

Department streamlines Shared Services with assyst Service Catalogue within 12 weeks



The Challenge

In recent years, New Zealand's government has focused the public sector on improving its effectiveness and efficiency, to make best use of public funds. New Zealand has also seen a continued decline in native species and habitats, indicating that more effective conservation effort is needed to address the threats facing New Zealand's natural environment. DOC needed to make changes to significantly increase its efficiency and effectiveness and undertook to review its strategic direction and its support service delivery model.

With a varied staff demographic ranging from legal personnel to highly qualified scientists to field rangers, DOC's new strategy had to cater for all positions and functions. Management identified that the devolved regional structure within DOC was limiting the ability to work effectively as one organisation. It also resulted in duplication and inconsistency of some service delivery, wasting valuable time and resources. Unique expertise was held by individuals within most of these geographical areas. An increased need for national access to skills and information had to be addressed.

The Solution

Focus on Business successfully bid for the sale of the assyst solution into the Department of Conservation via closed tender in late 2011. The selection of the assyst Service Catalogue solution resulted from a number of DOC's requirements:

- ability to use the Self-Service Portal to log, track and manage all requests.
- ability to map DOC's business processes in the Business Process Management (BPM) compliant workflow engine.
- availability of alerts and notifications for Service Level compliance.
- ability to understand customer satisfaction with automated customer surveys.

About Department of Conservation

New Zealand's economy, health and prosperity are underpinned by the conservation of the country's natural ecosystems. For over 25 years, the Department of Conservation (DOC) has played a pivotal role in managing conservation, recreation and historic heritage on public conservation land in New Zealand. DOC also provides policy and advice to the Minister of Conservation, contributes to government policy and provides organisational service and support functions. The Department employs approximately 1800 staff across New Zealand.



Department of
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Te Papa Atawhai

- availability of management reports through ‘real time’ dashboards and the reporting wizard.

assyst is an out-of-the-box IT Service Management Solution which is able to facilitate configurations without the need for expensive customisations. assyst can also be easily upgraded to the next version of the solution, enabling DOC to avoid costly consulting ongoing and saving further resources internally.

With only 12 weeks for full implementation, Focus On Business supported the Department to implement the assyst Service Catalogue throughout the Department’s 100+ offices. This included concurrent development, User Acceptance Testing (UAT), and training programs. The initial training was provided by Focus On Business, who then worked with the Department’s own internal trainers using a “Train the Trainer” approach to enable over 900 staff across New Zealand to receive assyst training.

The assyst enabled the Department of Conservation to move to electronic management of over 200 different services from 14 internal service providers as diverse as legal, Geospatial Information Services, procurement and scientific advice.

Peter Noble
Business Shared Services Manager

The Results

Department of Conservation successfully went live with assyst as planned on 1st July 2012, twelve weeks after signing the contract with FOB. The assyst Service Catalogue Solution now efficiently supports the management of Shared Services in the Department, and is aligned to support DOC’s new strategic direction. The success of this project has been recognised by other Departments within the New Zealand Government. assyst is now utilised by all staff within DOC for requesting shared services, from over 300 Shared Services staff fulfilling these requests.

Upon go-live the Department saw a significant amount of requests logged, indicating that the initial uptake of the solution was highly successful. The 400 first requests were logged between 1 and 6 July 2012. In the first year, 23,518 requests were logged. The Payroll department has seen 7,000+ requests logged to date, and this has allowed the workforce to streamline and prioritise their daily tasks, undertaking the requested actions in an efficient manner with the assyst Service Catalogue solution.

DOC will extend the knowledge-base for improved self-resolution results within the Service Catalogue, creating further staff efficiencies across the Department. They will also refine processes and make changes to improve outputs of the assyst solution capitalising on the fundamentals of Continuous Service Improvements (CSI).

Summary

- A unique Shared Services model to drive collaboration, consistency and improve productivity.
- Transparency and reduced expenditure on support services.
- assyst Self-Service portal to log, track and manage all requests.
- Alerts and notifications for service level compliance.
- Automated customer surveys.
- Real time dashboards and reports
- ITSM alignment to the strategic direction of the business.
- Highly successful launch and impressive uptake.
- Workforce can streamline and prioritise daily tasks.
- Improved communication and collaboration.

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

