

STREAMLINING RISK MANAGEMENT AND PRIORITIZATION

OVERVIEW

Streamlined risk management and agile workflows for 8 engineering teams was successfully implemented by developing a unified Jira system to enhance visibility, efficiency, and executive reporting across 50+ users.

PROBLEM STATEMENT

Leadership requested a better way to manage and track issues and review risks in alignment with the Weighted Shortest Job First (WSJF) methodology. With 8 teams (over 50 users) working across disconnected Jira setups, the management team lacked visibility into project risks and status updates. Engineers wanted to align their Jira workflows with organizational goals, while making it easy for upper management to view and triage work.

PROPOSED SOLUTION

I coordinated with two managers and two staff engineers to redesign the workflow from the ground up. The implementation process included:

1. **Collaborative Planning:** Collected input from engineers and leadership to define priorities.
2. **Tool & Feature Screening:** Assessed new Jira features and plugins that teams didn't have time to evaluate.
3. **Resource Evaluation:** Identified tools that would save *time and cost* before initiating development.
4. **Development & Testing:** Built workflows with detailed field requirements so management could easily triage and prioritize work, and tested workflow functionality before finalizing the new system.
5. **Documentation & Training:** Created comprehensive how-to guides with screenshots to support team onboarding.
6. **Launch & Optimization:** I pushed the project to production with appropriate permissions, published resources to the knowledge base, and introduced dashboards to management. I built custom dashboards for each manager based on the data they cared about most.

RESULTS

After 6 months, the team successfully implemented the new system. Outcomes included:

- **Migration of 50+ users** across 8 teams (i.e., DevOps, Cloud, Solution Engineering, and more) into a single Jira project, maintaining separate issue types (epics, stories, tasks) for each.
- **Custom Workflows:** Each team used Kanban or Agile boards depending on their preferred methodology and available resources.
- **Agile Automation:** Introduced automation features to reduce manual work and improve efficiency.
- **Cross-Team Visibility:** Managers gained access to custom dashboards and swimlane views, enabling quick reviews of team priorities and blockers.
- **Scalable Structure:** All customer support and project work now flows through a unified system, with structure intake and cross-functional review via the leadership team.