Case Study – Education provider

Reading Challenge

Since 2005, the Reading Challenge has promoted the importance of reading among students in Victorian schools and encouraged families and parents to be more involved with supporting children's reading in and beyond school. In 2013, young children and their parents are also encouraged to join in the magic of discovering books through the Challenge.

In 2012 the Education provider decided to release the reading challenge to children under the age of 5 and engaged Sentric to re-design and implement a revised online service to challenge these new readers to read a diverse range of subject matter.

The Challenge aims to encourage a love of reading for leisure and pleasure in students, and to enable them to experience quality literature. It is not a competition but a challenge to each student to read, to read more and to read more widely.

Sentric were engaged after being recommended by the Education providers Director of the Insight Program when it was discovered that the existing system was incapable of providing the capabilities, scalability within the budget and timeframe required.

Approach

Sentric utilised its Co-Creation methodology to work with the Education providers team members to modify the existing reading challenge site to suit the needs of the under 5 audience. The current site was identified to have issues with scalability and extensibility prohibiting modifications in a time frame that would meet the launch of the site.

Sentric assisted the Education provider to translate the core functionalities of the system into a hosted environment that provided the ability to scale the service and extend the service. Additionally the solution allowed the department to shut the service down for the period that the Challenge was not active to save management and operational costs.

The Co-Creation methodology uses components of an Agile methodology. It extends Agile by establishing a number of desired outcomes that the program was to achieve and then conducting workshops to visualise the end solution and put this solution into two distinct areas of context:

Capabilities : business skills, knowledge and processes required to define and maintain the solution

Enablers : applications, data and infrastructure required to enable the solution

As a Reading Challenge site existed for the older range of children, an iterative approach was used to gather the functional and non functional requirements. Contextual models were devised to indicate the relationships between the Education provider, Child, Parent and Educator. These were then translated into scenarios, used to test the solution which met the Education provider expectations.

A cloud solution was recommended and agreed. The site was developed within the Amazon IAAS environment. This provided the necessary accessibility, stability and scalability. It also allowed for the Education provider to reduce operational costs during the period the challenge is not operating. This was achieved through virtualisation of the environment and decommissioning the cloud service in non operation periods.

Deliverables

- Scalable and Stable Reading Challenge Web Site

- Administration Facilities for on-boarding and management of students and parents

- Reporting and Analytics

- Support and Maintenance Model

- Outcome Management Strategy

- Context Map

- Solution Architecture Design

- Cloud version of the existing Reading Challenge site

- Full User And Acceptance Testing

- Security and Penetration Testing

- Level 2 Support

Outcomes

The Reading Challenge was launched as per the scheduled time and was well received by its intended audience, the Parents and Children taking the challenge. The Education provider support team were extremely happy with the performance of the system and ease of the reporting and administration functions, Sentric supported the team throughout the challenge with additional reporting and training as required.

- All required deliverables (above) were delivered within the required time frame and budget.
- The site was successfully deployed and supported for the period of the challenge.
- All knowledge and support activities were transferred to the Education provider.

Sentric have been asked back to work with the Education provider to enhance functionality in line with the changing requirements of the challenges user and to re-host in 2014 and 2015.