

# Case Study

## Department of Primary Industries and Regions (PIRSA)

»Fujitsu has proven an ideal fit for our organisation. They rapidly built a close rapport with our business and technical staff. Their flexibility and agility using a Joint Application Design approach enabled us to get the outcomes we needed for our business«

**Stephen Woolford, Director, Information Management, PIRSA**



### The customer

Department of Primary Industries and Regions (PIRSA) is a key agency for economic development. The department focuses on increasing the prosperity of South Australians, improving their quality of life and ensuring the sustainable development of the state's natural resource base for future generations.

Economic development agencies require increasing focus on the sustainable utilisation of natural and industrial resources through enhanced value chains.

PIRSA is committed to the economic development of the State and the sustainable use of its food, fibre and minerals resources.

### The challenge

To support and guide the planning and ongoing monitoring activities they needed a single-integrated system. PIRSA approached Fujitsu to partner with them in defining the business requirements and design, and in progressively developing and deploying the solution.

The resulting Primary Industries Information Management System (PIIMS) provides PIRSA with a single geospatial reference system for the registration, management and monitoring of all resource types. Key activities supported by the system include:

- Land Operation and Animal Registration
- Disease outbreak and control
- Livestock tagging and tracking through the value chain
- Monitoring of rural chemical usage
- Support for Fisheries and Aquaculture industries
- Licensing and associated financial processes
- Plant Produce Accreditations held by Plant Produce Facilities that supply Fruit and Vegetable markets/supermarkets
- Opal mining Permits and Claims
- Recording regulatory compliance activities

PIIMS includes a standalone (mobile) version that allows compliance officers to record compliance activities in the field and upload/synchronise with PIIMS (currently for Opal Mining with Plant Health in the pipeline).

### The customer

**Country:** Australia  
**Industry:** Government  
**Employees:** 300+  
**Website:** [www.pir.sa.gov.au](http://www.pir.sa.gov.au)

### The challenge

Ready access to accurate and up to date information is a necessity when proactively dealing with South Australia's diverse communities, industries and natural resources.

PIRSA staff needed the information and tools to get the job done, quickly and with a minimum of fuss.

To better support and guide its skills and expertise in planning and ongoing monitoring activities, it needed to replace 23 disparate information systems with a single integrated information management system.

### The solution

Collaboration and an 'agile approach' allowed for the design and delivery of a fully integrated, geospatially based solution to support resource sustainability initiatives.

### The benefit

- PIRSA now has a single system to manage natural, industrial and community assets.
- Significant improvements in identification and impact, supported by geospatial representation and mapping, leading to improved response planning and disease containment.
- Greater visibility, management and control provided by PIIMS ensure that the sustainability of South Australia's key resources is greatly enhanced.

### The solution

Collaboration and an 'agile approach' allowed for the design and delivery of a fully integrated, geospatially based solution to support resource sustainability initiatives.

PIRSA now has a single system to manage natural, industrial and community assets and support the planning and achievement of longterm strategic sustainability targets. The system supports rapid and well planned approaches to disease outbreak detection, coordinated containment and event management activities. The PIIMS system has significantly enhanced the sustainability of South Australia's key assets.

### The benefits

PIRSA now has a single system to manage natural, industrial and community assets. With geospatial representation and mapping, the organization is better placed in the area of response planning and disease containment.

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### Conclusion

Key factors in Fujitsu's selection for the work were its expertise, experience and proven track record in complex analysis and development.

A diverse range of skills were needed, from consultancy and analysis, to systems development, technical integration and project management. The range of technologies employed was broad as well and include Java, DHTML, PL/SQL, ESRI ArcIMS and Crystal Reports. Fujitsu's Australian Application Solutions Centre (AASC) – based in Adelaide – delivered the skills and experience needed to successfully develop the PIIMS solution and then transition it into ongoing service for PIRSA.

### Products and services

- Change Management Strategy and Plan
- Stakeholder and Communication Management & Plan
- Business Transition Management
- Knowledge Transfer Plan
- Organisational Impact Analysis
- Feedback and Monitoring Tools to measure progress e.g. Periodic Surveys and Temperature Checks

Given South Australia's large geography, and the remote responsibilities of key PIRSA personnel, Fujitsu recognized early in the project that system delivery activities would need to be highly tailored to overcome constraints on client interaction.

An agile development approach using "time-boxed" development phases was used in favour of more traditional "waterfall" approaches. This involved developing initial prototypes that were progressively elaborated, within strict time constraints, towards a final implementation.

The project was also phased across the individual business units within PIRSA over time, starting with Animal Health, with subsequent phases addressing Rural Chemicals, Financials and Aquaculture and Fisheries.

### About Fujitsu

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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