



## Case Study - Government Programs

The WorkScript Process Wizard is process improvement and on-the-job support software that empowers anyone in your organisation to perform any process as accurately and efficiently as the expert - without the expert being there.

The WorkScript Process Wizard helps ensure that government service program staff deliver quality service, making decisions based on fast access to the applications, knowledge and resources of the organisation in the context of the program, while remaining compliant with regulatory and quality standards. The Wizard is fully supported by audit trails and management reports.

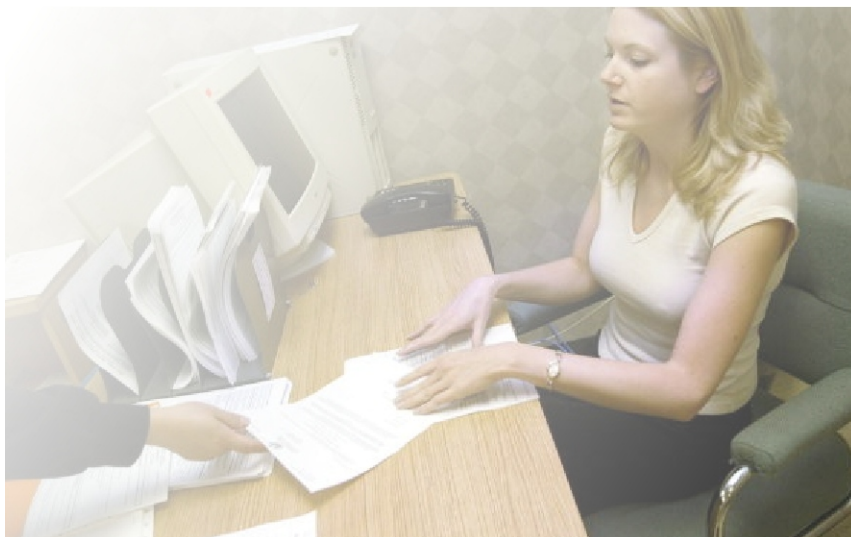
### Case Study- Providing Government Unemployment Benefits

Requirement:	A government Department of Social Welfare wanted to change staff behaviour, in order to improve the delivery of welfare benefits through the country; introduce consistent outputs; improve efficiency. They also wanted to automate documentation maintenance, Workflow and resource management functions and on-the-job training for staff.
Problem description:	The mainframe-based computer system used to support all income support operations was based on a Unisys DMSII database supporting 4,400 users over 52 sites across the country. The system was particularly difficult to use: it had over 4000 screens and no menu system. Users navigated to the appropriate screen using a 5-letter acronym. All users underwent a 14-day training course to learn to use the system, supported by a three volume, 600-page manual. The mainframe system was also difficult to maintain, with even the simplest change (e.g. a form letter) taking its place in a 10-month backlog.
Solution:	The department had evaluated numerous technologies and workflow systems and found that Wordware's WorkScript Process Wizard met its requirements. Wordware developed the links between the Wizard and the Department's mainframe system. Wordware provided the consulting service in improving the Department's business processes and loading into the Wizard. The Pilot system was implemented in five offices, among 40 users spread across the country. The Pilot system supported 55 unemployment process tasks, from Registering For Benefits and Processing Grant Applications, through to Benefit Suspensions and Cancellations.
Results:	The pilot project was completed on time, within budget and to a very high standard. The Pilot Working Group reviewed the system and recognised that behavioural change had occurred. They subsequently recommended to the Steering Committee to proceed with full deployment of the WorkScript Process Wizard.

### Unemployment Benefits processes supported by the WorkScript Process Wizard

#### Unemployment Benefits

- ◆ Change Unemployment Benefit
- ◆ Cancel Accommodation Supplement
- ◆ Cancel Disability Allowance
- ◆ Cancel Special Benefit
- ◆ Cancel Unemployment Benefit
- ◆ Change Accommodation Supplement
- ◆ Change Disability Allowance
- ◆ Change Income
- ◆ Change Special Benefit
- ◆ Resume Accommodation Supplement
- ◆ Resume Disability Allowance
- ◆ Resume Special Benefit
- ◆ Resume Unemployment Benefit
- ◆ Suspend Accommodation Supplement
- ◆ Suspend Disability Allowance
- ◆ Suspend Special Benefit



## Government Pilot Objectives

The objectives of the government pilot fell into two categories: Business and User.

