ATLASSIAN

Peeling the SaaS Onion

Atlassian IT's journey beyond spreadsheets

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PROGRAM MANAGER

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ENTERPRISE ARCHITECT

Agenda

G’day!

Atlassian IT

Our Journey

Lessons Learned

SaaS is less of a technical decision and much more about business value, access to innovation, and delighting your end user.

DOM PRICE | ATLASSIAN
WORK FUTURIST

How many SaaS apps do you have?

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Our Journey

Lessons Learned

Atlassian IT: by the numbers

600+

Number of SaaS Apps

Managed by

Growth

as of March 2022

Atlassian IT ❤️ Shadow IT

Accelerate innovation
and get out of the way!

Identify gaps
and opportunities

Shared responsibility
increases trust

Agenda

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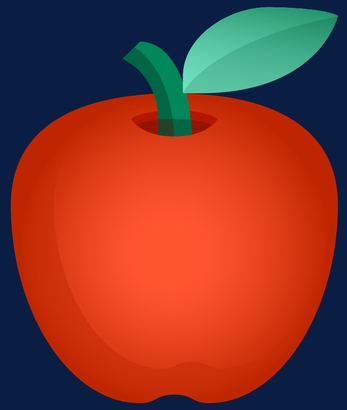
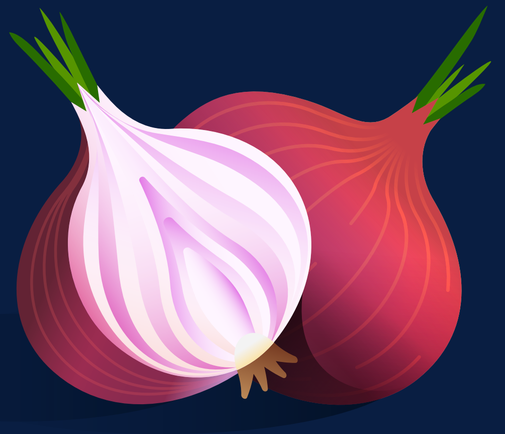
Our Journey

Lessons Learned

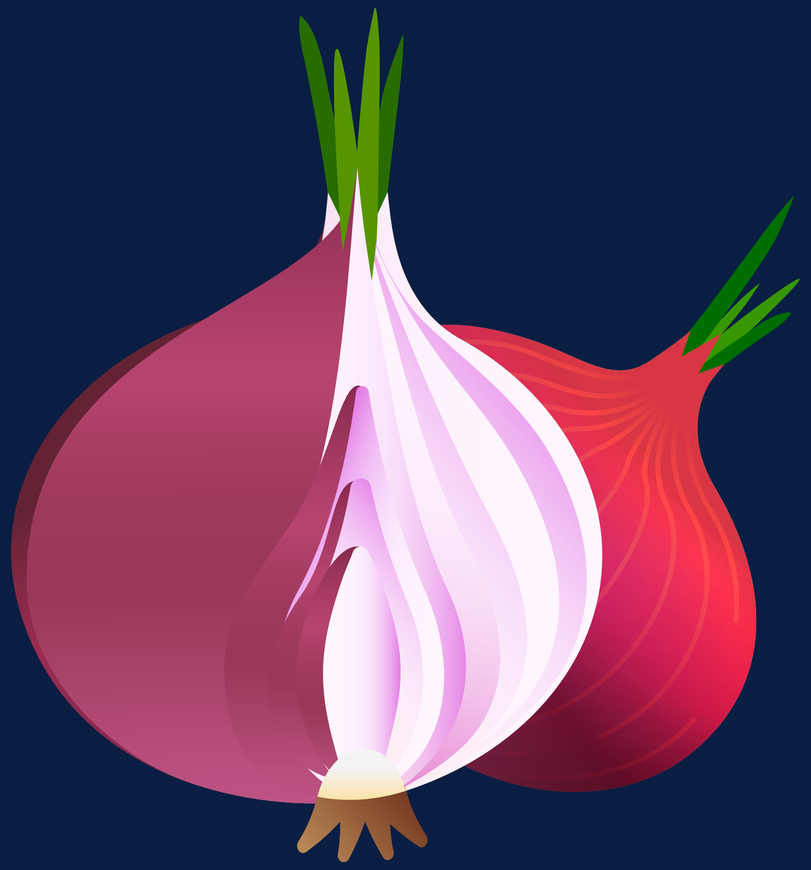
WE THOUGHT WE WERE BITING INTO AN APPLE



TURNS OUT, SAAS MANAGEMENT IS AN ONION



WHAT IS OUR SAAS PORTFOLIO?



