Service ROCKET

Overhauling Jira and Confluence: A Case Study in Government Efficiency

Industry: Public Sector / Government **Product:** Jira & Confluence Cloud **Region:** ANZ **Size:** Large

About

A large public sector organization faced challenges with data security and collaboration due to inconsistent Jira and Confluence configurations. ServiceRocket enhanced efficiency and security by standardizing workflows, restructuring user access, and creating insightful dashboards. These improvements boosted collaboration and streamlined reporting, leading to more informed decision-making.

Challenge

The agency faced major issues with their Jira and Confluence platforms due to inconsistent standardization. The lack of a defined user provisioning process led to data exposure to unauthorized users. Project standardization gaps hindered team collaboration and coordination. Inconsistent data and fields also made high-level reporting difficult, impeding valuable insights. The agency needed help to establish standards to boost efficiency and security.

Solution

ServiceRocket conducted a thorough cleanup of groups and roles, restructuring access to enhance security. They standardized and streamlined project configurations and workflows to improve collaboration. New dashboards and reports were created to extract key insights from the standardized projects. ServiceRocket also developed user-friendly SOPs and guides to help the agency maintain the systems going forward.

Outcome

User provisioning was revamped, enhancing data security and reducing information overload. Standardized configurations and formatting cut the number of workflows and custom fields by 50%, ensuring consistency. Teams experienced improved collaboration through uniform workflows and standardized data capture. Upper management benefited from easier access to data, leading to better-informed decisions and more efficient reporting.