

BUSINESS ANALYST AND PROJECT COORDINATION SUPPORT

CASE STUDY



CAA engaged CoDigital to provide business analysis and project coordination support for AvSec to work on Project Kōrero. Quality of service is a priority for CAA and Project Kōrero enables AvSec to implement standardised processes for quality assurance of the screening processes.

The Project identified and considered technology solutions to simplify and improve these processes for all. The options considered simplification and potential automation of performance data collection, standardisation of assessment methods, and improvements in the quality of screening and security performance.



CoDigital worked through the process of delivering a formal business case that has become a valuable document for decision makers to use in deciding the next steps in this project. I was unaware of the complexity and detail that goes into a project like this and observed the large amount of work CoDigital put in to support our team with Project Kōrero.

Warwick Burr, Deputy Group Manager Operations, Civil Aviation Authority.

BUSINESS OBJECTIVES

CoDigital were engaged to provide the following:

- Establish governance for Project Kōrero
- Undertake an initial discovery and project scope definition
- Develop and approve support for the project brief
- Requirement definition and identification of enhancement opportunities with a preferred technical approach
- Development and approval support for the Business Case

OUR CLIENT



CAA is a Crown entity that works to ensure everyone involved in New Zealand aviation meets the legal standards set by the Minister of Transport. There are two parts to CAA; the agency, which oversees aviation safety and security and the rules underpinning it, and employs many technical staff, and the Aviation Security Service (Avsec), which comprises of airport staff, responsible for screening passengers and their luggage.

OUR APPROACH

Building on previous work by the AvSec team, CoDigital undertook a collaborative development process with the business and technology teams to develop a single stage business case to support investment decisions.

A series of workshops were completed to gather and analyse the requirements to define and prioritise the functionality needed. The team then designed and built wireframes and a working prototype based on these requirements to further test and refine them with the users.

CoDigital also completed a market scan to identify potential technology options that could fulfil the requirements and held demonstrations with the potential suppliers to understand these further. Then using a cross functional approach to draw on the strengths of the CAA teams, an implementation approach and plan was developed with a supporting financial model and benefit analysis to inform the business case and investment decisions.

OUTCOMES

- Enabled CAA to have a clear approach and plan for the development and implementation of enhancements and technology to make the Kōrero process more valuable.
- Delivered a Business Case that was approved by the Executive Governance Committee.
- Established core project documentation, including a Stakeholder Engagement Plan, Communication Plan, and Risk and Issue register to support on-going project management practices.
- Delivered a prototype process and evaluation approach, including planning and handover workshops that the AvSec team can evolve further.
- Completed a retrospective workshop and collaborated with the AvSec team to capture learnings.



PARTNER



TEAM



SUCCESS