### Business Objectives

The Business Objectives and their outcomes may be summarised as follows:

- ◆ To measure and report the accuracy of unemployment assessments made with the aid of the WorkScript Process Wizard.  
Outcome: completed to 99% accuracy (up from 40%).
- ◆ To measure the ability of the Process Wizard to facilitate multi-skilling.  
Outcome: 30% increase in multi-skilling.
- ◆ To assess the training in business processes provided by the Process Wizard in comparison with existing training methods.  
Outcome: eliminated up to 80% face-to-face process training.
- ◆ To gauge the effectiveness of the online access to policy, procedure and legislation provided by the Process Wizard  
Outcome: reduced access time by 40%.
- ◆ To assess whether the mainframe system letter-customisation facility provided by the Process Wizard is adequate to support the customer correspondence requirements and standards of the department.  
Outcome: adequate and reduced time to 2-day turnaround.
- ◆ To assess the extent to which the use of the Process Wizard will improve speed of unit service delivery.  
Outcome: up to 22% improvement.
- ◆ To assess the user response to the usability of the Process Wizard as an application and an interface.  
Outcome: new users-very positive, existing users-positive.
- ◆ To successfully launch, action and close Departmental legacy systems from the Process Wizard on every user attempt within Weeks 4 -7 of the Pilot period.  
Outcome: launched successfully.

### User Objectives

The User Objectives typically involved testing and assessing the following factors:

- ◆ **Capacity** (the measure of user's perception of the Process Wizard's functionality, capability, power and ability to help users process tasks.)
- ◆ **Ease of use** (measure of the simplicity with which the Process Wizard was used to perform the users' desired tasks. A high score indicates that the system was natural and predictable in behaviour; with minimal blocks to progress in completing the desired task.)
- ◆ **Integration** (measure of users' satisfaction with the level of integration that the Process Wizard had with Department's other products and services. A high score indicates high interoperation, ease of attachment, consistent behaviour, simple to use and interchange information, and intuitive appearance.)
- ◆ **Performance** (measure of users' satisfaction with the speed with which the Process Wizard responds to their requests. A high score indicates a less than three second delay between interactions).
- ◆ **Reliability** (measure of users' satisfaction with the reliability / availability of the Process Wizard. A high score indicates satisfactory availability, robustness, durability and high overall confidence in the Wizard to stand up to user demands.)
- ◆ **Support** (measure of the level of assistance available to users. A high score indicates that the support was in context, personalised and effective).

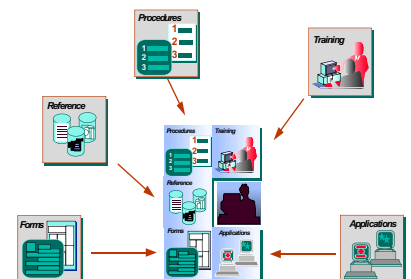
The WorkScript Process Wizard achieved a score of 8 or more for each of these objectives.

## System Description

The WorkScript Process Wizard is a process improvement, on-the-job support and performance management system. Use the Wizard to create a visual representation of a process, and then generate interactive Process Action Pages for your company's Intranet or website.

Staff can then use the Process Action Pages to perform their work tasks. The Wizard is most suitable for knowledge workers, that is people regularly required to solve problems; people who spend the bulk of their time engaged in reasoning activities such as collecting data, weighing evidence, recognising patterns, drawing inferences and making deductions. They often use multiple systems to solve a given problem or coordinate multiple tasks.

The Wizard's Process Action Pages support these people in completing any business process or transaction by providing guidance on the steps to be performed; the IT tools (including Microsoft products, SAP, Oracle, etc.) to be used, and embeds knowledge resources (policies, procedures, hints and other business rules) for each step within a process. This ensures that each transaction is processed by performing agreed steps using nominated tools. It also reduces the amount of rework due to errors and increases compliance with approved processes.



Prove the value of the WorkScript Process Wizard to your organisation by conducting a proof-of-concept with the Wizard in a critical or complex area of your business. A proof-of-concept is inexpensive, and may be one of the most important decisions you make about the future of your business.

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