

interfuze.

Case Study

Moving to Agile Delivery



arc
infrastructure

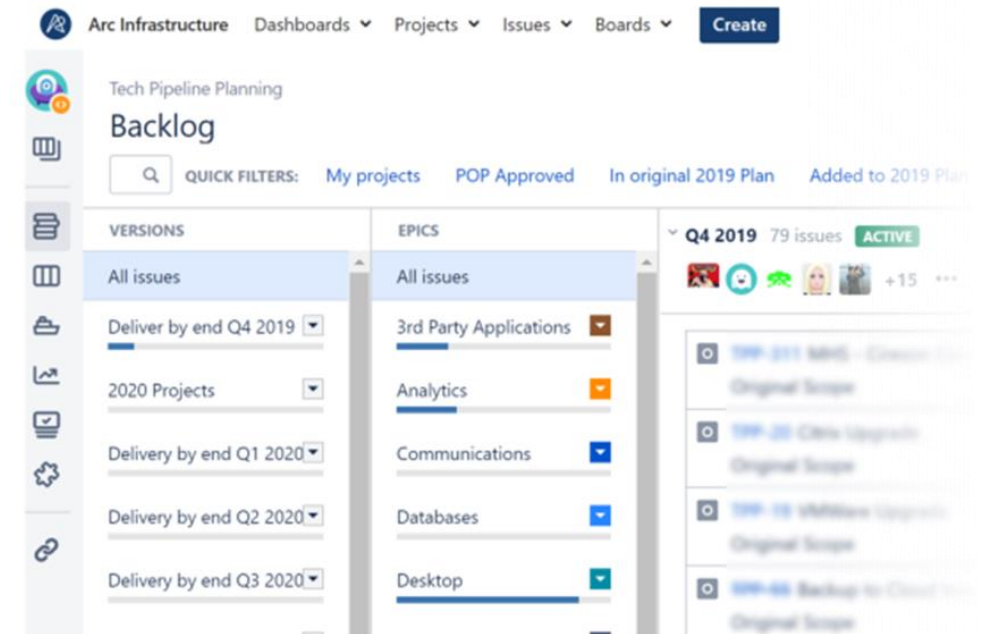


The Client

- Arc Infrastructure operates a rail freight network that stretches more than five thousand kilometres across Western Australia.
- With several regional offices and a head office in Perth, Arc has over 400 employees

Overview

- Arc Infrastructure Technology is maturing their **project pipeline** and **delivery process**
- Interfuze were approached to **mentor** and **support** Arc in building on the knowledge and processes that they had started to put in place and developing tools to support this
- Involved moving from Excel and Waterfall to using **JIRA** and **Agile Scrum** methodology



The Challenge

On a **tight time budget** ensure everyone in the team understood their role in **successfully planning & delivering projects** and had the skills and tools needed.

The Approach

- **Gap analysis**, based on conversations and review with all 25 team members
- **Prioritisation** with Head of Technology of actions required
- Implementation of **training, tools** and **mentoring** required

The Solution

- One on one and team **training** sessions in Project Delivery, Agile, Estimation and JIRA
- Creation of JIRA **Dashboards** for leads and stakeholders
- **Mentoring** leadership, particularly in how to use and run meetings related to delivery
- **Resource Planning** tool, showing utilization at individual level

The Results

- Projects are focused on delivering **business value** and have realistic delivery dates
- Custom Dashboards provide **visibility** on all Technology projects to the company
- Resource planning tools now give the team the ability to see whether projects can be delivered and quickly highlight **bottlenecks**
- **Training materials** provided for new joiners covering all aspects of delivery

Interfuze's skills in agile and project delivery meant they were able to tailor training, mentoring and tools to meet our real needs. By regularly reviewing priorities with me we were able to hit the areas that mattered most in a tight timeframe.

