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CASE STUDY

Enhancing Correctional Facility Efficiency with the Prisoner Purchasing System (PPS)

Overview

In January 2013, MYtech began work on the Prisoner Purchasing System (PPS) for the Department of the Attorney General and Justice (Correctional Services), giving Correctional Services the ability to effectively streamline prisoner purchasing, improve operational efficiency, and integrate multiple subsystems across correctional facilities.

About the Client

The **Department of the Attorney General and Justice (Correctional Services)** is a government agency responsible for managing correctional facilities and ensuring the safe and secure custody of prisoners across the Northern Territory.

The Challenge

Correctional facilities lacked a streamlined and secure system for managing prisoner purchases and financial transactions. This led to manual handling of prisoner purchases required staff to manage cash transactions, track spending manually, and reconcile accounts without automation. This consumed significant time, increased the risk of errors, and made it difficult to monitor and control prisoner spending across facilities.

Technology Used

- Microsoft Technologies: C#, ASP.NET, SQL Server
- Sub-Systems:
- Prisoner Kiosk
- Visitor Cash Kiosk
- Cash Kiosk
- Vending Machine
- Prisoner Enrolment
- Administration System

Solution

The Department of the Attorney General and Justice (Correctional Services) faced a significant challenge in managing prisoner purchases across its facilities. The existing system was heavily manual, prone to errors, and lacked transparency. MYtech was brought into design and implement a solution that would not only modernize the process but also ensure security, efficiency, and scalability.

The project began with a deep dive into the operational environment of correctional centres. MYtech collaborated closely with facility administrators to understand the day-to-day challenges faced by staff and inmates. From this, they developed a comprehensive business plan that outlined the vision for a fully integrated purchasing system.

The technical architecture was designed to support multiple subsystems, each tailored to a specific user group or function. These included:

- Developed a business plan for implementing kiosks and vending machines.
- Visitor cash kiosks where family members could deposit funds securely into prisoner accounts.
- Cashless vending machines integrated with the prisoner system to allow direct purchases.
- A prisoner enrolment system to manage identity verification and user access.
- An administration system that provided staff with oversight, reporting tools, and control over the entire ecosystem.

In this project, MYtech coordinated with several technology partners: NetCard, Pronto, Simient, NEC, and Data Centre Services. They conducted comprehensive system tests to validate functionality, security, and performance under real-world conditions.

The Results

The PPS streamlined the purchasing process within correctional facilities, significantly improving operational efficiency. MCS's leadership ensured successful integration and deployment across the two centres.

Key outcomes included:

- Prisoner kiosks enabling inmates to view account balances, place orders, and manage their accounts independently
- Designed and documented the technical architecture and integration requirements to support secure and scalable deployment
- Coordinated with multiple service providers including NetCard, Pronto, Simient, NEC, and Data Centre Services to ensure seamless collaboration
- Oversaw system implementation and conducted comprehensive testing to validate functionality and reliability
- Improved autonomy for inmates and reduced administrative workload for staff
- Enhanced transparency and accountability in the purchasing process within correctional facilities

This project reflects MCS's ability to deliver tailored, multi-stakeholder solutions that enhance operational efficiency and user experience in complex environments.

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CASE STUDY

Improving Alcohol Ban Enforcement with the Banned Drinker Register (BDR)

Overview

In November 2016, MYtech began work on the Banned Drinker Register (BDR) for the Northern Territory Department of the Attorney General and Justice, giving the Department the ability to effectively monitor and enforce alcohol bans across 250 locations, improving compliance and operational oversight.

The Challenge

The Northern Territory did not have a centralized and effective system to monitor individuals banned from purchasing alcohol. This led to the absence of a centralized, real-time verification system meant that enforcement officers and bottle shop staff had to rely on outdated or manual records. This slowed down the verification process, allowed banned individuals to slip through, and created inconsistencies in enforcement across the territory.

Technology Used

- Microsoft Technologies: C#, ASP.NET, SQL Server
- Acuant Card Scanning Technology: For accurate and efficient card scanning

About the Client

The **Northern Territory Department of the Attorney General and Justice** are a government department tasked with overseeing legal, correctional, and justice-related services throughout the Northern Territory.

