

Case Study

Knowledge Repository in Confluence





The Client

- EPM Projects (EPM) is a medium sized consultancy, based in Sydney NSW, that is owned and operated by its executives.
- The company provide client-side construction project management and property development management services.

Overview

- ✓ In just 48 hours (spread over 3 weeks) Interfuze delivered a complete solution for EPM
- ✓ Traditional folder and documents style repository replaced by dynamic Confluence pages
- ✓ Easy to navigate rich website interface
- ✓ Templates supported business processes being followed
- ✓ Training for users to continue self supported with Confluence

- EPM projects were looking to set up an easily searchable and collaborative document management system, moving away from the more traditional document repositories to Confluence.
- The aim was to provide a centralised, searchable knowledge base for internal information such as business processes that links back to other standards and supporting documentation in InfoPoint.
- To assist with the design and implementation they reached out to Interfuze as an Atlassian partner.



Gold
Solution Partner

interfuze.

The Challenge

Help EPM use Confluence by enabling them to tailor it to their specific needs (content grouped by Business and Project categories), give visibility on where procedures and supporting content exist and enable users to find, create and manage content going forward via training and related collateral. This project was completed remotely from Perth, with the rest of the team in Sydney NSW.

The Approach

- **Requirements analysis** – What are the goals for the project and the priorities? How does EPM need to structure their knowledge base? What do they need training in?
- **Agile approach** - MVP implementation in Confluence preferred over documentation where possible in the timeframe, documentation for EPM to implement remaining functionality
- **Training** of users so EPM can continue to customise and manage their Confluence instance

The Solution

- **Customised templates** to fit Business Procedures and Project Procedures
- **Dedicated spaces** for Business content (Business Pathways) and Project content (Project Pathways)
- Labels assigned to content to **surface relevant content** to users.
- **Knowledge base** for content editors to use Confluence.
- Team **training** sessions in Confluence and specific EPM setup
- **Mentoring** in set up of Confluence and creation of knowledge base articles

The Results

- Project was completed in a fraction of the allocated time and budget (including migrating all their content which was originally out of scope).
- EPM were delighted with the outcome.
- All achieved with the existing out of the box Confluence features (no plug-ins / Atlassian marketplace products required)

The Solution

Business Pathways Space

 Home Recent Spaces People Apps Templates Create

Q Search



 EPM Business Pathways

Overview

Blog

Space Settings

SPACE SHORTCUTS

 EPM Projects Website

 InfoPoint

 EPM Project Pathways

Pages

Business Development, Marketing & Sales

Human Resources

Finance and Administration

Business Risk

Integrated Management System (IMS)

EPM Business Pathways

 Share ... Unstar this space

	Business Development, Marketing & Sales	Human Resources	Finance & Administration	Business Risk	Integrated Management System
Key Business Procedures	- EPM Sales Process - Preparing EPM Services Proposal - Preparing EPM Contracts - Preparing EPM Services Brief	- Employee Recruitment - New Employee Procedure - New Employee Induction and Training - New Employee Probationary Period Evaluation - Employee Performance Review and Assessment - Executive Performance Assessment - Qualitative Component - Employee Change of Role - Ending Employment - Knowledge Sharing - Employee Leave - EPM Leadership Programme	- Establishing a Project in Core - Establishing an Employee in Core - EPM Invoicing and Management Reports - Unbudgeted Expenditure Authorisation - Employee Remunerations Review - Executive Performance-Based Remuneration - Administering the Employee Bonus Scheme - Assessment of Payment of Shareholder Dividend	- Agreement for Contractor to EPM - Hazard Identification Risk Assessment and Controls - Emergency Preparedness and Response - WHS and Environmental Incident Reporting - WHS and Environmental Compliance - Injury Management and Return to Work - Environmental Aspects and Impacts	- Documents & Records Control - Roles and Responsibilities - Management Review - Internal Audit - Issues and Corrective Actions

Other standards related to Business

Legend: DIR = Director; SEC = Company Secretary; PD = Project Director; MSS = Manager Support Services; EMP = Employee

IMS Document Number	Name
B01-TEM-001	EPM Letterhead Template
B01-TEM-003	EPM Planning Letterhead Template
B01-TEM-005	EPM Template PowerPoint Presentation
B04-TEM-001	Change Management Plan Template

Recently updated

You'll see the 5 most recently updated pages that you and your team create.

