

BUSINESS AREA: STRATEGIC CONSULTING



Case Study

Business Information Model

The NSW Department of Primary Industries (DPI) within NSW Department of Industry works to increase the value of primary industries and drive economic growth across NSW.

The DPI portfolio comprises DPI Agriculture, DPI Fisheries, DPI Biosecurity and Food Safety, DPI Water, DPI Performance and Engagement, and DPI Strategy & Policy. Each of these divisions create or procure large volumes of data to derive information to support the community and economic growth.

An effective Business Information Model (BIM) will provide the ability to collect the right data and information and to transform it effectively into useful knowledge, to more efficiently deliver services to the NSW community.

“Spatial Vision were extremely professional, personable and easy to communicate with and kept us well informed throughout the project. They provided quality analysis and insights into the data and information requirements and interactions across the department and presented a clear, concise and practical solution.”

Phil Moss

Manager, Water Resource Accounting, NSW DPI

Customer Profile

www.dpi.nsw.gov.au

Company

NSW Department of Primary Industries

Location

New South Wales

Industry

Government

Products

Business Information Model

Solution

We developed an effective Business Information Model (BIM) which provided the ability to collect the right data and information and to transform it effectively and efficiently into useful knowledge.

Benefits

- Leveraging the investment in data to more efficiently deliver services to the community and customers
- Eliminating unnecessary duplication of effort by employing a “build/collect once, re-use many times” approach
- Enabling better facilitation of data



The Issue

NSW Department of Primary Industries (DPI) recognised weaknesses in their current approach to handling aspects of their business pertaining to how data is created, used and stored within the department, and set out to remedy the situation. Given the amount of data and information products that DPI routinely produces as a department, addressing these weaknesses is of crucial importance to the continuing success of the organisation.

- To obtain a clear understanding of the information requirements across DPI and the effectiveness with which they are being delivered.
- An understanding of the information structure currently in place across DPI. Identification of gaps in the current information structure and the associated business risks.
- Identification of opportunities in areas of decision-making, customer experience, new information products, risk reduction, efficiency gains, and improved products and services.

To address these three goals, the process of developing the BIM was divided into three distinct stages with their own methodologies and outputs.

The Solution

The BIM project was undertaken in three stages, commencing with Discovery of the extent of data resources used to generate information resources and the difficulty that many staff have in finding and re-using these data.

The second stage, Data Inventory, highlighted that the primary gaps in the existing practices were primarily in processes, governance and culture, not technological. The third stage, Business Information Model, recommends a framework to address these deficiencies and an implementation road map.

The BIM itself presented a model that emphasised changing the culture of data management and sharing at DPI, as this was identified as the key area of engagement. The recommendation at the core of this model was to empower the existing Data Governance Committee with a Chief Data Officer, to lead this cultural change by example.

At the culmination of this work, we presented the BIM to the Data Governance Committee and other DPI executives.

The Benefits

- ✓ Recognition of the true value of DPI data resources
- ✓ More efficient services for the community and customers
- ✓ Better facilitation of data sharing across NSW Government
- ✓ Unnecessary duplication of effort eliminated through a “build/collect once, re-use many times” approach
- ✓ Data and Information Custodianship policies, as well as the GIPA act
- ✓ Confidence in DPI data through a reduction in discrepancies between similar datasets and
- ✓ Raised awareness and use of authoritative data sources
- ✓ Stronger business case development and better use of information assets
- ✓ Better use of data and information management skills and capabilities across government

Investing in data can help you deliver better services to your customers. [To find out more, get in touch.](#)

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