**IFS** assyst

# From Inbox Chaos to Streamlined Operations: DPIRD's Service Management Revolution

## Overview

DPIRD operates on a large scale, with approximately 2,500 employees distributed across 65-70 locations throughout the state. These locations range from urban offices to remote field stations, including vessels stationed off the coast. This expansive operational scope demands an efficient and cohesive service management framework to ensure that both internal operations and external services are delivered smoothly and effectively.

The department's extensive research initiatives, compliance activities, and biosecurity measures all rely on seamless coordination and rapid response capabilities. As such, a robust service management solution is essential to its mission. This need became the starting point of the long-term partnership with IFS assyst, a solution that redefined its service management approach and addressed operational challenges head-on.

## Challenges

Before adopting IFS assyst, DPIRD grappled with several service management challenges that impeded its operational efficiency. Reliance on an email-based system for managing requests and incidents led to significant visibility issues. Critical matters often got lost in crowded inboxes, making it difficult to track progress or maintain continuity when team members needed to pass on responsibilities.

## About Department of Primary Industries and Regional Development

The Department of Primary Industries and Regional Development (DPIRD) plays a key role in Western Australia's economic prosperity, leading the sustainable development of the state's agriculture, aquaculture, food, and fisheries sectors. Its responsibilities extend across a diverse spectrum, from managing agricultural and aquatic resources to ensuring compliance with environmental and biosecurity legislation.

**www.dpird.wa.gov.au**

Department of
**Primary Industries and**
**Regional Development**

GOVERNMENT OF
WESTERN AUSTRALIA

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**If someone's on leave, there's a good chance that all the work they're working on is in their inbox, which no one has access to."**

Reece Cranston, Manager Service Operations, DPIRD

This lack of transparency not only delayed issue resolution but also obscured broader trends and recurring challenges, which could have informed more proactive service management.

The fragmented nature of operations further complicated matters. Siloed workflows meant that different teams worked independently, often leading to inefficiencies and redundant efforts. This isolation slowed down service delivery and made it challenging to maintain a unified approach across DPIRD's many locations and business areas.

## Solution

To tackle its pressing service management challenges, DPIRD adopted IFS assyst, transforming its fragmented operations into a unified, streamlined process. This shift was instrumental in enhancing visibility and breaking down the organizational silos that had previously hampered efficiency.

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**IFS assyst brought everything into a single source... It allowed greater oversight of people's workload and broke down silos."**

Reece Cranston, Manager Service Operations, DPIRD

With this centralized approach, DPIRD could now monitor and manage its workload more effectively, ensuring that no issue went unnoticed and that all service requests were tracked and addressed promptly. The solution facilitated greater process consistency across different teams and locations. With standardized workflows and clear visibility into ongoing tasks, DPIRD could ensure that service levels remained consistent, regardless of the team or location handling the request.

From its initial implementation, DPIRD leveraged IFS assyst's many features throughout the years to continually optimize its service management capabilities. For instance, the "Supplier Assign" feature allowed the organization to seamlessly collaborate with third-party suppliers, improving the efficiency of their interactions and service delivery. Additionally, adopting knowledge procedures helped standardize processes and reduce the reliance on individual expertise, enabling quicker resolution times and better continuity.

Furthermore, close collaboration with a Professional Services team enabled DPIRD to modernize its offerings and automation. The team provided expert insights, highlighting features and practices, to ensure DPIRD could fully leverage IFS assyst's capabilities.

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**We're still discovering time-saving tools in IFS assyst, and having Professional Services to point them out has been extremely helpful."**

