ATLASSIAN

NextEra Energy is the world's largest utility company, and we're proud to be built and based in America.
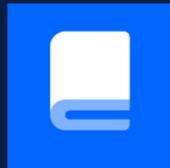
We're the world's largest generator of renewable energy from the wind and sun.

NextEra Energy

We're recognized among the **top 25 in the world for innovation**, according to Fortune magazine.

Agenda

Our story

Jira Service Management benefits

Rich filters & dashboards
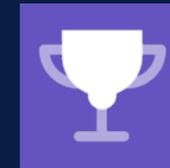
Best practices

We were all in the same physical space.

Before the pandemic
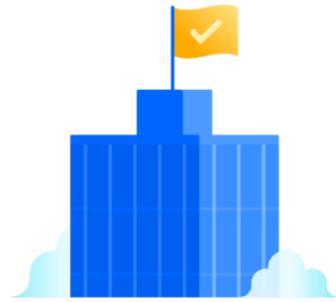
100% face to face collaboration
No virtual capabilities
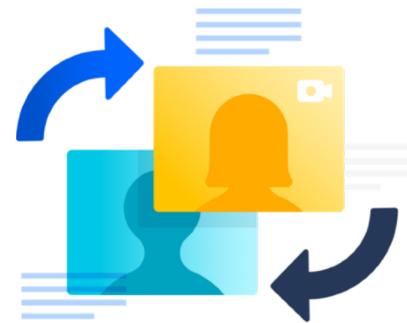
Shared mailboxes
The primary method of requesting service

The Vortex
Send it and pray

We shifted to remote work.

During the pandemic
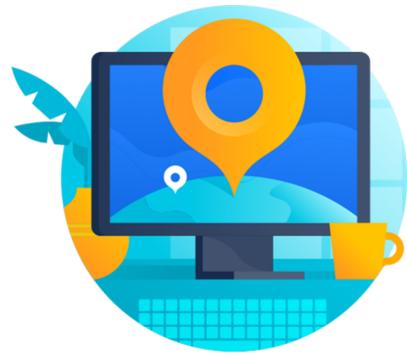
100% virtual collaboration
Unfamiliar new tools
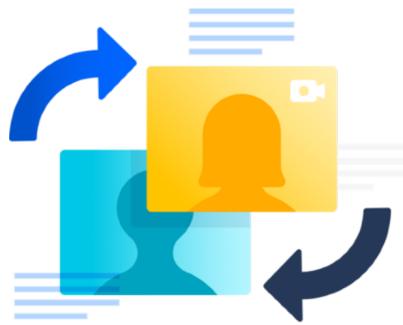
Shared mailboxes became disorganized
Not effective for remote work

The Vortex expanded
Send it and pray harder

"

OMG, help us! Surely we have a tool that can solve our current challenges.

