



Case Study

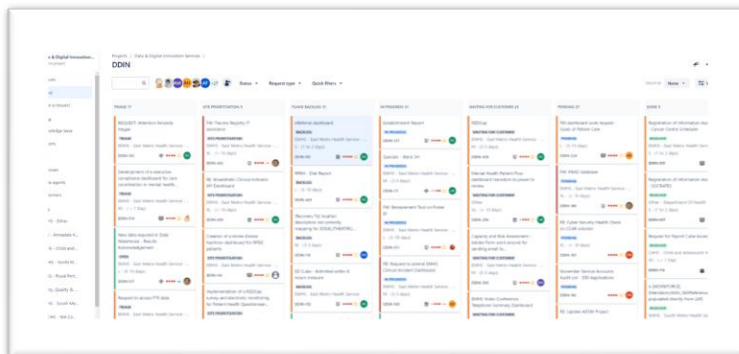
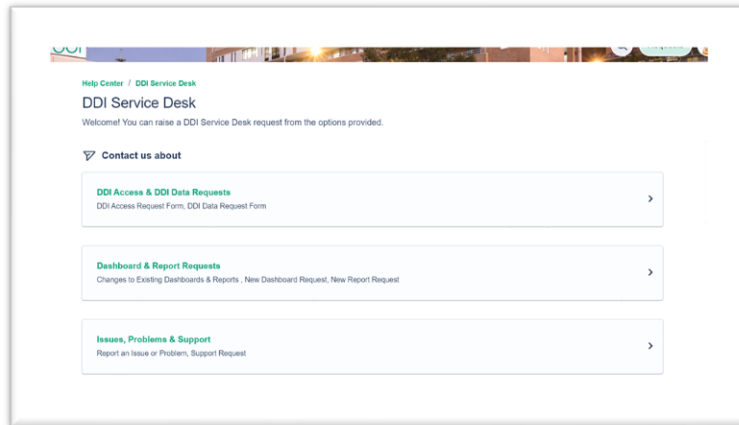
Jira Service Management (JSM) Uplift

The Data and Digital Innovation (DDI) team at EHMS wanted to uplift how their customers raise requests, how they are triaged, prioritised and delivered by the team. However, their existing Jira Service Management (JSM) portal was dated, seldom used and had several pain points. Interfuze worked closely with the EMHS DDI team to implement a new JSM Portal that helped them address the pain points and meet their uplift objectives.



The Client

- East Metropolitan Health Service (EMHS) comprises an extensive hospital and health service network that aims to maintain and improve the health and wellbeing of more than 725,500 Western Australians in its catchment area.
- The Data & Digital Innovation (DDI) team handle all the data & reporting requests for EMHS including data cubes, dashboards and Power BI reports plus anything that comes under Digital Innovation for a larger group of stakeholders.



Overview

- The existing DDI JSM portal had been set up a decade ago and was dated, quite complex and not very user friendly
- As a result, most requests were coming in via email and lacked key information to resolve efficiently.
- The DDI team wanted to implement a new way of working where requests always had the key information, were able to be triaged easily plus visible to Stakeholders so that they could help prioritise items for their area.
- Additionally, the request data was often medical in nature so needed to be hosted within Australia with the ability to restrict specific requests so that they could only be seen by a specific set of people.



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The Challenge

Implement a new streamlined Helpdesk portal that allows the DDI team to switch off emailed requests, capture data required for efficient resolution and support the team moving to a new way of working. By leveraging Kanban Boards, Dashboards, Custom Request Types, Workflows and Jira Automation all requests now come via the new Helpdesk portal, meeting the definition of success of improving DDI teams ability to manage their workload.

The Approach

- **Discovery** – What are the pain points with the current Helpdesk portal? Why aren't customers using it? How does DDI want to operate? How can we make things as efficient and visible as possible?
- **Agile Implementation** – Let's deliver value incrementally and get feedback as we go. By putting the features in the hands of users early, let's build, test and refine the solution week by week.
- **Automation** - Let's reduce overhead of getting signatures and automate the approval process and other repetitive tasks.

The Solution

- The old Helpdesk Portal had 17 types of requests, the new Portal **simplified** this to 8, significantly improving the user experience.
- Instead of 18+ queues, a **single Kanban board** is now used to view, filter and progress tickets through the new Workflow.
- Jira **Dashboards** allow Heath Service Provider's leads to see the progress of their items and prioritise which requests get done next.
- **Data Residency** and **Issue Level Security** were implemented to ensure DDI's Jira data is hosted in Australia and can be restricted easily access wise.

The Results

- The new visual way of working supports how DDI wanted the overall process to run. Triaging and prioritisation allow the right things to be worked on in the right order by DDI team members and it's easier the manage their customer and stakeholder expectations.
- Emailed requests are now disabled saving a huge amount of effort going back and forth to obtain missing data from requestors and giving the DDI team a shared view on requests and responses to them.
- DDI are very happy with the new system.

"Working with Interfuze was great. We told them our objectives were and what high level workflow we wanted to achieve, and they analysed the data and built solutions for each of our requirements. Best of all was we got to play with the system and make loads of changes along the way until we got it right "

Madeleine Sommerville, Business Coordinator

interfuze.



Think we can help solve your problem?

Reach out to Interfuze on

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