Brendan Jewson, Service Desk Manager, DPIRD
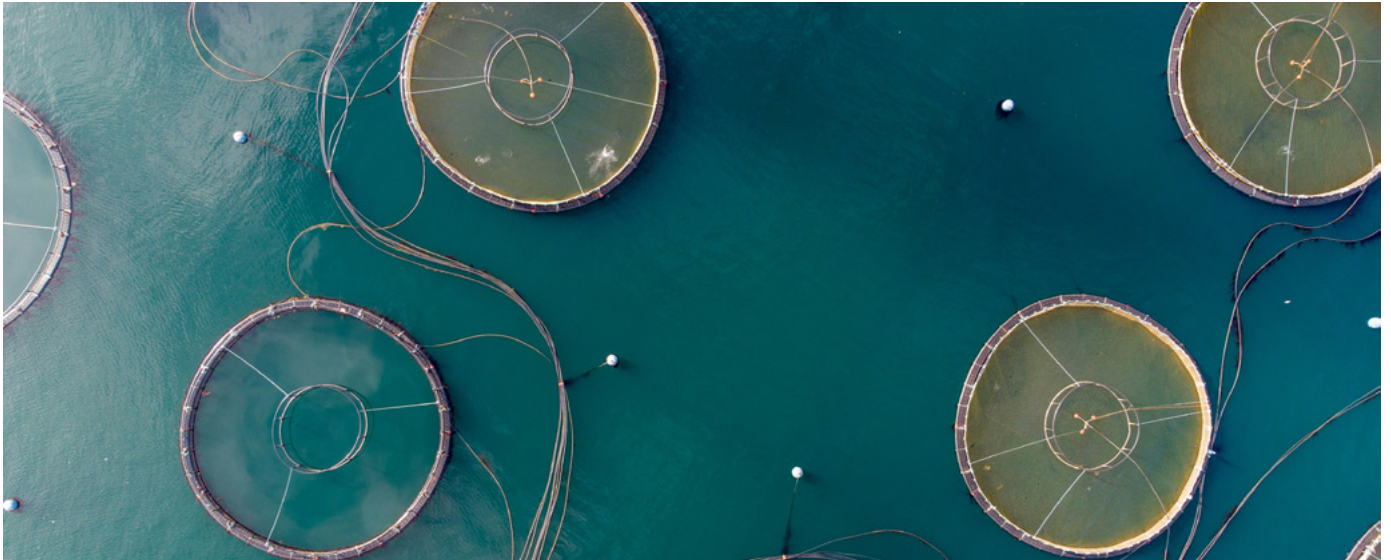
## Results

The decade-long partnership with IFS assyst had a profound impact on DPIRD's service management, leading to measurable improvements across multiple areas. One of the most significant outcomes was the enhanced visibility into service operations, which allowed teams in DPIRD to accurately track and manage their workload. Initially, the organization was recording approximately 19,000 events, but after adopting IFS assyst, it uncovered the true scope of the service demands. As a result, teams now record between 35,000 and 45,000 events, providing a much clearer picture of their operational landscape.

The transformation was particularly notable in the IT department, which saw significant growth in both adoption and maturity. The improved service management processes allowed the IT team to better handle incidents and changes, fostering a more structured and proactive approach.

Beyond IT, other areas like HR and Finance also benefited from the platform's capabilities. These teams adopted the tool to streamline their operations, resulting in leadership teams gaining better visibility into their workloads and service performance. This cross-departmental uptake of IFS assyst facilitated a more integrated and cohesive service management approach, enhancing overall organizational efficiency.

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## We've seen a marked increase in the uptake and maturity of our incident, service request, problem, change, and release management practices."

Reece Cranston, Manager Service Operations, DPIRD

## Looking Ahead

As DPIRD looks to the future, it focuses on continually refining and expanding its use of IFS assyst to improve service delivery. One of the immediate goals is to integrate DPIRD's Azure environment with the CMDB within IFS assyst, which will provide even greater connectivity and streamline their IT operations further. This integration is expected to enhance the IT team's ability to manage assets and configurations more effectively, ensuring that all components of their service infrastructure work seamlessly together.

In addition to internal plans, DPIRD has valuable insights to share with other organizations that are planning a similar journey in service management transformation. Here are the key points to consider:

- **Start with a realistic assessment of your service management maturity.**
  Understand your current level of process maturity and set achievable goals. This helps in selecting and implementing solutions that fit your immediate needs while allowing room for growth.

- **Avoid being swayed by flashy features.**
  Focus on practical, foundational capabilities that align with your organization's maturity level. Advanced features might be tempting, but could add unnecessary complexity if the organization isn't ready for them.

- **Ensure accessible support.**
  Especially for organizations operating across multiple time zones, having reliable, timely support is crucial. Local support ensures that help is available when needed, reducing delays and enhancing the adoption experience.

- **Prioritize configurability.**
  Opt for solutions with low-code/no-code capabilities. This flexibility allows you to tailor the platform to your specific needs without excessive technical overhead, enabling easier adaptation as requirements evolve.

- **Explore and fully leverage out-of-the-box features.**
  Often, these features can provide significant benefits without the need for additional customization, making it easier for non-technical teams to develop and manage their own workflows and service offerings.

By integrating these lessons, DPIRD is not only continuing to improve its own service management processes but also providing a valuable guide for other organizations looking to modernize and streamline their operations.

## Find out more

For further information, contact your local IFS office or visit **ifs.com**