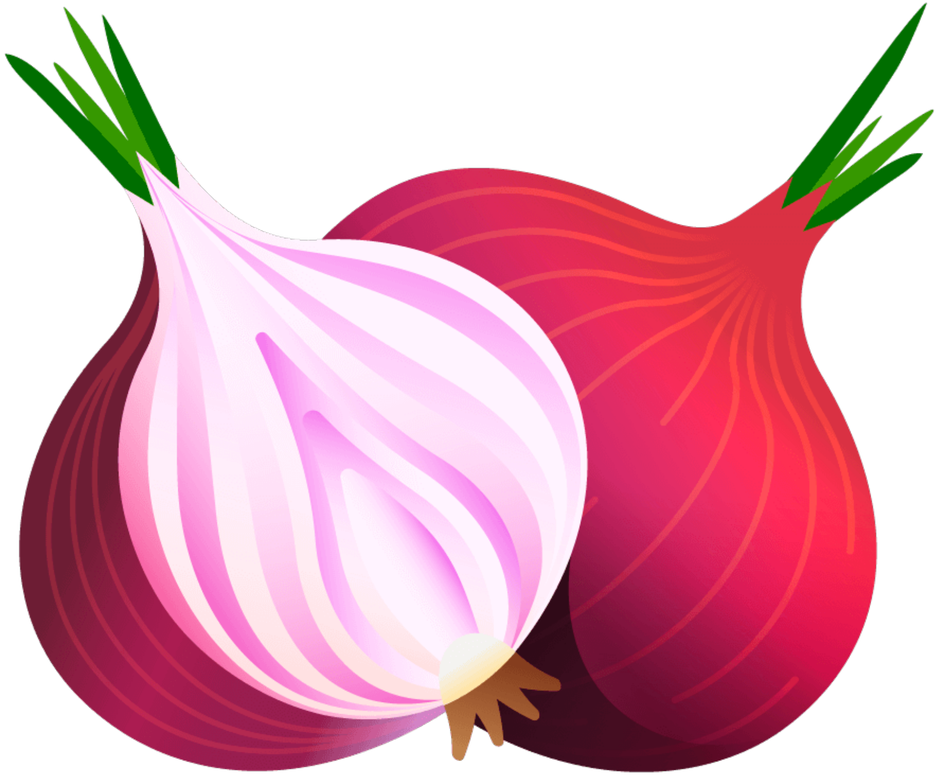
RISK
COMPLIANCE
SPEND
SLA
USAGE
CONTRACT
RENEWAL PLAN
CSAT
BUSINESS FIT

Our Journey

Scrappy

Get Sh!t Done

Present Day



Our Journey

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Get Sh!t Done

Present Day

Scrappy Objectives

Discover

Shadow IT is out of the shadows

Manage

Verify usage, and rightsize contracts/subscriptions

Secure

Data is protected, compliance is assured

Our Journey

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Present Day

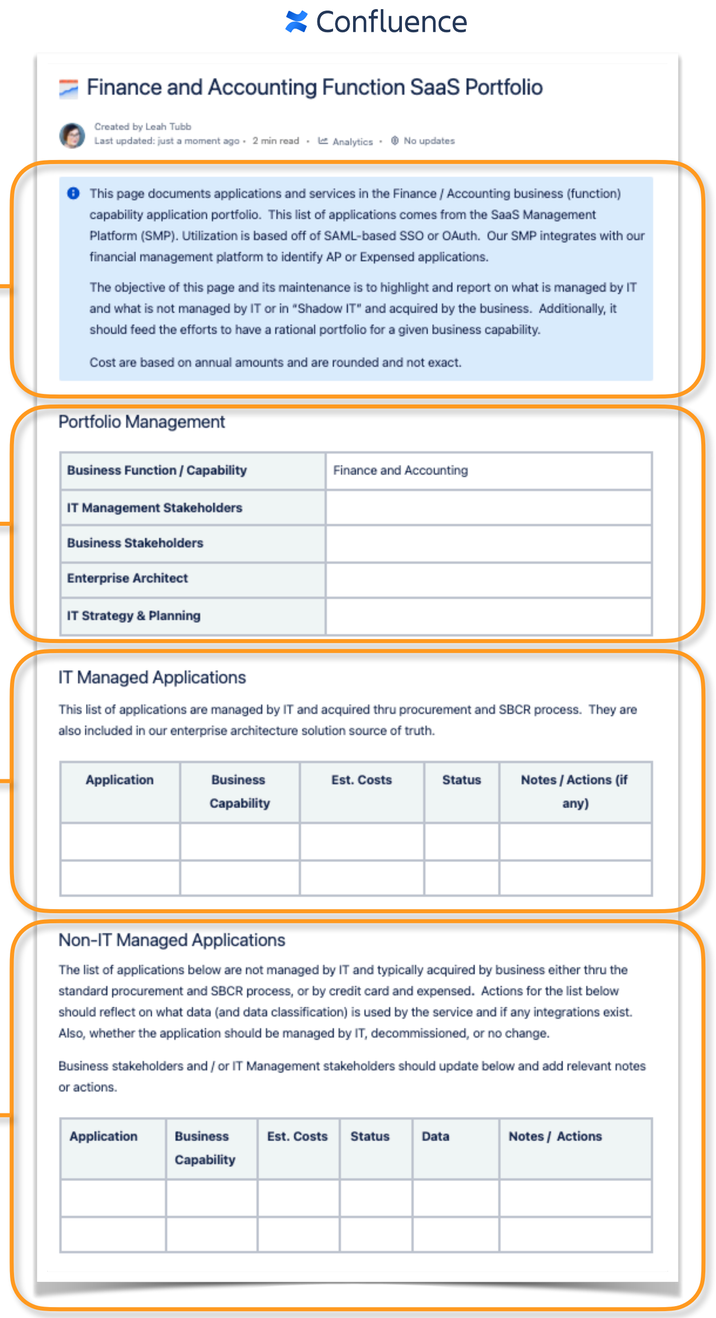
SaaS Portfolio ‘Dashboard’ 1.0

1. Objective

2. Ownership

3. IT Managed Applications

4. Shadow IT



Confluence

Finance and Accounting Function SaaS Portfolio

Created by Leah Tubb
Last updated: just a moment ago • 2 min read • Analytics • No updates

This page documents applications and services in the Finance / Accounting business (function) capability application portfolio. This list of applications comes from the SaaS Management Platform (SMP). Utilization is based off of SAML-based SSO or OAuth. Our SMP integrates with our financial management platform to identify AP or Expensed applications.

The objective of this page and its maintenance is to highlight and report on what is managed by IT and what is not managed by IT or in “Shadow IT” and acquired by the business. Additionally, it should feed the efforts to have a rational portfolio for a given business capability.

Cost are based on annual amounts and are rounded and not exact.

Portfolio Management

Business Function / Capability	Finance and Accounting
IT Management Stakeholders	
Business Stakeholders	
Enterprise Architect	
IT Strategy & Planning	

IT Managed Applications

This list of applications are managed by IT and acquired thru procurement and SBCR process. They are also included in our enterprise architecture solution source of truth.

