

Case Study

Rio Tinto – Agile Coaching

Help three teams implement SCRUM through optimizing their Jira Projects and Agile practices improving visibility, planning, delivery and communication of all work items.



About the Client

Rio Tinto are one of the world's leading producers and exporters of iron ore.

In the Pilbara region of Western Australia, **Rio Tinto** own a world-class, integrated network of 17 mines, four independent port terminals, a rail network spanning nearly 2,000 kilometers and related infrastructure – all designed to respond rapidly to changes in demand.

As such, **Rio Tinto** uses Jira for a lot more than Software Development!



Gold
Solution Partner

About the Project

Like many teams, the Rio Tinto Geoscientific Data Team has multiple stakeholders all wanting more items done than there is resources available to do the work. Also, over time Jira backlogs, workflows and project configurations become stale and may no longer offer the most efficient environment to work in.

As an Agile Coach, this project included reviewing how work is done in each of the three sub teams and then creating and carrying out a plan to implement SCRUM. This plan would address most of the pain points the teams were experiencing.

We started off with a Sailboat Retrospective to identify what drives us forward and what holds us back. Then we spent time with each team cleaning up the Issue Types and Workflows in Jira to enable Sprints and SCRUM backlogs.

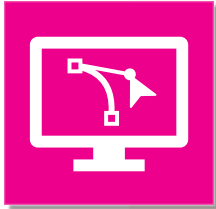
Each of the teams found that working in iterations with Sprint Planning, Stand Ups and Retrospectives allowed them to achieve more consistent throughput with higher predictability than before.





Problem

The primary challenge in this project was that the Teams had been concentrating so much on getting work done that they had let their Ways of Working lapse. It was difficult to tell what items were in progress, which items were high priority and which ones were quick wins. It was also very difficult to capacity manage people's workloads.



Approach

Our approach was to start with a Retrospective to find out what is and isn't working for the Teams. Then, we incrementally modified the Jira Projects to support SCRUM and helped each of the Teams develop their Ways of Working and start running the standard SCRUM ceremonies of Sprint Planning, Stand Ups and Sprint Retrospectives and Showcases.



Business Impact

The business impact of implementing SCRUM was that both work demand and work in progress became more visible, estimated, sized and planned without requiring undue effort.

This in turn makes delivery to Stakeholders more predictable and easier to communicate. The feedback from the three Rio Teams was they quickly benefited from cleaner backlogs and being able to take in just the right amount of work to complete each Sprint.

"Interfuze helped our three teams refresh our Jira practices and Ways of Working. While there is still a lot of work to do it is easier now to manage and we have a plan to continuously improve as we progress on our SCRUM journey."

*Tim Ballinger
(Superintendent –
Geoscientific Data Management)*

Think we can help solve your problem?

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