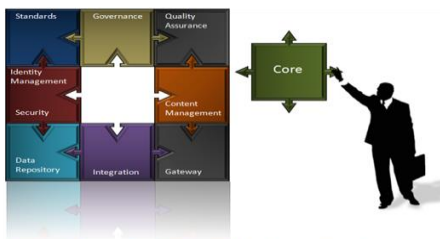# Case Study - Education

## Online Assessment Platform

A Victorian Education provider had embarked on a multi-year program called Insight, to develop and implement a strategy for an On-line Assessment Platform. The platform will address existing issues with delivery of education-based online assessments, including:

Capacity and Capability: use of existing online assessment tools is growing, and the systems that support them need significant investment simply to remain viable in the short-term. They also lack capacity to support additional tools in the future.

Coherence: currently, teachers and practitioners have to access different tools and data from different places. Maintaining and developing stand-alone systems creates an overhead for them which may complicate or deter effective assessment practice.

The Platform



The "core" of the Platform is the Application(s) that manage the lifecycle of the assessment Instrument.

The capabilities of the core include:

• Compile Content;
• Prepare for Assessment;
• Assess;
• Score;
• Report; and
• Review

From early childhood through vocational education, the Platform is designed to support multiple assessment instruments including:

• Forms
• Questionnaires
• Surveys
• Linear assessments
• Adaptive assessments
• Certification

With the ability to aggregate data to a holistic view of results

The Platform is comprised of a number of components including:
• Standards;
• Processes;
• Data;
• Applications; and
• Technology.

It is **driven** by the Business (Education) needs & focus, **supported** by the technology.

The platform is based on cloud technologies linked to the department's internal ICT capabilities such as data repositories and identity management. It is a framework for connecting and integrating new and existing systems and data, with flexibility to add or segregate content, components, functions and groups of users.
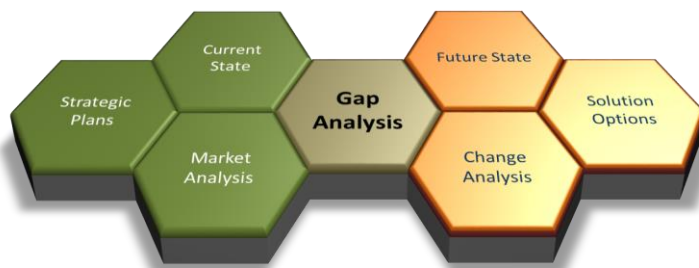
The platform will:
- Improve access for teachers and practitioners in a range of settings to a quality- assured suite of assessment tools
- Accommodate current and future tools and assessment data
- Allow flexible analysis of assessment data over time and across a range of assessments

The platform development is aligned with department and government strategy and wider assessment practice. It also supports alignment with Whole of Government and national initiatives aimed at assessment, reporting, and enabling more holistic approaches to service delivery and a bridging of sector practice (i.e. health and social care, education, justice).

Sentric's Practice Director for Outcome Management was asked to lead the program. The program had struggled to translate the strategic intent into a structured scope of requirements and subsequent set of initiatives and outcomes.

Sentric took overall management of the program and structured a team comprising both Sentric and Education provider resources to develop the solution and communicate requirements to the Education provider board, allowing them to draw down on funds and commence the program.

## Approach



Sentric utilised its Strategic and Process Framework to define the current and future state analysis and help conduct the assignment to completion of the first stage, keeping all stakeholders informed with a common vocabulary and outcome approach.

Strategic Plans: The alignment of the future state with the outcomes of the Education provider strategies, plans and business cases through a process known as Outcome Management

Current State: Defining the current business capabilities of the department and existing ICT enablers through the process of Business Functional Analysis and Business Architecture Framework

Market Analysis: Development and issue of an RFI to known providers of assessment platforms, services and applications. Looking at current market trends within the education sectors both nationally and internationally.

Future State: Defining an assessment platform reference model that can be then translated into solution architecture and multiple deliver components.

Change Analysis: Defining and developing the Change Management Strategy and Plans to implement the necessary organisational and cultural changes.

Solution Options: Development and presentation of a number of solutions and options in preparation for the development of the final business case and implementation strategy.

## Deliverables

- Cloud Based Service Oriented Architecture
- On-Line Assessment Solution Reference Model
- Business Function Models
- Request For Information
- Request For Proposal
- Proof Of Concept
- Request For Tender
- Transition and Transformation Plan
- Billing and Economic Modelling

## Outcomes

Sentric have completed their required deliverables (above) within the required time frame and budget and the program was handed over to the Education department's provider to internally program manage capability.

The proof of concept was completed and the Education provider is now in the process of selecting the successful vendor from the RFP. The next steps of the program will be to go to market for a suitable system integrator.

Sentric have continued to provide architecture and program director resources and business analysis functions.