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CASE STUDY

COULD YOU PLEASE GIVE AN OVERVIEW OF THE PROBLEM/PROJECT YOU WERE BROUGHT IN TO SOLVE?

The client is divesting from a large technology company and has a deadline to have all of their services within their own domain by October. This involves migrating several other platforms into JIRA and Confluence as well as migrating existing instances of JIRA and Confluence and individual spaces and projects. I came in to assist the existing SME with this project, the goal being for me to take over the tactical aspects of the transition leaving the existing SME free to manage the strategic aspects of the transition.

COULD YOU PLEASE PROVIDE A SIMILAR OVERVIEW OF THE SOLUTION(S) YOU PROVIDED THEM WITH?

I started by documenting their existing systems and highlighting areas where best practices could be applied. Over time I'm taking over the administration of support of the clients Atlassian applications and assisting in the migration of other tools. In addition I'm designing and providing a support process for the tooling and in time will be training up permanent support staff to support the applications long-term. I'm also designing and implementing monitoring solutions to aid in support of the tools.

WHAT CAN THEY DO NOW THAT THEY WEREN'T ABLE TO DO BEFORE YOU STARTED?

Prior to my arrival, the group I am working with had no Atlassian expertise on hand and were wholly reliant on an SME borrowed from another group in the business. They now have in-group expertise and increased capacity to plan and respond leaving the existing SME free to focus on their core work.

I've brought in some best-practice concepts they were not previously aware of and am pushing for a robust support and administration process which will scale with the needs of the business.