Application	Business Capability	Est. Costs	Status	Notes / Actions (if any)

Non-IT Managed Applications

The list of applications below are not managed by IT and typically acquired by business either thru the standard procurement and SBCR process, or by credit card and expensed. Actions for the list below should reflect on what data (and data classification) is used by the service and if any integrations exist. Also, whether the application should be managed by IT, decommissioned, or no change.

Business stakeholders and / or IT Management stakeholders should update below and add relevant notes or actions.

Application	Business Capability	Est. Costs	Status	Data	Notes / Actions

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Confluence

TLDR

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Overall Portfolio Metrics

IT-Funded Software Forecast

Total Software Spend Projection Annual	Total Software Spend Projection Q2 Update	Total Software Spend Projection Q3 Update

Q2 Update

Q2R4F Application Spend Increment as compared to FY22 Plan

Vendors with Largest Incremental Funding Increase	Application	Cost Center	Product Group	Plan Annual Cost, USD	Q2 Update Annual Cost, USD	Increment (> $200K)

Q2R4F - Apps added

Vendor	Application	Product Group	Annual Cost, USD

Q2 Renewals

Vendor	Application	Product Group	Renewal Date	Contract Value, USD	Contract Term, Months	Annual Cost, USD

Q2 Removed Apps

Vendor	Application	Product Group	Annual Cost, USD

WPT BTF Infrastructure

Q3 Forecast

Q3R4F - Application Spend Increment as compared to Q2R4F

Vendors with Largest Incremental Forecast	Application	New app included in IT	Product Group	Q2 Annual Cost, USD	Q3 Annual Cost, USD	Increment, USD

Q3 Upcoming Renewals

Vendor	Application	Product Group	Current End Date	Previous Annual Cost, USD

Application Security & Leverage

Supplier Business Case Review (SaaS via Procurement)

Total	Approved ✅	In Flight ⏳	Open TO DO	Aligned to Engineering	Cancelled

Key Takeaways of Tier 0/1 Assessment Across IT - 59 Apps

	TIER 0/1 Evaluation Completion # apps	TIER 0/1 IT Managed # apps	TIER 0/1 Leverage Defined # apps	TIER 0/1 SAML/SSO Defined # apps

Product Domain Assessment Scorecard with a focus on Tier 0/1 Applications

Product Domain	Total Number of Apps in Portfolio ALL TIERS	FY22 Planned Spend $M ALL TIERS	Tier 0 or Tier 1 TIER 0/1	Tier 0/1 Assessment Completed on Applications TIER 0/1	SAML & SSO Enforced TIER 0/1	IT Managed vs. IT Funded TIER 0/1	Number of Apps with Leverage Defined TIER 0/1	Rationalization Opportunities Identified

Risks and Mitigation

1. Overall Portfolio Metrics

2. Portfolio Evolution

3. Security and Leverage

4. Risk and Mitigation

Quarterly Assessments

- IT-funded software forecast
- Quarterly spend
- Quarterly forecast

- Incoming SaaS IT Assessment
- IT level application assessment
- Product domain assessment scorecard

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Get Sh!t Done

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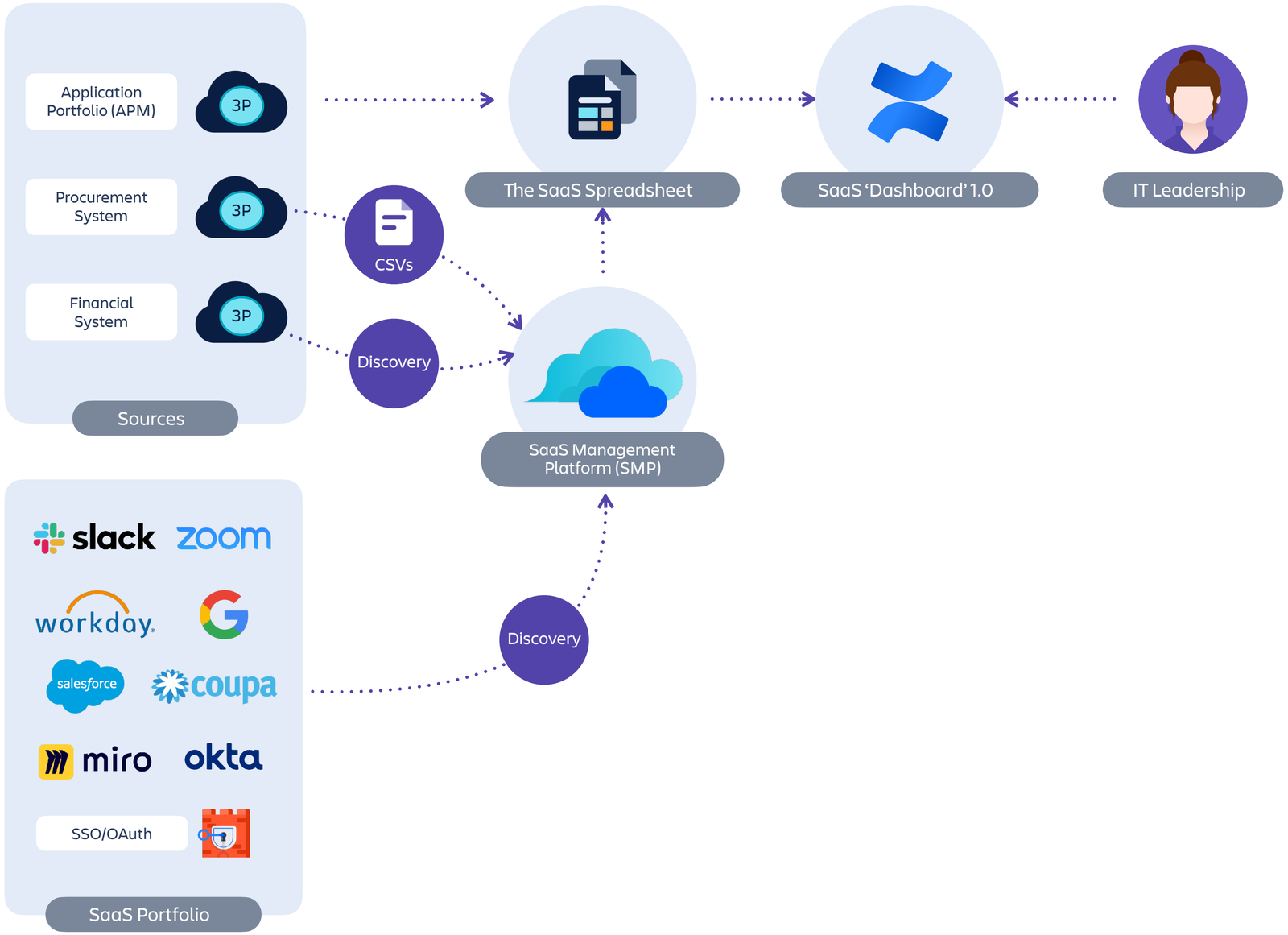

