



Jira Service Management Roadshow

Unlocking ITSM for high-velocity teams



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PRODUCT MARKETING, ITSM

Agenda

High Velocity! Let's go!

Intro to Jira Service Mangement

Live Demo

Questions & Discussion



Ship
faster



Keep services
always-on



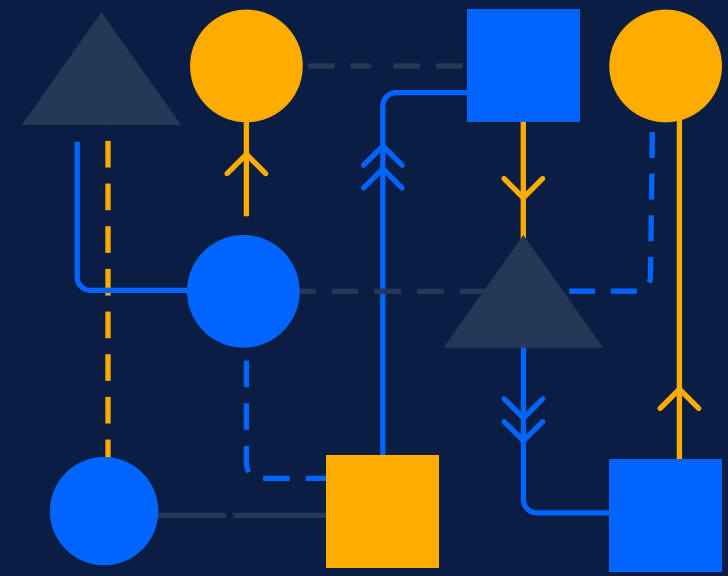
Deliver support
seamlessly

“

Through 2023, 80% of ITSM teams that have not adopted an **agile approach** will find their ITSM practices are ignored or bypassed as a result of more agile ways of working being adopted elsewhere in the organization.

GARTNER, 2020

Legacy tooling constrains transformation



**Inflexible to dynamic
business**



**Reinforces siloed
knowledge and
sharing**



**Imposes friction
across teams**

⚡ Jira Service Management

Unlock high-velocity teams



**Deliver
value fast**

Empowers teams to deliver value fast without the cost and complexity of legacy ITSM



**Make
work visible**

An open, collaborative platform brings greater visibility to work



**Dev + Ops
that flows**

Accelerates the flow of work between development and operations

DELIVER VALUE FAST





Flexible product design allows diverse teams to deliver service value

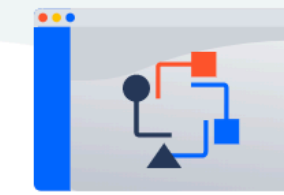


Choose a classic template

Classic templates have all the power and functionality you expect. They're created and managed centrally by a Jira admin using schemes.

 Service project 

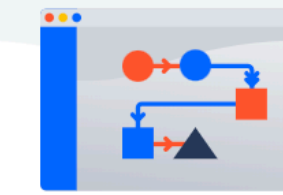
[Import your work](#)



IT service management

Explore a new way to handle service requests, resolve incidents, approve changes and fix problems more efficiently than ever.

[What's in this?](#) [Select](#)



IT service project

Organize IT service requests using ITSM workflows. Suits internal teams managing incidents and changes.

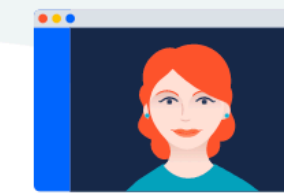
[What's in this?](#) [Select](#)



General service project

Manage all your service requests in one location.

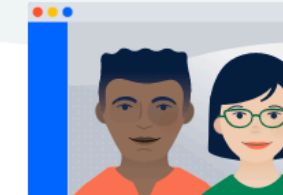
[What's in this?](#) [Select](#)



External service project

Collect bug reports and answer customer questions. Suits teams who want a branded support experience.

[What's in this?](#) [Select](#)



HR service project

Efficiently manage onboarding and offboarding, and facilitate change requests for your staff.

[What's in this?](#) [Select](#)