___

THE BUSINESS
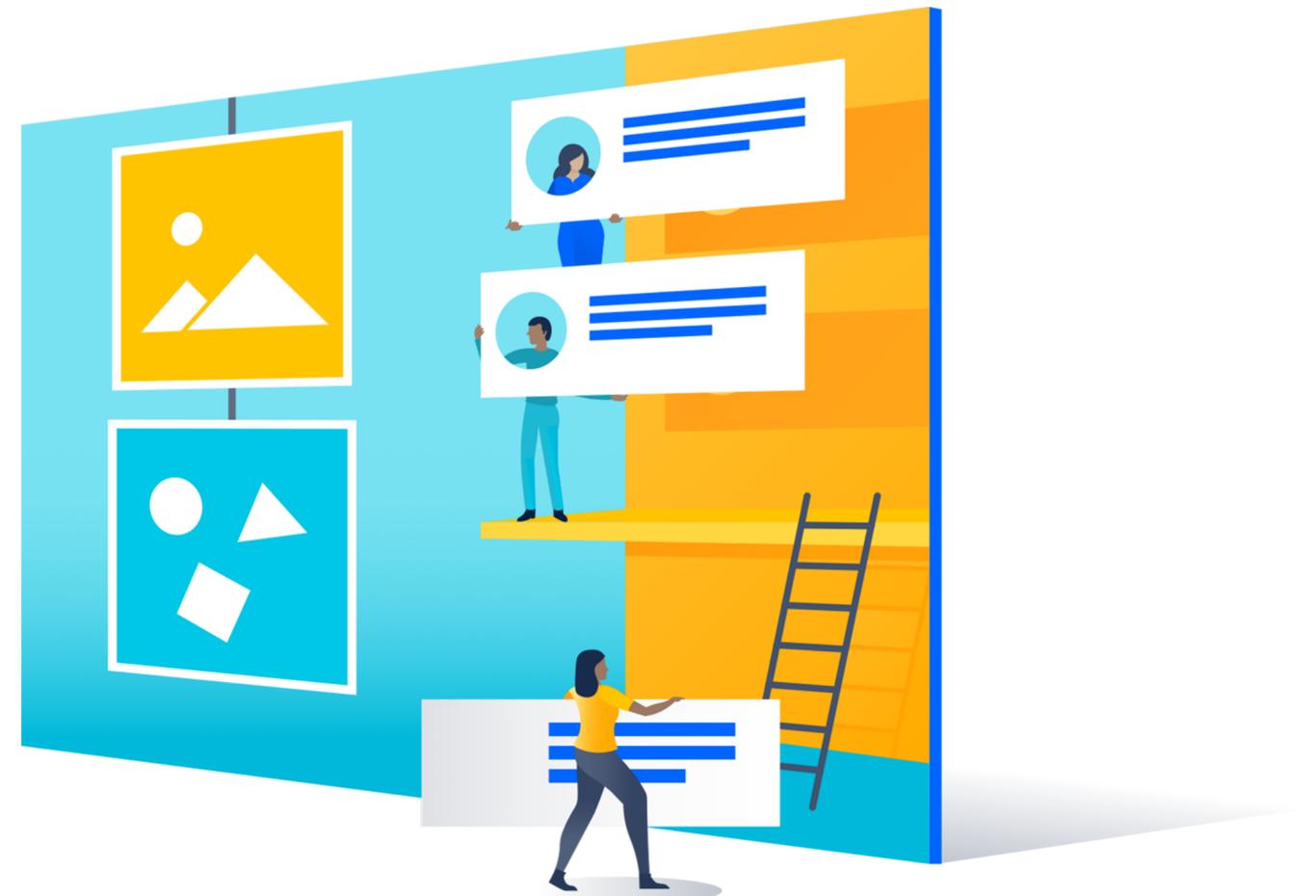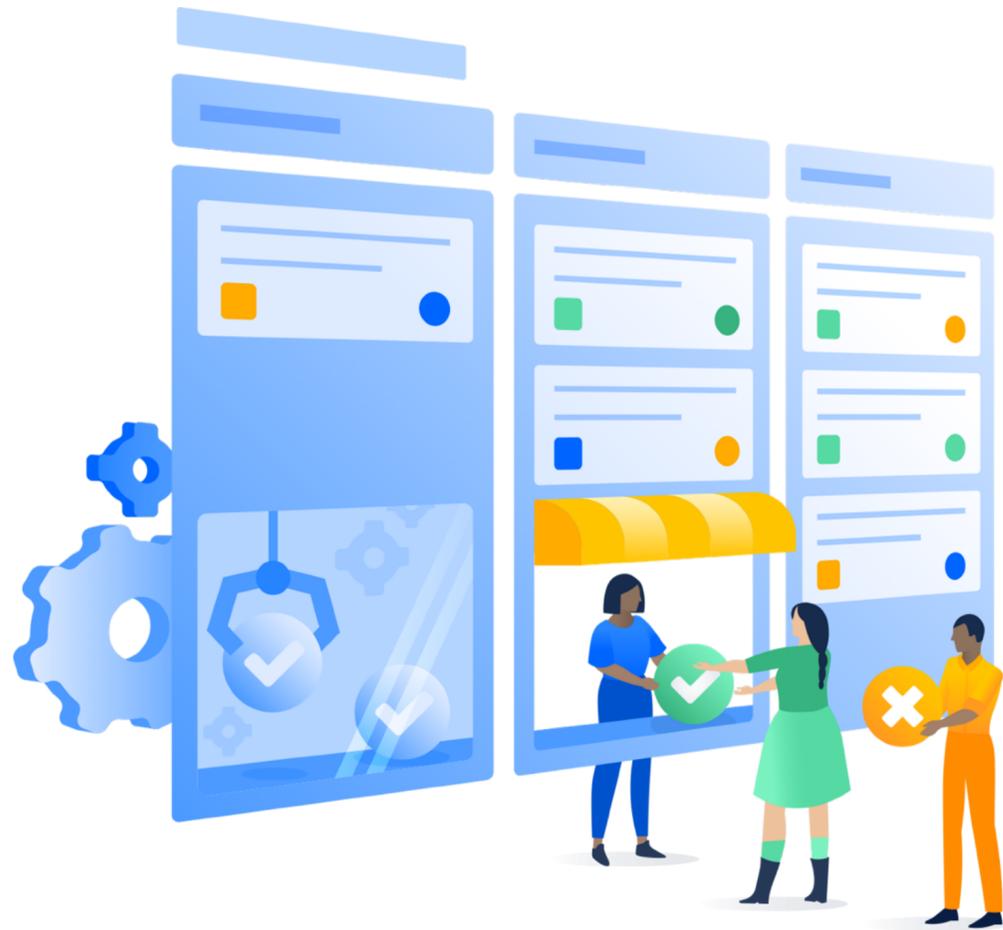
USING JIRA SERVICE MANAGEMENT TODAY?

