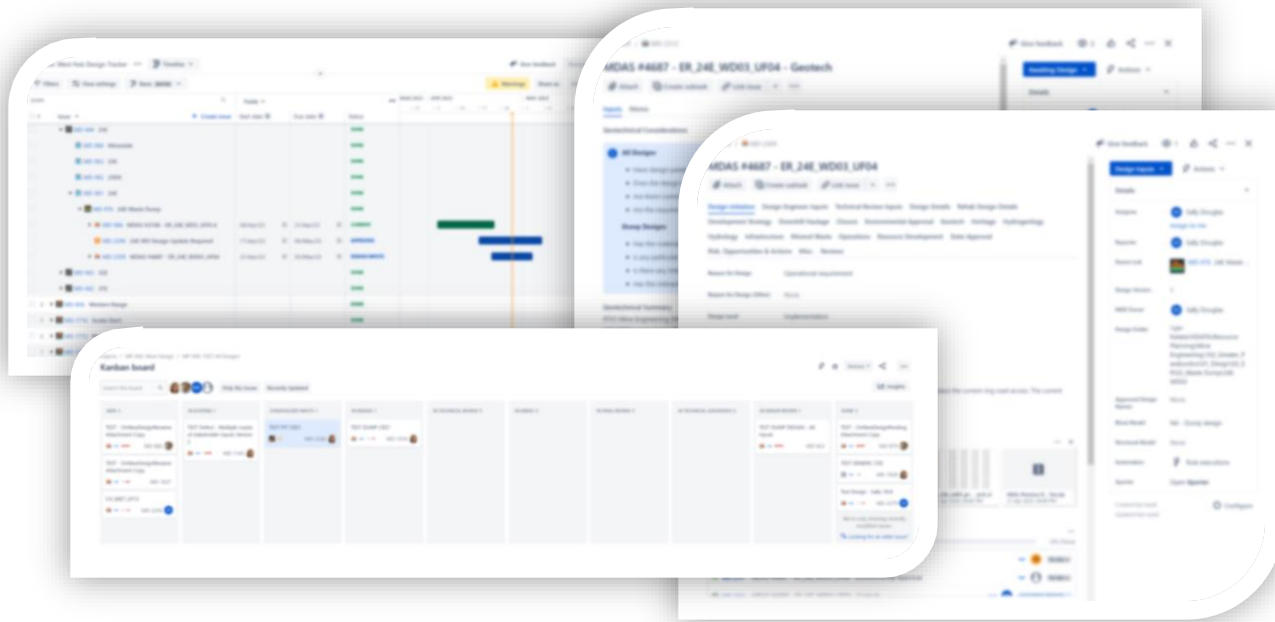


Case Study

A customised Jira to manage mine designs

Interfuze worked with Rio Tinto to tailor Jira as a platform for managing mine designs through custom issue types, workflows and automation. Streamlining their ability to track and communicate design work in one central location. Visualising past, current and future workloads through Jira's powerful new Plans feature.





The Client

Rio Tinto are one of the world's leading producers and exporters of iron ore. In the Pilbara region of Western Australia, Rio Tinto own a world-class, integrated network of 17 mines, four independent port terminals, a rail network spanning nearly 2,000 kilometres and related infrastructure – all designed to respond rapidly to changes in demand.

Project Overview

- The mine design engineer team are responsible for the new and updated designs of pits, dumps, land bridges etc. at the 17 iron-ore mines in the Pilbara region.
- Rio Tinto had identified potential improvements in efficiency, communication and visibility of mine designs and had identified JIRA as a potential tool to implement these improvements
- Interfuze reviewed the high level requirements and proposed a JIRA solution that gave a centralised system for teams to manage mine designs and workflow management to support the design process and provide approvals and notifications.



The Challenge

Implement and help the team use JIRA to track and communicate design work in one central location. Provide visibility of work in progress for operations, and planned work to enable future workload planning.

The Approach

- **Requirements analysis** – how are mine design Engineers currently managing mine designs? What structure is required in JIRA to accommodate their design process?
- **Agile implementation approach** – features were split into weekly sprints along with weekly showcases 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

- Implementation of JIRA **custom issue types** and **fields** to move work away from emails and documents to a single system
- Configuration of **workflows** to manage the design process and approvals
- **Kanban boards** set up to provide visibility of status and assignee of mine designs
- Implementation of **automation rules** to simplify creation of new designs and design versions
- **JIRA Plans** setup to provide overview of mine designs from start to finish
- Team **training** sessions in JIRA basics and the mine design project

The Results

- All information relating to a mine design is now captured in JIRA making it easier to provide inputs, reviews and trace decisions
- The new tool provides visibility on the status of mine designs and current and future workloads are easily visualized using JIRA's new Plans (Advanced Roadmaps) feature
- Data relating to Mine Pit designs is now captured in a centralised, structured manner that can be used alongside other company data in reporting tools such as PowerBI

"Interfuze configured a solution in JIRA which met our needs of managing mine design engagements & approvals. Their openness, expert knowledge, professionalism and flexibility made it an absolutely pleasant experience. The end product is a success which the teams have started using daily and it equips us with great data analytics and SharePoint automation abilities."

Debabrata Tripathy, Superintendent Mine Planning (Acting)

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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