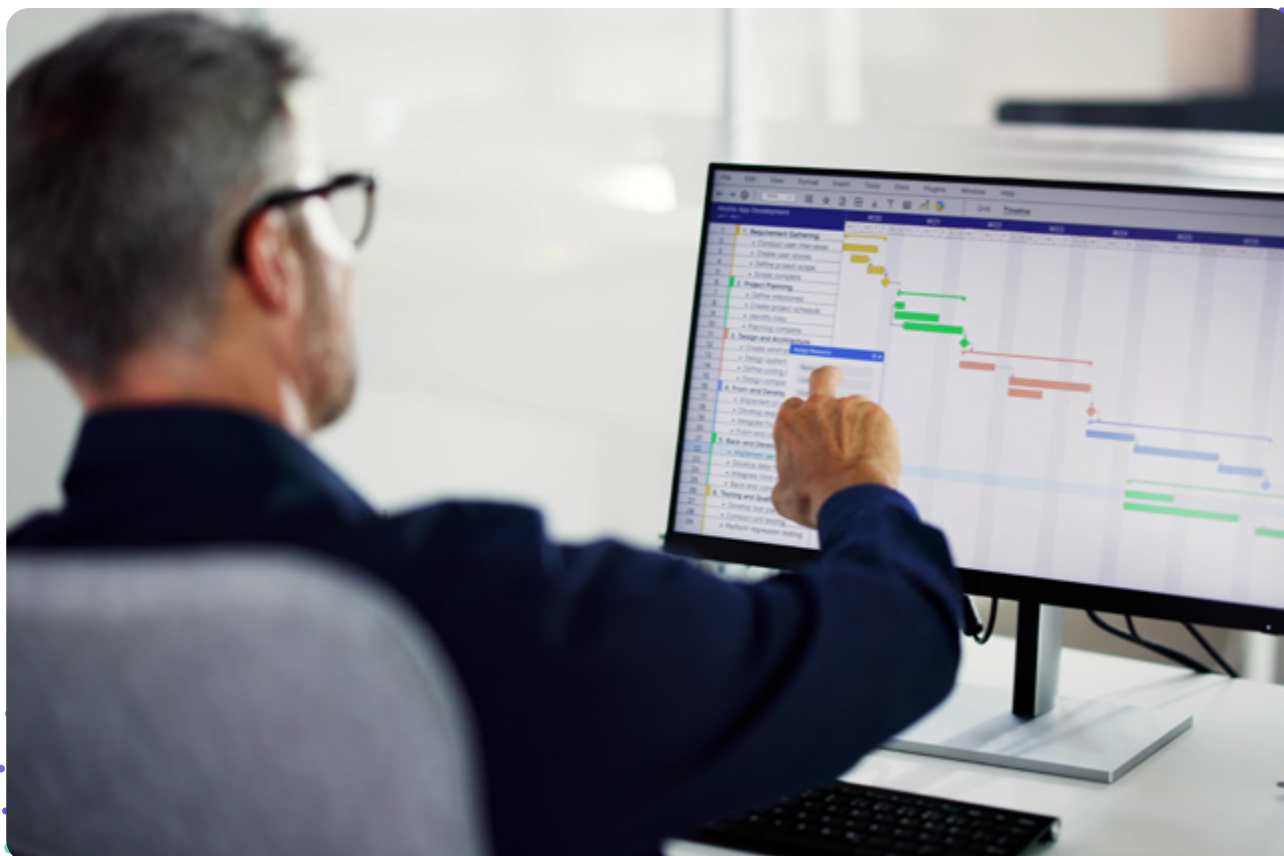
PLATFORM
OrbusInfinity

A Complex Technological Landscape

As the government organization sought to support and enhance its operations, it looked to focus on its enterprise architecture (EA) capability which could be enhanced to support its strategic goals.

Central to this focus was the challenge of a fragmented understanding of its application landscape. With numerous spreadsheets documenting applications for varied purposes and lacking synchronization, the organization found itself without a central source of truth.

Further clarity was also needed to understand the alignment of the overarching strategy to technology projects. To achieve the right balance of projects was a daunting task, given the absence of a unified platform to provide visibility and insights into the organization's architectural framework and its alignment with strategic objectives.



Streamlining Strategy and Technology

The department implemented Orbus Software's on-premises offering, iServer, to navigate and gain visibility over its EA. Following the success of this, the organization migrated to Orbus's cloud-native solution, OrbusInfinity.

When a new Lead Business Architect joined the team, they discovered that the platform had not been used to its full potential. Familiar with the benefits of Orbus solutions from a previous role, they knew of its expansive functionality and believed it could be used more effectively to address the department's issues.

For example, it could deliver a much-needed centralized repository, providing clarity into the department's application landscape and its business capabilities, as well as bridging the gap between its strategic ambitions and technology initiatives.