USING JIRA SERVICE MANAGEMENT FOR NON-IT?

GETTING THE FULL BENEFIT OF JIRA SERVICE MANAGEMENT?

Benefits

Deliver value fast
Deliver great service experiences fast

Make work visible
Richer contextual information

Simplify the process
Eliminate complexity

Measure everything
Empower teams with data

Benefits

Deliver value fast
Deliver great service experiences fast

Make work visible
Richer contextual information

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Where we have implemented Jira Service Management

Accounting
AP, AR, RM, cash management, credit ops, travel & expenses

Agile process office
Agile Portfolio, Coaching

Legal
Entity Management

Supply chain
Vendor management

Power generation
Internal controls, inventory, procurement

Risk management
Assessment, Mitigation, Management

Worker onboarding
Non-IT departments

68%

reduction in service delivery cost

68% reduction in service delivery cost

Deflection
Self-service capabilities deflects 20%

Speed
Improved handling time by 61%, assisted by automation

Customer productivity
30 minutes per quarter with improved portal and self-service capabilities

68% reduction in service delivery cost

Deflection
Self-service capabilities deflects 20%

Speed
Improved handling time by 61%, assisted by automation

Customer productivity
30 minutes per quarter with improved portal and self-service capabilities

Our blueprint

"What problems are
you trying to solve?"

The challenge

What data?
What request types?

Homework

Business team hands-on
Jira Service Management

Training

Demo

Jira Service
Management
capabilities

Build

Start with a desk and
dashboard MVP

Hands-off

Masters of their
own destiny

The challenge

Homework

Build & train

Hands-off

What problems are we trying to solve?

Come to a mutual understanding on the challenges we need to solve.

Demo and homework

A demo to understand the capabilities of Jira Service Management. Homework to define the data points that each type of request requires.
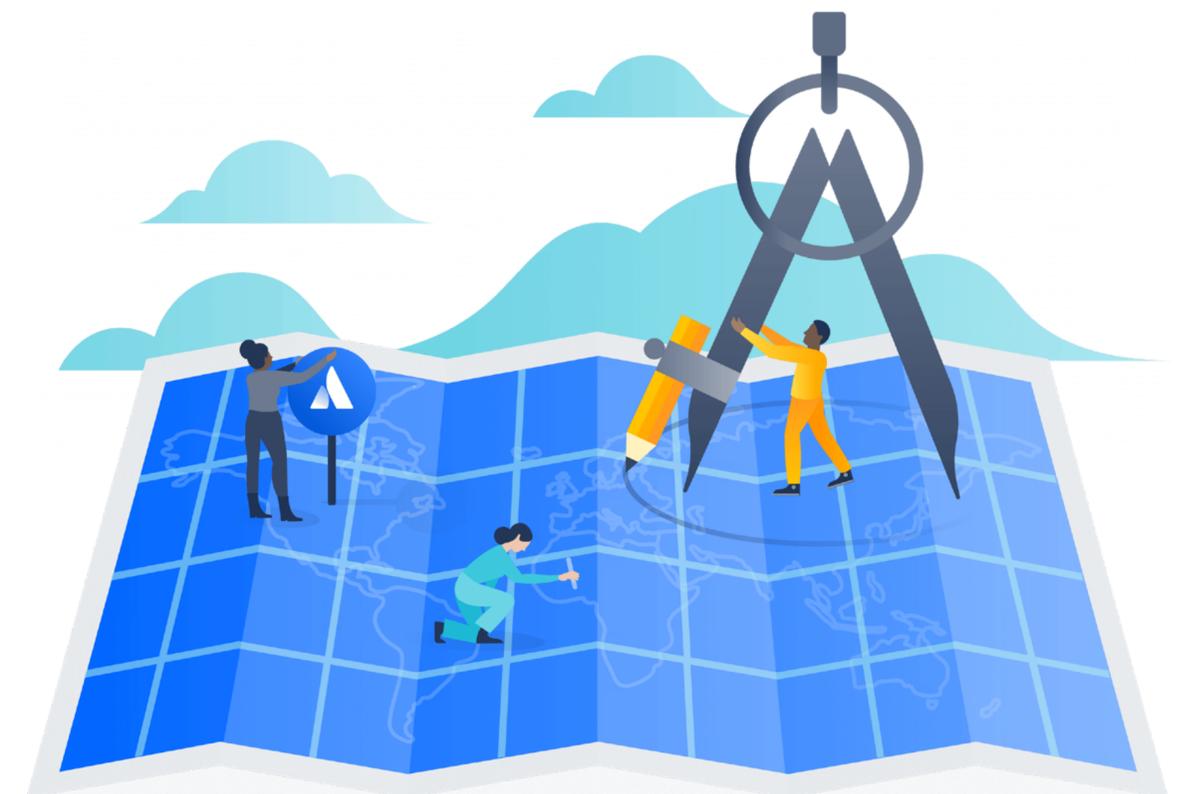
Our blueprint

