

CASE STUDY

FEDERAL GOVERNMENT DEPARTMENT

Customised QA solution enabling digitised, auditable case management systems

Project: Investigation Case Management System (ICMS)



KEY OUTCOME 1

Digitised four manual workflows into auditable case management systems



KEY OUTCOME 2

Enabled agile delivery with early, embedded business validation



KEY OUTCOME 3

Recognised agency-wide as a model for future projects

BACKGROUND

This Federal Government Department sought to modernise and digitise four internal business areas—Passport Fraud, External Fraud, Internal Fraud, and Work Health and Safety (WHS)—by transitioning away from manual processes dependent on Excel, email and SharePoint. These legacy systems made tracking, managing, and referring cases between departments cumbersome and inefficient.

KJR, engaged via subcontract to The Factor (specialists in Microsoft Dynamics 365), provided dedicated quality assurance expertise for the implementation of Microsoft Dynamics as a unified platform. ICMS would centralise workflows, enhance auditability, and improve traceability of cases across multiple teams.

CHALLENGE

The project presented several operational and technical challenges:

- Manual Legacy Systems: Each business area relied on unstructured, disconnected processes, and where required lacked integrated case traceability.
- New Technology Adoption: The customer had not previously deployed Dynamics or adopted an agile DevOps delivery model, which introduced steep internal learning curves and approval hurdles.
- Access Complexity: The need for multiple test accounts—across varied security access tiers and business lines—created logistical testing bottlenecks.
- Parallel Delivery: A single tester had to manage up to three business applications concurrently, each with differing workflows and requirements.
- Governance: Internal policies and IT constraints delayed critical test environment provisioning and identity setup in early project stages.

SOLUTION

KJR delivered a complete quality assurance solution across the full 18-month delivery cycle, supporting 27 agile sprints. Using Microsoft Dynamics 365 and DevOps, the team delivered:

- Four fully configured, business-specific content management systems, each with custom workflows, automated email integration, SharePoint linkage, and submission tracking.
- Embedded early-stage business user testing within each sprint, allowing iterative feedback and adjustments without the need for extensive UAT phases.
- Environment-specific testing strategies across the customer's development, test, pre-production and production tenants to ensure consistent performance throughout lifecycle transitions.
- A proactive testing model where KJR's sole test manager operated autonomously, coordinating sprint-level QA coverage for all applications.

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DELIVERABLES

- Four customised Dynamics-based applications covering Passport Fraud, External Fraud, Internal Fraud, and WHS case management.
- Security-role-based testing and manual validation processes using seven test accounts.
- Integration with SharePoint and secure email systems for end-to-end case traceability.
- Agile-aligned test artefacts tracked in Azure DevOps.
- Sprint-based business validation and feedback sessions (minimising the need for post-delivery training or UAT).
- Process documentation and handover materials for future tranches.

KEY OUTCOMES

1. Digitised manual workflows into integrated, auditable case management systems.
2. Improved business confidence and adoption through early, hands-on user validation.
3. Recognised by the customer as a model project team; methods shared agency-wide.

VALUE TO CLIENT

KJR's involvement transformed the customer's case management capabilities across four operational areas. The engagement:

- Introduced the customer to agile ways of working and DevOps tooling for the first time.
- Streamlined operations through secure, centralised, and referable Dynamics workflows.
- Empowered business stakeholders to participate in co-design and sprint testing, reducing training and change resistance.
- Delivered applications with minimal post-Go Live issues, requiring only light-touch hypercare support.
- Elevated stakeholder trust in delivery outcomes, with the customer's sponsor championing the project team's methodology across other internal initiatives.

KJR's ability to operate as a trusted, specialist QA partner within a multi-vendor ecosystem enabled the customer to embrace digital transformation with assurance and agility.

TOOLS & TECHNOLOGIES

The following tools supported agile delivery, secure integration, and traceable, user-validated case management across the customer's operational areas -

- Microsoft Dynamics 365
- Microsoft Azure DevOps
- SharePoint
- Secure Email Systems
- Multiple Test Accounts

