



**BUSINESS AREA: STRATEGIC CONSULTING**



## Case Study

# National Parks & Wildlife Service (NPWS) Procurement Roadmap

Roadmap to collate business requirements and prepare procurement tender documentation.

## The Challenge

NPWS recognises the importance of information systems that support organisational needs and those of key partners and stakeholders. The system relied on for bushfire and hazard reduction management and reporting, along with support for non-fire incident response is called Elements. Elements was developed by NPWS over the last twelve years to centrally support bushfire management-related activities enabling the agency to meet its legislative obligations more efficiently, improving community safety. Recently, NPWS needed to upgrade and replace the original Elements with a new platform, with a working title of Elements 2 to meet their contemporary business needs.

To prepare for system replacement, the specialist team at NPWS needed to present a coherent roadmap and business case to obtain authorisation for procurement. Once endorsed, NPWS sought help with defining the operational breadth of Elements 2 and documenting supporting business requirements. Proponents of potential solutions would need to demonstrate how they could deliver on the business needs of NPWS by meeting the requirements laid out in the tender documentation.

**“Spatial Vision provided a very professional and well managed service giving the project a solid foundation and well guided direction. This allowed the NPWS team to proceed with the Elements 2 project confidently ensuring project success!”**

Fire & Incident Operations Branch  
NPWS

## Organisation

The National Parks and Wildlife Service (NPWS)

## Customer Profile

The NPWS is part of the New South Wales Department of Climate Change, Energy, the Environment and Water (DCCEEW) and responsible for managing more than 890 national parks and reserves, covering over 7.6 million hectares of land across the state of New South Wales, Australia. The NPWS has statutory obligations for bushfire management as a public and firefighting authority over their public land portfolio. Coordination of all hazard reduction and bushfire management activities are undertaken by a specialist section in NPWS.

<https://www.nationalparks.nsw.gov.au/>

## Location

New South Wales

## Sector

Government

## Solution

Extensive consultation conducted to gather requirements, enabling NPWS to confidently go to market to select a vendor that could meet their needs for Elements 2.

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## Our Approach

Spatial Vision was first contracted by NPWS to prepare a procurement roadmap and business case for Elements 2. This project involved engagement with critical stakeholders to understand the rationale for change and the scope of Elements 2. The consultation revealed the significant business reasons driving the need for replacing the existing system. The project delivered the case for change and a twelve-step roadmap for NPWS to become procurement ready in 12 months.

Spatial Vision was subsequently contracted to document the business requirements for all components of the new system to support procurement of Elements 2. The processes and data required to support bushfire and hazard reduction management and responses to other non-fire incidents such as whale strandings, are quite complex and unique. The Spatial Vision team undertook extensive analysis of available documentation and consultation with NPWS officers across the state to consider the business workflow and information needs of the NPWS and external agencies.

The seven-month project delivered business workflow processes and functional requirements for six modules of work practices:

- Hazard Reduction
- Bushfire Management
- Marine Wildlife
- Miscellaneous Incidents
- Alerts and Closures
- Duty Officer Allocation and Notification

To support NPWS to become procurement ready, the work also delivered overall system business (non-functional) requirements and Risk Mitigation Plan.

## The Outcome

Over 12 workshops were conducted in both face to face and online formats. The extensive consultation was designed to allow for different voices i.e. people in different roles, locations and levels of authority, to provide their perspective.

The requirements documented were comprehensive and enabled NPWS to confidently go to market to select a vendor that could meet their needs for Elements 2.

The new Elements system will enable NPWS to plan the effective use of fire to reduce the risk of wildfires impacting communities, biodiversity and heritage assets and their officers.

**If you are aiming to modernise or replace technology platforms or applications, we work with customers to establish functional and non-functional requirements for tender specifications. We can assist with stakeholder engagement and consultation to capture and prioritise business needs.**

**If you'd like to know more, [please get in touch.](#)**