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Welcome to today's webinar!

The session will begin shortly

- Attendees will be muted
- The webinar is recorded and will be emailed to attendees automatically
- Please use the question facility if you experience any problems
- Submit questions in question panel throughout the session
- We'll address any questions in a short Q&A at the end of the session

Accelerating and De-risking

Investment in the Public Sector

With Enterprise Architecture

Scyne Advisory | Orbus Software

October 1, 2025

Accelerating and De-risking Investments

Using enterprise architecture approaches, public sector organisations can create digital investment blueprints to guide success

Investment needs

- Demand for efficient public services
- Budget constraints prioritise key initiatives
- Compliance and sustainability drive investments

Model-driven approach

- Digital Investment Blueprint
- Aligns business goals with technology
- Enables scenario-based decision making
- Improves traceability across organisational layers

Example scenario

- Demonstrates enterprise architecture in action
- Highlights benefits and lessons learned
- Provides phased roadmap for adoption

AI insights

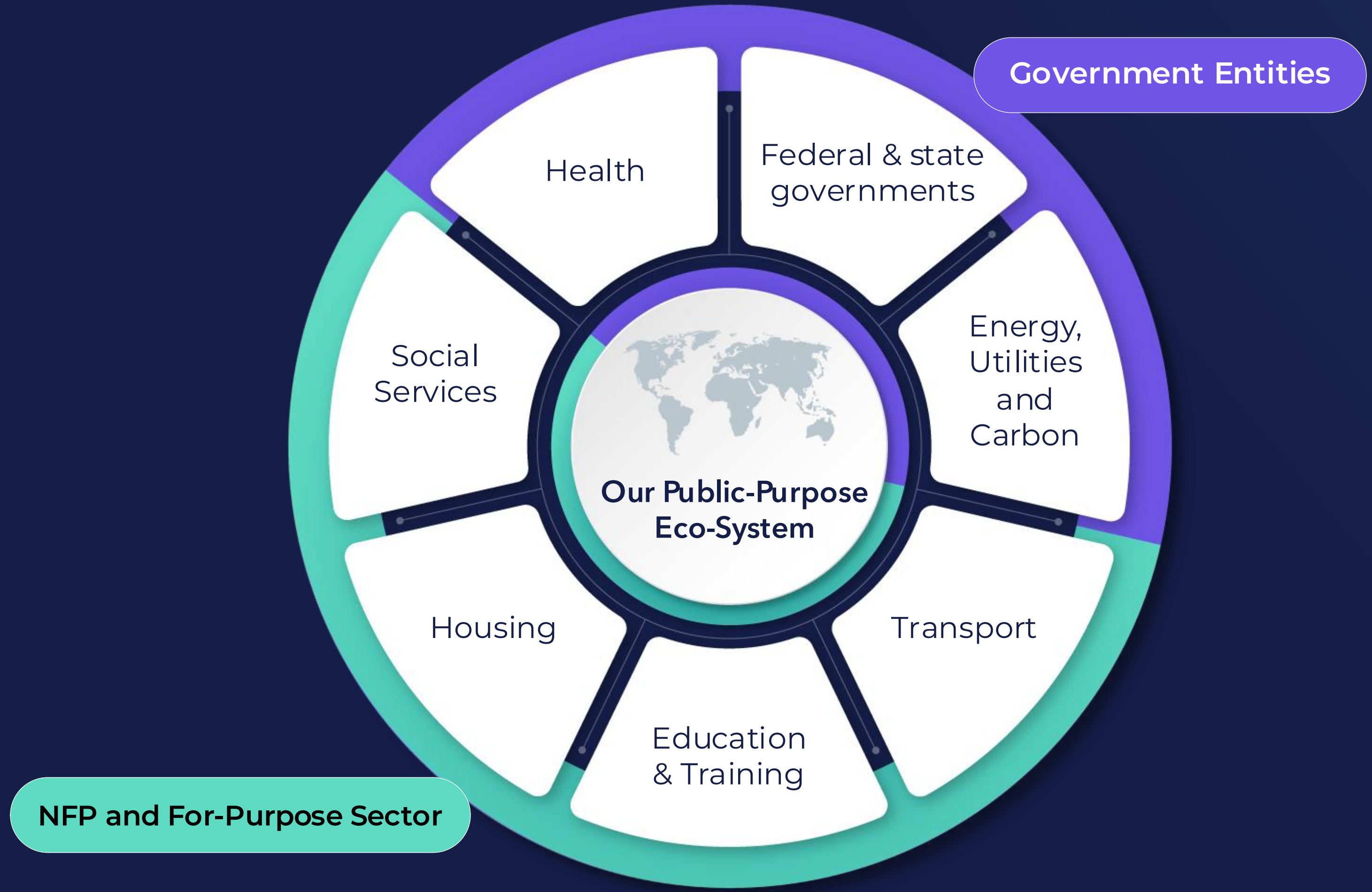
- AI predicts investment performance risks
- Automates compliance and vulnerability checks
- Supports adaptive governance with analytics

Benefits

- Connected, evidence-based business cases
- Reduced preparation time and overall procurement lifecycle
- Lower risk due to integrated business approach

Public Sector

Enabling smarter public investments that deliver stronger, measurable and sustainable outcomes across public sector



- Government agencies at all levels
- Public sector delivering community services
- Healthcare, education, and infrastructure institutions
- Agencies ensure stability and equitable services
- Public sector supports community wellbeing
- Healthcare and education drive societal progress

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"

A full business case can take six to twelve months to prepare, depending on the complexity of the proposal and the level of analysis required.