The challenge

Homework

Build & train

Hands-off

Build and train

Using the homework as the foundation, iteratively build service desk with the business's involvement. At the same time, train the service desk agents.

Hands-off

Deliver the service desk to the business and then we are hands-off. The business can modify their own service desk as needed.
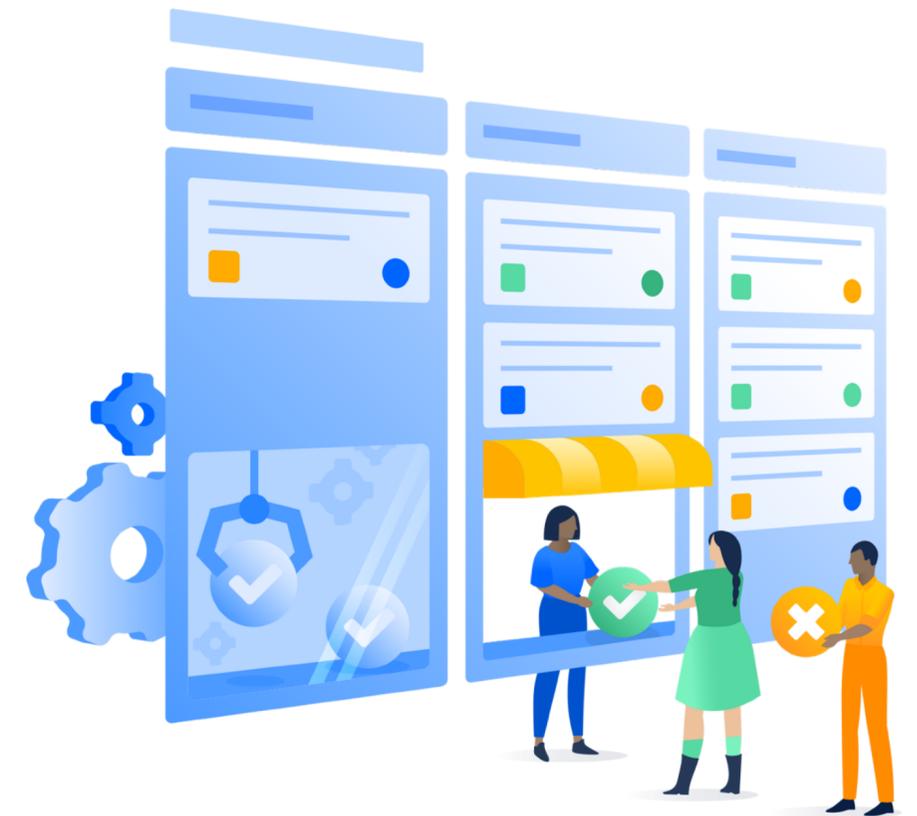
WHAT ARE YOUR PAIN POINTS?

WHAT ARE YOUR OVERALL PRIORITIES?

DESCRIBE THE CUSTOMER JOURNEY.

WHAT ARE YOUR PAIN POINTS?

WHAT ARE YOUR OVERALL PRIORITIES?

