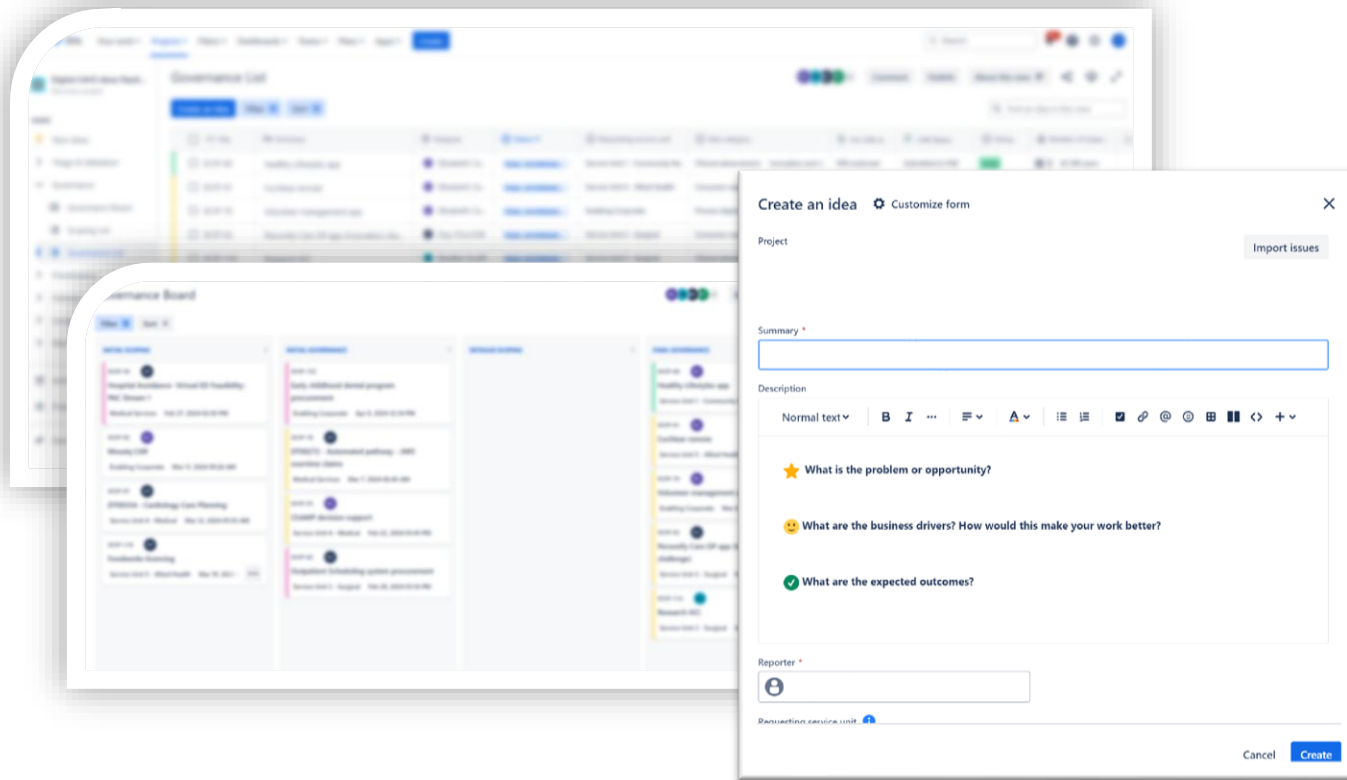


Case Study

Jira Product Discovery (JPD) and Jira Work Management (JWM) Implementation

Interfuze worked with CAHS to deliver a system to capture and prioritize ideas all in one place. This provided structure to the way the team managed Ideas and high visibility to all stakeholders without contributors and viewers requiring a Jira license.





Project Overview

- CAHS were looking to implement a system to capture, manage and prioritize work requests and ideas.
- In addition, they required a solution to track and report on the day-to-day tasks and activities work of the different teams within Digital Health.
- They wanted a consistent way to do things, cross team transparency and visibility and the ability view future demand.
- Interfuzze reviewed the high-level requirements and agreed with the client that a configured Jira Product Discovery and Jira Work Management solution would be the best fit.

The Client

The **Child and Adolescent Health Service (CAHS)** serves all children and young people across WA so they can achieve their best health and wellbeing, now and into the future. CAHS is comprised of Neonatology, Child and Adolescent Community Health, Mental Health, Perth Children's Hospital, Children's Hospice Project and Community Hubs. The **CAHS Digital Health** team aims to provides a sustainable and singular Digital Health customer experience to all services across CAHS.



The Challenge

Implement and help the team use Jira Product Discovery to capture, manage and prioritize ideas and Jira Work Management to track and report on work in the different teams within Digital Health. The end goal was a highly visible Digital Health pipeline of ideas and requests to ensure the correct things get worked on in the correct order.

The Approach

- **Discovery workshops** to map out the User Stories required to meet the system objectives.
- **Agile** delivery of requirements with a focus on aligning the Digital Health team on a common process and template.
- **Features** delivered on a weekly basis with review, acceptance and prioritization by the client.
- **Training** of users so they could quickly adapt to the new tool and take ownership of it.

The Solution

- Implementation of a **Jira Product Discovery** project with:
 - A customized **workflow**.
 - A customized create ideas **form**.
 - 30+ **custom fields**.
 - 14+ **views**.
 - **Automation** rules for approvals, required fields and setting start dates.
- Implementation of a **Jira Work Management** project template and 5 projects.
- Conducted Jira Product Discovery and Jira Work Management **training** sessions.

The Results

- One centralized location to capture ideas, manage and prioritize them through a consistent process and provide visibility for all Stakeholders, without Stakeholders requiring a Jira license.
- Able to allocate and view the future resourcing demand for approved ideas.
- Bringing business and tech teams together by connecting ideas capture in Jira Product Discovery to the delivery of work in Jira Work Management.

"We knew what we wanted and Interfuze provided the expertise to help us get there. Working together we were able to create something special that should dramatically improve the way we track work from Idea to Delivery"

Shaun O'Neil, Chief Digital Health Officer

interfuze.



Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

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