Redmine Project

By: Nur Sarah Binte Mohamed Rafiq

1. Purpose of Setup

Redmine was deployed to keep track of our maintenance service. The objective was to centralise case details, evidence and outcomes. Hosting Redmine on a dedicated server with its own IP address and using an SQLite database provided a reliable environment tailored to our maintenance records.

2. Legacy Workflow Challenges

- Reliance on Excel spreadsheets stored on a network drive.

- Single-user limitation: Only one person could edit at a time.

- Slow access: Network latency caused delays.

- Fragmented updates: Multiple versions of files led to confusion.

3. Workflow Improvements

- Shared database: Enabled simultaneous updates by multiple parties.

- Maintenance artifacts: Structured fields captured findings, evidence links and conclusions.

- Auditability: Automatic history and user attribution improved traceability.

- UI clarity: Dashboards and filters made active maintenance work easy to track.

- Performance and scalability: Faster access than network drives.

4. Custom Enhancements

- Integrated JavaScript and HTML into Redmine's interface.

- Leveraged the REST API with an API key for live data.

- Added interactive panels for automated reporting and CSV/Excel export.

5. Impact

- Collaboration boost: Team shifted from Excel file to a shared platform.

- Productivity gains: Eliminated delays caused by file locking.

- Data accuracy: Reports generated directly from Redmine reduced errors.

- Professional UI: Enhanced dashboards modernised project management.

6. Conclusion

The deployment validated demonstrated significant workflow improvements and efficiency.