Tool Enablement For EduTech

INDUSTRY
Education Technology

USERS
150 - 200 Associates

PRODUCTS
Jira Software, Portfolio for Jira, Confluence, Integration of Zephyr Test and Defect Management with Jira
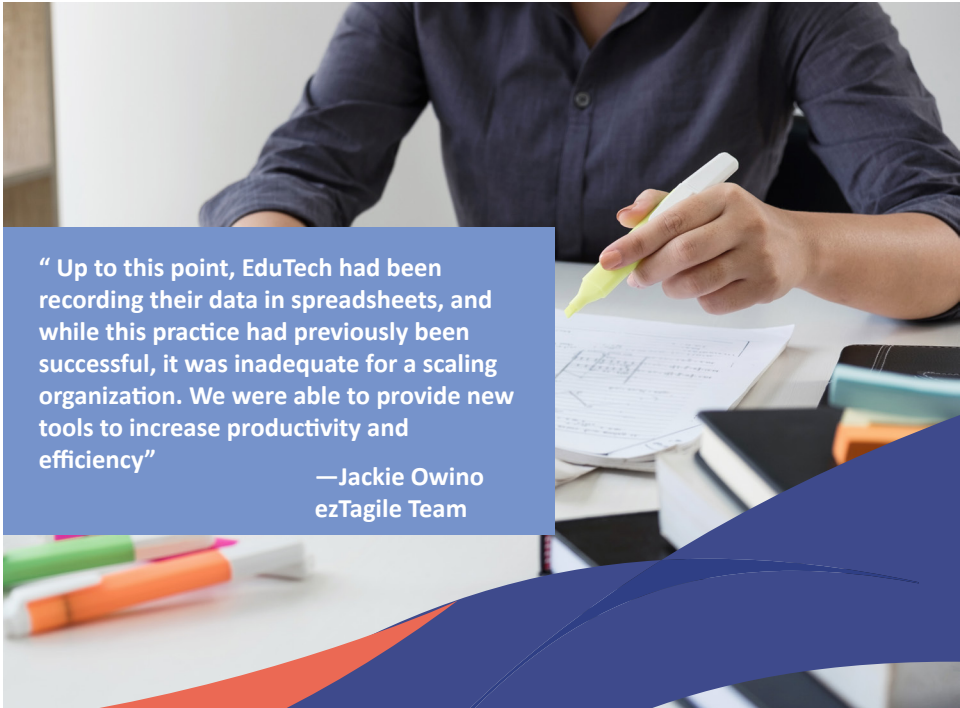
PROPOSAL

With this in mind, EduTech and ezTagile came up with a set number of high level objectives on which to focus, and ezTagile was able to submit a proposal which included tool and training recommendations that could help EduTech to meet their newfound goals. Our proposed solution included the implementation, training, and special configuration of three Atlassian tools, including Jira Software, Portfolio for Jira, and Confluence.

EduTech is a mid sized Education Technology company located on the East Coast of the United States. Their company, with its 150-200 associates, was scaling quickly, and like all growing things, soon found they were ready to take the next step in their development. When they first approached ezTagile, it was clear that they were sorely lacking in the means to track or manage the work in their backlog. They were also in search of a tool which could provide them with a comprehensive overview of their work.

DISCOVERY

During a series of interviews we discovered that they had no reliable method of making pipeline forecasts, poor dependency management, and no centralized method for communication, holistic release, or tracking project health.

Up to this point, EduTech had been recording their data in spreadsheets, and while this practice had previously been successful, it was inadequate for a scaling organization. The process was time consuming and decentralized, and EduTech's inability to fully managed these records left leadership in the dark and uncertain of the organization's overall productivity.

> " Up to this point, EduTech had been recording their data in spreadsheets, and while this practice had previously been successful, it was inadequate for a scaling organization. We were able to provide new tools to increase productivity and efficiency"
>
> —Jackie Owino
> ezTagile Team

> "We implemented the Atlassian tools and set up their special configurations and plug-ins, provided training, and helped EduTech to transfer their spreadsheet data to the new platform."

— Jackie Owino
ezTagile Team

RESULTS

Overall, the transition was considered a successful one by all involved. It properly addressed all of EduTech's concerns and met the high-level objectives outlined at the beginning of our engagement. Their work management practices were standardized and centralized. They were able to use Jira ecosystem to manage all levels of their work, both business and IT.

Product owners were given a place to capture ideas and manage strategic backlogs, and the team was able to manage QA processes effectively using Test and Defect Management. Not only did this improve their overall efficiency, but it set the stage for automation and mature DevOps

Jira Software was to provide a centralized place where the team was able to log work and plan, **Portfolio** would give leadership the high level, strategic view they lacked, and **Confluence** would lend the team space to collaborate on and access documentation. The special configurations added to this set were Test and Deficit Management, Portfolio for Jira for Strategic Management, and Confluence for documentation. These would be included to ensure the Atlassian tools could be properly tailored to the company's needs.

IMPLEMENTATION

We implemented the Atlassian tools and set up their special configurations and plug-ins, provided training, and helped EduTech to transfer their spreadsheet data to the new platform. We also continued to provide as needed consulting after the implementation to ensure the transition ran smoothly.

It was a good plan, and well carried out but we still faced the challenges that came with training people to use a new tool. Luckily, due to our accessibility and good relationship with EduTech, we were quickly able to overcome all impediments that emerged.

What is more important, is that we were able to help and create more empowered teams, enabling for T-shaped resources and innovation.

—ezTagile Team