

Data-driven Operations at G20

Client

Federal Government, G20 Australia

The Group of Twenty (G20) is the premier international forum for global economic cooperation. G20 leaders meet annually at the G20 Summit, which was held in Brisbane, Australia in 2016.

The Summit is managed by the Department of the Prime Minister and Cabinet

Timeframe

August to October 2014

Responsibility

Discovery, design, implementation of minimum viable product (MVP), end product, user-testing

Areas of expertise

- frontline operations and support
- incident triage and management
- digital enabled capability

Scale



7,000 workers



geographically dispersed workforce



inter-organisational responsibility



24-hour real time response



large-scale, international event

Outcomes

Status information immediately available for decision makers and executives.

All information was captured at the first point of contact with workers.

Incidents were responded to at the right level of delegation and within a service standard response time of 12 hours.

Capability Award, in recognition of managing all incidents efficiently and effectively, with detailed information and understanding.

Delivered on time, detailed reports to the Event General Operations Centre (Command), enabling resolution of cross-functional issues.



Project Description

The client needed to monitor, respond and escalate all incidents relating to the management of its 7,000-person multi-disciplinary, mobile workforce, a service provided with only 10 human resource officers.

The team needed a workforce incident management tool that had full functionality on desktop and mobile platform. Additionally, the tool needed to be accessible to all workers (contractors, employees, volunteers), independent of location.

The operational command centre required live reporting of incidents, status and resolution.

“Working in a 24-hour environment, with international exposure, the team was dealing with incredibly sensitive matters of international diplomacy.

The solution had to be simple, easy to access, ensure user success on first contact and be highly graphical to support users from culturally and linguistically diverse (CALD) backgrounds.”

Approach

We designed and piloted online system for recording, triaging and escalating work force issues and incidents during G20 Australia.

Data analysis and user-profiling indicated that the workforce was vast, geographically dispersed and had varying levels of required technical competence.

We used agile principles to rapidly prototype and test an online incident reporting solution, with automation, reporting and escalation workflows.

The tool enabled a small team of human resource practitioners with varying levels of experience to manage information and make evidence-based decisions relevant to their role, in a controlled way.

The remit for this team was beyond a scale they had encountered.

They reported that the tool enabled them:

- to feel in control of the service provided
- to support all workers
- to immediately meet the demands of the operational command
- use a true risk management approach to their work.