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# MetaPM Case Study

## WorkHealth Funds Management System - Utilities

### The Challenge

Our Client had embarked upon a Government program aimed at improving the health of the Victorian community. This initiative includes an investment of \$200 million over the next 5 years in the health and safety of Victoria's workers and aims to support Victorian workplaces in offering voluntary programs to promote worker health and well-being.

Following a tender process, an application was selected to manage the grant administration lifecycle. The application selected had been previously implemented at another Victorian Government department. Based upon tender responses and this check, the business carried high expectations that the product would immediately support all business functions. Accordingly, a short time was allocated for application testing, and indications were that the application was not production ready in terms of being robust.

MetaPM's challenge was to transition the application into production to support the business coming on-line first internally and then out to the general public, whilst in parallel managing the on-going strengthening of it.

### MetaPM's Approach

Notwithstanding business expectations rigorous testing was planned. It was clear from the outset that the product did not work as expected with many defects being revealed.

In view of the urgency to enable administrative support the initial focus was to identify and prioritise those defect fixes that were needed in order to enable the back-office function. The product was implemented on time to enable back office processing. Workarounds were introduced. The project team prioritised the defects and a program of regular releases was agreed with the vendors. Each release was subjected to full testing regime.

Over the next 6 months, the product usability was gradually lifted from 30% to 80%. Once the product performance had stabilised, stress and volume testing were conducted before providing external public access to the application.

### The Results

Although the initial product was unsatisfactory, and it took several months to develop and implement the fixes, the delivery that was finally achieved provided an application that effectively meets the needs of the business. As compared with the option of rejecting the



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application, re-tendering implementing and converting existing data, this was still a quicker and cheaper option to meet the business needs.

Clients feedback re our consultant: "His determination, positive attitude, facilitation and attention to detail have been essential ingredients to address the significant challenges that have been presented." "I endorse all of the comments made above about your assiduous attention to detail and indefatigable positive attitude in the face of huge challenges (provocation) which certainly paid off. I enjoyed our work together."