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# Improving OSHA Incident Tracking with Jira Service Management

Atlassian Case Study

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**Learn how Atlassian and Oxalis can help your agency meet requirements for OSHA, reporting, safety programs, and compliance.**

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# Improving OSHA Incident Tracking with Jira Service Management

Managing government Property, Plant, and Equipment (PP&E) systems is a time-consuming task. It usually means dealing with multiple spreadsheets, disparate data, and piles of paperwork. The challenge grows with the strict safety rules and regulations set by the Occupational Safety and Health Administration (OSHA).

But there's a better way. Automation can make managing these assets faster, easier, and more effective.

In this case study, we'll walk you through some of the common challenges faced when managing these assets for government teams and show you how to simplify your processes and workflows. You'll learn how a Navy shipyard used automation to digitize and streamline its reporting and management of near-miss incidents.

## The challenge: OSHA near-incident tracking

In government workplaces, tracking "near misses" is key to understanding safety issues and learning how to prevent them. It's important for creating a safer work environment, and it's something required by OSHA.

However, using paper forms to report these incidents is inefficient and prone to error. Reports can get lost, data might be incorrect or incomplete, and, often, incidents can go unreported. When government teams use multiple spreadsheets to track information, it can lead to missing information — like photos of a hazardous situation or equipment — and can leave big gaps in safety data.

## Here are some other challenges government teams face:

- Data silos and a lack of integration cause missing insights from the entire agency, making it hard to make good 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 you're following safety rules, putting you at risk of penalties and legal troubles.

- Lack of accurate trend analysis means patterns aren't identified and missing the chance to act before accidents happen again.

Managing paper reports and ensuring they're accurate can take up a lot of time and add to your administrative challenges, making it harder to see the value of reporting and potentially compromising employee safety. Further, manual data entry — entering data, checking it, and putting it all together — is slow and often leads to mistakes in safety reporting.
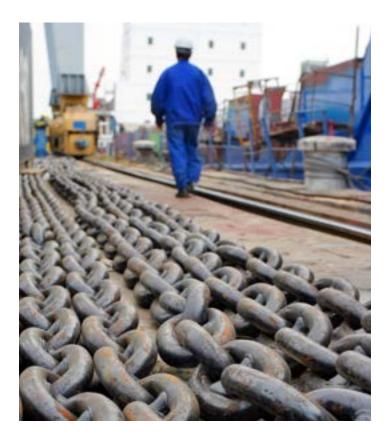
## Approach and solution

Oxalis is an Atlassian Platinum Solutions Partner and verified government partner, delivering enterprise work management solutions to the public sector. They've been using Jira Service Management in industrial settings since 2016, designing and implementing high-compliance solutions, following best practices for growth and evolution. They partnered with Atlassian, who provides best-in-class enterprise service management systems, to help a shipyard get the high-quality systems it needed to automate approvals, improve documentation workflows, and improve communication.

Oxalis worked with the shipyard to implement Atlassian's Jira Service Management (JSM) to better handle reports of close calls or "near misses" from employees. JSM offers high availability and automation with built-in Service-Level Agreements (SLA) and request tracking, so no service request goes unsolved.

## Here's how Jira Service Management transformed the shipyard's incident reporting:

- Digital reporting: Through Jira Service Management's customer portal, employees can easily report incidents from anywhere using their phones, add photos and details, and share information with others.

- Email submissions: Employees reported near-misses through email, which were queued for later completion where necessary, reducing barriers to reporting.

- Efficient management: Jira Service Management empowered managers to quickly sort, prioritize, and assign follow-up tasks for reported incidents. Automated queues and SLAs ensured timely responses.

- Automation: The system automated follow-up tasks and notifications, simplifying the management of responses to incidents.

- Reporting: With Jira Service Management's dashboard, managers get detailed reports on the incidents and follow-up options, offering clear insight and oversight. Employees can also see the tangible safety improvements directly resulting from their reports.

# ⚡ **ATLASSIAN** Jira Service Management

Implementing Jira Service Management marked a significant shift from reactive to proactive safety management at the shipyard. This solution made the process of reporting and managing near-miss incidents smoother, quicker, and more reliable — enhancing safety and efficiency.

## The shipyard's plans for the future

Reporting close calls is just one part of the shipyard's larger safety plan. The shipyard is considering adding features to further expand their safety reporting capabilities, including:

- Adding a space to upload reports of accidents that caused injuries
- Introducing a way to keep track of safety checks within the same system
- A feature that automatically checks in on fixes made after a close call 30, 60, or 90 days later to ensure the solutions are working well and not causing new problems

## The future of PP&E management

Servicing, maintaining, and scheduling PP&E falls under the broader enterprise service management (ESM) category, where JSM 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.

With Jira Service Management, your agency can:

- Capture and track incidents, set priorities for follow-up actions to reduce paperwork, and solve problems faster
- Automate workflows for incoming reports, assign follow-up activities, and ensure compliance with SLAs
- Streamline disparate data and search through multiple systems for equipment information
- Centralize all data in one secure location, receive real-time insights, and enhance decision-making
- Make it easy for employees to report safety concerns from anywhere using their mobile devices
- Go from reactive safety measures to proactive safety practices with an effective near-incident reporting system

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### Get started <u>today</u>

Atlassian and Oxalis can help your agency modernize its service delivery and provide successful implementation, integrations, training, and more.

Learn more at **atlassian.com/software/jira/service-management**

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