An Australian State Government
Business Case Guidelines

scyne

“

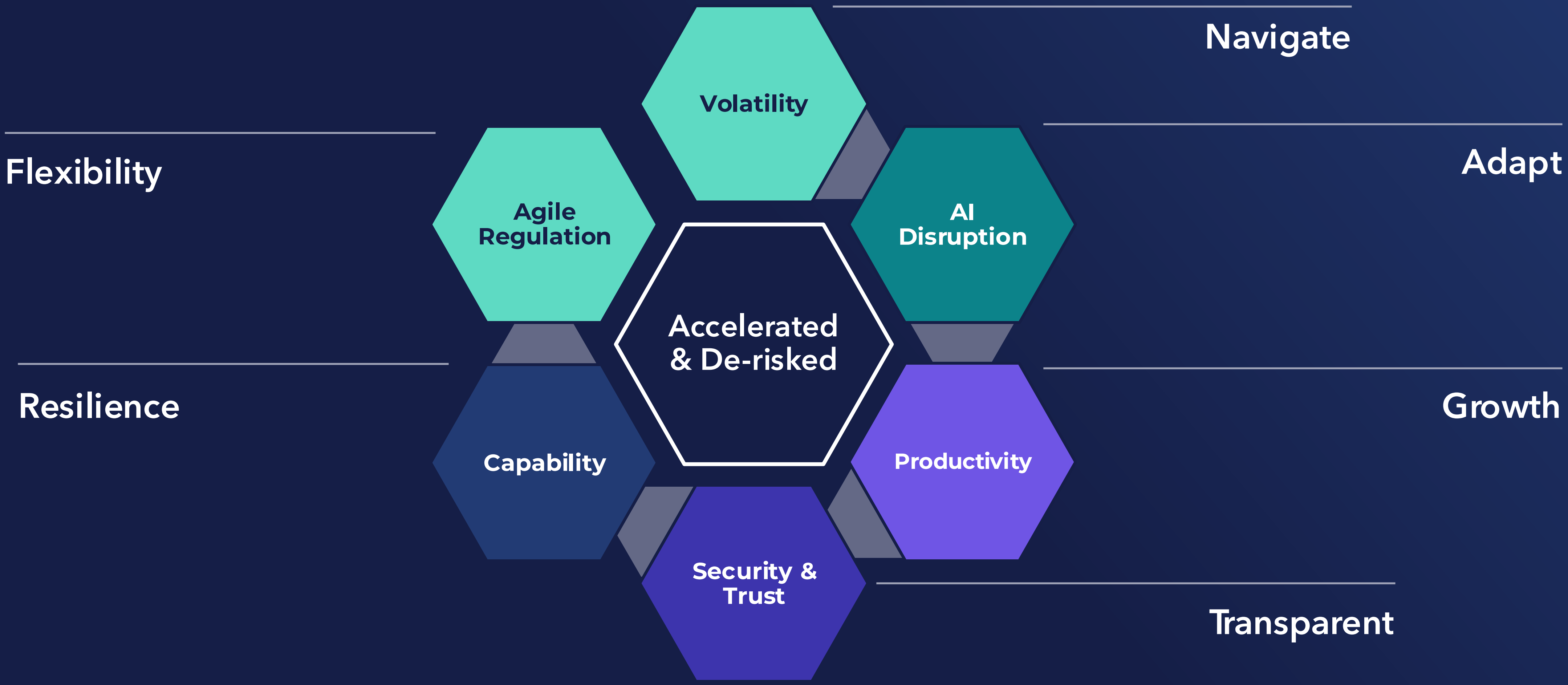
Business cases for complex projects can cost up to 5% of the project budget.

Australian State & Federal Government
Business Case Cost Estimation Guidelines

scyne

Navigate environment and anticipate digital investments

Consider the broader landscape considerations when planning investments



Technology investment frameworks across Australia

Strengthening national outcomes through consistent technology investment frameworks

Australian Government

- Finance Department 2 Part Business Case
- Defence ODCS

dta

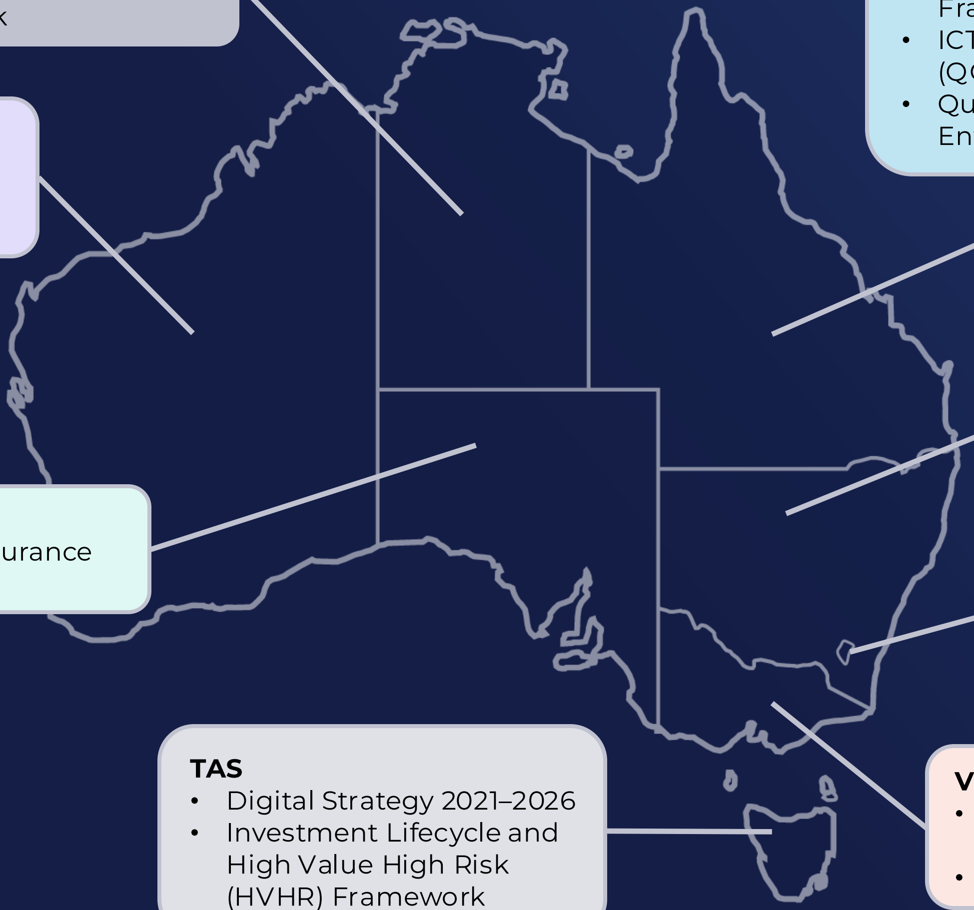
- Digital and ICT Investment Oversight Framework (IOF)
- Digital Investment Plans

NT
- ICT Project Management Framework

WA
- Strategic Asset Management Framework (SAMF):

SA
- ICT Project Assurance Framework:

TAS
- Digital Strategy 2021–2026
- Investment Lifecycle and High Value High Risk (HVHR) Framework



QLD
- Digital Investment Governance Framework (DIGF)
- ICT Investment Review Process (QGCIO)
- Queensland Government Enterprise Architecture (QGEA)

NSW
- Digital and ICT Investment Strategy (DIIS)

ACT
- Technology Investment Framework

VIC
- Digital Transformation Priority Framework
- Digital Future (2020)

Digital Investment Blueprint - Scenario

An example Digital Investment Blueprint based on a representative public purpose investment opportunity

Department of Administrative Affairs

Due to a recent high-profile scandal and ombudsman's report into flawed processes and deficiencies in handling complaints, the Department of Administrative Affairs is seeking funding from Government to implement a new digital complaint case management system to improve handling of complaints.

