

Application: 4280

## Driving Technical Innovation to Enhance Staff & Student Experiences

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Espire Infolabs
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> Driving Technical Innovation to Enhance Staff & Student Experiences
<b>Category</b> J03. Technical Innovation of the Year - Educational Technology
<b>Technical Innovation of the Year Submission Format</b> Written Answers
<b>a. Briefly describe the organization that achieved the nominated technical innovation: its history and past performance (up to 200 words). Required</b> <p>The nominated organization is Australian catholic University (ACU)- a prestigious higher education institution in Australia, ranked among the top 2% of universities globally. Home to over 31,200 students, including 3,200 international students from 90+ countries, it is the largest Catholic university in Australia. Known for its distinguished scholars and state-of-the-art education, the institution offers 110-degree programs at undergraduate, postgraduate, and research levels.</p> <p>To enhance the experiences of students and staff, the university embarked on a comprehensive digital transformation in partnership with Espire in 2017. Starting in 2022, Espire overhauled several administrative and operational processes to improve student and staff experiences.</p> <p>Espire has been working closely with ACU on several critical initiatives, including:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Enhancing Integration Capabilities</li><li><input type="checkbox"/> Supporting the Student Management System and Learning Management System</li><li><input type="checkbox"/> Advancing the University's Innovation and Automation Efforts, such as:<ul style="list-style-type: none"><li>• Implementing Intelligent Process Automation using RPA and Low-Code Platforms</li><li>• Developing a Data Lake and Utilizing Predictive Analytics</li><li>• Integrating Mixed Reality into Teaching with devices like HoloLens</li><li>• Introducing eProctoring Solutions</li></ul></li></ul>

**b. Outline the nominated technical innovation. Be sure to describe it in terms that someone with limited knowledge of the technology can understand and appreciate (up to 250 words). Required**

Since early 2022, Espire has significantly enhanced ACU's technological landscape through several key projects:

**Project 1: Student Academic Misconduct Management System (SAMMS)**

Espire developed SAMMS to address increased academic misconduct and the burden of manual tracking. SAMMS automates reporting, management, and letter generation, ensuring compliance and efficiency. Integrating SPFx and Microsoft Model Driven Power apps, it features a mobile-friendly interface for accessibility.

Technologies: Microsoft Power Apps, SharePoint Online with SPFx, Power Automate, and Dataverse.

Benefits: 70% reduction in report generation time, improved compliance, increased transparency, secure logins, and seamless communication.

**Project 2: CloudStor Replacement**

Espire created a solution using ACU's existing technologies like Microsoft SharePoint and ServiceNow to streamline project registration and space requests for researchers. Azure functions and PnP site creation scripts automate SharePoint provisioning. Custom scripts enable secure external sharing for research projects.

Technologies: Microsoft SharePoint Online, Azure functions, PnP Scripts, and ServiceNow.

Benefits: Avoids additional costs with an integrated experience, unlike competitor solutions.

**Project 3: RPA Implementation for ACU Alumni Business Function**

To comply with the SPAM Act 2003, Espire deployed an RPA bot to synchronize user subscription data between Graduway and Dynamics 365, ensuring error-free management. Power Automate cloud flows trigger desktop flows for data processing and updating.

Technologies: Microsoft Power Automate Desktop, Cloud Flow, SharePoint Online, and Graduway.

**Project 4: LTI Development**

Espire implemented an LTI framework within Canvas to automate assignment extension requests. LICs receive notifications and can approve or reject requests directly, streamlining the process. Key technologies: .Net Core, Azure WebApps, Azure Functions, and OAuth.

**c. Explain why the technical innovation you have highlighted is unique or significant (up to 250 words). Required**

The achievements highlighted are significant due to innovative nature and substantial impact on ACU's operational efficiency and user experience.

**Project 1: Student Academic Misconduct Management System (SAMMS)**

Developed on the Microsoft Power platform with auto-maintenance capabilities, SAMMS automates issue resolution during submissions, letter generation, and workflow management. This reduces daily support needs, allowing ACU to focus on operational enhancements. By integrating SPFx and Microsoft Model Driven Power apps, SAMMS represents a novel approach to case handling, unmatched by competitors who rely on more fragmented systems. The mobile-friendly interface ensures stakeholders can access and manage cases efficiently.

