

IT service management that unlocks high-velocity teams

Business Challenges

In the midst of rapid transformation, IT teams need to build capabilities that enable the rapid delivery of great services, while managing costs and risk. But, progress is constrained by the old ways of working. Rigid processes limit team agility and speed. Disparate, disconnected tools interrupt the flow of information that accelerates good decision making. Development and operations teams continue to fight through siloed tooling that's critical to enabling a high-performing digital business.

Solution Overview

Jira Service Management unlocks IT at high velocity. Rapidly bring together development, IT operations, and business teams to deliver, operate, and support exceptional service experiences

Deliver value fast with empowered teams

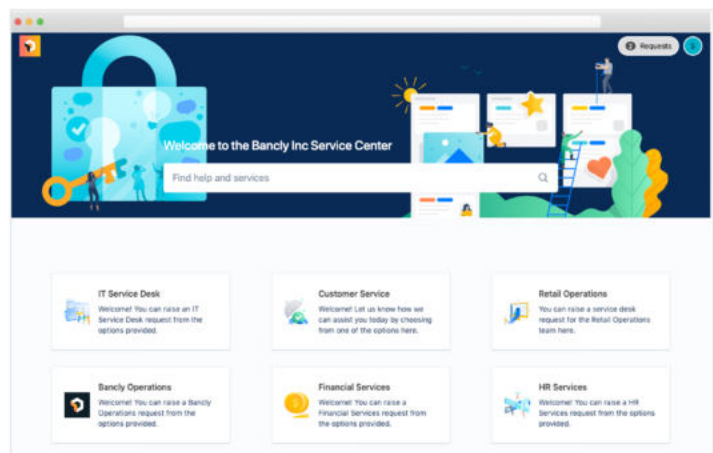
- Deliver value fast without the cost, complexity, and one-size-fits-all approach of legacy ITSM tools. Empower teams with flexible processes and intuitive workflows that match the way they work, while still being standardized on a global platform for the business.

Make work visible

- Bring visibility to work with an open, collaborative platform across IT operations, development, and business teams. Get rich, contextual information for better teamwork and faster decision making for requests, incidents, problems, changes, and more.

Increase flow from Dev to Ops


- Break down silos and accelerate the flow of work by putting development and operations on an integrated platform – built on Jira – to speed requests from delivery to support.



Request Type	Key	Summary	Requester	Assigned	Status	Created	Time to resolve
Request admin access	JIRA-1234	Admin access to Jira	Emily Product Manager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request a system problem	JIRA-1235	Bank to this to solve	Sandra ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request a system problem	JIRA-1236	Can't access PMS System	Sammy ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request admin access	JIRA-1237	Can't access website	David Developer	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request a system problem	JIRA-1238	Can't access Tools	Sammy ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request admin access	JIRA-1239	Admin access to Jira	Emily Product Manager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Get a guest self account	JIRA-1240	Guest access	Olivia DevOpsManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request new software	JIRA-1241	Add Office to Jira	Sammy ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Request new hardware	JIRA-1242	Need new keyboard	Sammy ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Get up VPN to the office	JIRA-1243	VPN Access	Olivia DevOpsManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Need a new iPhone	JIRA-1244	Need a new iPhone	Olivia DevOpsManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Get IT help	JIRA-1245	Help setting up my VPN	Emily Product Manager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m
Investigate a problem	JIRA-1246	Investigate website after response	Sammy ServiceManager	Sammy Serv...	IN PROGRESS	2023-09-01	2h 44m


Key Capabilities

Request management, for all teams

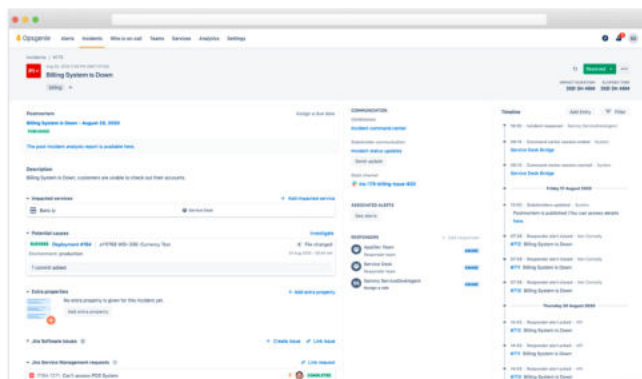
 Make it easy for diverse teams – from IT to HR, Facilities, Legal, and beyond – to manage, route, and triage work.

- Self-service portal
- Streamlined, collaborative agent queues
- Powerful SLAs and reporting
- Configurable workflows
- No code automation
- Integrated to the Jira platform
- Native mobile app


Change management for the DevOps era

 Understand changes and innovate faster with integrations into modern software workflows.

- Automatic change requests from CI/CD tools, such as Bitbucket Pipelines
- Automated risk assessment engine
- Deployment gating and control from change requests
- Integration with AWS Service Catalog




Collaborative incident and problem management

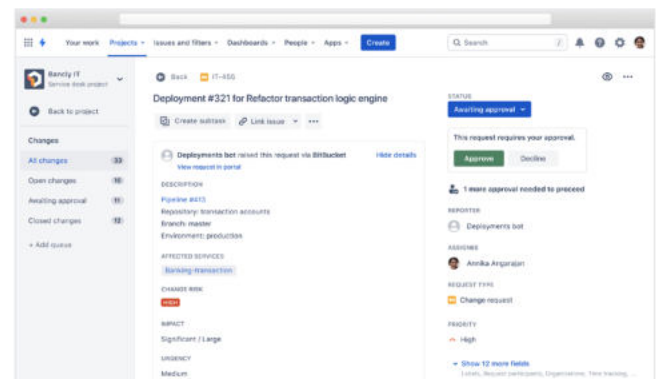
 Modern workflows to proactively respond, swarm, resolve, and learn from every incident.

- Powerful alerting and on-call management
- Major incident collaboration and communication
- Investigation and response automation
- Incident investigation dashboard
- Postmortem reports and export to Confluence

Flexible configuration and asset management, built on Jira

 Get full visibility and context to minimize the downstream impact of changes, troubleshoot incidents, and manage assets.

- Store and manage any CI or asset
- Automatic CI and asset discovery
- Dependency mapping
- Automation for alerts, issue routing, and more



Why Jira Service Management

According to Forrester Consulting's Total Economic Impact™ report, organizations get value out of Jira Service Management from day one.

- **Increased ROI:** 246% return on investment
- **Faster time to value:** Average implementation time of 2 months
- **Improved efficiency:** 61% improvement in agent productivity

“Atlassian supports our processes so we all work in the same tool, in the same way... Now we have a single place of truth from which we can extract data and base our reports. This provides us with a better overview and a common understanding throughout the organization.

MARIE BJØRKE

Head of IT Service Management at ISS World



Ready to unlock high-velocity teams?

Contact us!

 e-core consulting

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