



# Clarity to costs & value-for-money

A Government Department ICT provider with 9,000 users delivers cost transparency to six partner agencies.

## The Client



**Queensland  
Government**



**Industry:**  
State Government



**Annual IT Opex Budget:**  
\$60M



**Consuming Agencies:**  
6 Business Units



**Users:**  
9,000



**Sites:**  
300

The Queensland Department of Agriculture and Fisheries (DAF) is responsible for the growth, sustainable development and protection of the Queensland State's agriculture, fisheries and forestry industries.

The core business areas of DAF are Agriculture, Fisheries & Forestry, Biosecurity Queensland and Corporate Services.

## The Challenge

Lacking a single view of IT costs across 6 government agencies made decision-making and modelling new technology Investment cases difficult.

Operating within the department, Information Technology Partners (ITP) is a charge-back ICT provider servicing multiple state government agencies outside of the department. ITP's services are delivered across more than 9,000 users and 300 sites throughout Queensland.

DAF were an advanced user of service costing and billing practices, with 6 separate government agencies as clients of their IT Services. Complex spreadsheets supported that need, but key person dependency concerns, lack of analytics and poor auditability were considered significant risks. This, combined with the need to explain to their partner agencies what they were getting for their chargeback, required a purpose built ITFM solution. DAF surveyed the market for suitable software systems to replace the spreadsheets and settled on ClearCost to conduct a Proof of Concept (POC). With technology demand in the hands of the business units consumption of Technology was better managed, with consumption insights reported by ClearCost.

## The Goal

To provide ITP with a robust ITFM solution to enable transparency to their partner agencies on service costs with improved consumption management.

## The Solution

Only one company quickly provided a single source of truth, exactly as desired.

DAF surveyed the market for suitable software systems to replace the spreadsheets and settled on ClearCost.

After a successful Proof of Concept, the solution was implemented across all of ITP and has led to year on year improvements for the department.

### ClearCost software and professional services have led to:

- ✓ Transparency across all IT spend for different business units, showing which IT services were driving their spend.
- ✓ Transparent and defensible Bill of IT for DAF's partner agencies.
- ✓ An analytics platform to enable cost optimisation and compare investment options and delivery models to meet the departments business objectives.
- ✓ An Industry data model that facilitated government contestability and state-wide benchmarking initiatives using CDRU benchmark market data.
- ✓ Robust EOM business processes, ensuring cost of service and its drivers were defensible and current.
- ✓ Capability for scenario modelling allowing management to understand the impact of various cloud models, budgetary & organisation structure changes on their service offerings.
- ✓ An internal team skilled up to further their ICT service costing capabilities, whilst spend allocation In ClearCost, benchmarking and insights from CDRU provided.
- ✓ With API integration Into ITSM solutions to add value to any existing client side ITSM or CMDB investments, Clearcost provides the modelling required to help clients transition to the cloud.



*"Originally, we envisioned ClearCost to be used as a service forecasting tool to balance our supply and demand and essentially set prices based on the input costs.*

*We soon discovered that ClearCost could do far more than this and ClearCost is now our source of truth for all of our service costing / pricing information and has actual expenditure data from our SAP General Ledger, applied back to ClearCost each month.*

*In this way we ensure we always have an accurate, 'up to date' understanding of our financial forecast and how our individual services are performing."*

**Tony Grant,**

**Chief Information Officer, Information and Technology Partners**



## The Results

Gained a robust IT Financial Management solution to enable transparency, and benchmark value-for-money across agencies on service costs.

Because of ClearCost, ITP now have one source of truth in a single pane of glass. All six partner agencies see the same numbers and can be on the same page. ITP can now make better-informed decisions by seeing all their IT spend, including any unexpected or unauthorised costs.

ITP used ClearCost's solution and CDRU benchmark services to optimise costs across all six partner agencies, enabling a single source of truth, and better understanding of the value for money equation with IT. They now have an accurate, and reliable understanding of their financial forecast and how their individual services are performing to benchmarks after using the CDRU benchmark services.



### About DLG and ClearCost

ClearCost is a leading provider of purpose-built Information Technology Financial Management (ITFM) solutions for medium-to-large enterprise, enabling seamless management of the business of IT. As world-wide pioneers of the ITFM industry, ClearCost is 100% owned by Digital Lifecycle Group together enables business to draw insights about their technology costs to reduce expenditure and align IT investment with their organisations priorities'. The combined software and ITFM services are used by a wide range of industries spanning government, healthcare, utilities, services, education, financial services, transportation and more. Digital Lifecycle Group (DLG), own 100% of CDRU, who are a trusted strategic sourcing firm, who support companies in executing their shared services strategies.



Recognised by Gartner as one of the founding pioneers of IT Financial Management.



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