Solution

The Northern Territory Government's existing system lacked real-time verification, was difficult to manage, and failed to provide consistent enforcement across the region. MYtech was commissioned to design and implement a new Banned Drinker Register (BDR) that would address these issues head-on.

The project began with an audit of the existing infrastructure. MYtech identified critical gaps in data accuracy, system responsiveness, and user accessibility. Working closely with stakeholders, they developed a strategic upgrade plan that would transform the BDR into a modern, scalable, and user-friendly system.

The solution was built using Microsoft technologies and Acuant card scanning, and it included several key components:

- Conducted a detailed analysis and audit of the existing BDR infrastructure.
- Developed a strategic upgrade plan for the infrastructure.
- Collaborated with business stakeholders to define and refine business requirements.
- Designed and implemented the technical architecture for the BDR system.
- Developed and integrated the BDR components, including kiosks, permit systems, and the portal.
- Executed comprehensive testing of the system, including network performance.

MYtech ensured that each component was thoroughly tested, including network performance, user interface responsiveness, and data synchronization. They also implemented a comprehensive suite of backup and disaster recovery services to ensure system resilience.

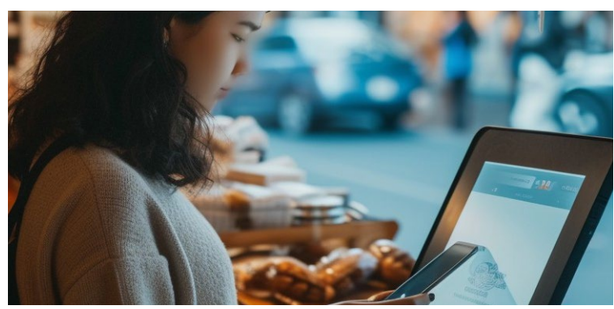
The Results

The BDR system was launched on September 1, 2017. It now operates across 250 locations and serves approximately 300 users. The system has significantly improved the enforcement of alcohol bans, enhanced public safety, and demonstrated MYtech's ability to deliver complex, high-impact solutions under tight deadlines.

Key outcomes included:

- Real-time scanning and verification of individuals at retail locations through BDR kiosks
- Successful deployment and initial support ensuring smooth system rollout
- Implementation of a permit system to manage alcohol purchase permissions for eligible individuals
- Secure online portal enabling users and administrators to access and manage records remotely
- Smartphone app designed for drive-through bottle shops, allowing staff to verify individuals without leaving their stations
- Centralized backend administration system for monitoring, control, and support of all BDR operations
- Enhanced enforcement of alcohol restrictions, contributing to improved public safety
- Scalable infrastructure supporting 250 locations and approximately 300 users

This project highlights MYtech's capability to deliver secure, scalable, and user-focused solutions that address critical community needs.



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CASE STUDY

Powering Technology in the Criminal Justice Domain the Offender Management System (OMS)

Overview

In May 2018, MYtech began work on the Offender Management System (OMS) for the Department of the Attorney General and Justice (AGO), giving AGO the ability to effectively maintain system reliability, manage offender data, and support ongoing enhancements across custodial and community correction centres.

The Challenge

The Integrated Offender Management System required ongoing support and enhancements to keep pace with evolving justice operations and integrations. Without continuous support and updates, the OMS faced delays in processing offender data, resolving system issues, and integrating with other justice systems. This led to bottlenecks in case management, reduced staff productivity, and potential lapses in offender tracking and rehabilitation workflows.

Technology Used

- Integrated criminal justice systems
- System and Integration Testing tools

About the Client

The **Department of the Attorney General and Justice (AGO)** is a key government entity managing integrated criminal justice systems and offender rehabilitation programs across custodial and community correction centres.

