



# WAKA KOTAHI NEW ZEALAND TRANSPORT AGENCY

TAKING TESTING ON THE ROAD  
CLIENT CASE STUDY

## Background

The Waka Kotahi New Zealand Transport Agency's primary objective is to support a transport system that keeps people safe, is well connected and can be accessed by everyone. At the heart of the land transport system is the safety of people who use it. This includes ensuring that road users are suitably qualified to drive on New Zealand roads. The first step to obtain a learner driver license is passing a Road Code knowledge proficiency test.

## Business Challenge

Approximately 185,000 road code proficiency tests are completed annually, administered by agents authorized to run the tests on the Agency's behalf at more than 100 sites and 15 mobile locations across New Zealand. The test is predominantly undertaken by younger New Zealanders applying for their learners' license, or people new to New Zealand, so it is often one of their first interactions with the New Zealand Government. With this in mind, the Agency wanted to provide a better experience for citizens.

The previous technology used for Driver License Theory Testing system was aged, out of support, and represented a significant business risk to the Agency. Mobile testing, although possible was cumbersome requiring pre-configured software on dedicated devices, hindering testing accessibility.

The Agency sought to use technology to make it easier for new drivers to take the test in a wider network of supervised locations across New Zealand.

In line with the New Zealand Government's Digital Public Service strategy to offer citizens a seamless and integrated customer experience using new technologies such as cloud services<sup>1</sup>, the Agency sought to modernize and increase the flexibility of the Driver License Theory Testing system so that it could be easily accessed via portable internet-enabled devices such as tablets and laptops, anytime, anywhere.

As the Driver License Theory Testing system was not integrated with the Driver License Register, the candidate's personal data and test results had to be entered manually, opening up the risk of human error, fraudulent activity, and time wasted through process inefficiency.

Fundamentally, the Agency wanted a more flexible and efficient way to conduct tests across New Zealand.

The Agency also wanted a solution that would provide a seamless experience for customers and registry agents via enhanced systems integration and more streamlined business processes to remove the need to manually rekey data.

<sup>1</sup> NZ Government Digital Public Service Strategy - <https://www.digital.govt.nz/digital-government/strategy/strategy-summary/>

## The Solution

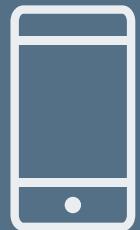
Unisys has worked with the Waka Kotahi New Zealand Transport Agency for more than 25 years supporting its driver and vehicle registry platform and most recently helped streamline the time and costs associated with reflecting legislative changes using an Agile software development approach and a strong working relationship where both Unisys and the Agency's teams focused on specific outcomes.

Unisys designed, built, tested and now operates the new Driver license Theory Testing system. Unisys' approach was to build on the already established, highly collaborative Agile experience, and to introduce a low-code, rapid application development platform for the new system. These development and deployment elements are key components of CloudForte®, a comprehensive suite of Unisys services designed to accelerate digital transformation and application modernization within the cloud.

Unisys used OutSystems, a market-leading low-code development platform delivered as a Platform as a Service (PaaS) from its strategic partner OutSystems. The OutSystems physical infrastructure is hosted in the secure data centers of Amazon Web Services.

The greater access and portability allow agents to conduct more tests simultaneously, in more locations such as schools, prisons, community centers and defense force sites, at any time. This enables the Agency to offer license applicants a wider range of locations and timeslots to choose to take the tests.

### Why was a low code development platform chosen?



Waka Kotahi New Zealand Transport Agency wanted to deliver a rich mobile customer-centric experience in a rapid timeframe. Low-code platforms feature a drag-and drop user interface for application development and configuration that, when combined with mature agile practices, enable new applications to be delivered quickly to meet business needs, including:

- **Rapid low-code development and deployment** – enables agile and collaborative development, testing, deployment, and management of applications in an amazingly short time frame.
- **Open platform with no vendor lock-in** – the level of flexibility with a portable solution provided reassurance that future direction changes could be more easily accommodated.

## Benefits

### Improved overall accessibility:



**Increased access for drivers to take their driver license theory test** – as the new system is cloud based, theory testing can now be done anywhere, from any device without the use of preconfigured hardware. The use of cloud-based software greatly increases the Agency’s ability to reach its customers, making it easier for people to take theory tests.



**Improved customer experience for driver license applicants** – integrating the Driver License Theory Testing system with the Drivers License Register and incorporating automation has created a more seamless, faster process: from booking, sitting the test, automatic notification of test results, and being issued the license – all of which provides a better experience for the candidate.



**Reduced the time for agents to administer a test by approximately 20%** – as the Driver License Theory Testing system is now integrated with the Driver License Register, agents do not need to manually rekey information captured when applicants book their test, such as name and address, which eliminates the risk of data error and possible fraud. In addition, the full transcript of the test results is captured. The bottom line is that agents now work with one unified system, rather than two disparate platforms.

### Speed to market - quick to implement and manage future changes:



The new Driver License Theory Testing system was implemented in less than six months, including user testing, market research and business change management.



The system has been designed to be self-managing. The Agency can rapidly respond to legislative changes or other material requirements when needed.

### Cost effectiveness - pay for what they use:



As the Driver License Theory Testing system is cloud-based Software-as-a-Service (SaaS), the Agency pays only for what they use, and there were no upfront development or implementation costs.

### Customer Satisfaction:



The Driver License Theory Testing system manages approximately 15,000 tests per month. The flexibility of the new system allows for more tests to run in peak demand periods such as school holidays.

*“The new solution is great. It has reduced my workload and made the process of booking and supervising a candidate test simple - thanks”*

**Agents who run and supervise the tests**

*“Sitting the test was simple, intuitive and was easy to use”*

**Driver license applicant**





The driver license testing project proposed the delivery of a large amount of functionality in a relatively short timeframe. It was imperative that delivery was on time as the previous licensing had a specific end date. We received the solution on time with all of the agreed functionality... This result was especially pleasing given as an agile project, refinement of the backlog features exposed additional details to be developed within the original plan. As a customer we received the product we required, in the timeframe specified. Since going live, changes made have been far easier and quicker than if we had been using other legacy platforms.

**Darrell Hart -**

**Project Manager, Waka Kotahi New Zealand Transport Agency**



## CloudForte - Accelerate and Optimize Your Cloud

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This case study is a description by Unisys of the services provided to the Waka Kotahi New Zealand Transport Agency for a specific project and is not an endorsement by Waka Kotahi New Zealand Transport Agency of this solution.



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