



National Broadband Ireland

NATIONAL BROADBAND IRELAND (NBI)

Our client is National Broadband Ireland (NBI), a Public Private Partnership with the Government of Ireland. NBI's network promotes social progress, equality, and sustainability. It is a telecommunications service provider that designs, builds, and operates Ireland's broadband network. NBI (National Broadband Ireland) has taken on the monumental task of designing, constructing, and operating a new high-speed fibre broadband network in rural Ireland. Their primary objective is to ensure that every farm, business, and home across the country can access high-speed broadband, irrespective of location. To achieve this ambitious goal, NBI has brought together a team of skilled professionals from both Ireland and abroad, each contributing valuable knowledge and experience to ensure the successful delivery of this extensive project.

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Project Challenges

During the deployment of NBI's Operations Support System (OSS) and Decision Support System (DSS) for the fibre broadband project, the team faced a challenging task to complete it within a year. The success of the project depended on achieving 99.95% uptime and ensuring a seamless deployment on Amazon Web Services (AWS) Cloud environment.

Recognizing the critical importance of selecting the right ticket management system, NBI conducted a thorough evaluation and decided to utilize the reliable Atlassian stack for their ticket management needs. This strategic choice ensured that they were well-prepared to meet their objectives effectively, and their ticket management system.

Test Triangle's Solution

The NBI project was executed in two main phases:

Test Triangle played a pivotal role in the implementation, achieving a record-time completion while ensuring the applications were running smoothly as expected. The 24x7 support provided by Test Triangle further bolstered the success of the project. With the support of Test Triangle's JIRA implementation, NBI is well-equipped to navigate the complexities of the project, securing the success of providing high-speed broadband access to every corner of rural Ireland.

Test triangle successful implementation of Jira Software transformed NBI's different verticals. By centralising processes, enhancing collaboration, and providing data-driven insights, they could improve efficiency, reduce the turnaround time, and make more informed business decisions. This success story showcases how Test Triangle's tailored implementations of Jira Software can revolutionise businesses across industries.

Test Triangle possesses a wealth of extensive experience in the seamless implementation and continuous support of Atlassian JIRA, Confluence, Bitbucket as well as associated plug-ins specifically tailored to the unique context of NBI.

1. Portfolio management configuration in Jira Software has been successfully implemented for NBI. This tailored solution empowers NBI to effectively manage its diverse range of software development initiatives, optimize resource allocation, and ensure alignment with its business objectives. With the Advanced Roadmaps feature, NBI has gained the ability to streamline its project management processes and make informed strategic decisions.

- **Leveraging Advanced Roadmaps:** By enabling the Advanced Roadmaps feature within Jira Software, NBI has unlocked a powerful toolset for portfolio management. This capability empowers them to create, visualize, and manage their entire project portfolio in a single, centralized platform.
- **Creation of Comprehensive Plans:** NBI embarked on creating comprehensive plans that encompass all their software development projects. By integrating multiple Jira projects into a single roadmap, they have achieved a high-level view of their portfolio's progress and interdependencies.



Test Triangle' Solution



Customized Configuration:

NBI's implementation of portfolio management is tailored to their specific needs:

- **Inclusive Project Selection:** NBI carefully selected the Jira projects that form the core of their portfolio, ensuring a holistic representation of their initiatives.
- **Precise Timeline Definition:** By defining start and end dates for each project, NBI has gained valuable insights into project timelines and potential overlaps.
- **Flexible Hierarchy:** NBI has customized the hierarchy levels within their plans, enabling them to visualize projects based on their preferred structure, such as epics, features, or user stories.
- **Strategic Goal Setting:** NBI has seamlessly integrated high-level goals into its plans, ensuring that every project aligns with the overarching objectives of the organisation.
- **Efficient Dependency Management :** By identifying and managing dependencies between projects, NBI has mitigated potential bottlenecks and enhanced cross-project coordination.
- **Visual Representation and Insights:** With their plans configured, NBI can visualize their roadmap, offering a clear graphical representation of project timelines, dependencies, and contributions to the portfolio. This visual insight aids NBI in making informed decisions and proactively addressing challenges.
- **Optimal Resource Allocation:** Resource allocation, a critical aspect of portfolio management, is efficiently managed by NBI. They can assign resources, teams, and individuals to projects, ensuring that workloads are balanced and resources are utilized effectively.
- **Scenario Planning for Proactive Management:** NBI leverages the scenario planning feature to simulate different project scenarios. By adjusting timelines, priorities, and resource allocations, they can anticipate potential outcomes and strategically plan for the future.
- **Real-time Tracking and Communication:** As projects progress, NBI tracks their status directly on the roadmap. Real-time updates from connected Jira projects provide accurate insights, enhancing communication with stakeholders and enabling effective reporting.
- **Continuous Improvement as a Guiding Principle:** NBI's portfolio management approach is anchored in a culture of continuous improvement. By analysing data and metrics from their plans, they identify trends and opportunities for enhancement, ensuring that lessons learned are incorporated into future projects.

2. Test Triangle's configuration of portfolio management in Jira Software has been successful for NBI. Through the utilization of Advanced Roadmaps, NBI has gained the ability to strategically manage their software development initiatives, optimize resource allocation, and align their projects with business goals. This tailored solution has enhanced their project management processes, improved collaboration, and ensured that their software development efforts are conducted with precision and alignment.



Test Triangle' Solution



- **REM (Release management):** Implemented REM (Release management) project using Jira software. NBIs need help to identify and resolve bottlenecks. Test Triangle team conducted comprehensive training sessions for NBI's staff. The sessions covered using Jira Software for release management, submitting and tracking release-related tasks, and generating relevant reports.
NBI Client experienced remarkable improvements in their software release management process. The successful implementation of Jira Software for release management transformed Client NBIs software deployment process. By addressing their challenges and tailoring the solution to their needs, we enabled them to achieve greater efficiency, visibility, and control over their software releases. The project serves as a reference for organizations seeking to optimize their release management processes using Jira Software.

3. Test Triangle successfully implemented a Change Advisory Board (CAB) Process on Jira software as NBI faced challenges in managing and tracking IT Infrastructure and application changes. The lack of a standardised process often resulted in unplanned outages, increased risk, and poor team communication. To address these issues, Test Triangle implemented a Change Advisory Board (CAB) process using Jira Software. Test Triangle successfully Reduced Downtime and enhanced risk management, Improved collaboration, faster change turnaround, and auditable records.

- **Business Process:** NBI was facing challenges in managing its sales operations efficiently. Their sales processes involved multiple teams, tasks, and dependencies, tracked through emails, spreadsheets, and various disconnected tools. This led to confusion, delays, and a lack of visibility into the sales pipeline. NBI realised the need for a comprehensive solution to streamline their sales operations and improve team collaboration.
- **Streamlining Bug Tracking:** We designed a tailored customised bug-tracking workflow aligned with NBI development process, which included stages like "To Do," "In Progress," "Under Review," and "Resolved." Customised issue types were created to categorise bugs based on severity and impact, enabling better prioritisation.
- **Bitbucket:** we have successfully implemented Bitbucket for NBI. Our decision to recommend Bitbucket to NBI was driven by its seamless integration with NBI's existing tools, its support for both Git and Mercurial version control systems, and its advanced capabilities in code collaboration, code review, and continuous integration/continuous deployment (CI/CD) pipelines.

The Implementation plan encompassed the following key phases:

- **Repository Setup:** Leveraging Bitbucket, NBI established private repositories for each project. This allowed their development teams to work on separate codebases independently, eliminating interference and promoting efficient coding practices.
- **Branching Strategy:** Our team employed a feature branching strategy for NBI. Developers could work on new features or bug fixes within isolated branches. This approach prevented conflicts in the main codebase and encouraged cleaner code changes.
- **Code Reviews:** The introduction of Bitbucket's pull request feature facilitated comprehensive code reviews before merging changes into the main branch. This practice ensured code quality and guaranteed that only thoroughly reviewed code was incorporated.
- **CI/CD Pipelines:** The integration of Bitbucket with CI/CD tools like Jenkins resulted in automated build, testing, and deployment processes. This automation significantly minimized manual errors and expedited the delivery pipeline.





