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Streamlining shipyard equipment management with Jira Service Management

Government agencies overseeing shipyard operations face many challenges in property, plant, and equipment (PP&E) management. Traditional manual processes often result in unreported issues, misplaced reports, and overlooked equipment maintenance, leading to operational inefficiencies, compliance risks, and, ultimately, compromised safety.

In this case study, you'll learn how one shipyard transformed equipment management and compliance — setting a new standard for efficiency and safety.

Overcoming operational and compliance complexities

Shipyards rely on essential equipment for maintenance and repairs, including heavy-lift cranes, dry docks, and other smaller equipment and vehicles. They maintain numerous U.S. compliance and safety requirements while also simultaneously juggling multiple projects and addressing complications caused by changing weather and project demands.

Some other challenges government teams face:

- Data silos and a lack of integration lead to missing insights, making it hard to make smart decisions and increasing the risk of overlooking safety problems.
- Version control problems lead to incorrect information, unnecessary repetition of work, and data that can't be trusted.
- Compliance challenges make it tough to show that safety rules are being followed, risking penalties and legal troubles.
- Lack of trend analyses mean missing chances to act before accidents happen.
- Working from paper reports and checking their accuracy takes a lot of time and effort, making it harder to effectively use the data contained within, potentially impacting employee safety.



A phased implementation of Jira Service Management

Oxalis delivers enterprise-grade work management solutions to the public sector. Oxalis partnered with Atlassian, who provides best-in-class enterprise service management systems, to perform a strategic overhaul of the shipyard's PP&E management through a phased implementation of Jira Service Management — tailored to meet the shipyard's unique needs.

Automation made managing and maintaining the shipyard's equipment faster, more efficient, and improved processes overall. It also cut out the need for teams to do repetitive, manual work, letting them focus on higher-priority tasks.

Here's how Jira Service Management streamlined the shipyard's equipment management in three phases:

Phase 1: Streamlining maintenance records

The initial phase focused on digitizing maintenance records for a core team, transitioning from spreadsheets and paper files to a centralized digital system. This step encompassed digitizing asset records, maintenance histories, certification documents, and procurement records, augmented by basic automation for tracking and reporting.

Phase 2: Enhancing coordination and communication

The second phase introduced capabilities for project leaders to request equipment, schedule usage, and communicate needs through Jira Service Management's customer portal. This phase significantly improved project coordination, reducing scheduling conflicts and decision-making bottlenecks.

Phase 3: Empowering the workforce

The final phase extended the system to shipyard personnel, allowing maintenance requests and issues to be submitted through a mobile interface. This expansion eliminated outdated paper forms and facilitated immediate reporting from the field, supported by comprehensive training programs for technology-adverse users.

After successfully setting up a system for tracking high-value equipment, the shipyard is expanding its use of Jira Service Management and its additional features, including:

- **Integrated time tracking:** This feature will allow tracking maintenance efforts directly linked to specific equipment within Jira Service Management, enabling real-time analysis of maintenance costs and helping to evaluate the return on investment for preventative maintenance.
- **Integration with purchasing systems:** Currently, adding new assets is done manually. Integrating Jira Service Management with purchasing systems could automate this process, making it easier and faster to add new equipment.
- **Expansion of asset classes:** The initial setup focused on only a few types of equipment to test the concept. The eventual goal is to include all equipment owned by the yard, making the management system more comprehensive and effective.



Enhancing efficiency and compliance

The Navy shipyard's new system led to significant improvements, allowing them to:

- Eliminate compliance and certification issues.
- Identify scheduling conflicts months sooner, making it possible to resolve problems before they become critical.
- Increase reported maintenance issues, improving equipment care and preventing serious breakdowns.
- Shift to digital processes has reduced paperwork errors and lost data, making everything more efficient and accurate.

Setting a new standard in government PP&E management

Servicing, maintaining, and scheduling PP&E falls under enterprise service management (ESM), where Jira Service Management is a leading solution. It provides a comprehensive, easy-to-use platform for managing an asset's entire lifecycle, from acquisition and field service requests to decommissioning — all within one system.

ATlassian Jira Service Management

With Jira Service Management, your agency can:

- Eliminate the hassle of managing equipment issues with spreadsheets through a centralized platform that promptly resolves issues, ensuring smooth operations and minimal downtime
- Keep equipment running smoothly with an intuitive maintenance scheduling feature that allows for optimized performance and extended equipment lifespan through proactive planning, automated reminders, and streamlined workflows
- Track depreciation, monitor usage, and make data-driven decisions to optimize asset use and minimize costs from acquisition to retirement with lifecycle management tools
- Streamline disparate data and searching through multiple systems for equipment information by centralizing all data in one secure location for real-time insights and enhanced decision making
- Automate repetitive manual tasks, such as ticket assignment and scheduled maintenance to improve efficiency



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