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Get Sh!t Done

Present Day

Get Sh!t Done Objectives

Simplify Workflows

Streamline collaboration and keep portfolio up-to-date

Align Stakeholders

Better, faster, decisions

BUT FIRST, A STEP BACK

Our Journey

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Get Sh!t Done

Present Day

Application Resilience (BC/DR)

Jira Service Management

Dynamic Forms

Application Maximum Recovery Time Objective (RTO)
Tier 1 Requirement = 6 hours

Stated goal for maximum **RT**. It expresses our maximum tolerance for outage (e.g. 8 hours).

Does this meet the Tier requirements? *

Yes

Is this acceptable to the Service Owner? *

Yes

Is this stated in the contract? *

Yes

Additional information to explain current status and next steps.

Confluence

Application Resilience by IT Leader (Open / Total)	
IT Architecture, Planning, Innovation	5 issues / 5 issues
IT Applications	23 issues / 31 issues
Workplace Technology	13 issues / 21 issues
Commerce IT	1 issue / 2 issues

Application Resilience by Product		
	Open / Total	**Sub-tasks**
Commerce @SolutionArchitect	1 issue / 2 issues	0 issues
Customer Support @SolutionArchitect	0 issues / 2 issues	0 issues
Automation Platform @SolutionArchitect	4 issues / 4 issues	0 issues
Finance @SolutionArchitect	10 issues / 10 issues	0 issues
Sales @SolutionArchitect	2 issues / 8 issues	0 issues
Marketing @SolutionArchitect	8 issues / 8 issues	0 issues
Human Resources @SolutionArchitect	1 issue / 1 issue	0 issues
Legal @SolutionArchitect	2 issues / 2 issues	0 issues
Shared Services @SolutionArchitect	1 issue / 1 issue	0 issues
Workplace Technology @SolutionArchitect	13 issues / 21 issues	0 issues

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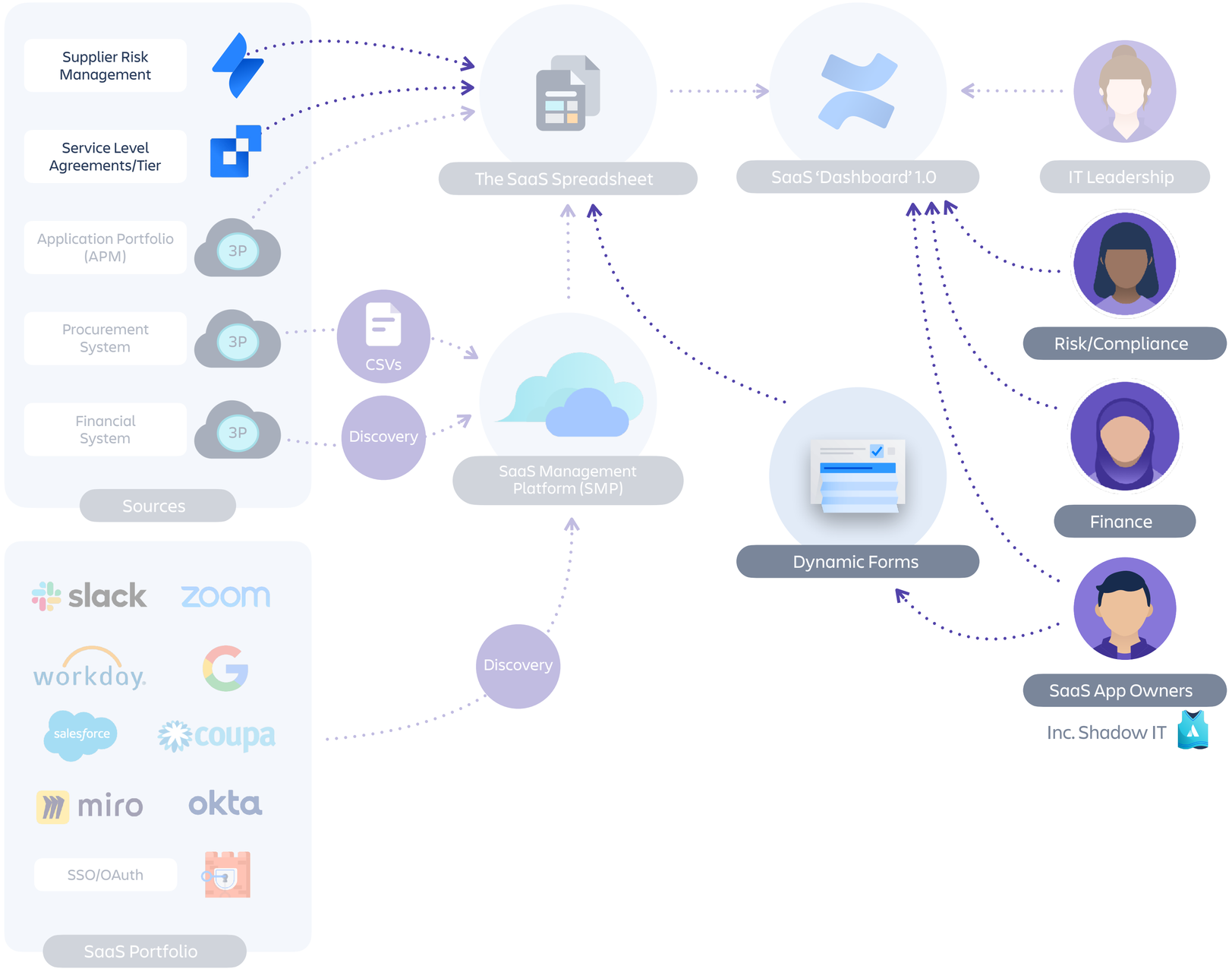

