

## IT service management (ITSM) with Jira

The client satisfaction as well as reaching business objectives are the main focus of ITSM. ITSM addresses all management aspects of IT organizations. It includes processes, documents, methods and regulations for IT planning, support, delivery, security, and infrastructure as well as all measures, that contribute to a better customer service. The ITSM's approach is process-based and combines common interests with various improvement methods and frameworks.

The combination of the process and at the same time project-based approach of the Atlassian solution guarantees an optimal realization and management of all requirements, without burdening your employees with unnecessary bureaucratic demands. Your teams can act primarily project-oriented, systematically organize their working processes, and take care of essential tasks like dealing with their workflows, data schemes, SLAs, or reports. At the same time, a full overview of the complete process environment is available to the IT management.



### Atlassian functionality concerning IT service management

- ▶ clear, intuitive portal for every authorized employee
- ▶ connection of incidents with problems and assets
- ▶ easy creation and processing of requests
- ▶ automated dispatching
- ▶ metrics to secure meeting the requirements of service level agreements
- ▶ automated ticket queues
- ▶ efficient self-service mechanics
- ▶ extensive and precise reporting
- ▶ direct overview of all tasks and employees

### Our services for your IT management with Atlassian

- ▶ consulting concerning licensing and acquisition of your Atlassian licenses
- ▶ consulting and support from piloting to roll-out
- ▶ installation and implementation of Atlassian products
- ▶ masks, arrays, and workflows adjusted to your requirements
- ▶ definition and implementation of the roll and authorization concept
- ▶ scalable configuration of the Atlassian tools and add-ons
- ▶ implementation of all necessary reports and dashboards
- ▶ integration of Atlassian products into existing intranet solutions, realization of interfaces to databases
- ▶ trainings and workshops for users, key users, and administrators

### Your advantages

- ▶ higher client satisfaction thanks to an improved process organization
- ▶ higher service productivity
- ▶ saving of time concerning ticket prioritizing
- ▶ less problems and tickets thanks to the self-service
- ▶ combination of worlds – ITIL concepts and the users' way of thinking