IFS assyst

Breaking Silos, Building Systems: How LSH Unified IT Services with IFS assyst

Overview

To support its growing population and modernize public administration, LSH launched a multi-year program to transform its IT service management (ITSM) landscape. At the outset, ministries lacked a unified platform for service delivery. Processes were inconsistent, visibility was limited, and scaling operations across departments was not feasible.

The state set out to find a solution that could bring consistency and accountability across ministries while respecting their individual operational requirements. Following a rigorous EU-compliant tender process, IFS assyst was selected as the platform best equipped to meet these needs. Its flexibility, secure hosting options, and proven scalability made it a strong fit for a deployment of this size and sensitivity. Implementation was managed jointly by LSH's internal team, Dataport, and a team of external consultants, ensuring the program balanced technical precision with the realities of day-to-day public sector service delivery.

Challenges

Before adopting IFS assyst, IT service requests were managed through a patchwork of emails and internal correspondence. This reliance on analogue communication created fragmented processes, limited visibility, and almost no ability to measure or improve service performance.

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There wasn't a previous tool, so it was mostly house correspondence and email."

Julie Sandberg, Digitization and Central IT Management of the State Government, LSH

About the Land of Schleswig-Holstein

The Land of Schleswig-Holstein (LSH) is one of Germany's 16 federal states, located at the country's northernmost border. Nearly 3 million citizens rely on its public services, which are delivered through 9 ministries covering areas such as law enforcement, education, and agriculture. Coordinating IT services for such a broad and complex environment requires a central approach. Dataport, an IT service provider for public administration, plays a critical role in this model, acting as the intermediary with technology vendors.

Each ministry operated in isolation, with its own workflows and expectations. This siloed approach created significant barriers to collaboration and made it extremely difficult to establish common standards. The absence of centralized reporting tools meant service levels could not be defined or measured, leaving both providers and ministries without the data needed for improvement.

Scalability was also out of reach. As service demand grew, the existing approach placed increasing strain on staff, with no mechanisms to automate tasks or share best practices across departments. The tipping point came when leaders recognized the need for a scalable, standardized solution that could support cross-ministry reporting and provide tools for managing both internal services and external providers.

Solution

After a competitive evaluation, IFS assyst was chosen for its ability to meet strict procurement requirements while aligning with state-level operational standards. Its hosting within Dataport's secure data centers provided full compliance with German regulations—an essential factor for public administration.

The implementation strategy was deliberately incremental. Instead of attempting a large-scale rollout, the team adopted a phased approach, beginning with shared services that could deliver immediate value across all ministries. Specialized functions were introduced gradually, tailored to the unique requirements of each ministry. For example, the Ministry of Agriculture adopted services specific to livestock control.

This measured approach allowed the program to build momentum while ensuring that each new service was fit for purpose. Standard templates were applied wherever possible, but the platform's flexibility meant that bespoke configurations could be developed when necessary. The balance between standardization and customization was key to securing ministry buy-in.

Equally important was the collaboration between stakeholders. Dataport acted as the technical liaison with IFS, managing the infrastructure and vendor relationship, while LSH's internal project team focused on enabling services and engaging ministries to identify new use cases. This division of responsibilities ensured clear accountability and kept progress aligned with both technical requirements and operational realities.

Results

From its early stages of rollout, IFS assyst has already delivered measurable improvements. Manual, email-based processes have been replaced with structured digital workflows, leading to more consistent service delivery and greater transparency. Ministries now benefit from clearer visibility into their IT operations, while the state as a whole has gained oversight across multiple departments.

Benefits seen using IFS assyst

- Replaced manual processes with structured digital workflows
- Improved transparency and service consistency across ministries
- Enabled visibility and performance tracking for the first time
- Fostered collaboration through shared service standards
- Extended use beyond IT to operational public services

> **"We've achieved a whole lot more transparency between departments."**
>
> Julie Sandberg, Digitization and Central IT Management of the State Government, LSH

For the first time, service performance can be tracked and measured. While formal metrics are still being developed, the introduction of reporting tools represents a major step forward. Departments that once operated in silos are now working to shared standards, with clearer accountability for both providers and recipients of services.

Early adopters, including the police and Ministry of Justice and Health, have demonstrated the platform's versatility. Beyond traditional IT support, they are using IFS assyst for operational tasks such as ordering hardware and vehicle parts. These use cases show how the platform can extend beyond IT to support a broader range of public sector services, unlocking efficiencies across diverse workflows.

Looking Ahead

With the foundations now in place, LSH is focused on expanding adoption across all 12 ministries. The strategic goal is to bring every department onto a shared service management platform, enabling deeper integration.

Looking ahead, the key priorities include optimizing existing configurations to streamline services already live on the platform, introducing more automation to eliminate remaining manual processes in some departments, and refining templates and standards to ensure consistency across ministries while retaining the flexibility for bespoke setups. LSH also aims to encourage greater adoption, ensuring that ministries not only onboard to the platform, but also make full use of its capabilities.

By achieving these objectives, LSH will be positioned to deliver more sophisticated service management, with enhanced visibility and control across its IT operations. The long-term ambition is to move from fragmented, manual processes toward a unified, data-driven model that can scale with the needs of its citizens.

Find out more

For further information, contact your local IFS office or visit **ifs.com**