

interfuze.

Case Study

Moving to Agile Delivery



arc
infrastructure

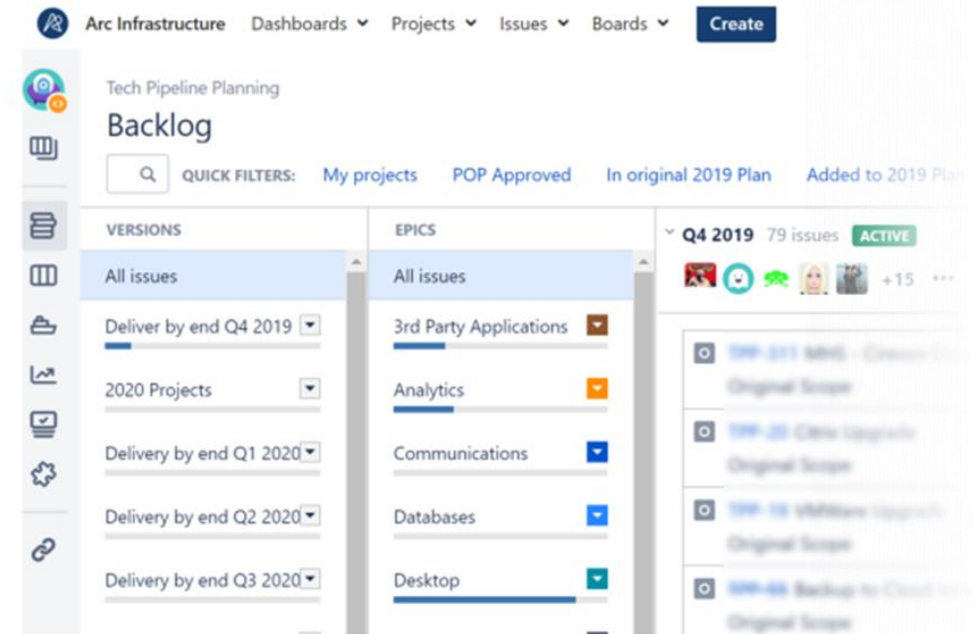


The Client

- Arc Infrastructure operates a rail freight network that stretches more than five thousand kilometres across Western Australia.
- With several regional offices and a head office in Perth, Arc has over 400 employees

Overview

- Arc Infrastructure Technology is maturing their **project pipeline** and **delivery process**
- Interfuze were approached to **mentor** and **support** Arc in building on the knowledge and processes that they had started to put in place and developing tools to support this
- Involved moving from Excel and Waterfall to using **JIRA** and **Agile Scrum** methodology



The Challenge

On a **tight time budget** ensure everyone in the team understood their role in **successfully planning & delivering projects** and had the skills and tools needed.

The Approach

- **Gap analysis**, based on conversations and review with all 25 team members
- **Prioritisation** with Head of Technology of actions required
- Implementation of **training, tools** and **mentoring** required

The Solution

- One on one and team **training** sessions in Project Delivery, Agile, Estimation and JIRA
- Creation of JIRA **Dashboards** for leads and stakeholders
- **Mentoring** leadership, particularly in how to use and run meetings related to delivery
- **Resource Planning** tool, showing utilization at individual level

The Results

- Projects are focused on delivering **business value** and have realistic delivery dates
- Custom Dashboards provide **visibility** on all Technology projects to the company
- Resource planning tools now give the team the ability to see whether projects can be delivered and quickly highlight **bottlenecks**
- **Training materials** provided for new joiners covering all aspects of delivery

Interfuze's skills in agile and project delivery meant they were able to tailor training, mentoring and tools to meet our real needs. By regularly reviewing priorities with me we were able to hit the areas that mattered most in a tight timeframe.

Daniel Lategan
Head of Technology



Stakeholder dashboard

Stakeholder Summary Board

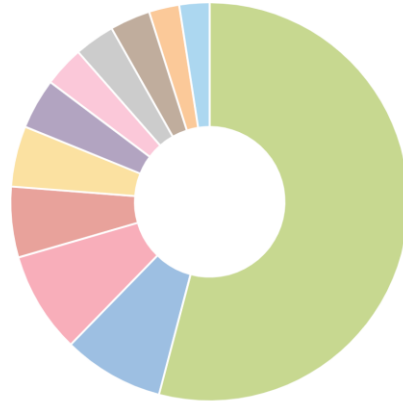
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[Summary of all Technology Projects and current status](#)

Issue Statistics: TPP - All Open Projects - Current Status (Status)

Status	Count	Percentage
REQUESTED	35	29%
CREATING POP	14	11%
POP AWAITING REVIEW	4	3%
SCHEDULING	4	3%
WAITING FOR START D...	6	5%
EXECUTION	37	30%
ON HOLD	16	13%
HIGH LEVEL ESTIMATION	6	5%
Total	122	

Pie Chart: TPP - All Open Projects - Current Status



Department
Total Issues: 122

Technology	66
Major Projects	10
Governance and Risk	7
EMCO Project	6
EPIC Project	6
Governance and Risk	1
Major Projects	10

Technology Team Resourcing Summary

Week ending >>>	28/11/2019	5/12/2019	12/12/2019	19/12/2019	26/12/2019	2/01/2020	9/01/2020	16/01/2020
Technology	40	40	48	48	40	40	47	50
Major Projects	40	43	40	44	21	21	18	18
Governance and Risk	40	40	40	40	40	40	8	0
EMCO Project	40	40	40	40	40	40	40	40
EPIC Project	40	40	40	40	40	0	0	0
Governance and Risk	39	39	39	40	40	36	36	36
Major Projects	40	40	40	40	40	11	11	11
EMCO Project	40	40	40	38	40	40	40	8
EPIC Project	40	40	43	43	40	40	40	19
Governance and Risk	0	0	0	0	0	0	0	0
Major Projects	38	36	40	36	36	36	36	36
EMCO Project	40	40	43	43	40	40	40	27
EPIC Project	40	40	38	40	40	40	39	40
Governance and Risk	40	40	40	40	40	40	40	40

Arc Infrastructure Dashboards Projects Issues Boards Create

Tech Pipeline Planning Backlog

QUICK FILTERS: My projects POP Approved In original 2019 Plan Added to 2019 Plan On Hold Exclude on hold Scheduled but no estimate Recently Updated

VERSIONS: All issues, Deliver by end Q4 2019, 2020 Projects, Delivery by end Q1 2020, Delivery by end Q2 2020, Delivery by end Q3 2020

EPICS: All issues, 3rd Party Applications, Analytics, Communications, Databases, Desktop

Q4 2019 79 issues ACTIVE 1,100h 21,430.2h 2,514h

01/Oct/19 11:20 AM - 31/Dec/19 11:20 AM

- 320h Systems & Infrastruc...
- 320h Systems & Infrastruc...
- 120h Systems & Infrastruc...
- 80h Systems & Infrastruc...

1-1 Dashboard

Dashboard details: All TPP projects under the Epic '3rd Party Applications', 'Desktop', 'Help Desk' & 'Mobile'

Filter Results: TPP - Service Delivery Projects In Execution

Summary	Associated JIRA Project	Due
		9/Nov/19
		8/Feb/20
		8/Feb/20
		0/Dec/19
		1/Dec/19
		9/Nov/19

Filter Results: Resource Plan Link

Filter Results: TPP - Service Delivery Projects Awaiting Review

Pie Chart: TPP - Service Delivery Projects

Status	Total Issues
Closed	29
Requested	12
Execution	6



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Think we can help solve your problem?

Reach out to Branden or Tim

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