**Project 2: CloudStor Replacement**

Espire's solution leverages ACU's existing technology, avoiding the higher costs and user disruption associated with competitors' offerings. The use of Microsoft SharePoint, Azure functions, and ServiceNow for streamlined project registration and space requests ensures a seamless transition for researchers.

**Project 3: RPA Implementation (ACU AlumniConnect BOT)**

The RPA bot ensures error-free synchronization of user data between Graduway and Dynamics 365, eliminating manual errors and ensuring compliance with the SPAM Act 2003. This level of automation is not commonly achieved by other institutions, highlighting Espire's advanced capabilities.

**Project 4: LTI Development**

Implementing an LTI framework within Canvas to streamline assignment extension requests significantly enhances process efficiency. LICs can approve or reject requests directly within the system, surpassing the more manual processes used by other institutions.

These achievements demonstrate Espire's commitment to innovation, setting new industry standards- enhancing operational efficiency, compliance, and user experience at ACU, positioning it ahead of competitors in the higher education sector.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Here is the link to the demo of the solution>> <https://www.espire.com/-/media/files/espire/assignment-extension>

The attached reference documents are the screenshots of the innovative solution frameworks used to address the challenges listed in the above nomination to achieve the mentioned benefits for the customer

**Webpage Link**

<https://www.espire.com/-/media/files/espire/assignment-extension> (<https://www.espire.com/-/media/files/espire/assignment-extension>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://news.microsoft.com/en-au/features/australian-catholic-university-harnesses-cloud-data-and-ai-to-spur-staff-and-student-success/> (<https://news.microsoft.com/en-au/features/australian-catholic-university-harnesses-cloud-data-and-ai-to-spur-staff-and-student-success/>)

**Would you like to add an additional webpage link?**

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**Webpage Link 3**

<https://news.microsoft.com/en-au/features/how-robotic-process-automation-is-unlocking-more-efficiencies-and-deeper-insights-for-australian-catholic-university/> (<https://news.microsoft.com/en-au/features/how-robotic-process-automation-is-unlocking-more-efficiencies-and-deeper-insights-for-australian-catholic-university/>)

**Would you like to add an additional webpage link?**

Yes

**Web Page Link 4**

[https://staff.acu.edu.au/our\\_university/news/2024/march/introducing-samms](https://staff.acu.edu.au/our_university/news/2024/march/introducing-samms) ([https://staff.acu.edu.au/our\\_university/news/2024/march/introducing-samms](https://staff.acu.edu.au/our_university/news/2024/march/introducing-samms))

**Would you like to add an additional webpage link?**

**Supporting Document**

Download File ([https://stevies-tech.secure-platform.com/file/66798/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2Njc5OCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9ySAMMS\\_Project%201.png](https://stevies-tech.secure-platform.com/file/66798/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2Njc5OCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9ySAMMS_Project%201.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 2**

Download File ([https://stevies-tech.secure-platform.com/file/66799/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2Njc5OSwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yXiuvs09TZZPwyO0nV33dEXJXsRK\\_y2M?Cloudstor\\_Project%202.png](https://stevies-tech.secure-platform.com/file/66799/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2Njc5OSwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yXiuvs09TZZPwyO0nV33dEXJXsRK_y2M?Cloudstor_Project%202.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 3**

Download File ([https://stevies-tech.secure-platform.com/file/66800/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjgwMCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yRPA\\_Project%203.png](https://stevies-tech.secure-platform.com/file/66800/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjgwMCwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yRPA_Project%203.png))

**Would you like to add an additional supporting document?**

Yes

**Supporting Document 4**

Download File ([https://stevies-tech.secure-platform.com/file/66801/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjgwMSwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yLTI%20development\\_Project%204.png](https://stevies-tech.secure-platform.com/file/66801/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjgwMSwiYWxsYXN0b3R0aWduZWVcmwiOiJGYWxzZSI6ImInbn9yLTI%20development_Project%204.png))

**Would you like to add an additional supporting document?**

No

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