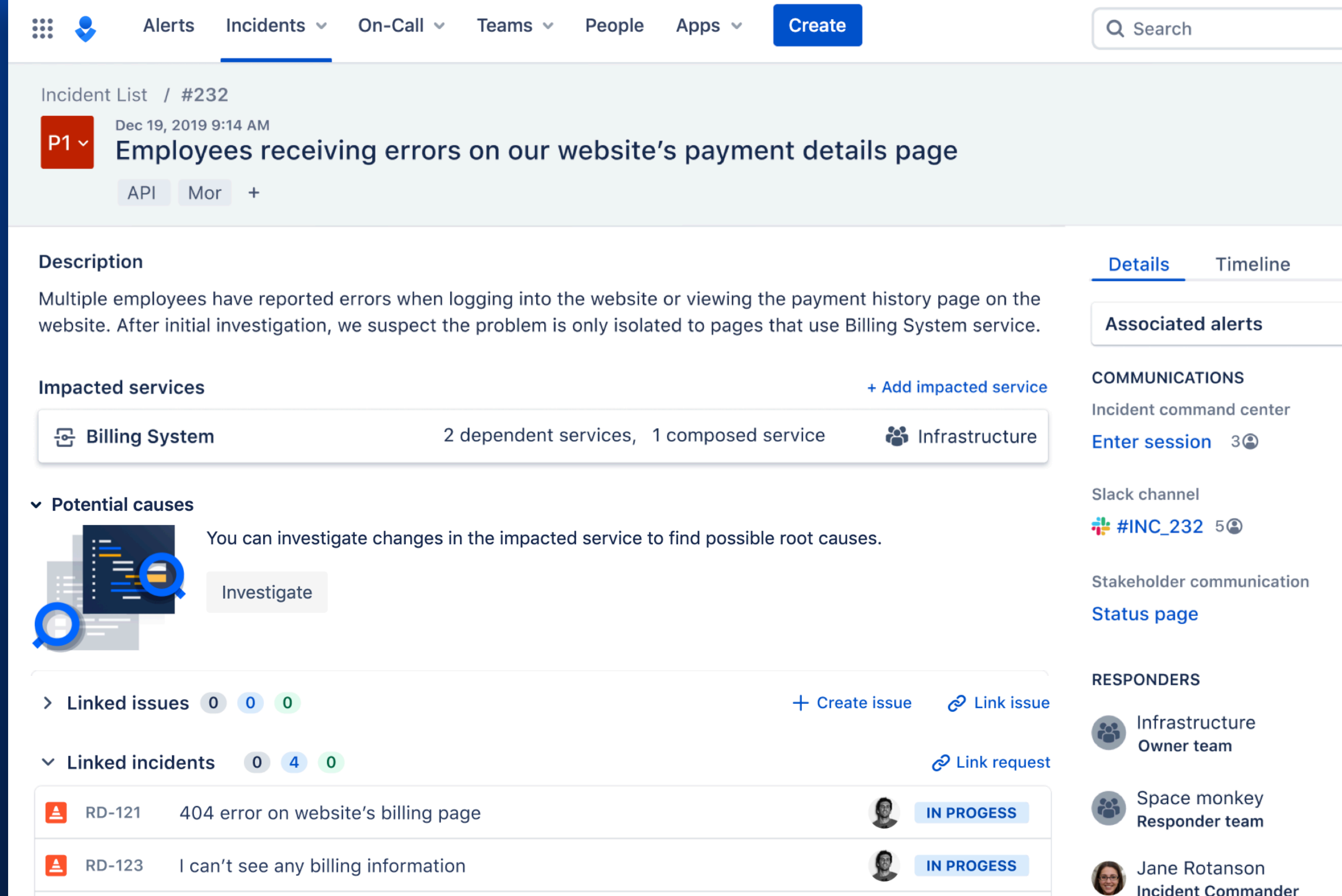
Facilities service project

Easily manage requests for maintenance, moving and event planning.

[What's in this?](#) [Select](#)