Test Triangle' Solution

- **Issue Tracking:** By linking Bitbucket with JIRA, NBI enhanced traceability. Developers could associate code changes with specific issues, enhancing project management and accountability.

The integration between Jira Software and Bitbucket stands as a significant achievement, streamlining NBI's operations and elevating their service offerings. This collaborative endeavor entailed meticulous planning and rigorous testing to ensure a seamless, efficient, and secure integration. As a result of this achievement, NBI's teams collaborated with heightened ease and effectiveness, delivering enhanced solutions to clients and stakeholders.

- **Traceability:** The integration between Jira Software and Bitbucket facilitated a direct linkage between each code change and a corresponding Jira issue. This enhancement empowered developers to comprehend code changes more effectively, while project managers gained the ability to monitor issue progress seamlessly.
- **Automated Workflows:** Automation played a crucial role through trigger-based workflows. When an issue transitioned to a specific status in Jira, corresponding actions were triggered within Bitbucket. For instance, marking an issue as "In Progress" automatically created a feature branch in Bitbucket.
- **Code Reviews and Approval:** The integration ensured that pull requests in Bitbucket were closely associated with Jira issues. This alignment mandated a peer review process before code merging, resulting in heightened code quality.
- **Release Management:** The integration further facilitated smoother release management. Jira issues could be tied to specific versions or releases, simplifying the tracking of issues included in each release. The integration of Jira Software and Bitbucket has profoundly transformed NBI's development process. This strategic alignment has streamlined workflows, heightened collaboration, and elevated traceability, culminating in the delivery of higher-quality software solutions and heightened client satisfaction.

4. Test Triangle successfully integrated Confluence, Atlassian's robust documentation and collaboration tool, into NBI's existing ecosystem, which includes Jira Software and Jira Service Management. This integration aimed to establish a centralized repository for knowledge while streamlining collaborative processes. The outcome has been a substantial enhancement in documentation practices and collaborative efforts, leading to remarkable improvements in overall efficiency and productivity.v

- **Confluence:** NBI has faced challenges in optimising collaboration and knowledge sharing within its extensive team of developers, engineers, and project managers. The lack of efficient coordination and isolated work practices have resulted in duplicated efforts and missed opportunities. This fragmented information landscape has led to delays in decision-making and onboarding new team members. Recognizing these challenges, NBI identified the need for a centralized platform to address these issues and facilitate seamless collaboration, streamlined decision-making, and knowledge sharing.

Following a thorough analysis of NBI's workflows, collaboration channels, and documentation practices, our team custom-tailored the Confluence platform. This involved creating dedicated spaces for projects, teams, and knowledge bases. We ensured a seamless migration of existing documentation to ensure ease of access and overall efficiency. The integration of Confluence with Jira Software and Jira Service Management bridges the gap between project planning and documentation. This integration provides development teams with easy access to project-related documentation. Comprehensive training sessions were provided to NBI teams, equipping them with the necessary skills to effectively utilize Confluence for collaboration and documentation purposes.



Test Triangle' Solution



Test Triangle's implementation of Confluence at NBI successfully addressed the challenges of collaboration and knowledge sharing. The integrated platform has led to improved efficiency, informed decision-making, and streamlined processes across the organization.

