NEWS RELEASE

AFP launches new National Operations State Service Centre portal with ServiceNow

2023-10-05

The new system uses automated workflows to improve the Australian Federal Police's (AFP) ability to respond to and action requests and reports from other government agencies.

Sydney, Australia, 5 October, 2023, ServiceNow: The **Australian Federal Police** (AFP) has successfully implemented the **ServiceNow** Platform to build a new National Operations State Service Centre (NOSSC) portal, which will help increase the speed, agility, and efficiency of the AFP's ability to receive and action reports and requests from other government agencies.

The NOSSC is the AFP's front door for reports and requests of significance from partner agencies such as the Department of Health and the Attorney-General's department. These reports assist the AFP to prevent and disrupt crime, respond to national and international issues, and protect Australia from organised crime and terrorism.

The NOSSC portal ensures these important reports and requests are processed, responded to and resolved with optimum efficiency, using automated workflows within a highly secure environment.

The AFP is the first Australian government agency to use ServiceNow to implement a public Customer Service Management (CSM) system integration with a secure agency environment.

The new NOSSC portal allows government agencies to submit requests for assistance, report criminal activity and engage directly with their AFP case officer.

Eric Swift, Vice President, and Managing Director for Australia and New Zealand, ServiceNow, said ServiceNow is

proud to work with the AFP as it uses technology in new ways to meet its goals and benefit police, employees, stakeholders, and the community.

“Implementing the Now Platform has enabled the AFP to enhance their operational capabilities and support their teams in new, smarter ways of working. Automating routine tasks makes life easier for employees, but critically, also lets the force focus on their most important role: keeping communities safe.”

Having developed expertise in the ServiceNow platform, the AFP is exploring ways to extend its capabilities to additional business and operational systems, teams, and processes, including on boarding further partner agencies.

Commander Rohan Smith will be **speaking about the new NOSSC system** at ServiceNow’s **World Forum Sydney** event on 5 October.

Media Contact:

For further information, please contact **servicenowanz@webershandwick.com.au**.

About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitise and unify organisations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit **www.servicenow.com**.