Digital Investment Blueprint - Scenario

A traditional business case contains a wide variety of information to describe an investment

Department of Administrative Affairs

Complaints Management Business Case

- 🧭 Executive Summary
- 🔎 Problem Statement
- 🎯 Policy Alignment
- 🧪 Options Analysis
- 📊 Cost Benefit Analysis
- ⚖️ Risk Assessment
- 📈 Performance Measures
- ⚙️ Technology Solution
- 🧩 Implementation Plan
- 📚 Supporting Evidence

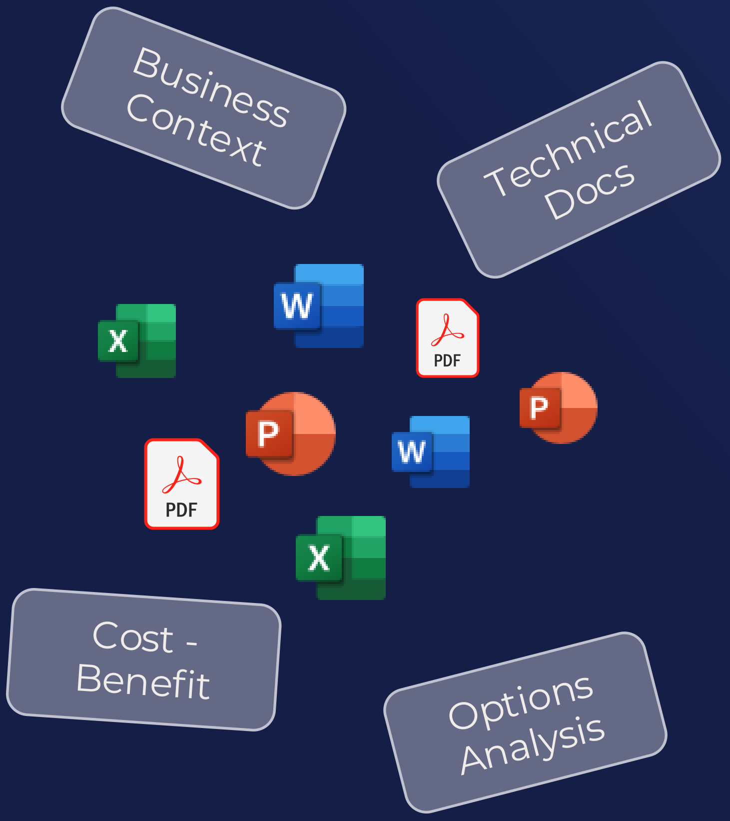
Digital Investment Blueprint – Integrated Approach

A digital investment blueprint is a strategic decision support asset that is persuasive and resilient

Business Case Elements

- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- Technology Solution
- Implementation Plan
- Supporting Evidence

Fragmented and static → Coherent and dynamic



Digital Investment Blueprint - Executive Summary

- **Executive Summary**
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- Technology Solution
- Implementation Plan
- Supporting Evidence

Legacy Business Case

Proposal

Investment in a digital case management system to streamline complaints handling across the Agency of Administrative Affairs.

Strategic Drivers

Streamline complaints handling, reduce overheads, improve analytics, enhance service delivery, and rebuild public trust.

Objective

Improve service delivery, transparency, and operational efficiency while aligning with public sector accountability and citizen engagement goals.

Estimated Cost

Across all phases estimated range is $5m – $7m

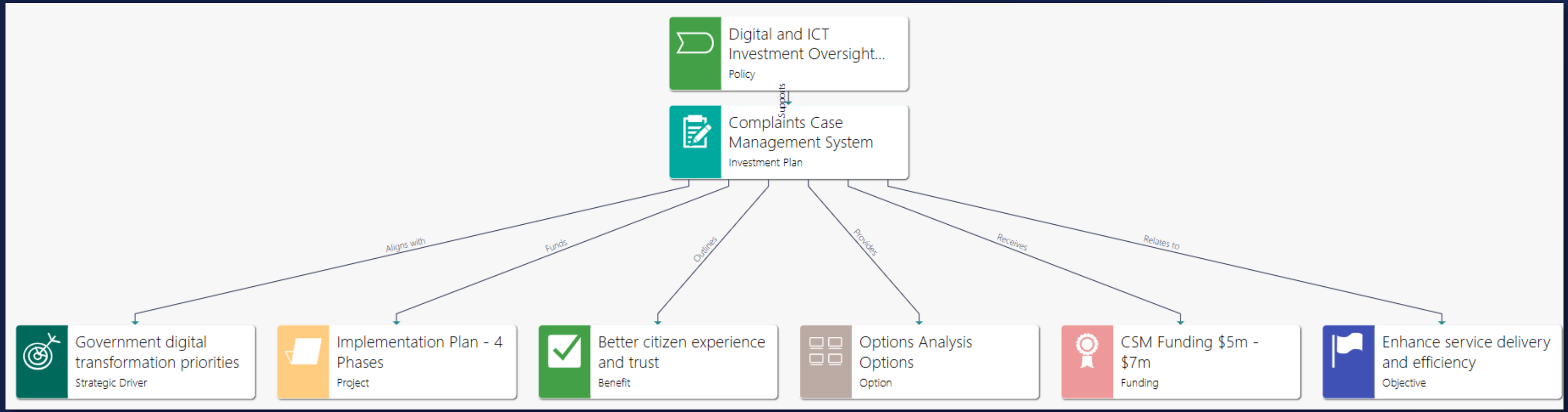
Expected Benefits

Faster resolution times, reduced administrative burden, improved data analytics, and enhanced public trust.

Implementation Plan

Investment in a digital case management system to streamline complaints handling across the Agency of Administrative Affairs.

Digital Investment Blueprint



Digital Investment Blueprint – Problem Statement

- Executive Summary
- **Problem Statement**
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- Technology Solution
- Implementation Plan
- Supporting Evidence

Legacy Business Case

Current State

Complaints are managed via fragmented systems, manual processes, or legacy platforms

Challenges

- Delays in resolution and response
- Inconsistent tracking and reporting
- Limited visibility for oversight and governance
- High administrative overhead

Impact

Reduced citizen satisfaction, increased reputational risk, and inefficiencies in resource allocation.

Digital Investment Blueprint

Complaints Case Management System

Investment Plan

Overview

Executive Summary

Proposal: Investment in a digital case management system to streamline complaints handling across the Agency of Administrative Affairs.

Problem Statement

Current State: Complaints are managed via fragmented systems, manual processes, or legacy platforms.

Challenges:

- Delays in resolution and response
- Inconsistent tracking and reporting
- Limited visibility for oversight and governance
- High administrative overhead

Impact: Reduced citizen satisfaction, increased reputational risk, and inefficiencies in resource allocation.

