

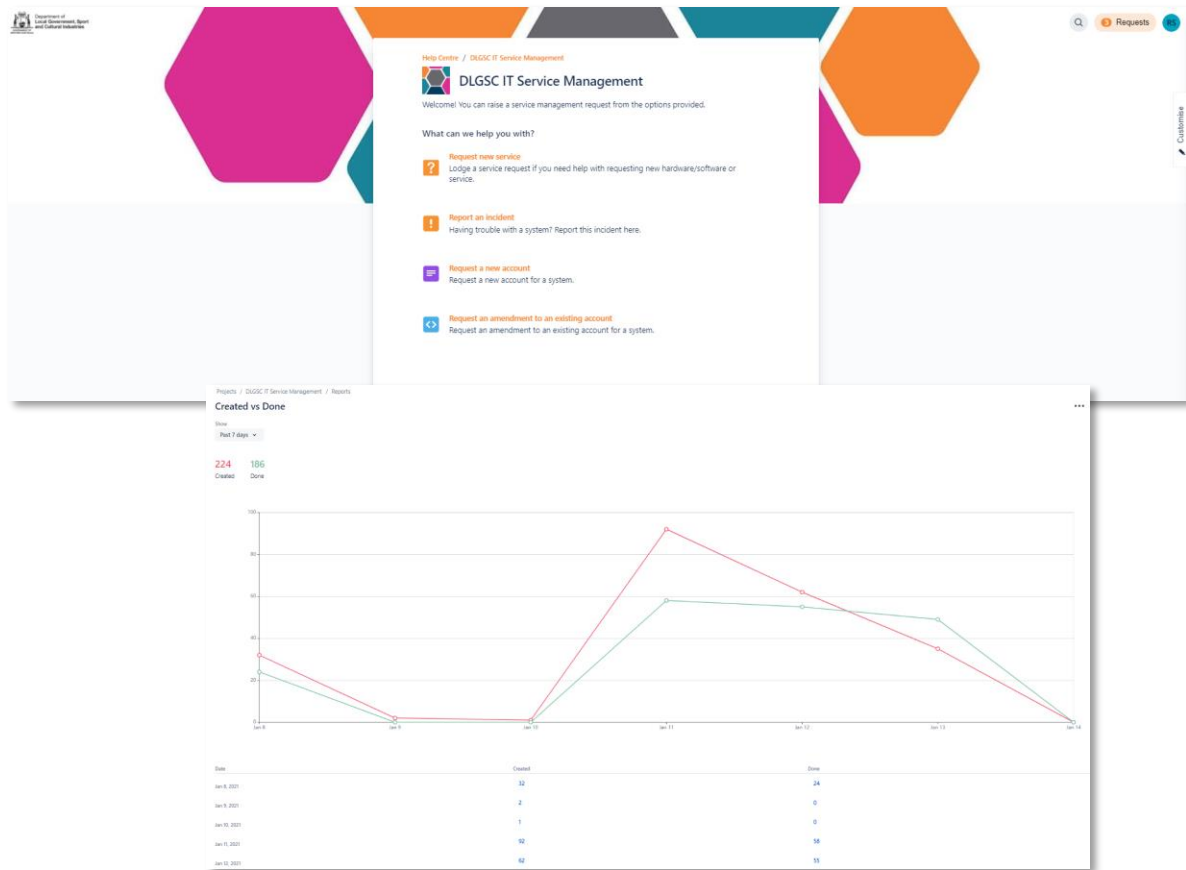
Case Study

DLGSC - Jira Service Management IT Service Desk Implementation



Department of
Local Government, Sport
and Cultural Industries

GOVERNMENT OF
WESTERN AUSTRALIA



Overview

- The Department of Local Government, Sport and Cultural Industries (DLGSC) was looking to replace its existing IT Service Desk, with JIRA Service Management. The license for their Service Desk was expiring within 4 weeks so this was a time critical implementation to avoid duplicate license fees.
- Interfuze in their capacity as **Atlassian Silver Solution Partners** managed the implementation of Jira Service Management, delivering within a tight deadline by using an Agile approach

The Client

DLGSC works collaboratively with government, community organisations, peak bodies and other stakeholders to achieve their vision of creating a vibrant, inclusive and connected WA community.

- ✓ Existing Service Desk replaced with JIRA Service Management in under 4 weeks
- ✓ Configuration, Customisation & Service Desk Agents Trained
- ✓ Asset Management prototyped using Insight JIRA plugin
- ✓ Agile approach gave business benefit by providing a cost-effective solution and ensured that it met business requirements



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The Challenge

Replace the existing IT Service Desk with JIRA Service Management within **4 weeks** with a go live date just before Christmas, 18th December. Provide improved reporting and advise on how to manage assets in JIRA going forward.

The Approach

- **Interfuze** used **Agile process** for **delivery** to ensure that solution met business requirements early with daily customer reviews and ongoing formal & informal catch ups
- Working **remotely** due to **Covid19**, the teams collaborated productively over Microsoft Teams
- Direct line **communication channels** were established between the team and the DLGSC project manager to quickly identify and resolve any implementation blockers to meet the tight deadline

The Results

JIRA Service Management was up and running with 4 customised service desk help options & all agents trained on the 18th Dec with no downtime or issues after go-live.

A huge benefit for DLGSC with JIRA Service Management is they can support changes in-house, previous Service Desk required external resources. **That's exactly what Interfuze aims for – empowering the users through training so that they can manage it themselves.**

The Solution

Timely and frequent collaboration with IT Staff to ensure smooth transition.

Jira Service Management went live well in time so that DLGSC could decommission their previous Service Desk and avoid paying additional licensee fee

35 Internal IT Staff members were trained to be able to manage JIRA Platform in-house

Asset Management prototyped with the **Insight Asset Management** JIRA plugin and direct JIRA configuration. DLGSC are proceeding with Insight.

“The project worked amazingly. Working exactly as expected and no problems”

“I don’t think Interfuze could have done a better job”

Peter Ogden

Project Manager, DLGSC

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Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

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