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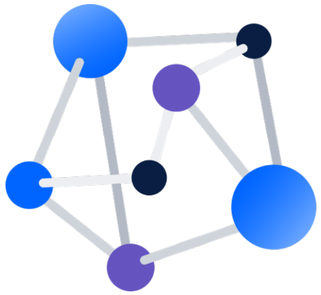
Present Day Objectives



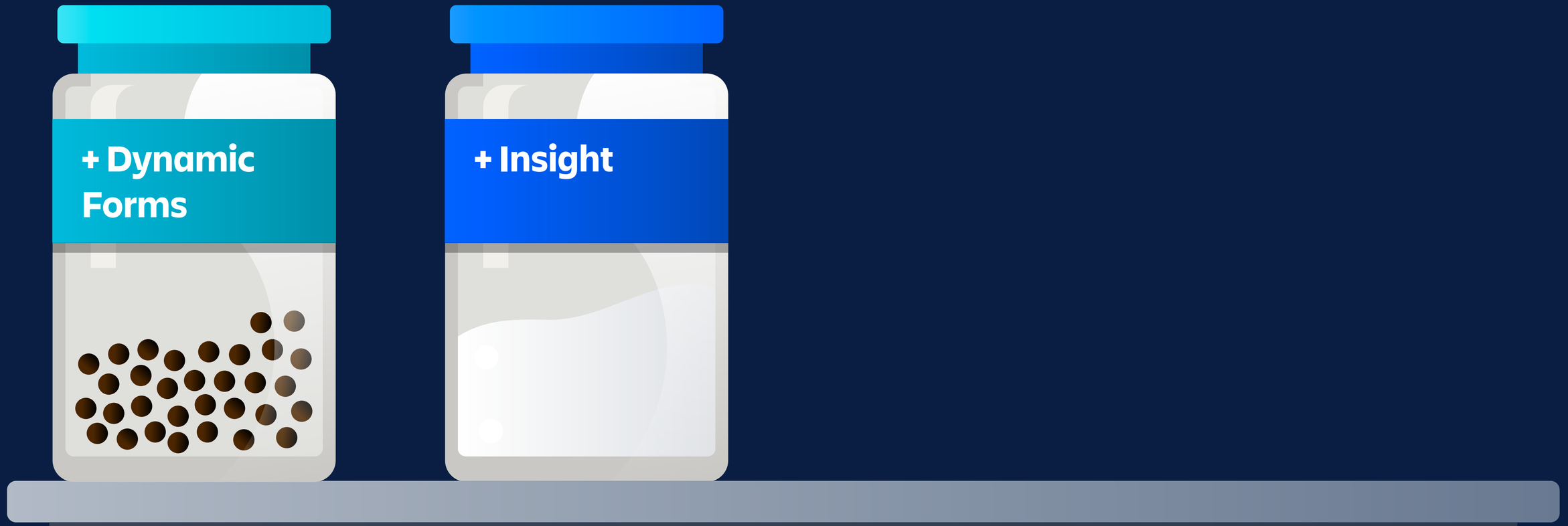
Unify Contextual Data

Break down data siloes without a spreadsheet!