Digital Investment Blueprint – Policy Alignment

- Executive Summary
- Problem Statement
- **Policy Alignment**
- Options Analysis
- Cost Benefit Analysis
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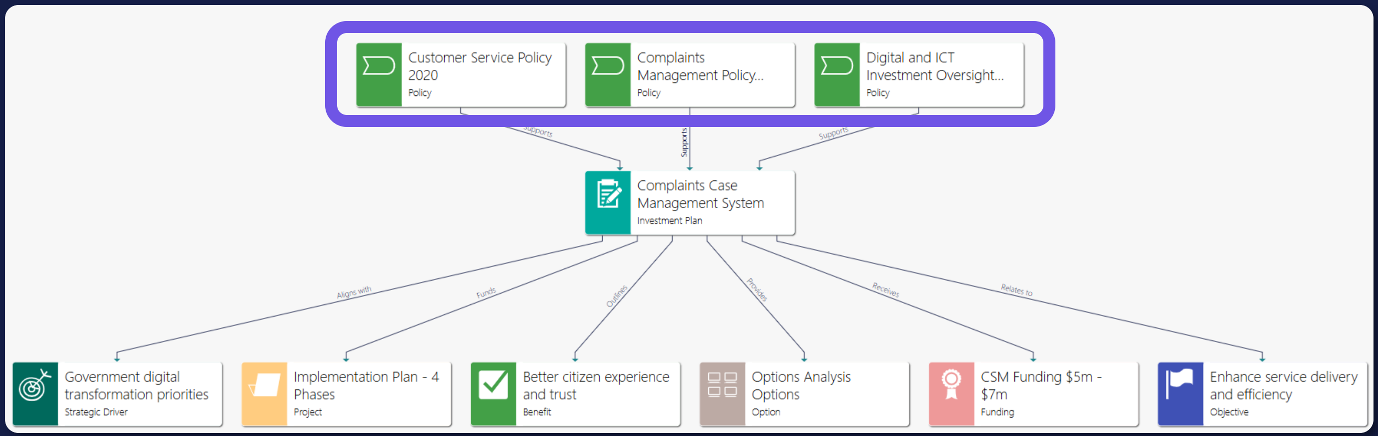
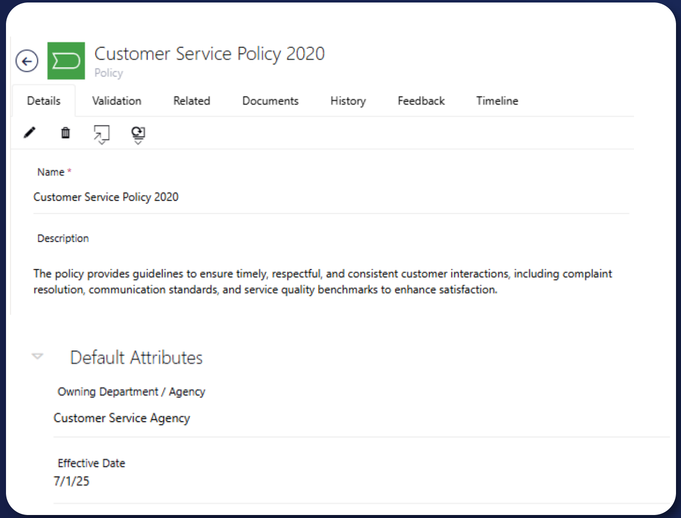
Legacy Business Case

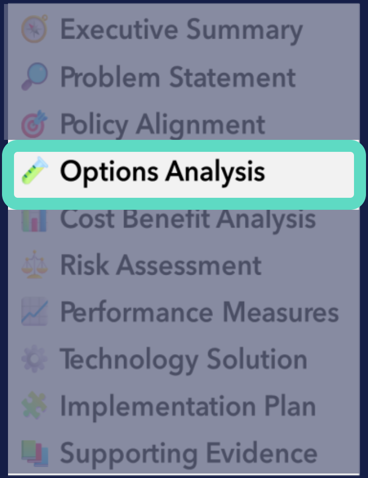
#1 DTA Investment Framework	#2 Customer Service Policy 2020	#3 Complaints Mgmt Policy 2025
W, W, PDF	W, PDF, PDF	PDF, PDF, W

Digital Investment Blueprint





Digital Investment Blueprint – Options Analysis

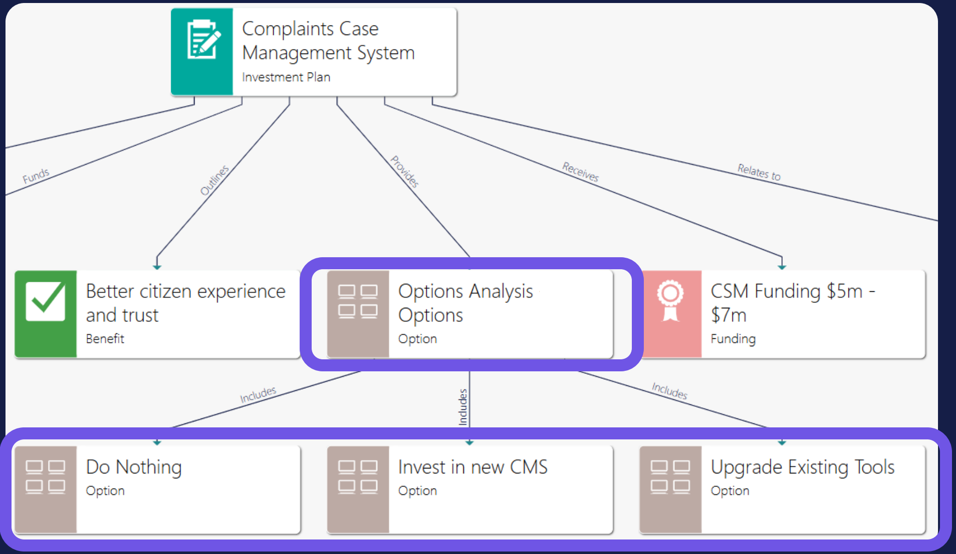


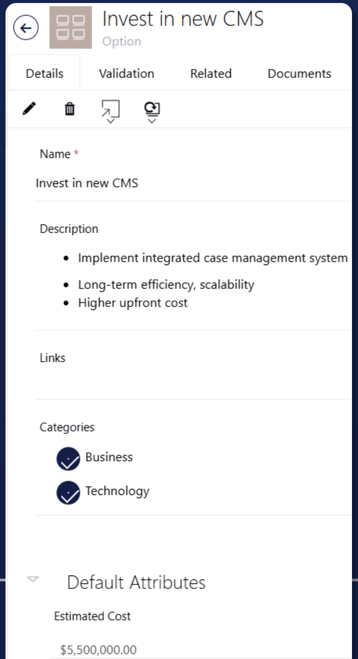
Legacy Business Case

#1 Do Nothing	#2 Upgrade Existing Tools	#3 Invest in New CMS
W X	W X	PDF W X

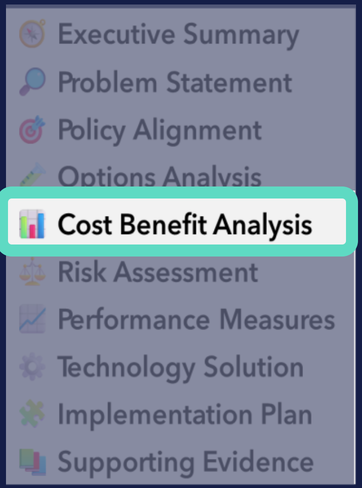
Preferred Option = Option #3 New CMS Investment