Solution

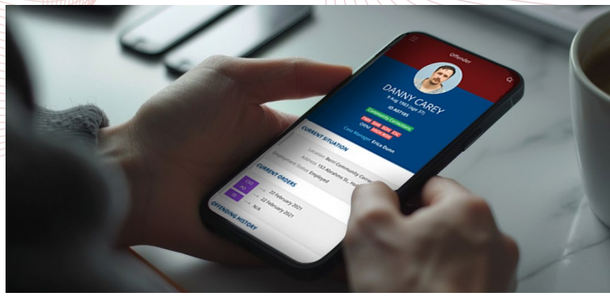
The Department of the Attorney General and Justice uses the Integrated Offender Management System (IOMS), a mission-critical platform, to manage offender data throughout the Northern Territory. MYtech was hired in 2018 to offer continuous maintenance, support, and improvement services for the system, which is closely linked with other justice platforms and receives regular updates.

MYtech's approach was both proactive and collaborative. They began by reviewing and updating all system documentation, including technical architecture diagrams and business rules. This ensured that the support team had a clear understanding of the system's structure and dependencies.

To maintain system integrity, MYtech implemented a rigorous testing framework. They conducted regular System and Integration Tests (SIT), documenting all results and using them to guide future improvements. When problems occurred, MYtech handled them promptly and efficiently, whether they were bug reports, break/fix requests, or change requests pertaining to the interface.

The work included:

- Maintaining and updating documentation to reflect system changes and ensure continuity.
- Performing and documenting SITs to validate system performance and integration points.
- Resolving technical issues that could impact data accuracy or user access.
- Analysing and implementing change requests to enhance functionality and user experience.
- Providing technical support to the IOMS team, ensuring they had the tools and knowledge needed to manage the system effectively.



The Results

As of August 2024, the Integrated Offender Management System (IOMS) is fully operational across 18 custodial centres and 10 community correction centres, supporting approximately 1,550 users. Through MYtech's ongoing support and enhancement services, the system has remained stable, secure, and responsive to the evolving needs of the justice system.

Key outcomes included:

- A fully operational Integrated Offender Management System (IOMS) deployed across 18 custodial centres and 10 community correction centres
- A centralized platform supporting approximately 1,550 users for offender data management
- A secure integration layer enabling seamless data exchange with other criminal justice systems
- A comprehensive and up-to-date technical architecture and documentation repository
- A robust update and release process, including rigorous testing protocols for system enhancements
- A stable and scalable infrastructure serving as the digital backbone for justice operations in the Northern Territory

MYtech's commitment to proactive maintenance and system integrity has ensured IOMS continues to meet the demands of a complex and evolving justice environment.

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CASE STUDY

Supporting Tourism Operations with Dynamics 365 CRM

Overview

In June 2023, MYtech began work on the Tourism Northern Territory Dynamics 365 CRM for Tourism Northern Territory (NT), giving Tourism NT the ability to effectively maintain CRM operations, enhance custom solutions, and support seamless integration across the Power Platform.

The Challenge

Tourism NT faced challenges in maintaining and customizing their CRM platform to meet dynamic operational needs. Tourism NT's CRM system required frequent manual intervention for troubleshooting, customization, and integration. These tasks diverted resources from strategic tourism initiatives, slowed down response times to stakeholders, and limited the system's ability to scale with growing data and user needs.

Technology Used

- Power Platform
- Dynamics 365 Sales
- Dataverse

About the Client

Tourism Northern Territory (NT) are the statutory authority of the Northern Territory Government responsible for promoting tourism, managing visitor engagement, and supporting the region's tourism industry through digital platforms.

Solution

Tourism Northern Territory (NT) relied on a customized Dynamics 365 CRM platform to manage its operations. However, maintaining system performance and guaranteeing smooth application integration became more difficult as the platform changed and the needs of the company grew more complex. To maintain the CRM's stability, responsiveness, and alignment with Tourism NT's strategic objectives, MYtech was brought in to offer continuous support and improvements.

The engagement began with MYtech embedding itself into Tourism NT's operational rhythm. They took over the day-to-day maintenance of the CRM, ensuring that routine issues were resolved quickly and that the platform remained stable. But their role extended far beyond basic support. MYtech also assumed responsibility for advanced system administration, which involved optimizing performance, managing customizations, and ensuring that the CRM could scale with the organization's growing data and user base.

