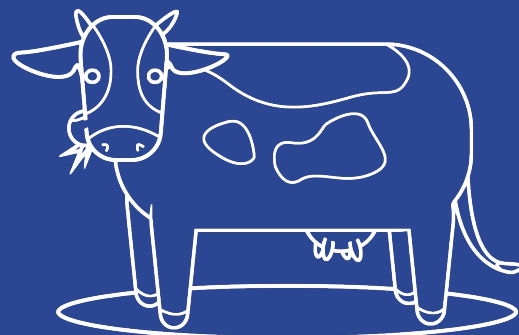# DAIRY FOOD SAFETY VICTORIA

Client

Established under the Dairy Act 2000, Dairy Food Safety Victoria (DFSV) is the statutory regulator responsible for ensuring that standards that safeguard public health are maintained by the Victorian dairy industry.

DFSV is responsible for licensing dairy farms, factories, carriers, and distributors and for approving and ensuring compliance with dairy food safety programs.

Business Challenges

Prior to engaging ITeM Group, DFSV operated in an environment with multiple disparate systems and little professional and commercialised methods of having these systems talk to each other and share key business information. The existing licencing management software, whilst good at specific functionality, failed in reporting and providing visibility of their business-critical data.

This led to silos of disparate data predominantly in MS Excel, causing significant operational issues. A lack of consistent business rules caused considerable management frustration, while different versions of the truth resulted in confusion and re-work, costing time and money.

Technical Environment

DFSV commissioned an Information Architecture review to assess the extent to which DFSV's information architecture is best placed to deliver its 3-year strategic plan.

ITeM Group facilitated 10 structured interviews with 22 key DFSV stakeholders to uncover key information issues and requirements. The findings were analysed and mapped on industry best practice to determine gaps and opportunities for improvement. A strategic roadmap was defined that commenced implementation for alignment to what can be achieved from a business and technology perspective.

After an extensive public tendering process, ITeM Group was awarded the project to help DSFV with their analytics capability and implement recommendations from the Information Architecture review.

DSFV chose ITeM Group because of their history in successfully delivering greenfield projects of all sizes, as well as their experience in maintaining accurate centralised data models and skills across industry best practices with Business Intelligence and KPI reporting.

The Solution

ITeM Group worked with DFSV users to document and create a BUS matrix; from this document, key dimensions, metrics and business rules were analysed, and a data dictionary was created. A series of workshops uncovered key discrepancies between systems, particularly around the manual use of MS Excel as a source of data 'truth'.

In parallel, an evaluation project commenced reviewing hardware and the technology stack to determine the best course of action needed to resolve key issues. ITeM Group system architects decided that an on-premise MS SQL server environment was the best option, along with SSIS as the integration tool. Further reviews concluded that Yellowfin BI would be the best reporting platform for all stakeholders.

Yellowfin BI allowed for a web-based solution, connecting multiple data source in clean, professional dashboards with filters, drill down and drill across capability for analysis. Low costs licences per head allowed for all members of the business to log in and self-serve their data reporting needs, removing IT bottlenecks and saving significant time for all users.

The data warehouse design process began with a conceptual and logic model, and once proven, moved into the physical model implementation. This allowed for the flexibility to see a broad overview of the project and to establish quick wins.

ITeM Group's proprietary master data management software, Unify, was introduced so that DFSV were able to quickly manage their data, set and configure KPI reporting and standardised the feeds into Yellowfin BI, greatly accelerating the time to get results.

> Alert based notifications on the data warehouse and BI tool allowed for data errors and problems to be picked up and rectified immediately, greatly assisting in the user's confidence levels and trust of the new environment.

Substantial financial and time-based benefits were realised within just 6 months. Users were given replacement reports and interactive dashboarding, switching over from static excel based counterparts. These Yellowfin reports incorporated new data hierarchies and filter options making repeat use and exporting of business data enjoyable and flexible. Static non-flexible CSV style reports were rapidly decommissioned. Key stakeholders were engaged by ITeM Group to have input into the creation of Departmental dashboards to cover summary and detail analysis of specific data.
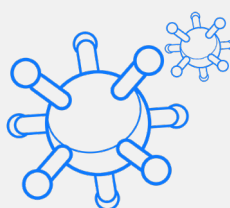
The Benefits

Compliance within the dairy industry is understandably a key strategic focus for DFSV. Through the extensive work completed by ITeM Group, DFSV departmental managers had greater visibility of compliance issues within their allocated territories. This allowed them to proactively engage with the industry, helping licensees with compliance to the Dairy Act. There was a significant reduction in days between a compliance issue being identified and corrective action being taken.

Dashboard alerting, and controls allowed users within the whole business tighter control on their KPIS, leading to greater staff and customer satisfaction scores across the business.

During the bushfire season, the geospatial reporting capability in Yellowfin BI using google maps initially established for FSM territory management turned into a valuable business tool.

DFSV now use Yellowfin geospatial reporting to identify farm herds within specific targeted areas which need testing to stay on top of potential pathogen issues.

The annual Product Testing Program (PTP) was automated, providing greater accuracy and timely reporting to manufacturers.

The evolution of the program has created an environment of data trust and reliability within DFSV. Staff can now access business-critical data and reporting using mobile devices, greatly assisting them in their roles. Planned future initiatives include a self-serve platform for farmers and manufacturers, allowing for secure up to the minute reporting on key data and dairy industry benchmarks.

ITeM Group is proud to have worked closely with DFSV stakeholders to transform their relationship with data and reporting access, and to establish a solid foundation for future initiatives.