 EPM Business Pathways

Aug 18, 2021 • contributed by Danielle Bollig

 Issues and Corrective Actions

Aug 18, 2021 • contributed by Danielle Bollig

 Internal Audit

Aug 18, 2021 • contributed by Danielle Bollig

 Management Review

Aug 18, 2021 • contributed by Danielle Bollig

 Roles and Responsibilities

interfuze.

The Solution

Project Pathways Space

EPM Project Pathways

Overview

Blog

Space Settings

SPACE SHORTCUTS

EPM Website

InfoPoint

EPM Business Pathways

Pages

Scope, Design and Statutory Approvals

Budget

EPM Project Pathways

Key Project Procedures

Scope, Design & Statutory Approvals

Budget

Programme

Consultants

Principal Contractor Appointment & Contract Administration

Risk Management, Communication & Reporting

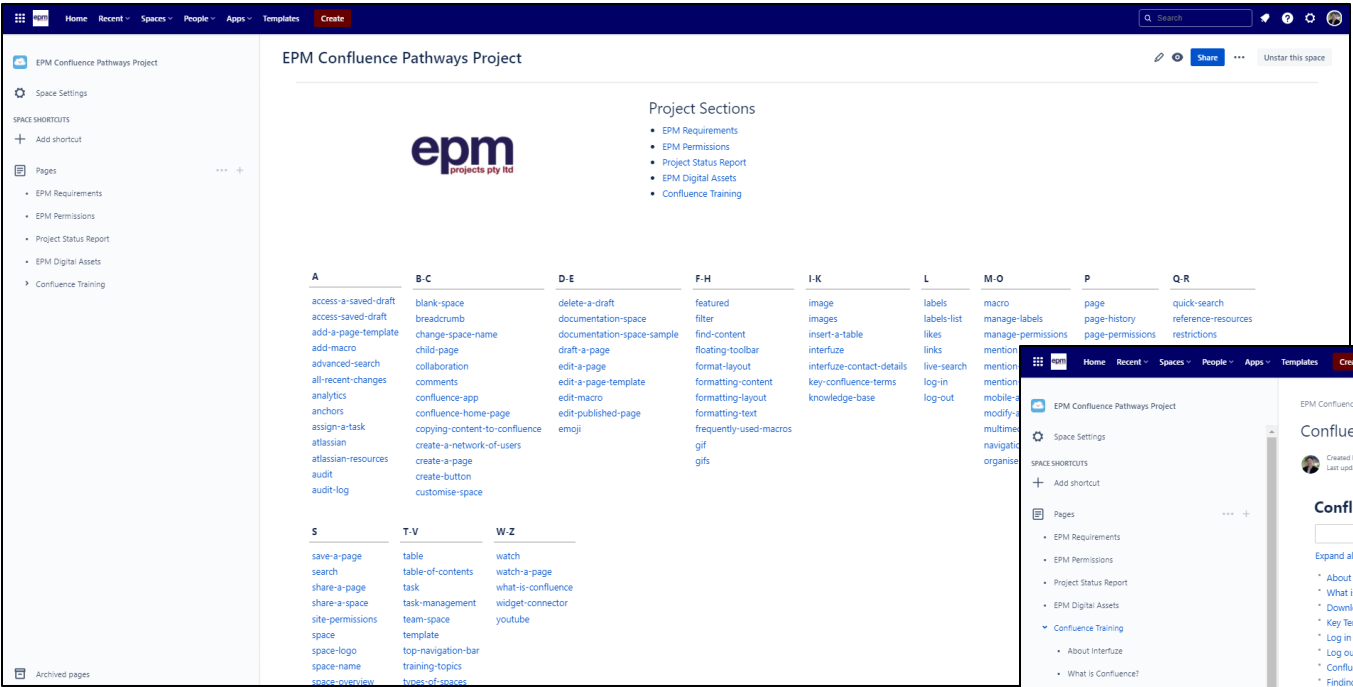
Project Procedures by Project Phase					
	INCEPTION, DESIGN & APPROVALS	DESIGN DEVELOPMENT	TENDER & AWARD	CONSTRUCTION	POST-CONSTRUCTION
Scope, Design & Statutory Approvals	Preparing the Project Brief Project Management Plan Managing a Competition	Project Management Plan Managing a Competition			
Budget	Cost Monitoring and Reporting Administering Variations Payment Claims	Cost Monitoring and Reporting Administering Variations Payment Claims	Cost Monitoring and Reporting Administering Variations Payment Claims	Cost Monitoring and Reporting Administering Variations Payment Claims Variations Management	Cost Monitoring and Reporting Administering Variations Payment Claims Variations Management
Programme	Time Management and Reporting	Time Management and Reporting	Time Management and Reporting	Time Management and Reporting Project Completion Plan	Time Management and Reporting Project Completion Plan
Consultants	Assembling Consultant Team	Assembling Consultant Team			
Principal Contractor Appointment & Contract Administration		Appoint the Principal Contractor	Appoint the Principal Contractor	Appoint the Principal Contractor	
Risk Management, Communication & Reporting	Project Meeting Minutes Project Risk Management	Project Meeting Minutes Project Risk Management	Project Meeting Minutes Project Risk Management	Project Meeting Minutes Project Risk Management	Project Meeting Minutes