We are committed to providing NBI with comprehensive managed support services for their Cloud solutions. Our range of services encompasses various critical aspects of AWS Cloud management, ensuring smooth and reliable operations. Here are the details of our ongoing managed support services:

- **Monitoring:** We employ continuous monitoring of NBI's Cloud-based solutions to proactively identify any potential issues or performance bottlenecks. This monitoring system allows us to keep track of system health and take necessary actions to maintain optimal performance.
- **Upgrading:** Our team handles regular upgrades of Atlassian applications and related components to ensure that NBI's solutions are running on the latest versions, incorporating the latest features and security updates.
- **Problem/Incident Management :** With ITIL-certified personnel, we follow best practices for problem and incident management. Our structured processes ensure the prompt and efficient handling of any issues that may arise, to minimize downtime and provide quick resolutions to technical problems.
- **Security Patch Updates:** Security is a top priority for us. We promptly apply all necessary security patch updates to safeguard NBI's Cloud-based solutions from potential vulnerabilities.
- **Integration with Other Applications:** We manage the integration with other applications to ensure seamless data flow and functionality.
- **API Integration:** We facilitate API integration with other tools to enhance the capabilities and interoperability of NBI's Cloud-based solutions.
- **Data Synchronization:** Our team handles data synchronization between Atlassian applications and other apps to maintain data consistency and accuracy.
- **24/7 Support:** With our team available round the clock, we provide continuous support for NBI's Cloud-based solutions. We prioritize rapid response and resolution to any support tickets or inquiries.

As a result of NBI's strategic partnership with Test Triangle renowned Atlassian experts, NBI experienced an impressive boost in project management, portfolio management, collaboration, and productivity. By harnessing the full potential of cutting-edge tools, NBI streamlined its operations, enhanced communication, and made better-informed decisions. This collaboration played an instrumental role in propelling NBI's success in the digital landscape.

Test Triangle has provided a comprehensive range of services to NBI that included the development, deployment, configuration, upgrading, maintenance, and day-to-day monitoring of various applications. The partnership resulted in a streamlined and efficient approach to managing complex software systems, allowing clients to focus on their core business activities while benefiting from state-of-the-art technology solutions.



Test Triangle' Solution



Jira Software played a pivotal role in communication and transparency. The project teams had access to the project's Jira board, allowing them to track progress in real-time, review user stories, and provide feedback.

Test Triangle approach to the agile software development process with Kanban and scrum approach, supported by Jira Software integration with Script Runner and BigPicture - Project Management & PPM, enabled the successful delivery of the revamped internal platform for NBI. The project was delivered incrementally, with each sprint adding new features and improvements. This allowed the client to start realising value early on. The agile approach allowed the team to accommodate changing requirements, creating a platform aligned with the dynamic landscape. NBI appreciated our transparent communication, regular updates, and the ability to provide feedback throughout the development process.

➤ Our Jira software customisation for NBI Includes:

- Jira Software and the integrations with Confluence and Bit Bucket.
- REM(Release Management) & CAB(Change Approval Board) on Jira Software
- Project automation, customisation, and 3rd party app integration with Script Runner Script
- Integration with Digital.ai
- Pipelines CI/CD Integration with Jenkins, Bamboo, and Azure Pipelines for Jira through integrated Jira and Azure pipelines
- Project/Product Portfolio Management- Big Picture - Project Management & PPM
- Test Case management with Zephyr Squad
- Analyse & and visualize Jira and popular apps—dozens of template reports, custom report builder, interactive reports, custom formulas -- eazyBI Reports and Charts for Jira
- Code commits integrated with Bitbucket, and GitHub center of team communication for Microsoft Teams and Assist add-on for Jira service management.
- Jira time tracker allows your teams to log time with just one click. And, more complete time reports - *Timesheets by Tempo - Jira Time Tracking*
- Enhance Jira field management with Dynamic Forms: boost productivity, streamline workflows, and customize forms - *Dynamic Forms for Jira.*
- Rest API through integration with the Jira service Management and Jira Software

Test Triangle's well-established expertise forms a solid foundation that ensures a smooth and efficient implementation of Atlassian's suite of tools. From initial setup to fine-tuning configurations, our team has successfully executed a wide range of projects that align with the specific requirements and objectives of NBI.