MAKE WORK VISIBLE

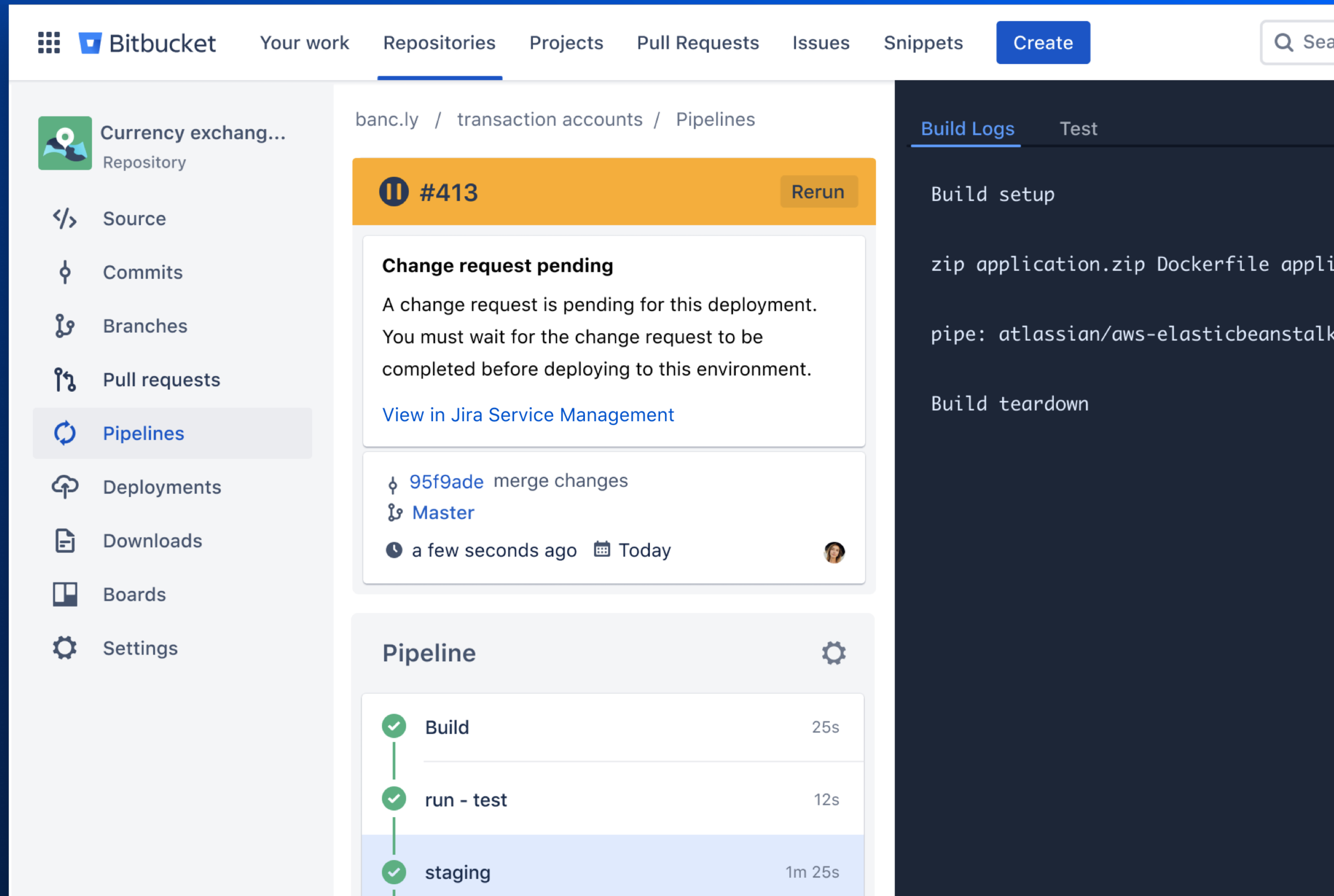
Richer contextual information for better decision making



The screenshot displays a service management interface with a top navigation bar containing 'Alerts', 'Incidents', 'On-Call', 'Teams', 'People', 'Apps', and a 'Create' button. A search bar is located on the right. The main content area shows an incident titled 'Employees receiving errors on our website's payment details page' with a 'P1' severity level and a timestamp of 'Dec 19, 2019 9:14 AM'. The incident is categorized under 'API' and 'Mor'. The 'Description' section states: 'Multiple employees have reported errors when logging into the website or viewing the payment history page on the website. After initial investigation, we suspect the problem is only isolated to pages that use Billing System service.' The 'Impacted services' section lists 'Billing System' with '2 dependent services, 1 composed service' and 'Infrastructure'. A 'Potential causes' section includes an 'Investigate' button and the text: 'You can investigate changes in the impacted service to find possible root causes.' Below this, there are sections for 'Linked issues' (0 issues) and 'Linked incidents' (4 incidents). The 'Linked incidents' list includes: 'RD-121 404 error on website's billing page' and 'RD-123 I can't see any billing information', both with 'IN PROGRESS' status. On the right sidebar, there are sections for 'Associated alerts', 'COMMUNICATIONS' (Incident command center, Slack channel #INC_232), 'Stakeholder communication', 'Status page', and 'RESPONDERS' (Infrastructure Owner team, Space monkey Responder team, Jane Rotanson Incident Commander).

DEV + OPS THAT FLOWS

Integrations
that let
dev and ops
work faster



The screenshot displays the Bitbucket Pipelines interface for a repository named 'Currency exchange...'. The navigation menu on the left includes Source, Commits, Branches, Pull requests, Pipelines (selected), Deployments, Downloads, Boards, and Settings. The main content area shows a pipeline run #413 in a pending state, with a 'Rerun' button. A message indicates that a change request is pending for this deployment. Below this, a commit by user 95f9ade is shown, which triggered the pipeline on the Master branch. The pipeline run completed successfully a few seconds ago. The pipeline steps are listed as follows:

| Step | Status | Duration |
|------------|---------|----------|
| Build | Success | 25s |
| run - test | Success | 12s |
| staging | Success | 1m 25s |

On the right side of the interface, the 'Build Logs' section is visible, showing the following output:

```
Build setup
zip application.zip Dockerfile appli
pipe: atlassian/aws-elasticbeanstalk
Build teardown
```

LIVE DEMO



Discussion