One of the key contributions was the development of tailored solutions within the Power Platform. MYtech worked closely with Tourism NT's internal teams to understand their workflows and built custom features that enhanced usability and efficiency. They also ensured that the CRM integrated smoothly with other Dynamics 365 applications, including Customer Service and various custom-built Power Apps.

- Business-as-usual support ensured the platform remained operational and responsive.
- Advanced administration helped fine-tune performance and manage evolving configurations.
- Custom solution development addressed unique business needs and improved user experience.
- Integration support ensured seamless data flow across the broader NTG Power Platform ecosystem.

The Results

The enhancement and ongoing support of Tourism NT's Dynamics 365 CRM platform have transformed it into a strategic asset—enabling the organization to manage tourism operations, stakeholder relationships, and promotional efforts with greater efficiency and confidence.

Key outcomes included:

- A customized Dynamics 365 CRM platform operating reliably across Tourism NT
- A user-friendly interface and enhanced functionality aligned with tourism sector needs
- Custom-built features and workflows integrated via the Power Platform to support unique operational requirements
- Optimized CRM modules delivering improved performance and responsiveness
- Scalable system architecture designed to handle increasing data volumes and user activity
- A centralized solution for managing stakeholder engagement and executing tourism campaigns

MYtech's proactive support and solution-driven approach have ensured the CRM remains a robust, adaptable tool that empowers Tourism NT to deliver on its mission across the Northern Territory.

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CASE STUDY

Pollution Case Management (PCM) App Development for the Department of Environment, Parks and Water Security (DEPWS)

Overview

In 2023, MYtech began work on the Pollution Case Management (PCM) App for the Department of Environment, Parks and Water Security (DEPWS), giving DEPWS the ability to effectively manage pollution reports, streamline workflows, and gain insights through business intelligence tools.

The Challenge

DEPWS lacked a unified digital platform for managing pollution reports and regulatory workflows. This led to pollution reports were previously submitted through fragmented channels, often lacking structured data and centralized tracking. This made it difficult to triage cases, assign responsibilities, and generate insights, resulting in delayed responses and reduced regulatory effectiveness.

Technology Used

- Power Apps Service
- Data Sources: Interaction with various data sources.
- Microsoft Dataverse

About the Client

The Department of Environment, Parks and Water Security (DEPWS) is a government department dedicated to environmental protection, natural resource management, and regulatory compliance across the Northern Territory.

Partnerships

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Solution

The Department of Environment, Parks and Water Security's (DEPWS) existing processes were fragmented and heavily reliant on manual reporting, which made it difficult to track cases, analyse trends, or ensure timely responses. MYtech was awarded the contract to design and implement a Pollution Case Management (PCM) system that would address these challenges and support regulatory compliance.

The project began with a discovery phase, during which MYtech engaged with DEPWS stakeholders to understand the full lifecycle of a pollution report, from initial submission to case resolution. Based on these insights, they designed a system that would digitize and streamline every step of the process:

- Conducted stakeholder workshops to gather requirements and map existing reporting workflows.
- Designed a scalable system architecture using Microsoft Power Platform.
- Developed responsive web and mobile interfaces for real-time, geo-tagged report submissions.
- Built a centralized case management module for triage, tracking, and resolution.
- Implemented automated workflows for case routing and status updates using Power Automate.
- Integrated Power BI dashboards for visualizing incident trends and compliance metrics.
- Performed iterative testing and refinements based on user feedback.

The PCM system was built using Microsoft Power Apps and was accessible via both web and mobile interfaces. This allowed field officers and the public to submit reports in real time, complete with geo-location data, offence details, and photographic evidence. Once submitted, reports entered a centralized case management system where they could be reviewed, triaged, and assigned to the appropriate teams.

To support decision-making and compliance, MYtech integrated business intelligence tools that provided insights into incident types, response times, and geographic trends. These analytics helped DEPWS identify hotspots, allocate resources more effectively, and demonstrate accountability.

The Results

The Pollution Case Management (PCM) system has transformed how DEPWS handles pollution incidents. With its user-friendly design and real-time reporting capabilities, the system has streamlined case submissions and management workflows. Business intelligence features have enhanced decision-making and regulatory oversight, while inter-agency collaboration has improved through centralized data access.

