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Case Study

Using Jira to support Project Delivery

RioTinto



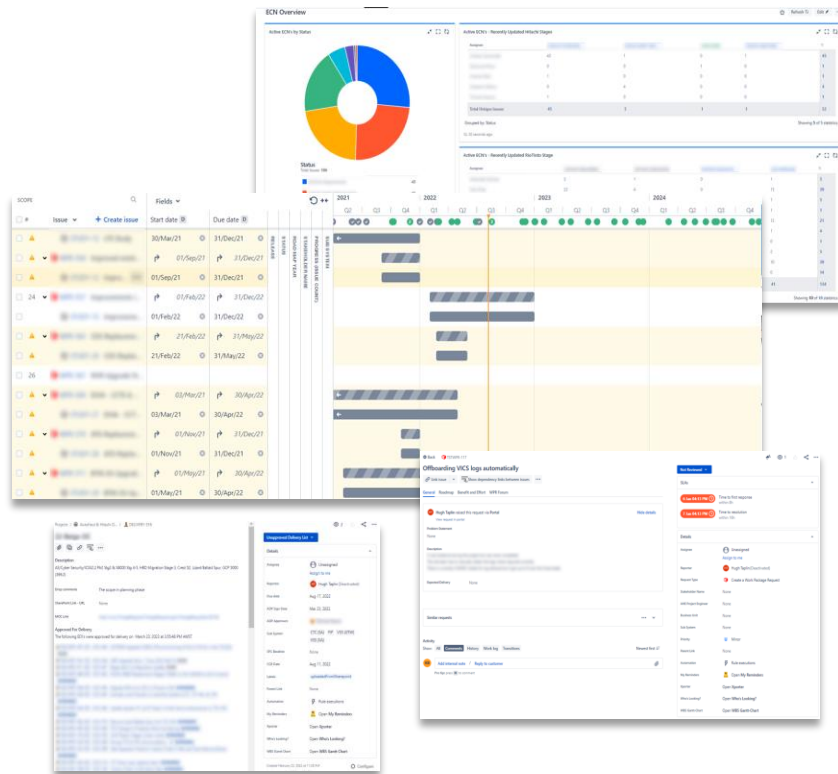
The Client

- RioTinto in partnership with Hitachi STS manage AutoHaul™, the world's first automated heavy-haul long distance rail network.
- The AutoHaul™ system uses 2.4km long automated trains to transport iron-ore across the Pilbara region of Western Australia which are fitted with a range of safety features and surveillance technology.
- The project not only involves the partnership between Hitachi STS and RioTinto but also extends to international stakeholders from Europe, Asia, and America.



Overview

- The AutoHaul team were refining and improving their project management process and had identified that JIRA could be an excellent tool to support them in providing improved visibility and efficiency
- Interfuze reviewed, advised and customised JIRA to enable AutoHaul to;
 - Use JIRA Plans to provide consolidated overview of delivery from initial request to release of features
 - Move away from email-based document sharing and management to a more visible and integrated system
- A large portion of this work did not use JIRA in its traditional Agile sense but instead used its workflow and visualization capabilities to provide a fast, cost effective all in one solution to AutoHaul's varying needs



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The Challenge

Implement and help the team utilise JIRA Software's **powerful Planning and Management tools** to **increase visibility** for both internal team members and external stakeholders, **integrate the work** of Hitachi and Rio Tinto inside the AutoHaul project, and give the team access to **better, more reliable information** to support decision making.

The Approach

- **Requirements analysis** – how are AutoHaul currently managing delivery and the entire workflow that goes along with it? What structure is required in JIRA to accommodate their engineering process?
- **Agile implementation approach** – numerous phases were split into weekly sprints along with daily standups to ensure solutions were delivered quickly and met all business requirements
- **Training** of users so they could quickly adapt to the new tool and take ownership of it

The Solution

- Full implementation of all business objects and their relationships using JIRA **custom issue types** to move most work away from emails and into a single system
- **JIRA Plans** setup to give an extensive overview of delivery from start to finish
- JIRA's internal **Dashboards** working alongside PowerBI to present useful and impactful information to key stakeholders
- Team **training** sessions in JIRA and specific AutoHaul process training to consolidate the link between JIRA and their work

The Results

- **Custom JIRA Plans** have provided the ability to plan, prioritise & visualise work across the entire AutoHaul delivery process, all in one place
- Less information is being lost having moved away from emails and is now more visible than ever through **JIRA Dashboards**
- The new tools have pushed decisions to be made on accountability, resource management, and approval control leading to even further improvements to the team's delivery process

"The partnership between Interfuze and AutoHaul was great. We were able to move away from emails and Excel to a highly visible workflow and planning roadmap that has made things more efficient and easier to manage. This then flowed to PowerBI reporting with real time data"

Grzegorz Urbanowicz , Senior Systems Engineer

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Think we can help solve your problem?

Reach out to Interfuze on

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