



## **e&e Solutions Case Study**

### **Engagement Overview**

e&e were engaged by a public safety government department which provides core services to Queensland Fire and Emergency Services (QFES); Queensland Ambulance Service (QAS) and the Queensland Police Service (QPS). One of the roles of the client is to develop the strategic roadmaps for Public Safety functions. One of these functions is the Triple Zero service. The Public Safety Communications Program is responsible for developing a 5 to 7 year strategy.

This engagement involved Enterprise Architecture services to the program.

### **Scope of work**

This initial scope is to provide an approach to facilitating the development of a single Public Communications strategy for the client. The vision is to meet customer expectations for access to unified public safety services through a range of contact options while working towards integrated systems and shared solutions.

The program will deliver the vision over stages. Stage 1 aims to improve co-ordination across all in-flight and planned ICT initiatives. Stage 2 is characterised as the consolidation of all digital non-emergency services across police, fire, ambulance and SES, as a means to shift demand away from "000". Stage 3 is much longer term transformative approach.

### **Outcome**

Key stakeholders have been identified and fully engaged across the broader government landscape and the client with a consensus on desired objectives that have been consolidated into a combined and agreed list of goals. This has been achieved through the process of facilitating discovery workshops to tease out a number of "what-if" scenarios, feasibility concerns and forward looking assumptions. Short bursts of scoping and validation were gained through collaborative engagement sessions.