

Case Study

Streamlining Operations
with a Custom Committee
Collaboration Platform



The Customer

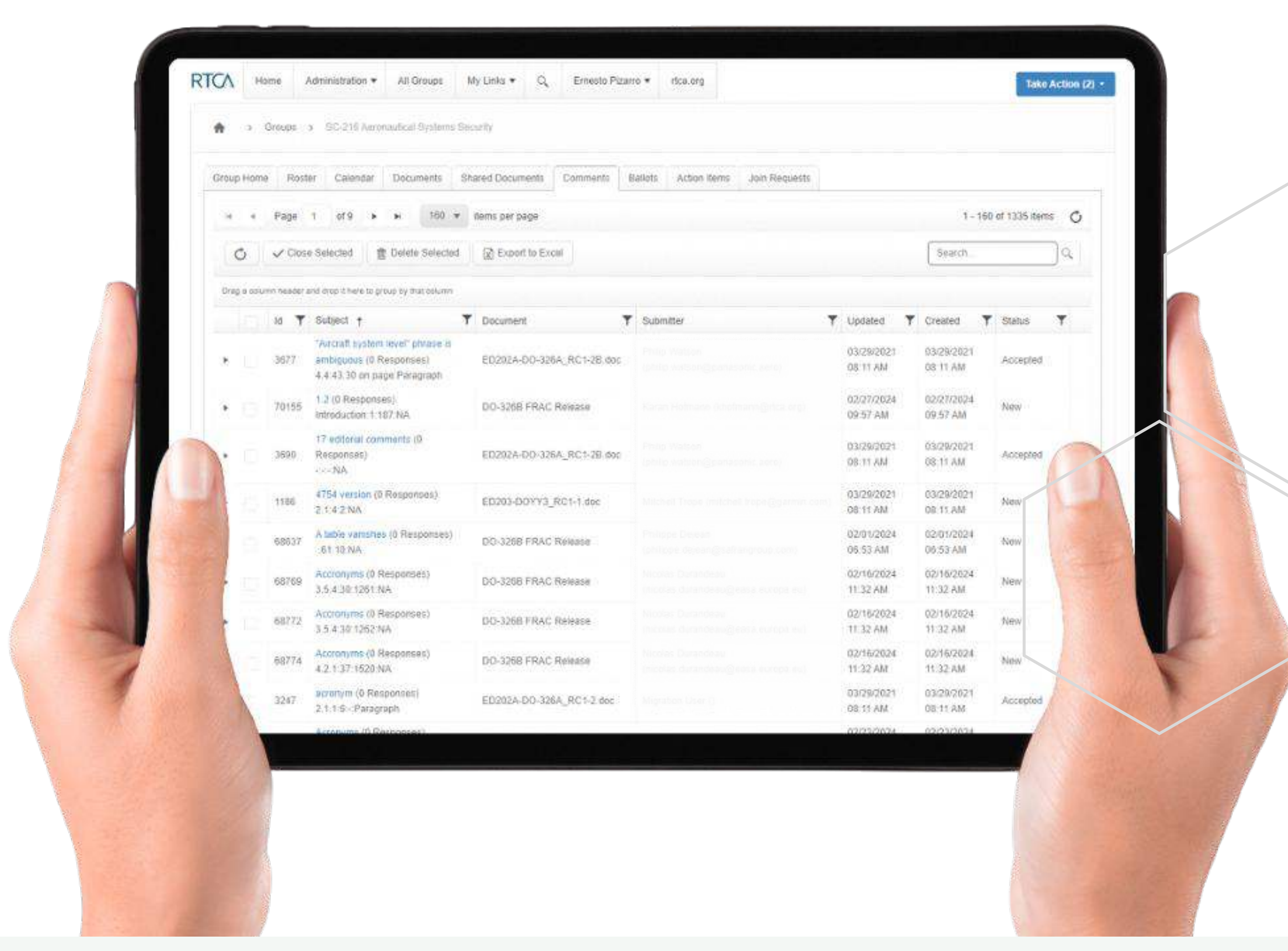
And Their Challenge

RTCA, a Washington, DC-based non-profit organization, occupies a pivotal position in shaping aviation standards and driving technological progress. In close collaboration with the Federal Aviation Administration (FAA), RTCA encountered a significant hurdle. Their reliance on an existing application for daily committee operations encompassing voting, collaboration, and event scheduling, presented a pressing challenge. This application had become outdated and unsupported, failing to align with RTCA's evolving requirements.