Digital Investment Blueprint





Digital Investment Blueprint – Cost Benefit Analysis

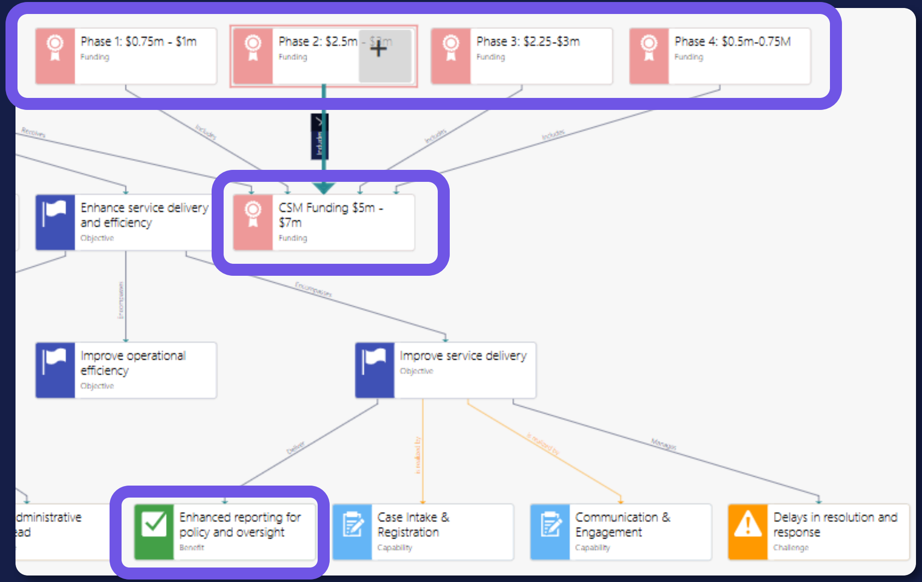


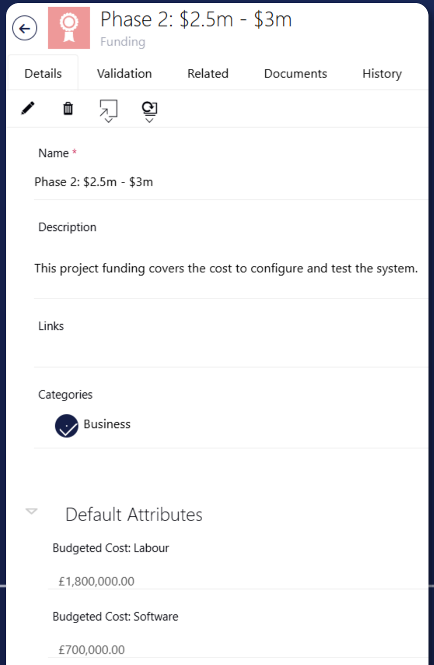
Legacy Business Case

Costs

Benefits

Digital Investment Blueprint



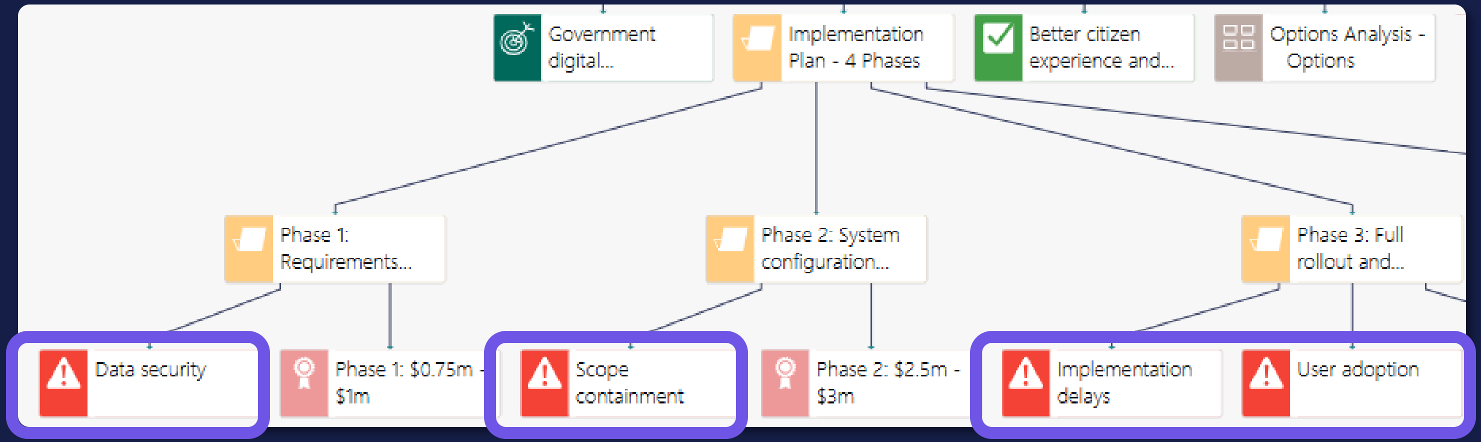


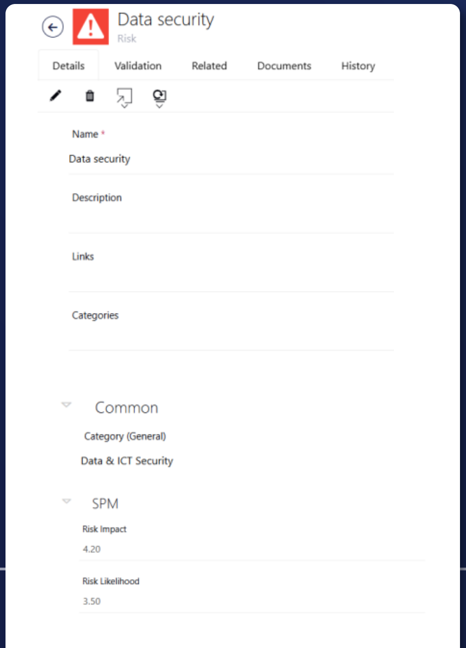
Digital Investment Blueprint – Risk Assessment

- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- **Risk Assessment**
- Performance Measures
- Technology Solution
- Implementation Plan
- Supporting Evidence

Legacy Business Case

Digital Investment Blueprint





Digital Investment Blueprint – Performance Measures

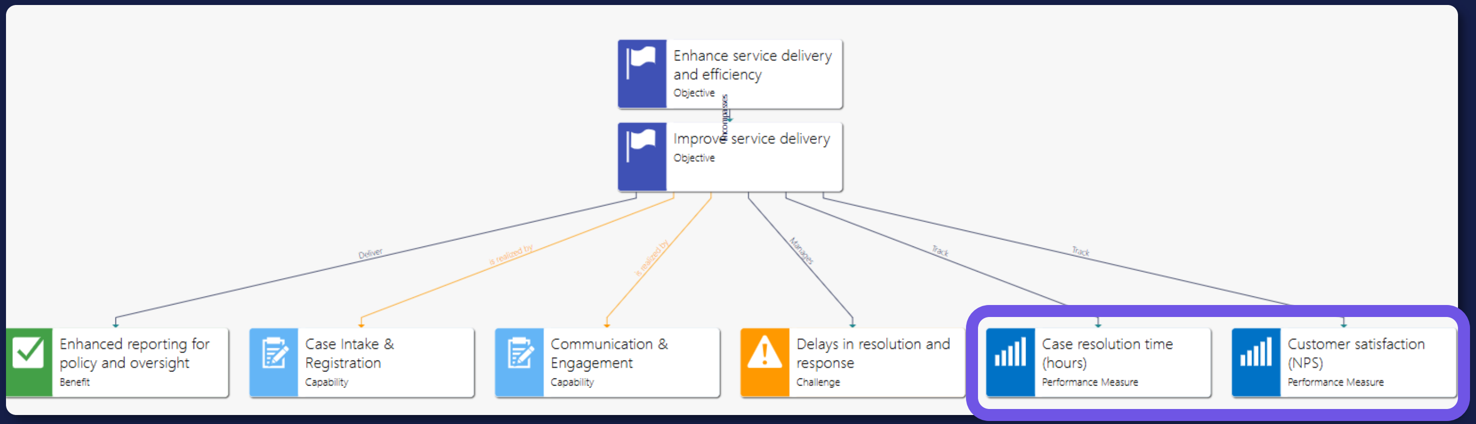
- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- **Performance Measures**
- Technology Solution
- Implementation Plan
- Supporting Evidence

