

Agentschap Justitie en Handhaving Transforms IT Leadership and Culture

Organization: Agentschap Justitie en Handhaving
Industry: Government and Public Sector
Employees: >1,000



Mission-critical priority

Hannes Lombaert, ICT Director at Agentschap Justitie en Handhaving, sought support from Gartner on integrating diverse IT teams post-merger. They needed to prioritize cultural transformation and align IT operations with strategic goals. They also aimed to enhance leadership capabilities and focus on people management.



How Gartner helped

- Provided expert insights and practical tools, including the **PRISM framework**, to guide cultural integration and change management.
- Offered guidance on developing **compelling narratives** to effectively communicate strategic initiatives to stakeholders.
- Enabled **networking opportunities** with global peers to share best practices and gain diverse perspectives.



Outcome

- Achieved **successful integration of culturally diverse IT teams**, fostering a unified organizational culture within a year.
- Enhanced leadership capabilities, enabling effective steering of **organizational change and strategic alignment**.
- Developed **compelling narratives** that facilitated stakeholder engagement and secured necessary resources for strategic initiatives.

"Gartner really helped me prioritize everything that had to do with people management and change, shifting focus from technical solutions to organizational growth." - **Hannes Lombaert, ICT Director, Agentschap Justitie en Handhaving**