Each committee or topic group required a separate workspace for discussions, document comments, and voting on aviation standards.

Additionally, administrative functions were essential for system maintenance, roster management, and generating reports on meeting attendance. **i3Solutions was approached to create this innovative system and provide ongoing support.**

RTCA needed a modern, custom solution to facilitate seamless collaboration among users from different organizations and committees.



The Solution

Workspace Creation and Support

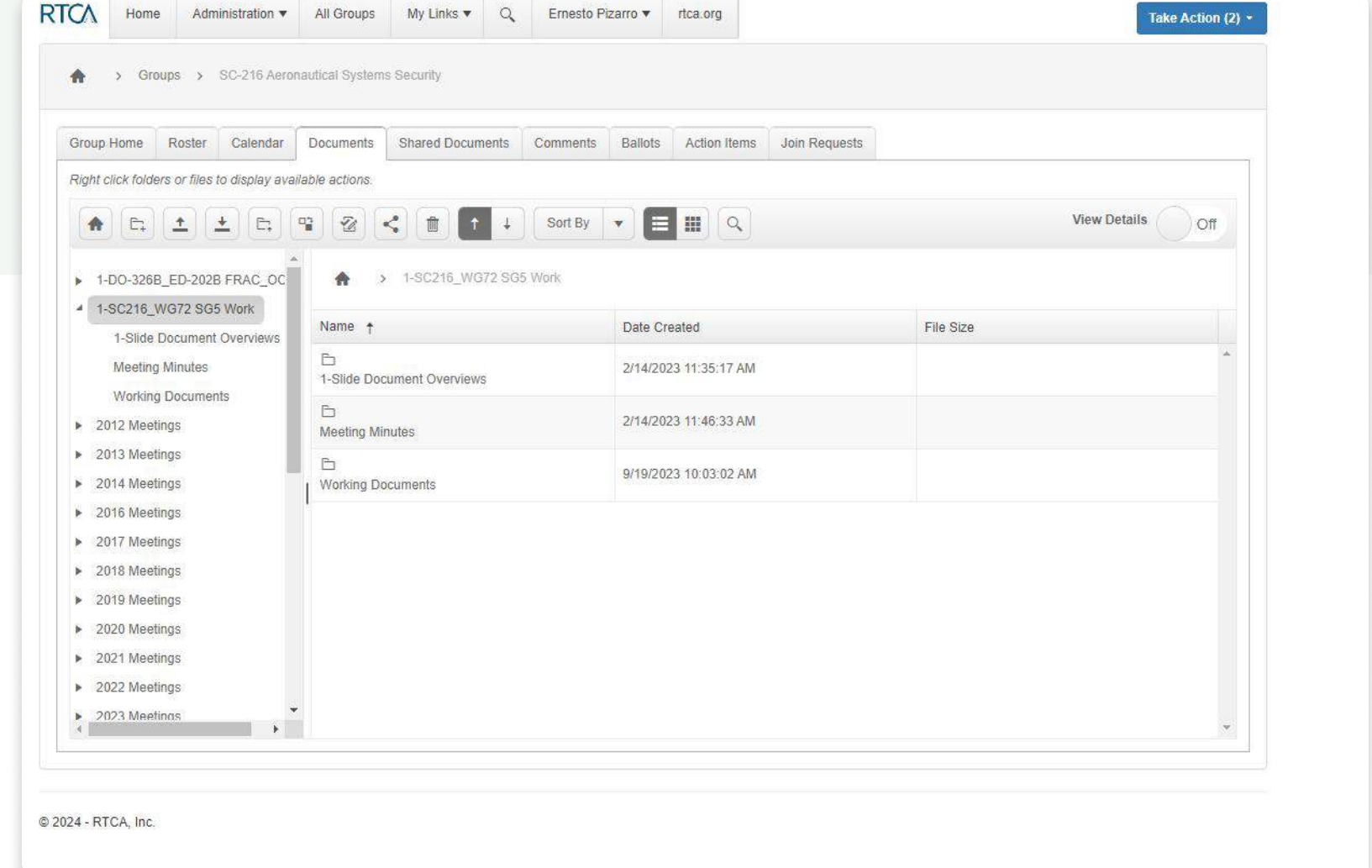
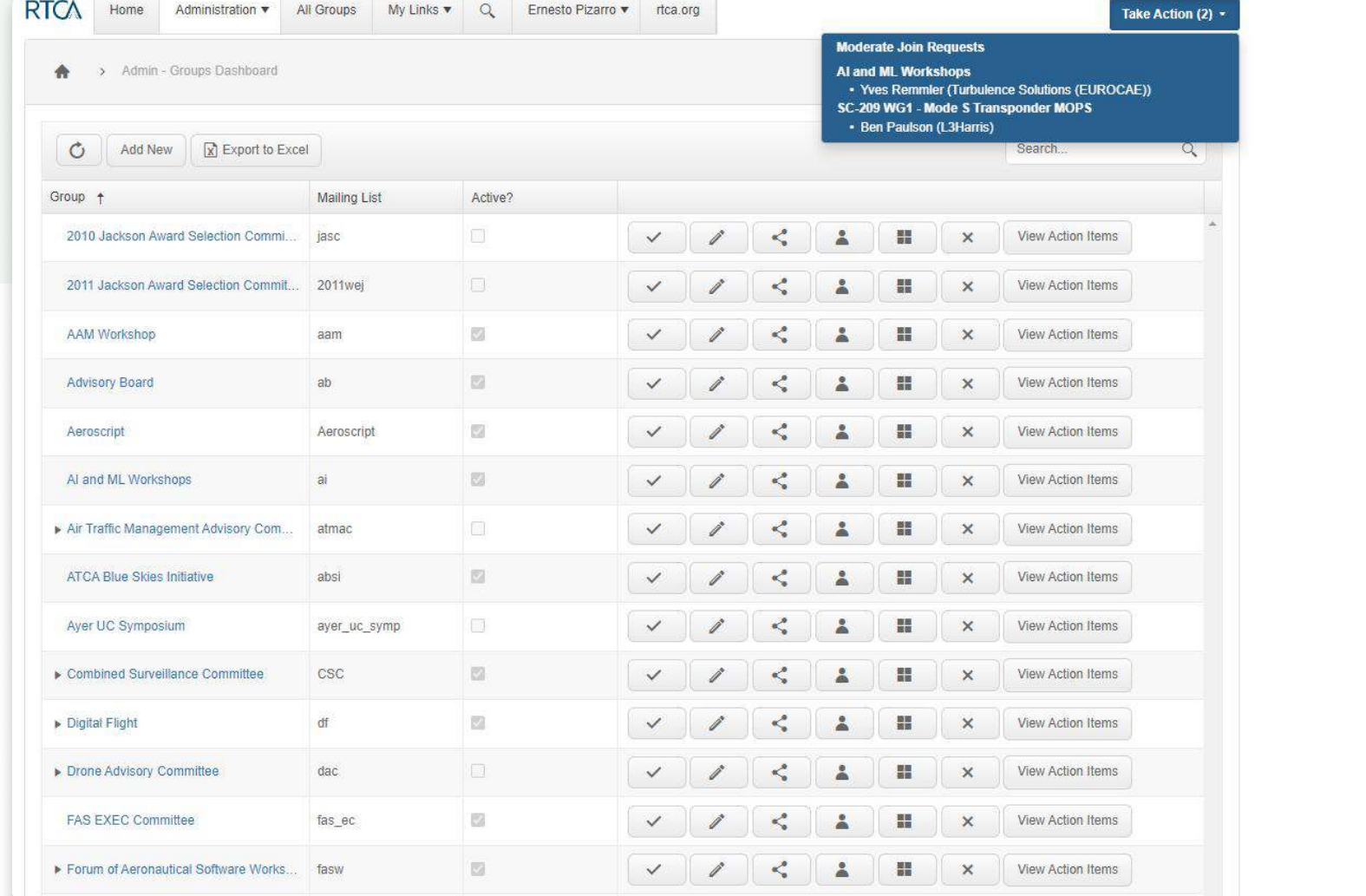
i3Solutions embarked on the task of developing a custom .NET application, leveraging SharePoint as the document repository, and hosting the entire system in the Azure cloud. The goal was to create a user-friendly platform that would allow seamless collaboration and efficient management of aviation standards discussions.

i3Solutions demonstrates its unwavering dedication to delivering top-tier solutions through its continuous support for RTCA. As part of this commitment, i3Solutions seamlessly integrated JIRA into the solution, enhancing efficiency in bug tracking and release management processes. To maintain swift responsiveness, a one-day response time for tickets labeled as bugs was established. Additionally, employing JIRA for automating release schedules equips RTCA with transparent insights into forthcoming releases and the integration of specific tickets. This refined methodology amplifies transparency, fostering efficient planning and coordination across the board.