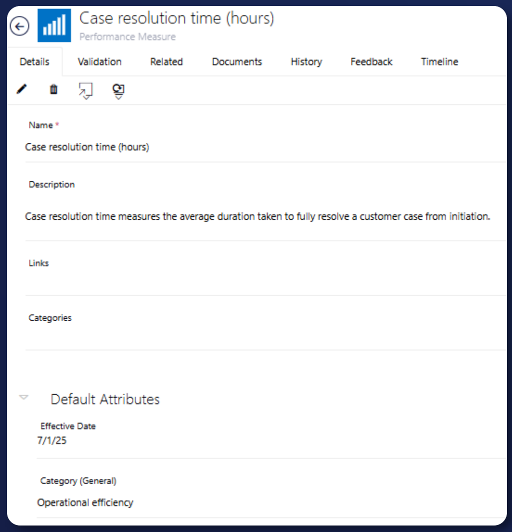
Legacy Business Case

Case Resolution Time (Hours)

Customer Satisfaction (NPS)

Digital Investment Blueprint





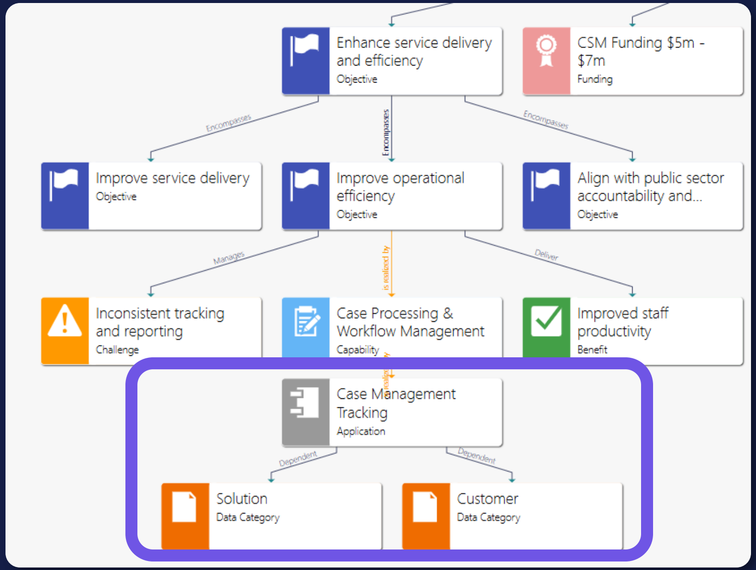
Digital Investment Blueprint – Technology Solution

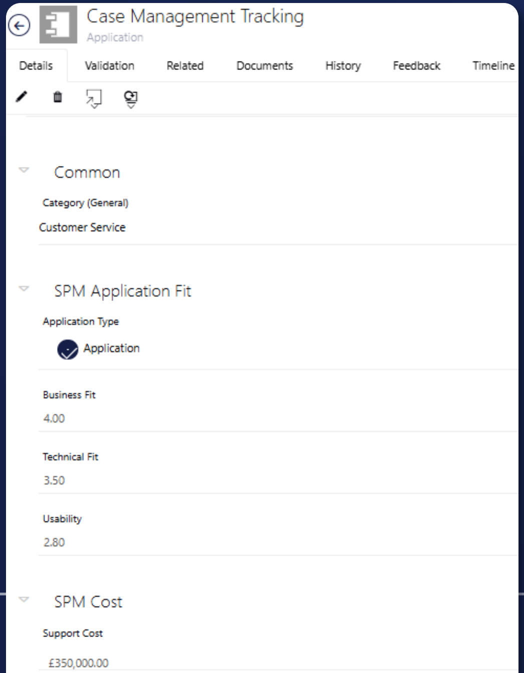
- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- **Technology Solution**
- Implementation Plan
- Supporting Evidence

Legacy Business Case

Objective & Capability	Application	Data

Digital Investment Blueprint





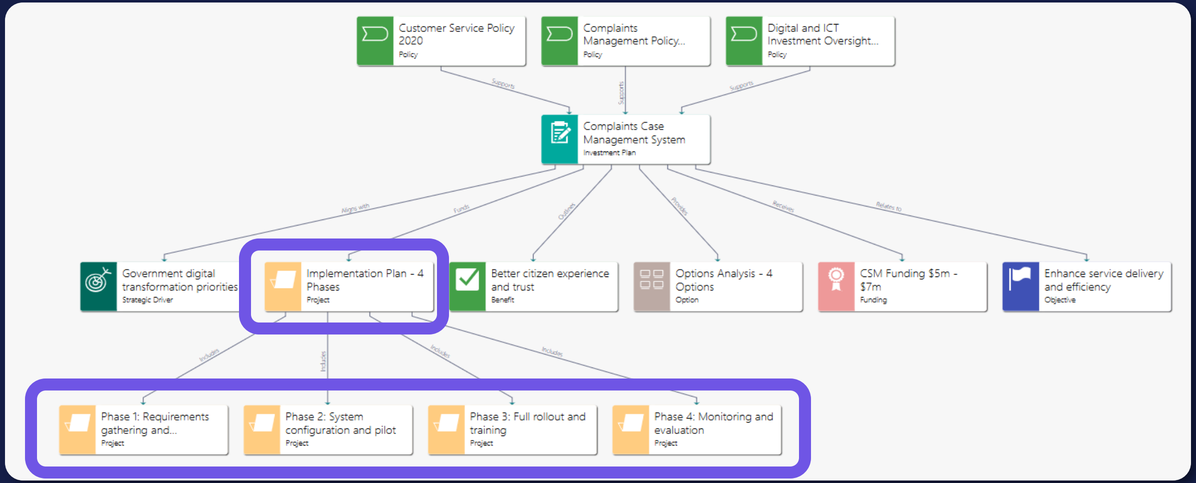
Digital Investment Blueprint – Implementation Plan

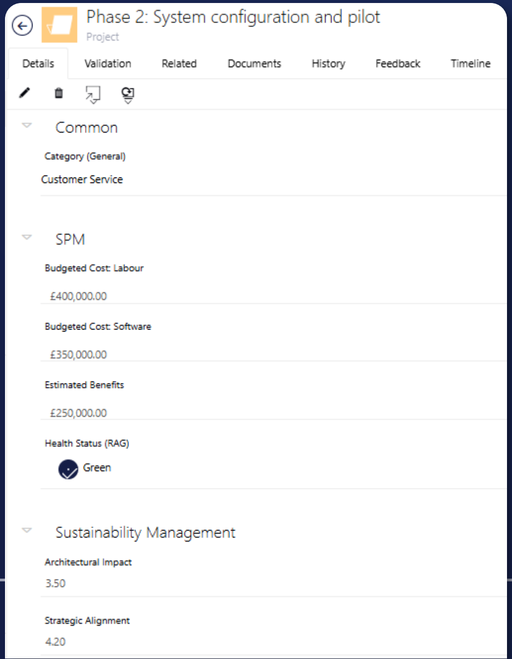
- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- Technology Solution
- **Implementation Plan**
- Supporting Evidence

Legacy Business Case

Project #1 - Requirements	Project #2 – Config & Pilot	Project #3 – Full Rollout	Project #4 – Monitoring and..