Do More, Faster

Enable complex workflows across different personas

BUT FIRST, ANOTHER STEP BACK



Quick Insight Primer

Jira Service Management

Projects

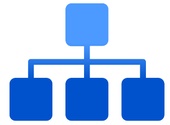
Issue Types

Issues

Fields

Summary: MyApp is broken
Priority: High
Assignee: Pete Lindsey

Insight



Schemas

Object Types

Objects

Attributes

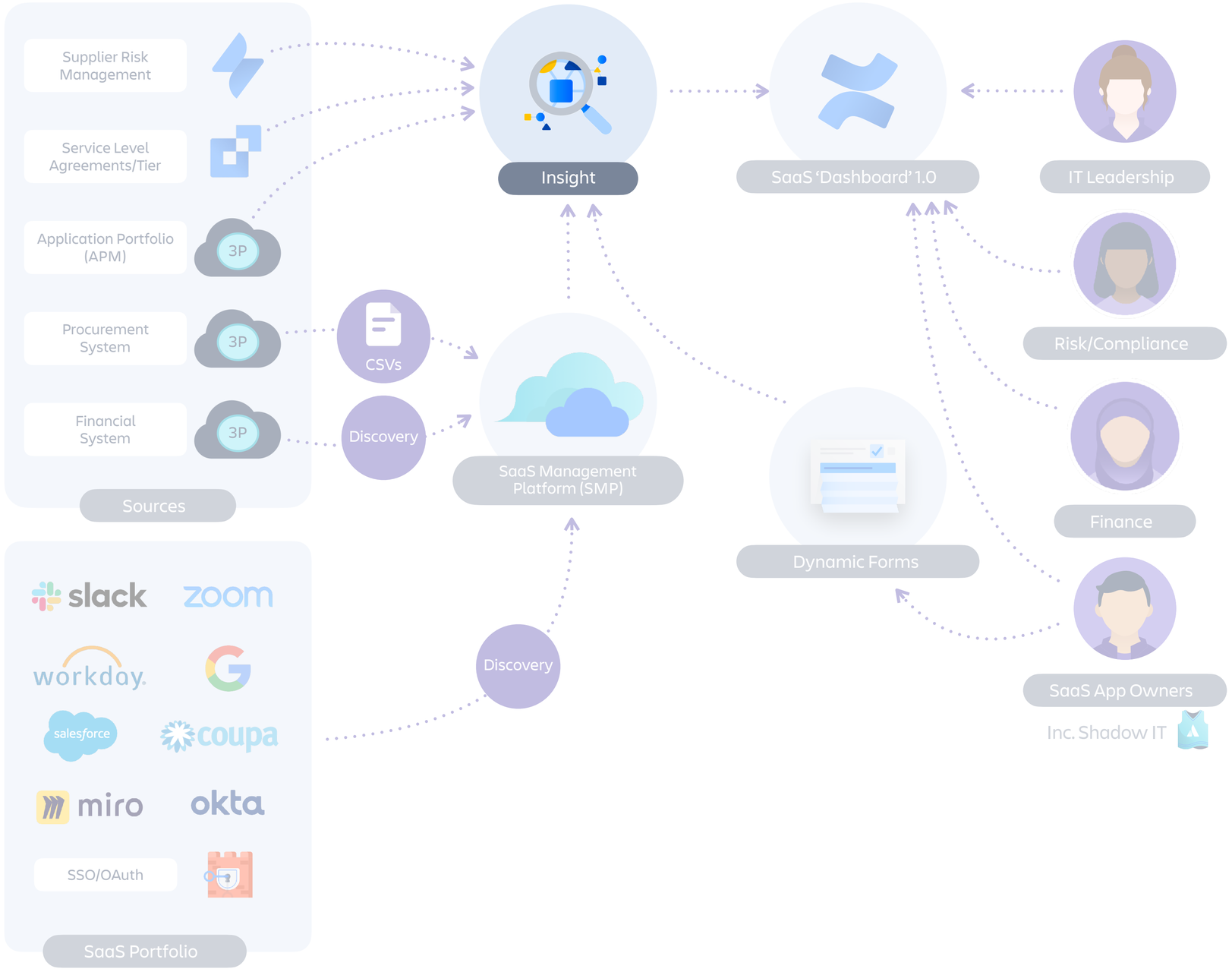
Application: MyApp
Business Capability: Collaboration
SLA: Tier 1
Renewal Date: 2/22/22

Our Journey

Scrappy

Get Sh!t Done

Present Day



Our Journey

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Get Sh!t Done

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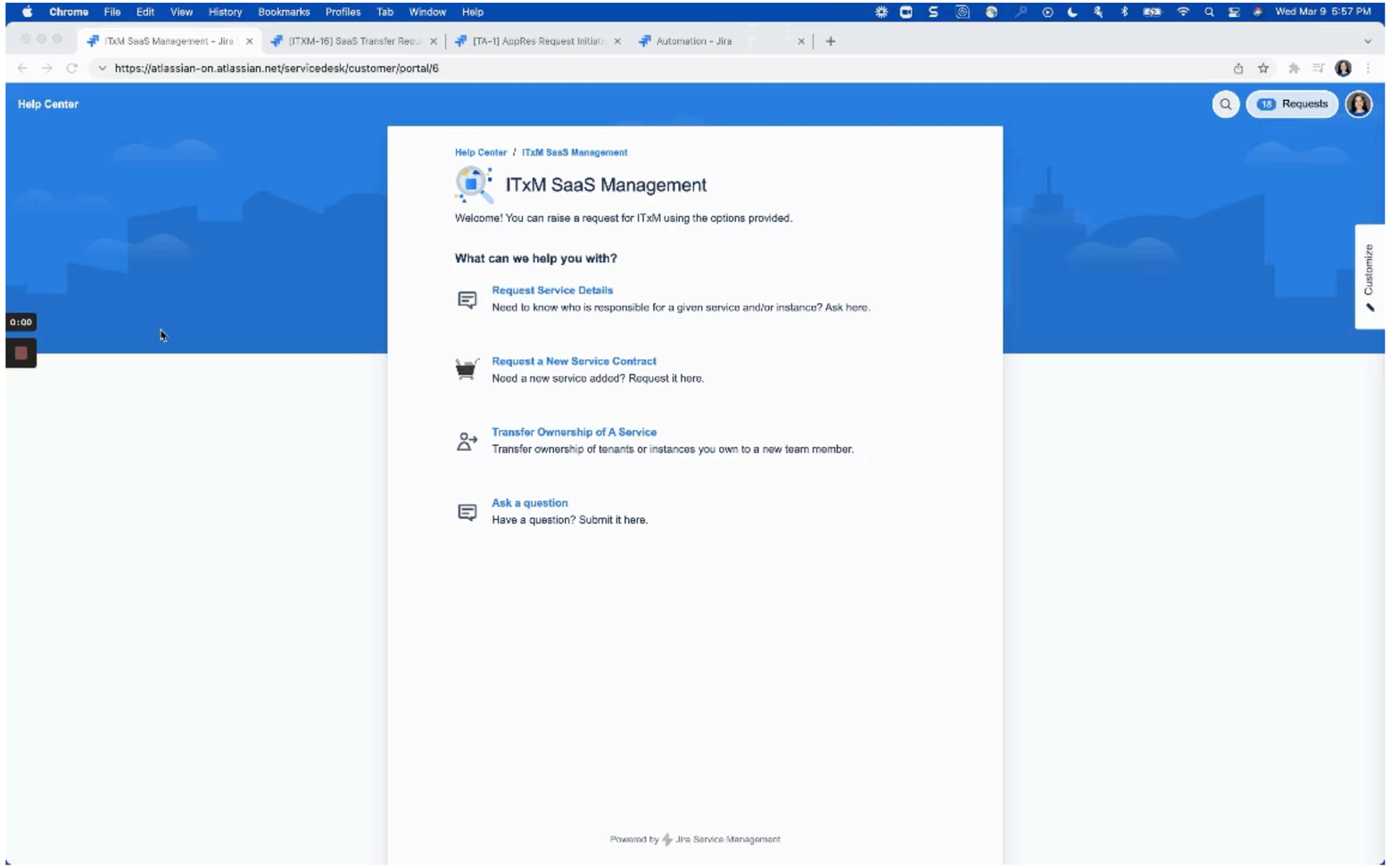
Demo - Transfer Service Owner