The new AerOpus system features separate workspaces for each committee or topic group, ensuring a focused and organized environment for discussions and decision-making. Users can schedule events, comment on documents, and vote on topics relevant to aviation regulation. The permission structure guarantees that individuals have the appropriate access levels, enhancing security and control.

The partnership between i3Solutions and RTCA has led to the development of a cutting-edge collaboration system and a continuous support solution, enabling RTCA to concentrate on their mission of shaping aviation standards.

To streamline administrative tasks, the system includes functions for maintaining the platform, adding users to workspace rosters, and running reports on meeting attendance. This ensures that RTCA has the necessary tools to manage and optimize the system for sustained effectiveness.



Technologies

Used in the Solution



Microsoft .NET is a robust framework that serves as a versatile foundation for building applications, spanning web, desktop, and mobile platforms. i3Solutions leveraged these capabilities to create a feature-rich, scalable, and easily maintainable platform for aviation standards discussions tailored to RTCA's specific needs.



Microsoft SharePoint is a collaboration platform that provides a centralized location for document management, content sharing, and team collaboration. For RTCA, SharePoint serves as the document repository for their aviation standards discussions which facilitates secure storage, easy access, and collaboration on important documents related to aviation regulation. Users can comment on and discuss documents within the system, enhancing collaboration and ensuring that the latest versions of documents are readily available.