Daniel Lategan
Head of Technology



Stakeholder dashboard

Stakeholder Summary Board

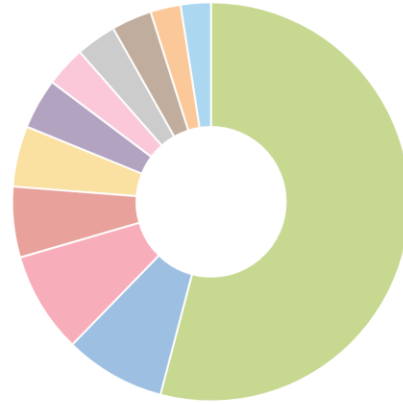
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[Summary of all Technology Projects and current status](#)

Issue Statistics: TPP - All Open Projects - Current Status (Status)

Status	Count	Percentage
REQUESTED	35	29%
CREATING POP	14	11%
POP AWAITING REVIEW	4	3%
SCHEDULING	4	3%
WAITING FOR START D...	6	5%
EXECUTION	37	30%
ON HOLD	16	13%
HIGH LEVEL ESTIMATION	6	5%
Total	122	

Pie Chart: TPP - All Open Projects - Current Status



Department

Total Issues: 122

Technology	66
Major Projects	10
Governance and Risk	7
EMCD Project	6

Technology Team Resourcing Summary

Week ending >>	28/11/2019	5/12/2019	12/12/2019	19/12/2019	26/12/2019	2/01/2020	9/01/2020	16/01/2020
	40	40	48	48	40	40	47	50
	40	43	40	44	21	21	18	18
	40	40	40	40	40	40	8	0
	40	40	40	40	40	40	40	40
	40	40	40	40	40	0	0	0
	39	39	39	40	40	36	36	36
	40	40	40	40	40	11	11	11
	40	40	40	38	40	40	40	8
	40	40	43	43	40	40	40	19
	0	0	0	0	0	0	0	0
	38	36	40	36	36	36	36	36
	40	40	43	43	40	40	40	27
	40	40	38	40	40	40	39	40
	40	40	40	40	40	40	40	40

Backlog

QUICK FILTERS: My projects POP Approved In original 2019 Plan Added to 2019 Plan On Hold Exclude on hold Scheduled but no estimate Recently Updated

Q4 2019 79 issues ACTIVE 1,100h 21,430.2h 2,514h

01/Oct/19 11:20 AM - 31/Dec/19 11:20 AM

Item	Delivery by end Q4 2019	Systems & Infrastruc...	320h
TPP-211 M&M - Create Company Portal Transformation	Original Scope		
TPP-201 Core Upgrade	Original Scope		
TPP-18 HRMS Upgrade	Original Scope		
TPP-66 Backup to Cloud Investigation	Original Scope		

1-1 Dashboard

Dashboard details

All TPP projects under the Epic '3rd Party Applications', 'Desktop', 'Help Desk' & 'Mobile Management' where Lance is not the owner

Filter Results: Resource Plan Link

Description

<http://ecms.wnr.internal/livelink/livelink.exe/app/node:>

1-1 of 1

Filter Results: TPP - Service Delivery Projects

Awaiting Review

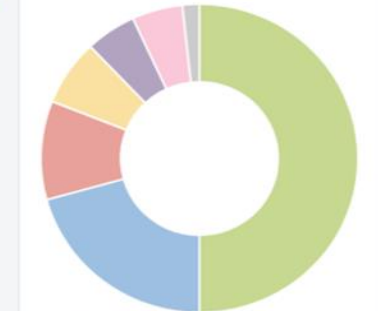
Summary LiveLink POP URL

Filter Results: TPP - Service Delivery Projects

Execution

Summary	Associated JIRA Project	Due
Service Portal Analytics to understand workload	Service Portal Analytics to understand workload	29/Nov/19
ELMO - HRMS Implementation	ELMO - HRMS Implementation	28/Feb/20
INX Upgrade	INX Upgrade	28/Feb/20
Surface Hub roll-out for regions	Surface Hub 2 Rollout	20/Dec/19
Self Service Password Reset	Self Service Password Reset	31/Dec/19
Continued Maturity of Intune	Continued Maturity of Intune	29/Nov/19

Pie Chart: TPP - Service Delivery Projects



Status

Total Issues: 58

Closed	29
Requested	12
Execution	6

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Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

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