



Environment Protection  
Authority Victoria

# EPA streamlines compliance operations



**Environment Protection Authority Victoria aimed to consolidate its risk, compliance, and audit functions into a single platform. With help from Fujitsu, they improved visibility, efficiency, and regulatory alignment.**

## Challenge

EPA needed a centralised platform to unify risk, compliance, and audit functions and eliminate siloed processes.

## Solution

Fujitsu implemented ServiceNow Integrated Risk Management (IRM) with expert advisory services to streamline compliance operations. This had been supported by a comprehensive Organisational Change Management (OCM) program which supported EPA to change their ways of working.

## Outcomes

- Unified risk and compliance workflows
- Improved audit traceability and accountability
- Automated attestation and reporting processes.

**“Fujitsu helped us move from spreadsheets to a unified platform. Now we speak the same risk language.”**

Diana Joyce, Enterprise Assurance Lead, Environment Protection Authority Victoria

Industry:  
**Government/  
Environmental  
Regulation**

Location: **Victoria,  
Australia** People:  
~700

Website:  
[epa.vic.gov.au](http://epa.vic.gov.au)

## About the customer

Environment Protection Authority Victoria is the state's independent environmental regulator, working to protect nature and human health through science-based policy, regulation, and collaboration with industry and communities.



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Departments unified

## Breaking down barriers to compliance

Environment Protection Authority Victoria (EPA), the state's environmental regulator, faced a growing need to unify its risk, compliance, and audit functions. With separate teams operating in silos and relying on spreadsheets and SharePoint, the organisation lacked a centralised view of risk and regulatory obligations. This fragmentation led to duplicated efforts, inconsistent data, and limited visibility into audit findings. EPA sought an enterprise platform that could consolidate these functions, foster a shared risk language, and improve operational efficiency across departments, therein breaking the silos for the entire organisation.



**2-3 months**

Attestation cycle duration

## A strategic partnership for transformation

EPA was seeking an enterprise platform which would enabling them to speak the same risk and compliance language. Fujitsu partnered with EPA to implement ServiceNow's Integrated Risk Management (IRM) platform, supported by a comprehensive Organisational Change Management (OCM) program. The engagement began with detailed change impact assessments and stakeholder mapping to guide adoption. This key information formed part of the Change Strategy and Roadmap for EPA. Fujitsu delivered tailored training, leadership coaching, and advisory services to ensure the platform aligned with industry best practices. Data migration was a key focus, with Fujitsu cleansing and integrating legacy data to ensure accuracy. As the project progressed, EPA extended Fujitsu's role to include ongoing advisory support to further refine their use of IRM. This advisory assisted EPA to validate decisions, optimise reporting and comply with new financial regulations such as Standing Directions.



**100%**

Audit traceability achieved

## Real-time visibility and long-term value

The IRM solution transformed EPA's compliance operations. Risk assessments, audit findings, and attestations are now managed through a unified system, improving traceability and accountability. Audit and compliance teams now operate from a single source of truth, with unified risk language and shared workflows driving consistency and efficiency. EPA saw increased value through transparency in audit findings, including automation and traceability of attestation processes. "Fujitsu helped us move from spreadsheets to a unified platform. Now we speak the same risk language," says Diana Joyce, Enterprise Assurance Lead, Environment Protection Authority Victoria. The success of the implementation led to continued collaboration, with EPA extending Fujitsu's advisory services to support future initiatives. The project delivered immediate efficiencies and positioned the organisation for sustained regulatory excellence.

EPA's move to an integrated platform also strengthens its core mission of protecting the health of Victorian communities and the environment. By improving visibility of risks and ensuring clearer oversight of compliance activities, EPA can more effectively anticipate emerging environmental issues, respond faster to incidents, and support better regulatory outcomes — all of which contribute directly to safeguarding Victoria from pollution and waste.



**Fujitsu**

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