Key outcomes included:

- Centralized digital platform accessible via web and mobile for managing pollution reports
- Real-time submissions with geo-tagged data and evidence, improving incident tracking and response times
- Automated workflows for triage, case allocation, and approvals, reducing delays and manual effort
- Business intelligence dashboards providing actionable insights into pollution trends and compliance
- Enhanced inter-agency collaboration through centralized data access and reporting
- Support for 30 users and management of approximately 800 cases annually, boosting operational efficiency
- A more responsive, transparent, and compliant approach to environmental incident management

This system supports DEPWS's mission across the Northern Territory by enabling faster, smarter, and more coordinated responses to pollution events.

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CASE STUDY

Automating Apprenticeship Data Exchange with the DELTA to ADMS API Integration

Overview

In 2023, MYtech began work on the ADMS–DELTA API Integration for the Department of Industry, Tourism and Trade (DITT), giving DITT the ability to effectively automate data exchange, enhance security, and align with national apprenticeship data standards.

The Challenge

The legacy DELTA system relied on outdated SOAP interfaces, which were incompatible with the Federal Government's new ADMS platform. With the legacy SOAP-based integration was slow, fragile, and lacked modern security protocols. Manual data reconciliation and limited automation led to delays in updating apprenticeship records, increased administrative workload, and risk of non-compliance with federal standards.

Technology Used

- Azure Functions
- Azure Logic Apps
- Azure API Management (APIM)
- Azure Key Vault
- Azure Virtual Network (VNet) & Express Route
- OAuth 2.0

About the Client

The Department of Industry, Tourism and Trade (DITT) are a Northern Territory Government agency focused on supporting economic development, managing apprenticeship programs, and facilitating trade and industry growth.

Solution

The Department of Industry, Tourism and Trade (DITT) faced a critical challenge when the Federal Government decommissioned TYIMS, the legacy system used for apprenticeship data exchange. DITT's own system, DELTA, was still reliant on TYIMS via SOAP-based interfaces. To maintain compliance and ensure uninterrupted data flow, MYtech was engaged to design and implement a new integration architecture that would connect DELTA to the new Apprenticeship Data Management System (ADMS) using modern technologies.

MYtech approached the project with a focus on security, scalability, and automation. They designed a middleware solution hosted entirely on Microsoft Azure, leveraging a suite of native services to orchestrate and secure the data exchange. Azure Logic Apps were used to automate workflows, running on a daily schedule to initiate the integration process. Azure Functions handled the business logic, including API calls to ADMS, response processing, and updates to the DELTA SQL database.

To ensure secure communication, MYtech implemented OAuth 2.0 authentication with token caching and certificate-based client assertions. Sensitive credentials were stored in Azure Key Vault, and all services were deployed within a secured Virtual Network (VNet) with private endpoints and strict firewall rules.

- Conducted a discovery phase to assess legacy SOAP-based integration and define requirements for the new ADMS interface.
- Designed a secure, cloud-native middleware architecture hosted on Microsoft Azure.
- Developed Azure Logic Apps to automate daily data exchange workflows.
- Implemented Azure Functions to handle business logic, including API calls, response parsing, and database updates.
- Configured OAuth 2.0 authentication with token caching and certificate-based client assertions.
- Secured credentials using Azure Key Vault and deployed services within a VNet with private endpoints.
- Set up real-time monitoring and alerting for system health and performance visibility.

The Results

The ADMS–DELTA integration is now fully operational, running daily with a recovery time objective (RTO) of six hours and supporting over 3,500 users. The solution replaced legacy SOAP-based systems with a modern, secure REST API architecture hosted on Azure. It ensures reliable synchronization of apprenticeship data between the NT Government and the Federal Government.