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Get Sh!t Done

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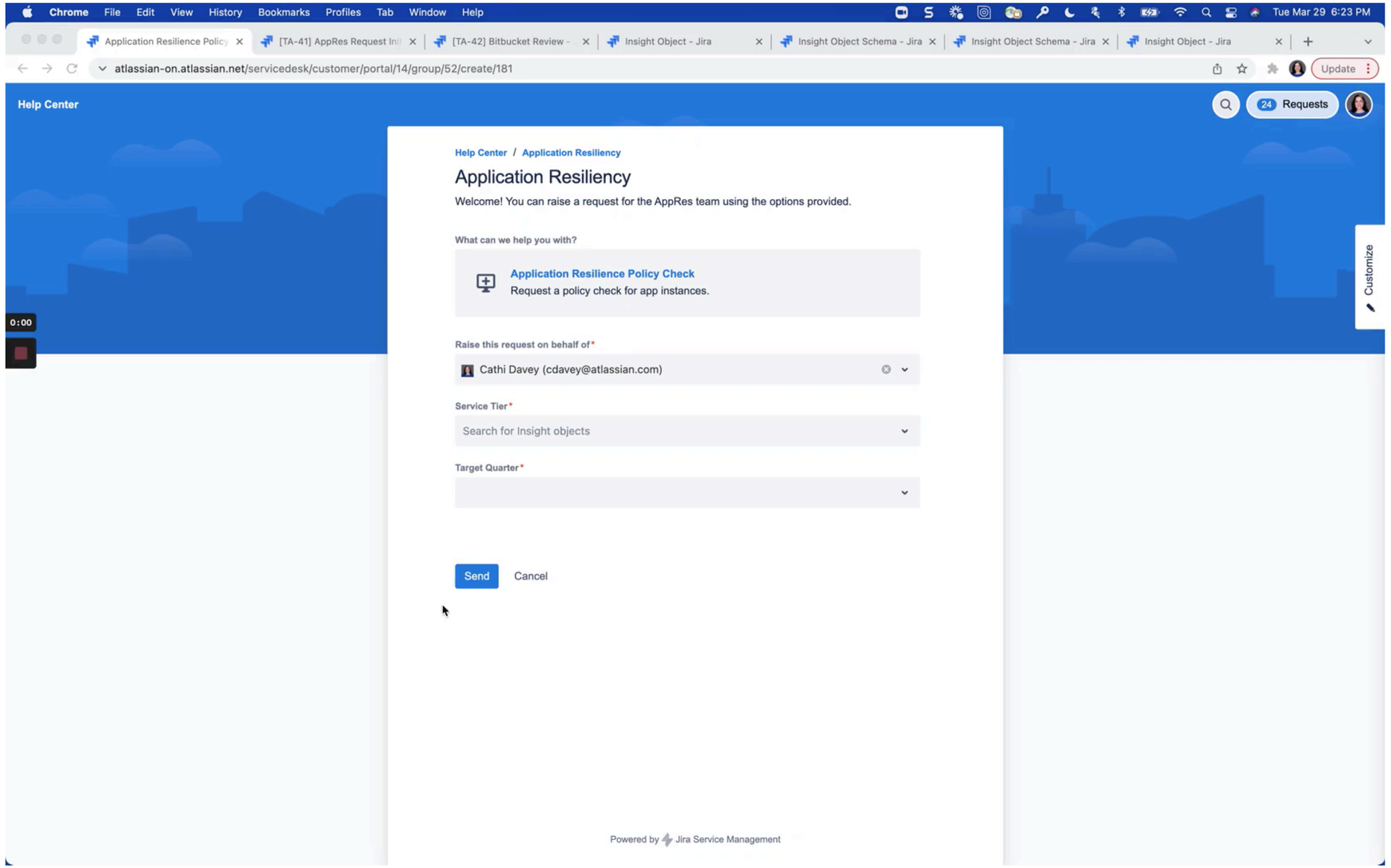
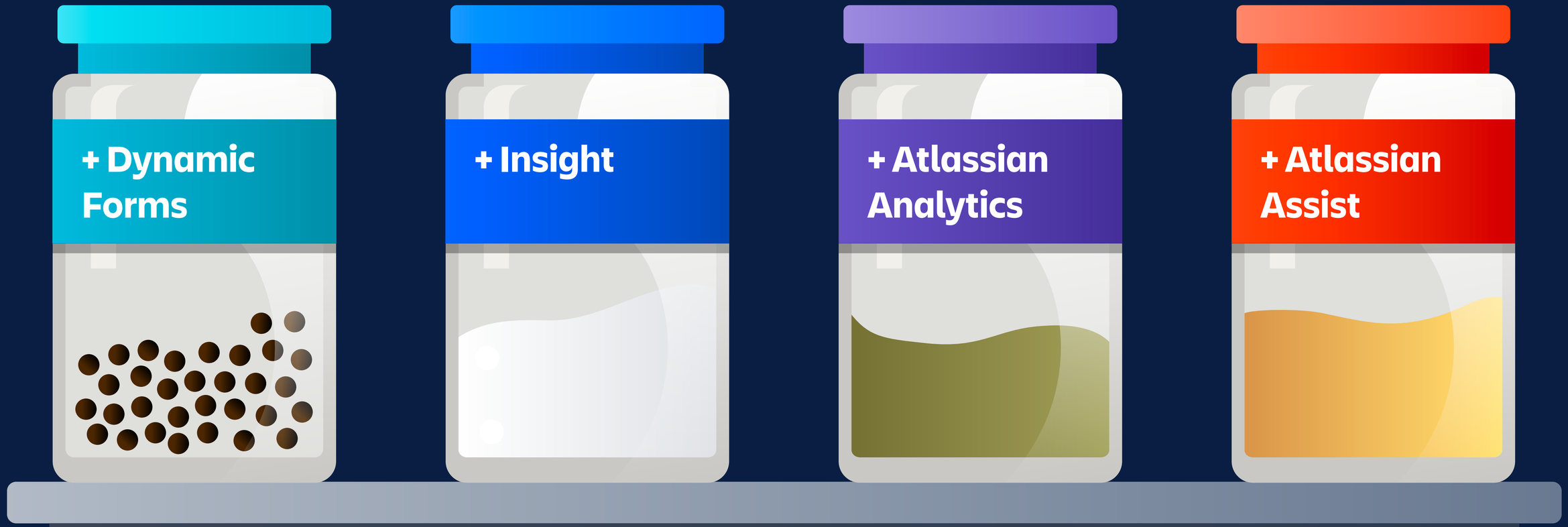
Demo - Application Resilience Policy Check