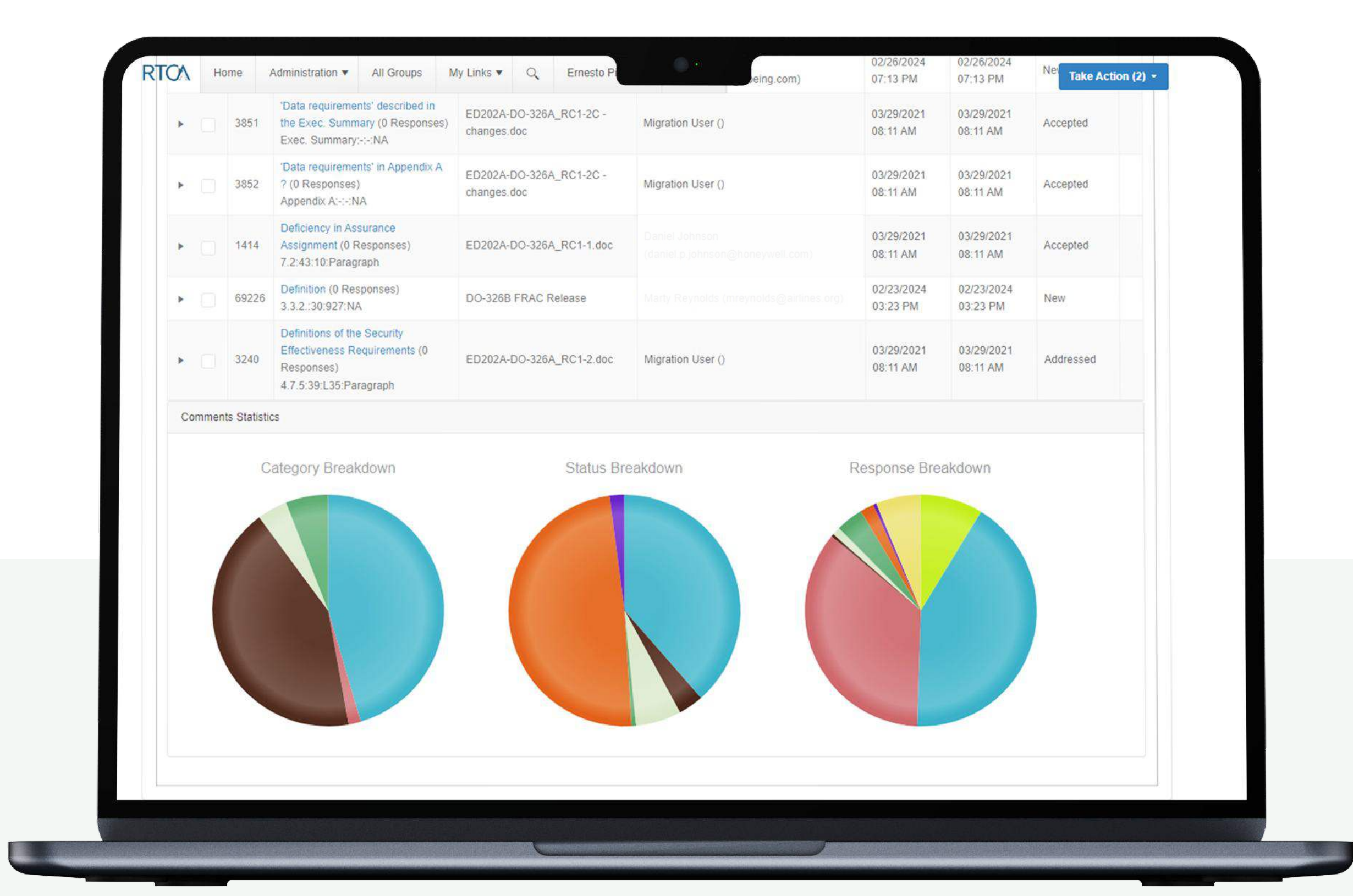


Microsoft Azure is a cloud computing platform that offers a wide range of services, including virtual computing, storage, and networking. i3Solutions' decision to host the solution in Azure brought several advantages including a scalable and flexible cloud environment that ensures that the system can adapt to the changing needs of RTCA. The cloud-based approach also allows for increased accessibility, making the platform available to users from different locations.



JIRA, developed by Atlassian, stands as a cornerstone in modern project management and issue tracking solutions. Its versatility extends beyond mere task management, offering RTCA a comprehensive suite of functionalities tailored to their needs. Within JIRA's ecosystem, i3Solutions can seamlessly track bugs, manage tasks with agility and precision, and meticulously plan schedules for future system releases. This empowers RTCA with the ability to maintain a clear overview of task progress, swiftly address any issues that arise, and allows i3Solutions to adhere to tight deadlines with confidence and efficiency.

The strategic integration of these technologies allowed i3Solutions to address RTCA's unique challenges effectively. The combination of a custom .NET application, SharePoint document management, Azure hosting, and JIRA automation contributed to the creation of a tailored solution that not only meets RTCA's current needs but also provides a scalable and adaptable platform for future requirements in aviation standards discussions.



Measurable Benefits and Business Impact

Since implementation, the system has accommodated approximately 5,000 users, streamlining committee activities and discussions related to aviation standards. The impact has been substantial, with measurable benefits including:



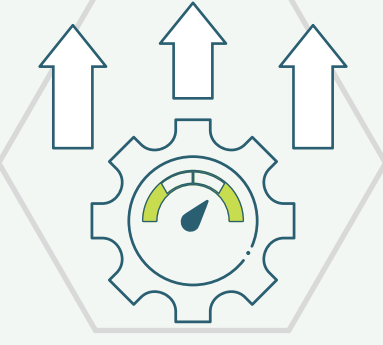
Enhanced Collaboration

The new system fosters collaboration among users from different organizations and committees, facilitating more informed decision-making and efficient communication, voting and event management.



Improved Security and Control

The permission structure ensures that users have appropriate access levels, enhancing the security and control of the system. This is crucial for managing sensitive aviation standards discussions.



Future Scalability

The system infrastructure is designed to adapt and expand seamlessly to accommodate growth and increased demands in the future, eliminating the need for costly upgrades or replacements down the line. RTCA can easily implement new initiatives knowing the infrastructure can support them as they grow.



Efficient Bug Resolution

For tickets labeled as bugs, i3Solutions implemented a one-day response time from creation. The progress of each bug is tracked through JIRA automation, ensuring swift resolution and minimizing disruptions.



Transparent Release Schedule

JIRA automation is also utilized to automate the release schedule. This provides RTCA with full awareness of upcoming drops, including details on included tickets. The transparency contributes to better planning and coordination.