Digital Investment Blueprint

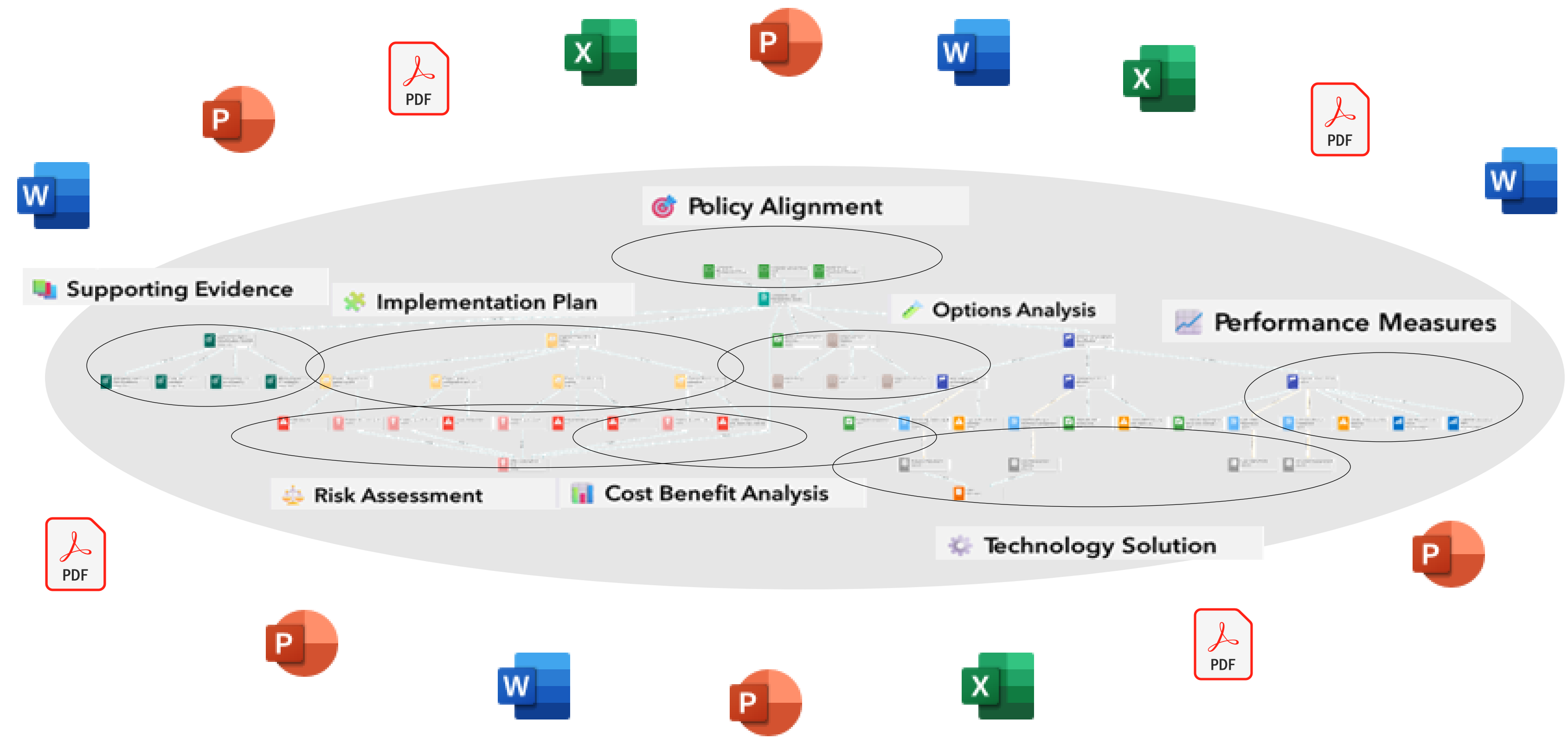




Digital Investment Blueprint – Supporting Evidence

- Executive Summary
- Problem Statement
- Policy Alignment
- Options Analysis
- Cost Benefit Analysis
- Risk Assessment
- Performance Measures
- Technology Solution
- Implementation Plan
- **Supporting Evidence**

Enabling the complete model with AI through structured context of the model and the supporting evidence



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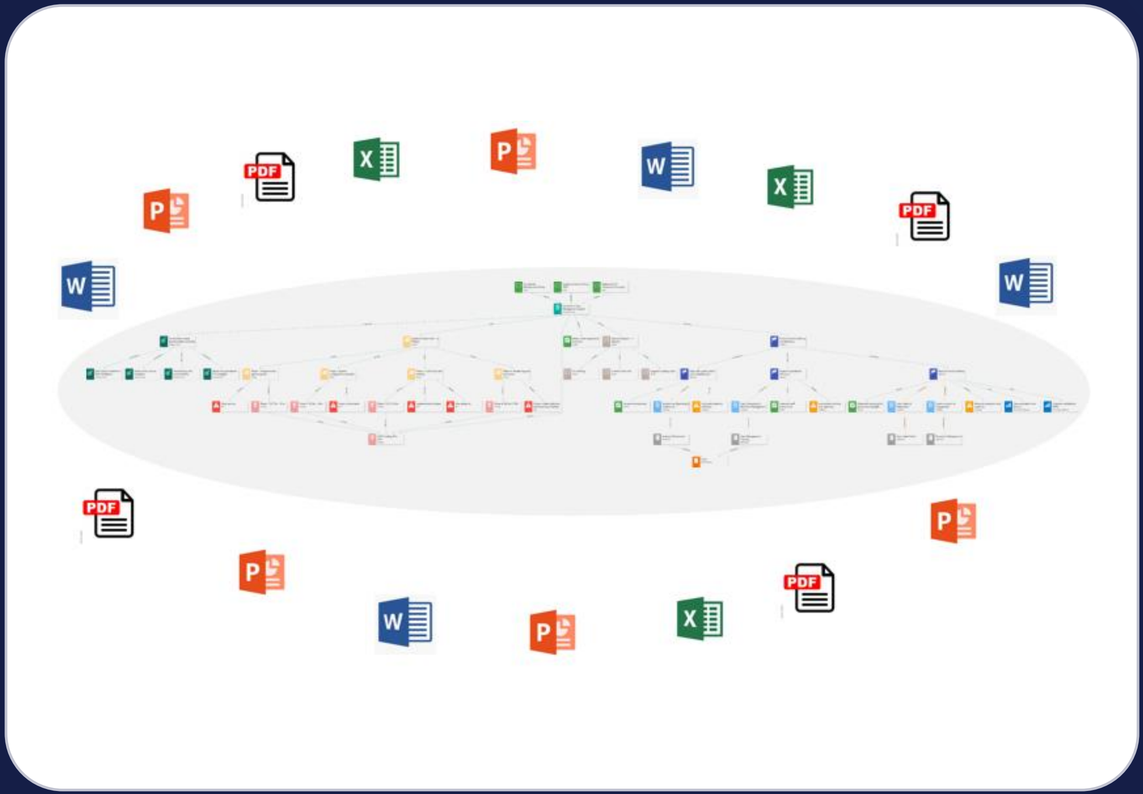
Digital Investment Blueprint – AI Intelligence

