



Department of
Conservation
Te Papa Atawhai

Geography
New Zealand

Industry
Public Sector/Government

Focus
Customer satisfaction,
Service Catalogue

Axios[®] assyst[®] Case study

Department streamlines Shared Services with *assyst* Service Catalogue within 12 weeks

Improved Efficiency



80%
rated their experience of
service requisition with
assyst as good or excellent in
a DOC survey

Survey carried out between 01/07/12 and 28/2/13



400
requests logged within
only 5 days of
implementation

23,518
requests within the
first year

90%
of staff have logged
a request

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.

In September 2011, after extensive consultation with staff, DOC identified the requirement for a unique Shared Services model. This would combine a 'blended' approach, with some services centralised in national office and others remaining distributed. Each region would align to a new central support and services process, and would work towards a set of national priorities. This model would drive collaboration, consistency and improve productivity. It was designed to deliver transparency, and reduce expenditure on support services across all sites.

The change in Service Strategy had a very tight timeframe with just 12 weeks allocated for design and delivery of the software solution to support the project. The Shared Services model would cover Legal, Planning & Permissions, Geospatial Information, Science and Technical Advice and Support, Publishing, National Property Services and Payroll, Procurement and Knowledge Services. The Department began this transformation by committing to a clear, immovable delivery date for the implementation of the Shared Services model. This was strongly supported by senior management, which assisted in supporting the necessary cultural change.

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.

Challenge

- A unique Shared Services model to drive collaboration, consistency and improve productivity
- Transparency and reduced expenditure on support services

Solution

- *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

Benefits

- 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



Axios[™]
SYSTEMS



FOCUS
ON BUSINESS

www.focusapac.com

The Solution

Focus on Business, the Axios Systems partner based in New Zealand, 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
- 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.

Focus On Business implemented the Service Catalogue with over 200 different services available from the fourteen service providers, integrating this with their internal LDAP directory to provide access and authentication.

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 carried out a survey between 1/7/12 and 28/2/13 asking users about their experience with *assyst*. Many respondents rated their experience highly. Over 80% of those surveyed at the Department rated their experience of Shared Services as either good or excellent.

The *assyst* Service Catalogue solution has enabled the Department to improve communication and collaborate across all areas of the organisation. Time and distance is no longer a concern. All staff have access to quality services, and work can be shifted seamlessly between service providers.

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).



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"The Axios software solution 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



Axios Systems plc

For more than 25 years, Axios Systems has been committed to innovation by providing rapid deployment of IT Service Management (ITSM) software. With teams in 22 locations globally and over 1,000 successful customer SaaS and on-premise deployments, Axios is a worldwide leader in ITSM solutions, with an exclusive focus on ITSM.

Axios's enterprise ITSM software, *assyst*, is purpose-built, designed to transform IT departments from technology-focused cost centers into profitable business-focused customer service teams. *assyst* adds tangible value to each client's organization by building on the ITIL® framework to help solve their business challenges.

Axios is headquartered in the UK, with offices across Europe, the Americas, Middle East and Asia Pacific.

Focus on Business

A strong *assyst* partner, Focus on Business is a dedicated CRM and Service Management solutions provider, with an established presence in the Asia Pacific Region. The organisation provides local account management and services with an international support network, and also provides proven management consultancy services. www.focusapac.com



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