

Winner:  
The BPM Awards 2007

## Queensland Rail Information Management Project



### Overview

QR's Chief Information Officer tasked the Enterprise Architect to redesign and improve the IT Governance Environment in QR. The Enterprise Architect engaged the BPM Team to undertake a business process redesign of the current Information Management (IM) function. The output was a high level context model for IM and its functional decomposition, roles and responsibilities, and the identification of opportunities for improvement

### Business Drivers

The key drivers for this work were the business requirements to:

- have a common understanding of the IM function within QR
- use consistent terminology to promote clear communication on IM issues
- comply with legal and regulatory requirements, standards and codes of best practice
- effectively manage information to facilitate sound business decisions
- provide a strong foundation for process governance, definition and improvement
- provide clear understanding of where ISD supports the IM
- enhance risk mitigation in relation to information assets.

### Innovation Impact

The project team drew on a range of process reference models from diverse areas to reach a common platform of understanding. Some of the reference models were related to IM and some were much more general in nature. The following reference models were used:

- APQC Process Classification Framework



- IM models from Defence and other organisations
- ITIL (Information Technology Infrastructure Library).

### Business Benefits

The benefits that the project delivered, and will continue to deliver, are as listed below:

- A specification that succinctly and comprehensively describes the taxonomy of what IM means in the context of QR.
- The IM model is now used as a communication tool when discussions are held around the IM environment. It is creating a common language and meaning.
- Improved clarity and understanding of the IM environment by its stakeholders.
- Identification of improvements needed to enable successful management of information and increased customer satisfaction levels.
- Improved quality and consistency in IM from the use of standard and reusable processes.
- Increased ability to manage information and knowledge as strategic assets contributing to business competitiveness.
- The IM Specification provides a common platform for further development and thinking in the area of information capability and management.
- The application development of a register that will hold all the relevant data as detailed above for information systems. This tool is now being considered by QR corporate to assist in understanding the multi-layered QR environment.