Janison.

Transport for NSW transforms driver licence knowledge tests across the state.

Service NSW is hailed by the Australian Government as a *"case study" of digital transformation* of public services, enjoying customer satisfaction rates of 95 per cent and more.

Part of its success is its recent adoption of *Janison Insights* to deliver Transport for NSW's driver licence knowledge testing for thousands of drivers state-wide.

The Brief

Sitting a road rule knowledge test is critical to obtaining a NSW driver's licence. To ensure that Transport for NSW could continue to deliver these tests to the public in high volumes into the future, it needed to overhaul its legacy system.

Some 600,000 new and existing drivers are predicted to take knowledge tests in 2019-20. This number is rising by 10 per cent annually as the population grows. Added to this, Transport for NSW had committed to *compelling targets to address road fatalities by 2021*.

Transport for NSW wanted to enhance the customer experience via an agile and engaging Knowledge Test System that could not only deliver efficient testing at scale, but could evolve with driver education activities, road safety trends and operational needs.

The Challenge

Transport for NSW's test delivery process faced several difficulties. Delivering tests was cumbersome for counter staff – each iMac terminal required staff to walk over and stand at the machine to start and supervise a test. Delivery of tests was confined to individual service centres on an internal network.

The legacy system lacked flexibility for installing and running new digital services on the terminals. Interfaces were dated, analytics difficult to capture, and hardware was risky and expensive to maintain.

Our Solution

Janison's cloud-based solution places Transport for NSW's Knowledge Test System on secured Google Chromebook devices, enabling it to deliver and monitor tests remotely.

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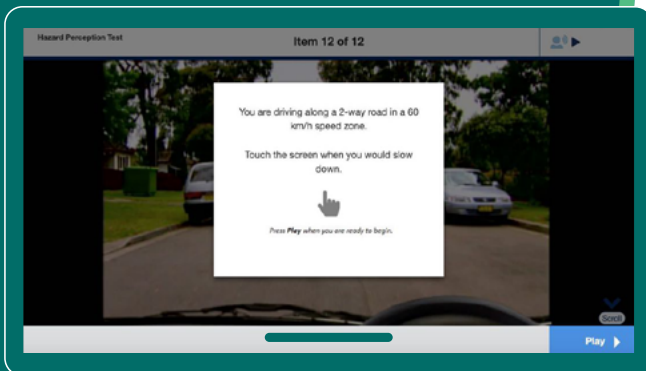
31
variations of the Driver Knowledge, Hazard Perception and Driver Qualification Tests run on the platform

141
centres were transitioned to the new platform by December 2019

It delivers 31 variations of the Driver Knowledge, Hazard Perception and Driver Qualification Tests, in 10 languages, and feeds results and data to Transport for NSW in real-time.

Remote delivery capability allows Transport for NSW to make the test available in external locations such as rural areas, police stations and local council agencies. It even travels on "mobile kiosks" on Service NSW buses to rural areas.

Chromebooks are pre-prepared with the entire suite of test media, meaning that each device can run bandwidth-hungry content, such as high-definition video touchscreen questions, without burdening Transport for NSW's network.

The in-built test player, _Janison Replay_, continues running a test, giving candidates an uninterrupted experience amid all kinds of bandwidth quality.

The system collects intricate test data, allowing for deep analysis and insights to inform strategic driver education decisions. Authoring tools allow Transport for NSW to evolve the test and create more engaging questions, including interactive video.

The scalable Software-as-a- Service (SaaS) platform lets Service NSW meet the demand of rising volumes for years to come at a realistic price point.

The Result

In mid-2019, Transport for NSW centres in three major Sydney suburbs became the first to use the new platform. Customers welcomed the upgrade – with one commenting: "It's like going from Pac-Man to PlayStation." Following the success of the pilot, Transport for NSW transitioned 141 centres to the new platform by December 2019.

Thanks to Janison's collaboration with Transport for NSW during each stage of the platform's

build and design, frontline staff required minimal training. The rollout was such a success that the project team were nominated for a Transport for NSW recognition award.

The platform equips Transport for NSW to test more candidates with fewer human touchpoints, on infrastructure that's easy to maintain and upgrade for the long-term. All this amounts to a real saving to the taxpayer.

The interface is stable, allowing customers to take their test without the risk of freezes or drop-outs. When the result of a test has a real impact on the customer's day-to-day life – the potential to be granted a driver's licence – a seamless testing experience is paramount. A practice test available via smartphone app helps improve continuous driver education and allows Transport for NSW to connect with young, new drivers.

Overall, the improvements to the system greatly facilitate Transport for NSW's ability to make a genuine impact on road safety.

Take your government agency's testing into the future.

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