

Digital Transformation of Administration for OCP

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ABSTRACT

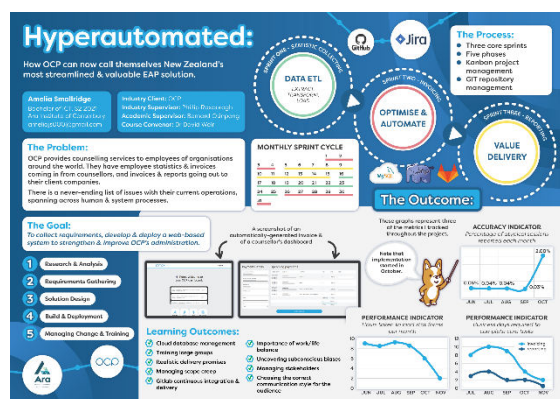
This paper describes the steps undertaken to deploy a complete web-based solution to OCP, in order to streamline their administrative operations. Through research and analysis, requirements engineering and solution design, OCP now operates using a cloud database that integrates all areas of their work. Based on PHP and MySQL, the result is entirely custom, meaning that it is easy for the hundreds of OCP contractors to adapt to using it. The overall impact of the product is an absolute cut-down of time spent completing menial tasks. Initial results have showed an instant impact on productivity. With efficiency and accuracy at an all-time high, OCP are clearly seeing the benefits of accurate information processing.

Keywords: cloud database, automation, data streamlining, value delivery, digital transformation

1. INTRODUCTION

A provider of counselling and advisory services to employees of contracted organisations, OCP (Organisational Counselling Programmes), though highly valued by its customers, hasn't evolved its processes since being founded in 2008. As New Zealand's only locally owned and operated EAP (OCP Limited, 2021), there are endless opportunities to increase their

stat forms and invoices, common issues like legibility, timely submissions and over or under charging are typical goings on. The invoicing supplement to Xero being used, WorkflowMax, is not an efficient solution. It requires hours of data entry in a short period of just a week each month. That's in addition to the tens of thousands of statistical forms to manually process across the year.



value delivery and attract more clients.

Figure 1: Project Poster

OCP consistently faces a range of struggles per monthly cycle of work, ranging from human error to the effects of inappropriate tools. Using paper-based

2. PROJECT GOAL

Ultimately, the goal was to implement a system that would improve and streamline the way OCP carries out their work. There are three main streams of work that cycle each month: statistic collecting, reporting and invoicing. Each of these streams deals with data that should be integrated and processed as once, but they are completely separate. The primary output is to migrate OCP's data into an ERP-like system, where it can be managed wholly and be kept up-to-date and accurate.

3. PROCESS

With this project being a hybrid between the fields of software engineering and information systems, the process taken to complete the project was a little bit

unconventional. To support the information systems half, focus was pointed towards five phases. These being research and analysis, requirements gathering, solution design, implementation and deployment/change management. Within the implementation phase, focus shifted to the three sprints of statistic collecting, reporting and invoicing across one month.

Project management was initially based on the Scrum for One Agile methodology (Lucid Content Team, 2021), which ended up clashing with project progression and simply was not suitable for the nature of the project. Part-way through, the methodology used was changed to Kanban (Digite, 2021), which effectively cut-off the extreme potential for scope creep. The backlog was divided into prioritised columns, providing a productivity boost, plus complete delivery.

4. RESULT

Since deployment, some impressive performance metrics have been collected. Since June, the number of hours taken to enter stat forms each month has plummeted from nine hours to just two in November, which is expected to drop further to half-an-hour by December. Another outstanding figure to boast is the percentage of atypical sessions reported each month, displaying a strong indication of accuracy. Data collected averaged from 0.03 percent to 0.06 percent in June through September 2021, resulting in a substantial spike up to 2 percent post-deployment in October 2021 as seen in

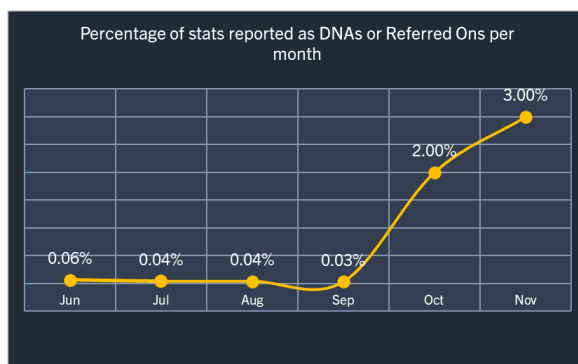


Figure 2 below.

Figure 2: Accuracy metric graph

Instantly, it was clear that the system at least succeeded in having a positive impact on the efficiency of operations at OCP. This also confirms the fact that the goal was achieved.

5. CONCLUSION

The experience of delivering such an impactful solution to an organisation has been fulfilling. Working with counsellors across the country, with different skill levels and backgrounds has had such an effect on the final product. Entirely custom and tailor-made to suit the users, the collaborative nature of the project process – despite being unconventional – has been successful in this instance.

Besides the positivity, there have been some stark learning curves. Scope creep was a substantial concern as the project was coming to an end, as a result of a subconscious bias. Like a house fire, it sneaks up on project management and is hard to contain once it has spread. It is beyond important to manage conflicts of interests appropriately and to not misjudge the impact they can have on a person's judgement.

6. REFERENCES

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