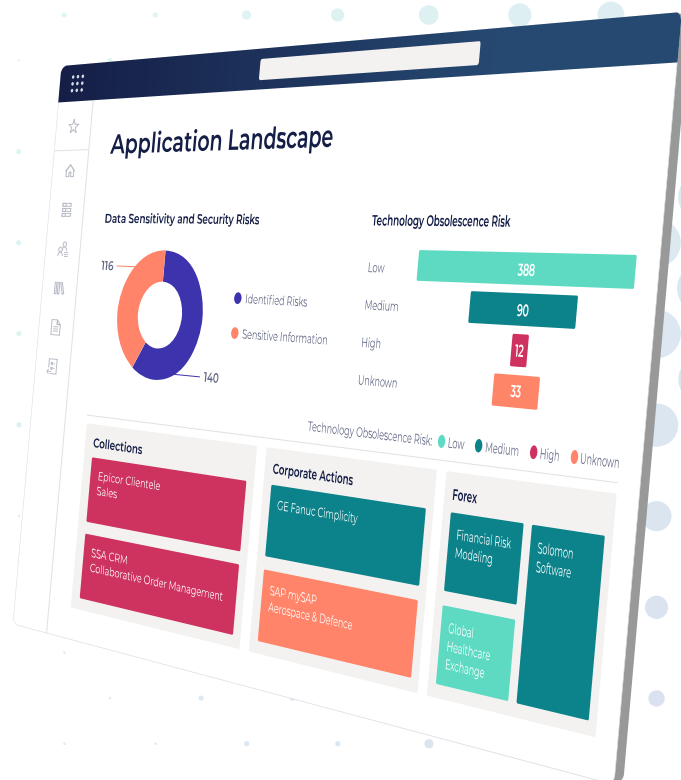
For this architect, the immediate challenges were two-fold:

- Validating and enriching the repository with up-to-date and comprehensive data
- Cultivating a culture of socialization of the platform, so that stakeholders could fully recognize and harness the department-wide data and reporting benefits of OrbusInfinity



I had seen the benefits of using Orbus Software at my previous organization, so I knew what we could achieve with it."

- Lead Business Architect



Strategic Governance and Elevated Enterprise Architecture

Following the new architect's lead, the organization used a systematic and practical methodology for key OrbusInfinity features, including intake forms and the ServiceNow integration, to address its EA challenges.

Power BI reports such as the Business Roadmap and Application Portfolio Core Pack have become essential tools for strategic planning and governance, enabling informed decisions.

OrbusInfinity's value was recognized not just in its immediate impact, but in its long-term contribution to the organization's strategic goals. Its data security measures, assessed to PROTECTED level by the Australian Government's Information Security Registered Assessors Program (IRAP), further affirmed its position as a superior tool in EA management.



There is a lot of value in OrbusInfinity and in establishing it as a central repository. It will continue to provide value to an organization long after the people implementing it move on."

- Lead Business Architect

Establishing a Central Source of Truth

The implementation of OrbusInfinity led to significant improvements in the department's understanding of the application landscape, lifecycle management, and alignment of IT projects with business objectives.

By creating a central source of truth, the organization resolved the challenge of disparate information sources, established clear ownership of applications, and fostered consistency and accuracy across its operations.

With OrbusInfinity, the department was able to:

- Create a central source of truth
- Identify clear ownership of applications
- Align strategic goals with business capabilities to guide business investment and resource allocation
- Transition from spreadsheet-based tracking of business initiatives, saving approximately 7-10 days of effort each quarter
- Retire 41 applications, significantly streamlining the technology portfolio

The department also commends the platform in changing people's attitudes and behavior. "People now consider how their work can help other teams, which has encouraged a more collaborative and open approach," says the Lead Business Architect.



Embracing a Culture of Change and Technology

OrbusInfinity's ability to streamline operations and provide actionable insights has laid the foundation for continued progress and innovation.

However, the organization recognizes that the full potential of OrbusInfinity is realized when there is substantial buy-in and commitment from senior leadership. "The success of this tool is intrinsically linked to its widespread adoption and utilization across the organization, underscoring the need for a culture that embraces change and leverages technology for strategic advantage," says the Lead Business Architect.



I would most definitely recommend this software to other departments or similar organizations."

- Lead Business Architect





Orbus Software UK
LONDON

Orbus Software USA
NEW YORK

Orbus Software ANZ
SYDNEY

Orbus Software EU
KATOWICE

Orbus Software MENA
DUBAI

About Orbus Software

Orbus Software is a leading global provider of enterprise transformation solutions. We aim to empower customers with a strategic decision-making platform to successfully manage complex change. Our OrbusInfinity platform enables leaders to deliver business objectives, innovate faster, and ensure enterprise resiliency, while supporting them to make more informed, responsible, and sustainable business decisions.

orbussoftware.com



© Copyright 2024 Orbus Software. OrbusInfinity® is a trademark of Seattle Software Limited. All rights reserved. No part of this publication may be reproduced, resold, stored in a retrieval system, or distributed in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior permission of the copyright owner. Such requests for permission or any other comments relating to the material contained in this document may be submitted to: marketing@orbussoftware.com