Key outcomes included:

- Secure, scalable REST API architecture replacing legacy SOAP-based systems
- OAuth 2.0 authentication and Azure Key Vault enhancing data security and compliance
- Daily automated data exchange supporting over 3,500 users
- Real-time monitoring and alerting ensuring high availability and rapid issue resolution
- Improved data accuracy and reduced manual reconciliation through automation
- Alignment with national apprenticeship data standards for consistent reporting
- Recovery time objective (RTO) of six hours supporting business continuity
- Scalable foundation for future digital transformation initiatives within NTG

This project not only resolved immediate compliance challenges but also laid the groundwork for continued innovation and modernization across government systems.

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CASE STUDY

Improving Workplace Safety Documentation with the SWI Generator App

Overview

In April 2024, MYtech began work on the Safe Work Instruction (SWI) Generator App for QUBE Holdings Ltd, giving QUBE the ability to effectively automate safety documentation, improve compliance, and streamline operational workflows.

The Challenge

QUBE Holdings relied on manual processes for creating and managing Safe Work Instructions (SWIs), which were time-consuming and error prone. This increased administrative overhead, by creating Safe Work Instructions involved repetitive formatting, manual document handling, and version control issues. It also slowed down safety documentation, increased the likelihood of outdated or inconsistent procedures, and made it harder to maintain compliance across sites.

Technology Used

- Microsoft Power Apps
- Microsoft Power Automate
- Microsoft SharePoint Online
- Microsoft Dataverse
- Encodian Flowr

About the Client

QUBE Holdings Ltd is a leading logistics and infrastructure company providing integrated supply chain solutions across Australia, with a strong focus on safety, compliance, and operational efficiency.

Solution

QUBE Holdings Ltd.'s existing process relied on manual document creation, which was time-consuming, inconsistent, and difficult to track across teams. MYtech's solution was to design and implement a custom SWI Generator App using the Microsoft Power Platform.

The project began with a series of workshops to understand QUBE's safety documentation workflow. MYtech identified the key pain points: lack of standardization, difficulty in maintaining version control, and limited visibility into document history. With these insights, they developed a solution that would automate the creation, formatting, and management of SWIs while integrating seamlessly into QUBE's Microsoft 365 environment.

The app featured a user-friendly interface where staff could input all relevant SWI details, including site name, critical risks, required skills, PPE, and hazards. Users could also attach images and preview the SWI in Word format before finalizing it.

Behind the scenes, Power Automate flows triggered document generation using Encodian Flowr and SharePoint templates, ensuring consistent formatting and structure.

To support compliance and collaboration, MYtech implemented:

- Facilitated workshops to map out QUBE's SWI creation process and identify automation opportunities.
- Designed a Power Apps interface for structured SWI data entry, including support for attachments and previews.
- Developed Power Automate flows to generate Word documents using Encodian Flowr and SharePoint templates.
- Configured SharePoint for version control and document history tracking.
- Integrated Microsoft Dataverse for secure, centralized data storage.
- Implemented role-based access controls to manage user permissions and editing rights.

The Results

The successful rollout of the SWI Generator App has transformed how QUBE Holdings Ltd manages workplace safety documentation, delivering measurable improvements in efficiency, compliance, and user experience.

Key outcomes included:

- Centralized, user-friendly Power App enabling streamlined management of Safe Work Instructions (SWIs)
- Automated document creation and formatting, reducing administrative workload and ensuring consistency
- Improved version control and editing capabilities, enhancing traceability and compliance with safety standards
- Role-based access controls ensuring only authorized personnel can create or modify SWIs, strengthening data security
- Seamless integration with Microsoft 365, improving accessibility and collaboration across teams
- Scalable performance supporting up to 150 concurrent users with minimal latency
- Secure, structured data management through SharePoint and Dataverse
- Smooth adoption across the organization, supported by comprehensive training and documentation

- Empowered staff to maintain high safety standards while streamlining operational workflows

By combining automation, governance, and scalability, the app has become a cornerstone of QUBE's safety and compliance strategy—positioning the organization for continued growth and operational excellence.

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CASE STUDY

Modernizing Legacy Infrastructure with the DELTA Server Migration to Red Hat Linux

Overview

In October 2024, MYtech began work on the DELTA Server Migration for the Northern Territory Government – Department of Industry, Tourism and Trade, giving DITT the ability to effectively modernize legacy infrastructure, reduce operational risk, and ensure long-term system stability.

