ENTERPRISE INTEGRATION PLATFORM SERVICE DESIGN CONSULTANT

CASE STUDY

Fire and Emergency engaged CoDigital to consult and support the implementation of their new Enterprise Integration Platform (EIP). Fire and Emergency Information and Technology Communications team (ICT) had an immediate requirement for a Service Design Consultant to develop a Service Design and Operating Model to support the EIP.

The nature of incidents that Fire and Emergency receive require real-time awareness and information sharing between many parties involved, they required a platform and environment (EIP) to improve the information sharing between internal and external systems across the infrastructure and improve their response efficiency.

> **CoDigital helped us understand our technology debt and develop a roadmap for improvement. Using the Investment Management framework, they produced the necessary business cases to enable us to draw down funding to deliver the outcomes for our organisation"**
>
> Manager ICT Portfolio Delivery, Fire and Emergency New Zealand.

BUSINESS OBJECTIVES

CoDigital were engaged provide a Service Design that would define the following:

- The Service and Operating Models that supports the EIP
- Support the Release Management Plan for EIP services by collaborating with the Project Manager to prioritise deliverables and support the project team to review timelines and project activity
- Review any underpinning Service Management processes (incident, problem, change, release and reporting) relating to supporting of the EIP and enhance these processes to include EIP and API related standards and principles
- Platform and API Lifecycle Management
- Operating procedures and readiness criteria

OUR CLIENT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency New Zealand Act 2017. The organisation exists to protect and preserve the lives, property and environment of all New Zealanders through reducing unwanted fires, responding to fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and supporting increased community readiness and recovery. Fire and Emergency operate in the context of a 24/7 emergency services organisation.

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OUR APPROACH

We started this engagement with a *discovery phase* to understand Fire and Emergency's environment, documenting key reference artefacts to inform the Management Plan for the EIP implementation. We worked closely with the Project Manager and team to review the current project activity, prioritise deliverables, and review the timeline proposed for the new EIP. Several service definition workshops were conducted, alongside meetings with their Solution Architect, Subject Matter Experts, and vendors to define the service design of the new EIP.

Fire and Emergency's existing incident, problem, change, and reporting processes were reviewed and enhanced to include the EIP and API related standards and principles to support the Release Management Plan of APIs and Lifecycle Management for EIP. We engaged with their current suppliers and service partners to ensure we had clarity on the services they were providing and the role and associated responsibilities they would have in the new solution.

A Service Design was developed upon the completion of the discovery, leveraging ITIL and Digital Government Service Design Standards and Principals. We identified any changes or additions the new EIP would have on existing Service Management processes, and overarching Operating Model, mapping against these requirements.

OUTCOMES

- Developed a Service Design and Operating Models to support the Enterprise Integration Platform
- Delivered a Responsible, Accountable, Supporting, Consulted and Informed (RASCI) table
- Developed several key Service Design diagrams to illustrate:
    - The relationship Fire and Emergency ICT department has with key service partners in managing the EIP
    - The onboarding and offboarding processes associated with APIs on EIP
    - The EIP Major Incident Management process

PARTNER

TEAM

SUCCESS

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