

# CASE STUDY

**integral**  
delivering the complex

## WORKING WITH ANZCVS

AUSTRALIA AND NEW ZEALAND COLLEGE OF VETERINARY SCIENCE (ANZCVS) supports the veterinary profession in Australia and New Zealand through the assessment and recognition of expertise and rewarding of excellence.

The college does this by providing college membership and fellowship based on levels of expertise and competence. College membership signifies that a veterinarian has expertise and competence in a nominated subject area. To become a member of the college a candidate must have at least four years post-graduate experience as a veterinarian and have successfully completed both written and oral/practical examinations in one of the diverse range of subjects on offer. College fellowship is associated with scholarly and technical excellence in a particular subject area. Standards required for training and examination in fellowship subjects meet or exceed the prerequisites for registration as a veterinary specialist in Australia and New Zealand.

### THE CHALLENGE

ANZCVS were looking to procure a system where examiners working remotely could enter exam results for verification, moderation and storage. Their current system had little automation in the processing and recording of exam results giving rise to the possibility of human error in transferring information as well as a large investment in time to manually load, check and report all of the exam results. The ability to do any analysis of results was also curtailed due to the manual nature of the system.

### THE SOLUTION

After thorough elicitation of requirements with the ANZCVS stakeholders, Integral designed a web-based solution built on industry recognized tools, ensuring readily available skills in the market. The system is hosted in Microsoft Azure to allow for on demand scaling as well as simple technology upgrades without significant configuration. The solution provides:

- A means of registering examination staff and candidates
- A platform for examination design and creation
- Ability for examination staff to enter candidates' results for the assessment items in their subjects.
- Workflow to support exam moderation and variance checking
- Automatic generation of candidate results letters
- Reporting and analytics

The key solution components are:

Examination Administration – Provides the facilities for users with appropriate permissions to configure exam question structures and results requirements for individual subject components including written, oral and practical elements. It also enables the users to schedule examinations, assign candidates and allocate subjects and candidates to examiners.

Results Administration – Is used to enter, moderate and manage exam results for individual candidates.

Reporting – Provides access to pre-configured system reports, enabling users with the appropriate access to run reports and get access to candidate, examiner and results information.

Results Processing – This component provides all of the automated results calculation and processing functions.

User Administration – The ERS is a role based system. Permissions control the user's access rights to individual ERS functions.

Examination Results Workflow – The ERS is supported by a workflow process that manages the status of candidate result records, handles transition between states based on business rules and generates the appropriate notifications when action is required.

Security and Access Control – This component enforces ERS permissions, ensuring that individual users only have access to ERS functions defined by their role. The other significant elements of the solution includes those designed to ensure security and privacy of information. The ERS is hosted in secure infrastructure that limits access to system components and ensures that all information transmitted between the application and end users (via the internet) is encrypted.

## INTEGRAL VALUE ADD

Integral engaged with ANZCVS to deliver the project using an agile delivery methodology which ensured a tightly managed scope with feature delivery prioritised by the business owner. This methodology ensured the Integral development team worked closely with the business and iteratively developed and delivered a product that not only meant their prioritised requirements were delivered, but also enabled the solution to be enhanced, based on joint understanding of the business requirements and technology capabilities. The Integral team designed and architected the solution to ensure the business rules could be applied as per the standard assessment process.

Integral, working collaboratively with all stakeholders, managed the end to end delivery of the solution from cloud infrastructure configuration, software development, testing, system setup and configuration, examination configuration and support. Integral set up and now manage the ongoing support of the system via the Integral DevOps model. Integral provided online system administration documentation and lightweight user training.

## THE BENEFITS

The solution delivered a number of benefits:

- Reduction in manual handling of examination results, reducing the chances of error
- A secure, centralised and consistent mechanism for storing results and making these available to all authorised stakeholders
- Improved access to information and ability to support more effective analysis of results and demographics
- Easing the process of setting up examinations for marking and result processing
- Improved result calculation and examination processing workflow, automating the business rules associated with determining results
- A better end user experience for examiners making the results process simpler and more efficient
- Overall process efficiencies and traceability of the process

## ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with telecommunication companies, government departments, financial institutions or any organization that has a critical business reliance on information technology.

At Integral we specialize in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

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