The Challenge

The DELTA system was hosted on an outdated Solaris platform with limited support and high operational risk. This compromised system stability, security, and scalability, threatening the continuity of apprenticeship and training record management.

Technology Used

- Red Hat Enterprise Linux (RHEL)
- Oracle WebLogic Server
- Java Runtime Environment (JRE)·
- Systemd
- FirewallD
- Shell scripting

About the Client

The Department of Industry, Tourism and Trade (DITT) are a Northern Territory Government agency focused on supporting economic development, managing apprenticeship programs, and facilitating trade and industry growth.

Solution

The Northern Territory Government's DELTA system, used to manage apprenticeship and training records, was running on an outdated Solaris platform. This legacy infrastructure posed serious risks: it was unsupported, vulnerable to security threats, and difficult to maintain. In October 2024, MYtech was engaged by the Department of Corporate and Digital Development (DCDD) to lead a full-scale migration to a modern Red Hat Linux environment.

As part of the engagement, MYtech also supported the procurement of the **Red Hat Enterprise Linux (RHEL) server**, ensuring that the selected infrastructure aligned with system requirements, security standards, and long-term scalability goals.

The migration began with a comprehensive discovery phase. MYtech documented the existing system architecture, identified application dependencies, and mapped out network configurations. They catalogued open ports, firewall rules, and scheduled jobs to ensure nothing was overlooked during the transition.

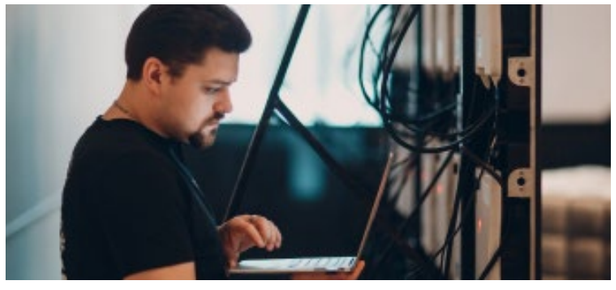
Once the groundwork was laid, MYtech set up the new environment on Red Hat Enterprise Linux (RHEL). This involved:

- Installing required packages and configuring system services using systemd.
- Re-implementing firewall rules with FirewallD to replicate the security posture of the Solaris system.
- Setting up Java environment variables and installing JDK 8u202 to support WebLogic and J2EE applications.

To ensure data integrity, MYtech used MD5 checksums to verify file transfers, compressed and migrated application files from Solaris to RHEL, and validated .jar files using custom shell scripts. They also replaced Solaris init.d scripts with systemd service units for NodeManager and AdminServer to enable automated service management.

During the testing and validation phase, MYtech verified access to the WebLogic Admin Console, confirmed all deployments were active, and ensured DataSources pointed to the correct databases. Batch processes and email notifications were also tested to confirm end-to-end functionality.

To support ongoing development and testing, MYtech refreshed the TEST environment using a backup of the PROD database, applied configuration changes, and ensured that the TEST setup mirrored production. The successful migration significantly reduced operational risk, improved system maintainability, and positioned DELTA for future enhancements and integrations.