Harnessing AI to unlock smarter, faster investment insights



Digital Investment Blueprint AI Agent

How can I help you today?

Which risk impacts the benefits the most?

Sure. The risk of **late vendor delivery** has the strongest impact on the benefit of **reduced processing time**

What project activity is on the critical path for timely vendor delivery.

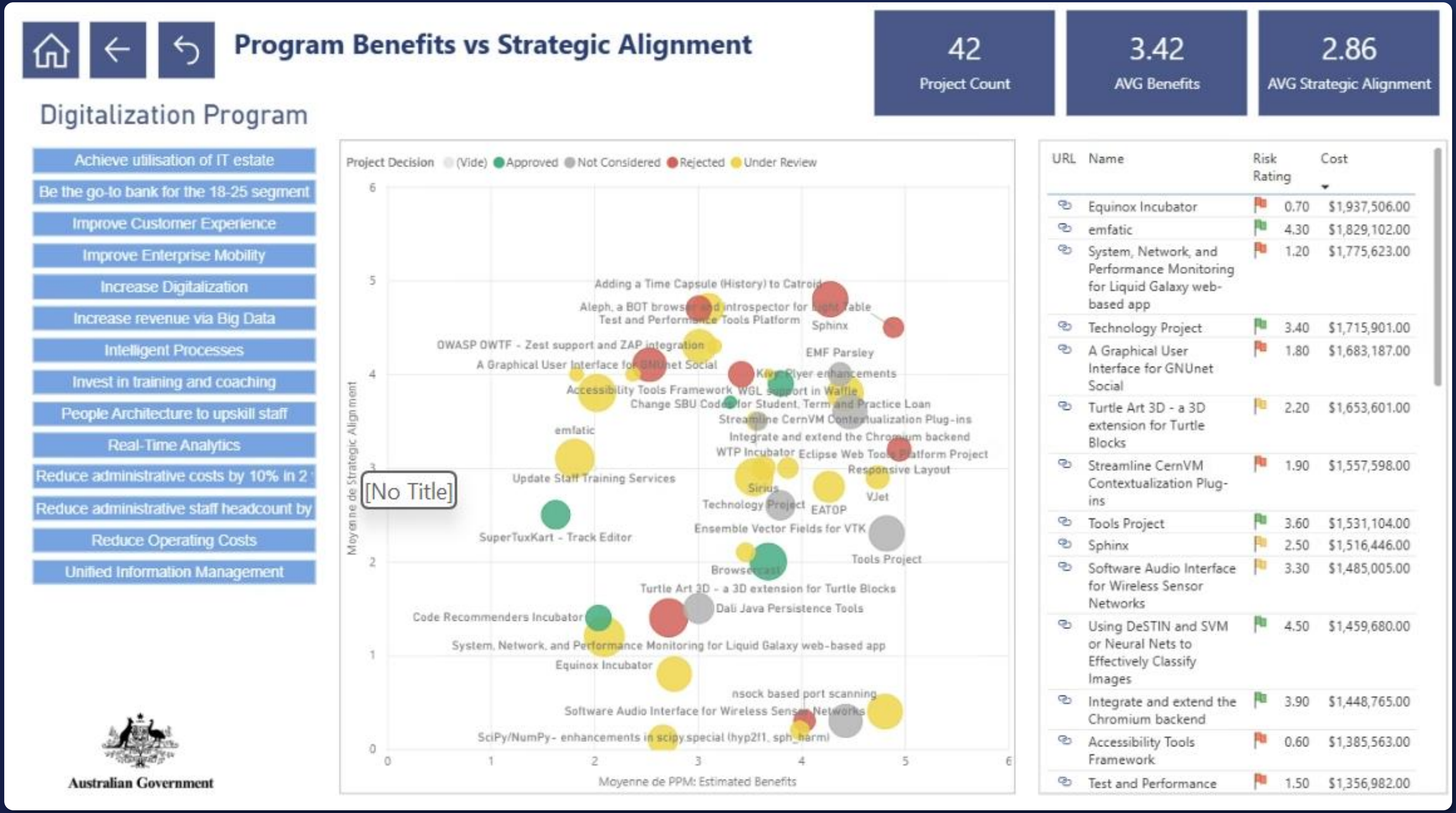
Contract negotiations is the project activity that is most critical to mitigate the late vendor delivery risk

Digital Investment Blueprint – Portfolio View

Clear portfolio insights enabling balanced risk and return decisions

Digital Investment Blueprint – Analytics

Connecting strategy to outcomes through actionable investment intelligence



How can you start building a Digital Investment Blueprint?

Turning digital ambitions into a clear, actionable roadmap

1. Map your jurisdictions investment standards to a digital metamodel
2. Work with an agile and AI enabled modelling tool
3. Take investment governance executives on the journey
4. Focus on data quality – it takes time and effort!
5. "Show the thing" – make the model visible and understood
6. Demonstrate value through what-if scenarios and AI insights

Think Big

Start Small

Scale Fast

What is the value of a Digital Investment Blueprint?

Reducing risk and accelerating impact through structured investment planning

Strategic Alignment & Clarity

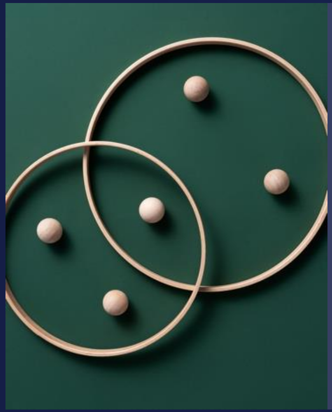
- Linkages from strategy, policy and business requirements to investment plans and solution architectures
- Traceability from strategy to execution

Stakeholder Confidence

- Common visual model providing clarity and accuracy of information
- Enable concise storytelling supported by capability maps, value streams & technology architecture views.

Evidence-Based Decisions

- Single source of truth – policy, business, technology and delivery plans and risks – all together in a single high-integrity fact base
- Easily identify gaps, conflicts and overlaps



Quantifiable Benefits

- Quantifiable benefits from technology to business outcomes
- Agile scenarios to allow robust challenge of expected benefits and sensitivity to solution architecture changes

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Thank you for your time

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