Ability to find content via functional project areas (above)

Or find content via project phases (left)

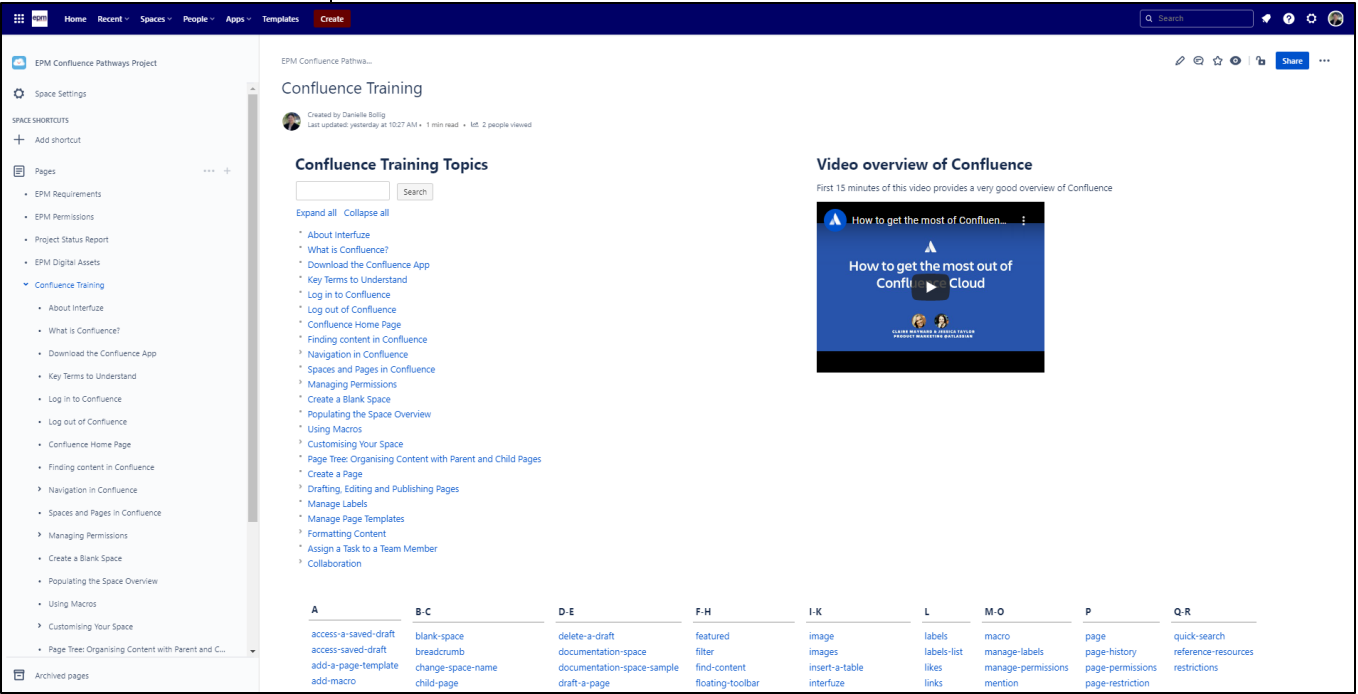
The Solution

EPM Project Repository



Project repository for project artefacts with labelled content (left)

Knowledge base for content editors to manage their Confluence instance according to their specific EPM setup (right)



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Think we can help solve your problem?

Reach out to Interfuze on

08 6270 2488 or hello@interfuze.com.au

[click for more of our work](#)