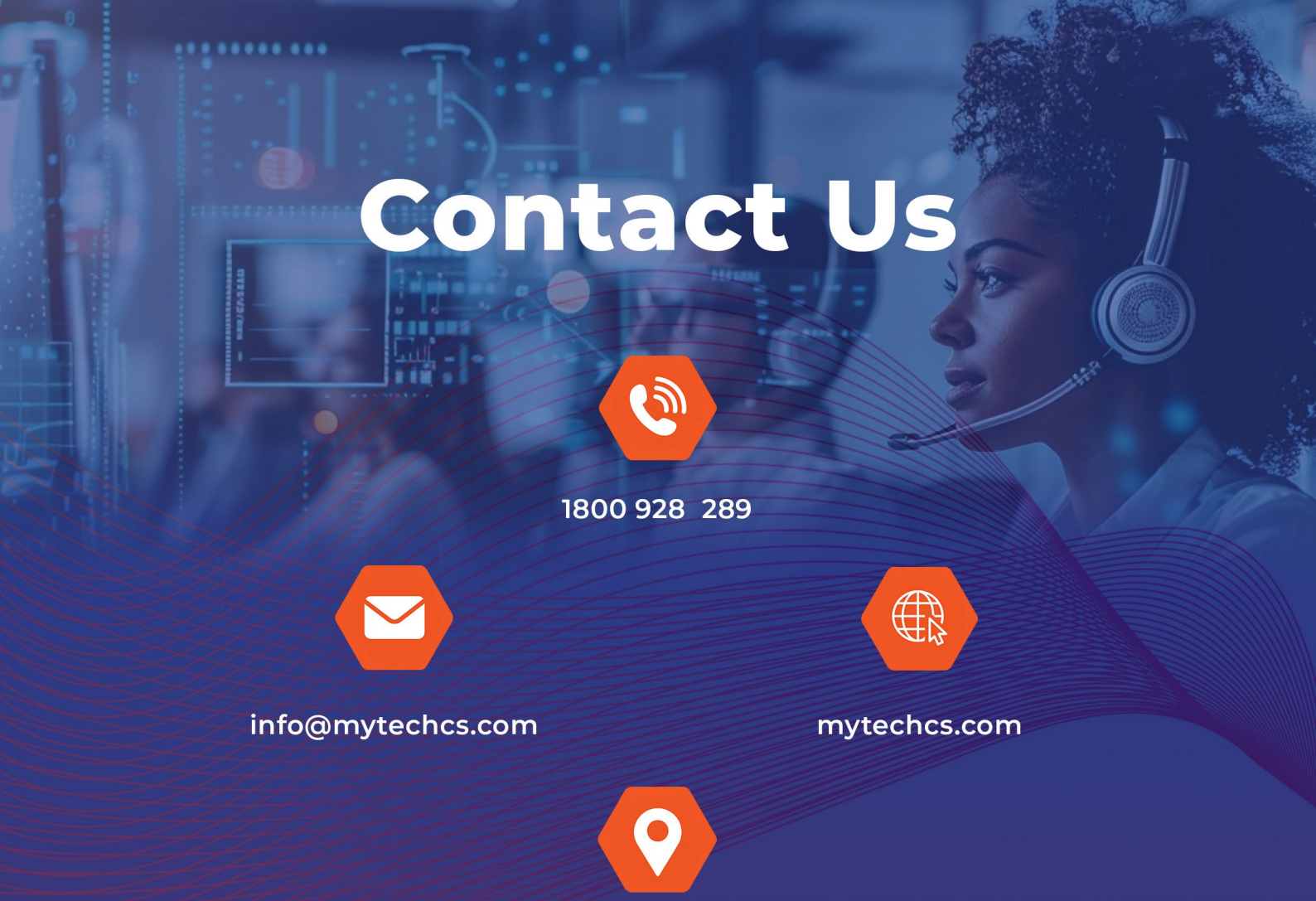
The Results

The successful migration of the DELTA system from Solaris to Red Hat Linux marked a critical milestone in the Northern Territory Government's digital modernization efforts. This transition delivered a wide range of operational and strategic benefits:

Key outcomes included:

- A stable, secure, and fully supported platform replacing outdated Solaris infrastructure
- Enhanced performance and reliability for core WebLogic and J2EE applications
- Verified integrity of all migrated applications, ensuring seamless continuity
- Automated service management using systemd, reducing manual intervention and improving uptime
- Fully operational batch processes and email notifications, maintaining essential business functions
- Refreshed TEST environment using PROD data, enabling more accurate development and testing
- Significantly reduced operational risk through modernized infrastructure and improved system controls
- Improved system maintainability, simplifying future updates, support, and troubleshooting
- Strengthened firewall control and governance across the new environment
- A future-ready platform positioned for enhancements and integrations aligned with NTG's broader digital transformation goals

MYtech's comprehensive approach—from initial system discovery to rigorous testing—ensured a smooth, secure, and disruption-free transition that not only stabilized current operations but also laid the groundwork for future innovation.



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