

# Success Story



imagine, build, deliver...

## Industry

- Government

## PAN Product/Service

- Incident Reporting Information System (IRIS)
- Consulting
- Development

## Technologies

- Microsoft Development Framework
- XML
- SQL Server
- IIS

## Achievement

- Consistent method of recording incidents
- The effective targeting of strategies to reduce the number and severity of incidents
- Comprehensive analysis and reporting of incident data

***“IRIS has enabled us to carry out more detailed analysis of incidents occurring in schools. This analysis has led to improved operational decision making and more cost effective solutions for school security”***

**Larry Allender**  
Manager Emergency & Security  
Management Unit  
Department of Education

## How does an organisation look after over 450,000 people?



## Department of Education

### Customer Background

The Department of Education (DoE) provides the State Government of Victoria with policy and planning advice for the delivery of education and training.

DoE supports and advises the Minister for Education and Training, the Minister for Education Services and helps with the management and administration of their portfolios.

DoE is a 7 billion dollar organization.

### Business Challenge

DoE employs over 60,000 staff and manages over 400,000 students at nearly 1,700 sites.

Ensuring staff and students are provided with a safe and healthy work environment is paramount to the identification and reduction of critical incidents that may occur in DoE workplaces.

DoE needed additional support to identify risks, areas of concern, hot spots and emerging trends to assist in allocating appropriate resources and implement effective strategies to mitigate potential dangers.

On the recommendation of the *Safety and Security in Schools Advisory Committee* (SSSAC), DoE went to public tender for an Incident Reporting System that allowed complete data capture and comprehensive data analysis tools for risk identification and assessment for Victorian Government Schools.

Due to the nature of incidents that can occur at DoE sites, all incidents are managed by the Emergency & Security Management Branch (ESM), a specialist DoE business unit. ESM staff are on duty 24 hours a day, 365 days a year to help manage incidents and provide assistance. A core business requirement was an intuitive system that required minimal staff training.

### Solution

PAN Software was selected after a comprehensive tendering process which included several stages of presentations and submissions to the DoE Incident Management System Project Committee.

PAN Software's Incident Reporting Information System (IRIS) was selected because of the intuitive nature of the interface (which adhered to the strict DoE Accessibility and Usability requirements), compliance to Australian Standards for incident reporting and comprehensive analysis tools.

### Results

Within 3 months of the introduction of IRIS, ESM was performing analytical and predictive reporting to help reduce risks within schools.

Due to intelligent data analysis, ESM is now able to implement targeted and effective strategies to hot spots to help reduce incident rates.

Staff involved in the Risk Assessment and Crime Prevention areas have hailed the IRIS reporting an overwhelming success.

Other business units involved in incident reporting within DoE are now looking to use the IRIS system to help risk identification, management and maintaining their recording of incidents as they pertain to their business.

For more information on DoE please visit:  
[www.education.vic.gov.au](http://www.education.vic.gov.au)



*imagine, build, deliver...*

---

## Contact Us

PAN Software Pty. Ltd.

Level 1

537 Malvern Road

Toorak, Victoria 3142

AUSTRALIA

Tel: +61 3 9823 1499

Fax: +61 3 9824 0137

Email: [sales@pansoftware.com.au](mailto:sales@pansoftware.com.au)

---



## About PAN Software

PAN Software is a specialist software development, consulting and integration company based in Melbourne, Australia.

We specialise in building innovative custom business systems that are reliable, scalable, secure and human friendly. Our approach is to use our proven methodologies, coupled with our enthusiasm, to provide best-of-breed solutions at a cost-effective price.

## Our People

PAN Software consultants come from a range of industries and provide a breadth of knowledge across business strategies, processes and market trends. Coupling industry with technology expertise, PAN Software Consulting offers you business solutions to deliver your unique requirements.