WHAT'S NEXT?


+ Dynamic Forms
+ Insight
+ Atlassian Analytics
+ Atlassian Assist
Jira Service Management

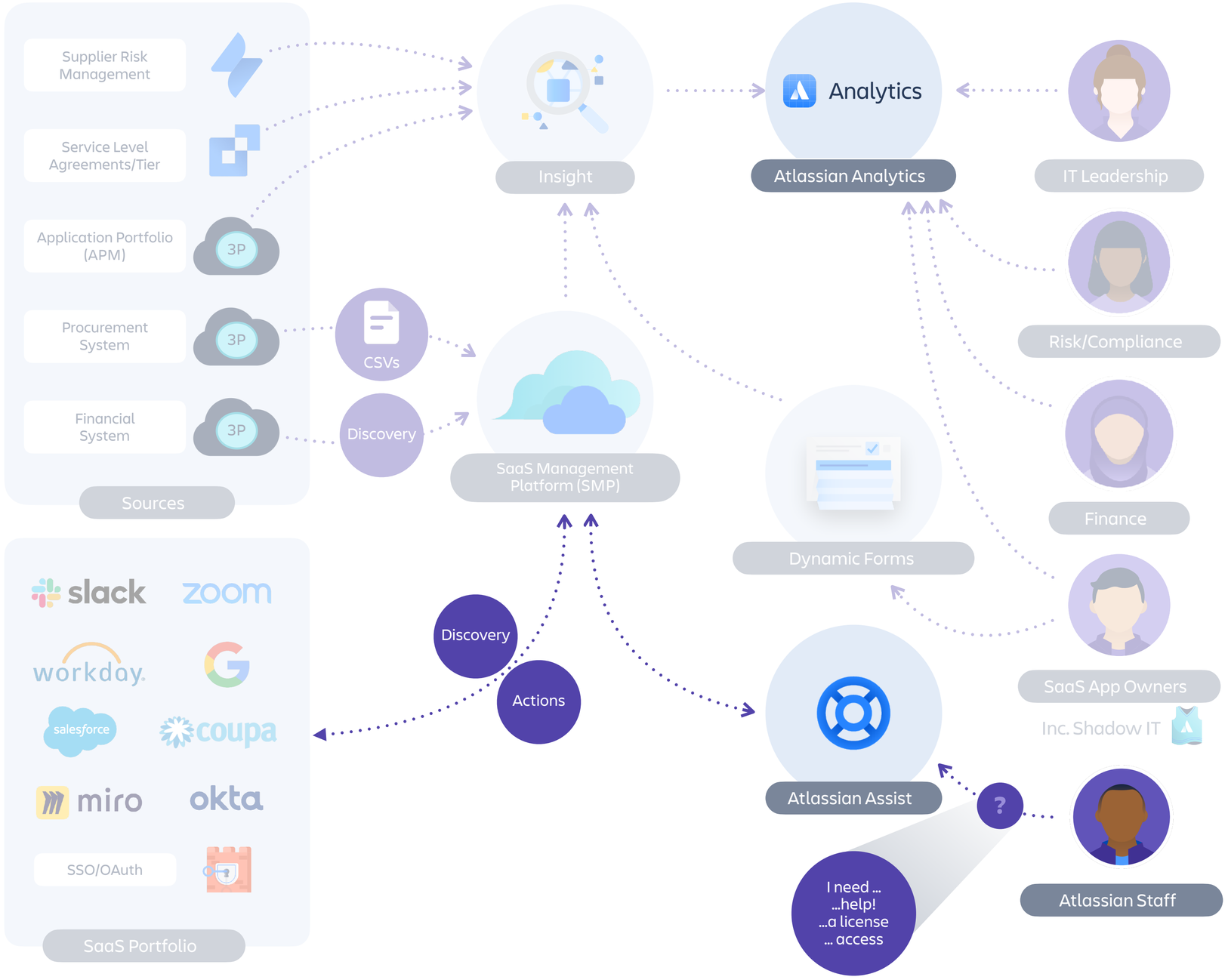
Our Journey

Scrappy

Get Sh!t Done

Present Day

What's next?



Agenda

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Our Journey

Lessons Learned

Lessons Learned

Visibility drives accountability

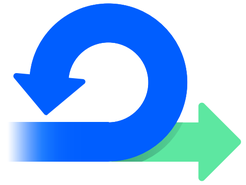
Embrace Shadow IT! Partner with procurement and service owners

Automate workflows

Jira Service Management with Dynamic Forms

Leverage context

Insight enables additional context. Think holistically!



Continuously Improve

It’s a journey, don’t stop delighting your end-users!

Let’s Continue the Conversation

Come chat with us!

Meet our colleagues:
Managing a Modern IT Org
2 p.m. today

Read more about
Atlassian IT!

What questions do you have about how Atlassian IT does SaaS Management?

Cheers!

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