



WILLOUGHBY CITY COUNCIL

promapp™

# Promapp at Willoughby City Council

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# Introduction



- Promapp was introduced at WCC in February 2017
- Executive Sponsor – Head of Business Improvement
- Implementation of Promapp was lead by the Business Improvement Team
- A total of 16 x business unit champions were identified across each Directorate – known as process group champions
- Later in the year process editors were identified to assist the business unit champions in the review of their processes.
- Monthly meetings were organised with the process group champions to discuss process ideas, suggestions and improvements.

# Why Promapp?



- Streamlined operation and allowed compliance management
- Removed the duplication of process
- Assists in the capture and sharing of business process across all of Council
- Allowed Council to determine roles and responsibilities as part of each business process
- Assisted new staff with a clear understanding of Council processes (sometimes can be complex).
- Assisted with loss of corporate knowledge
- Promotes the '*Lean Thinking*' methodology

# Promapp Offers



- Promapp simplified business processes – its intuitive and easy to use
- Promapp assists in identifying policy, legislative and strategic governance perspective what we should be doing? and this identified inefficiencies in what we are actually doing?
- Changed our way of thinking in workflow and visio design – no longer single steps to cater for each exception (usually multiple tasks and events) instead Promapp caters for the overall big picture process.
- Use of notes feature allows to best describe how to handle the exception to process
- Group common tasks into activities
- Break down large processes/activities into sub processes
- Use 'if' statements such as if required, if needed, if appropriate to identify tasks that are not always performed
- At WCC Promapp was configured to ensure that all documented procedures and associated information that is currently stored in ECM to be automatically linked from ECM to the Promapp process (this ensured a central '**one place**' for all documents = ECM)
- Provides the ability to cross reference processes across other business areas
- Provides team collaboration making it easy to share ideas and improvements to process
- Improved the way ECM Workflows are designed and reviewed
- **Significant change - Processes where owned by staff and not IT – each business unit now owns and manages their processes.**

# Promapp Processes



- To date we have created a total **337 Promapp processes**
- 133 processes are live and published
- 140 unpublished – still work in progress
- 64 processes are up for review
- There have been **6,537 views** by staff in Promapp, with a **popularity of 73%** 😊
- Community, Culture and Leisure lead with the most created and maintained Promapp processes

# Future of Promapp



- Commenced the review of existing processes
- Commenced inter-linking processes e.g. Manage Current Swim School Member Inquiries
- Use of questions to clearly identify the next step of a particular process e.g. Managing a Land and Environment Court Matter
- Continually improving existing process – there have been an additional **25 improvement ideas** to Promapp processes in the last year.
- New functionality of **Suggest a Process** has now been introduced and is available for all staff