

Case Study

Rio Tinto – ICSS Jira & Confluence Server to Cloud Migration

Migrate the ICSS Jira and Confluence instance to Atlassian Cloud on a tight timeline before the next renewal date for a 500 User site.



About 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 kilometers and related infrastructure – all designed to respond rapidly to changes in demand.

As such, **Rio Tinto** uses Jira for a lot more than Software Development!



Gold
Solution Partner

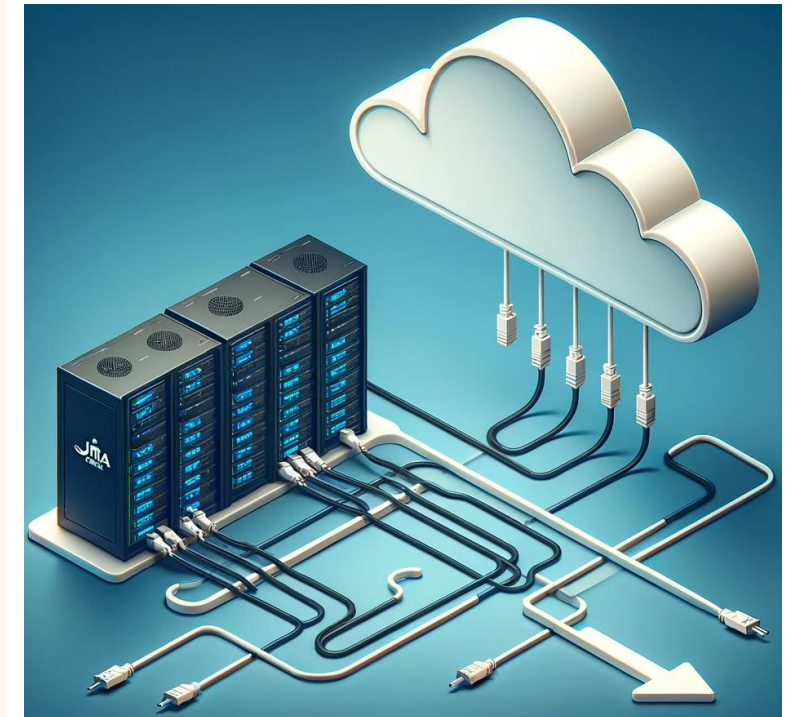
About the Project

Atlassian announced that it would discontinue support for its server products in February 2024. This decision necessitated the migration of the legacy on-premise Jira Server instance to the Jira Cloud platform before this deadline.

The migration included transferring all data, the core functionalities of Jira and Confluence and successfully integrating essential plugins such as Big Picture, Gliffy, Zephyr and R4J. The migration's completion date needed to align with the current service's renewal date.

Additionally, this migration presented an opportunity for our team of migration experts to review and streamline the existing system. The goal was identifying and removing redundant or unused features, ensuring a more efficient and cleaner instance post-migration.

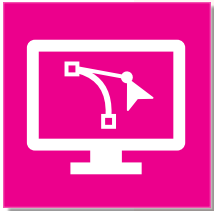
This clean-up process needed to be executed to minimise effort and allow for easy retrieval of archived information, if necessary.





Problem

The primary challenge in this project was to conduct a comprehensive migration of Jira and Confluence without disrupting ongoing operations, while integrating essential plugins like Big Picture, Gliffy, Zephyr, and Requirements for Jira. The migration had to align with the service's renewal date and offered an opportunity to streamline the system by removing redundant features, thus ensuring efficiency and easy retrieval of archived information with minimal effort.



Approach

Our approach to the migration aligns with the Jira migration best practices, ensuring a structured and reliable process. The process involved methodical steps, starting from initial database assessment and planning, add-on analysis, data transfer, and system verification. Detailed checkpoints and rigorous testing at each stage ensured a smooth transition with minimal disruption to daily operations.



Business Impact

The business impact of the Jira migration was significant and positive. All active projects and spaces were migrated and thoroughly tested, with plugins transferred or suitable alternatives found. This meticulous process not only maintained the integrity of add-on data but also ensured completion by the license renewal date, resulting in substantial cost savings for the client.

"Interfuze produced a plan and worked closely with stakeholders to get the migration completed without disrupting operations. I was also impressed with how available and responsive Interfuze were via the sprint process adopted to run the project."

*Joseph James
(Senior DevOps Engineer)*

Think we can help solve your problem?

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