DESCRIBE THE CUSTOMER JOURNEY.
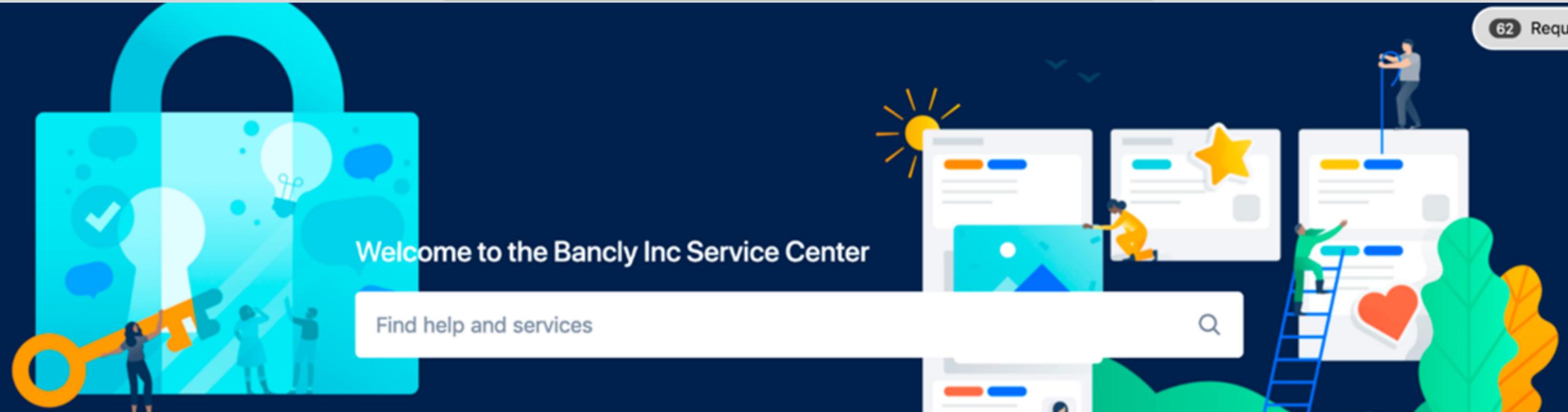
Welcome to the Bancly Inc Service Center

Find help and services

ITSM Service Desk

Welcome! You can raise an ITSM Service Desk request from the options provided.

Customer Service

Welcome! Let us know how we can assist you today by choosing from one of the options here.

Central Service Desk

Welcome! You can raise a Central Service Desk request from the options provided.

HR Services

Welcome! You can raise a HR Services request from the options provided.

Financial Services

Welcome! You can raise a Financial Services request from the options provided.

Facilities Services

Welcome! You can raise a Facilities Services request from the options provided.

Jira Service Management

Worker Onboarding Service Desk

Welcome! You can raise a Worker Onboarding Service Desk request from the options provided.

What do you need help with?

Search

Human Resources

Marketing

Finance

Operations Management

Onboard New Employee

Offboard Employee

Transfer Employee

Jira Service Management

Worker Onboarding Service Desk

Welcome! You can raise a Worker Onboarding Service Desk request from the options provided.

What do you need help with?

onboard

Search help

Suggested articles

Hiring Manager's Guide to **Onboard** a Remote Worker

Onboarding Remote Worker Checklist   Welcome to our **onboarding** process. Below are key items that you will need to make your first day go smoothly.

Hiring Manager's Guide to **Onboard** a Hybrid Worker

Onboarding Hybrid Worker Checklist   Welcome to our **onboarding** process. Below are key items that you will need to make your first day go smoothly. We have provided some maps, parking areas, a Cafeteria, and other items to give you the lay of the land. You have an onboarding buddy who will be there to answer any questions and make the transition easy.

Showing results 1 - 3 of 810   ‹   **1**   2   3   4   ...   270   ›

Jira Service Management / Worker Onboarding Servic...

Test Form

Raise this request on behalf of

Lamb, Alyson ▾

Attachment *(optional)*

📎 Drag and drop files, paste screenshots, or browse

Department Group *

Select... ▾

New Employee's Name *

Full Legal Name

Employee's Preferred Name

Start Date *

If you don't have a firm start date, provide an estimated date.

e.g. 27/03/2023 📅

Onboarding Buddy *

Select someone from the worker's team to be their onboarding buddy.

Select... ▾

Location Type: *

Select... ▾

Jira Service Management / Worker Onboarding Servic...

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Onboarding Waiting for Confirmation

QUEUES

New and Unassigned		25
In Progress		10
Waiting on Confirmation		2
Fully Onboarded		150

+ New queue

	Key	Summary
☐	ONBOARD-1704	Jackson Reyes
☐	ONBOARD-850	Christopher Nolan

Onboarding Waiting for Confirmation

QUEUES

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☐	Key	Summary
☐	ONBOARD-1704	Jackson Reyes
☐	ONBOARD-850	Christopher Nolan

Jira

Create

Worker Onboarding Service Desk / ONBOARD-850

Onboard Operations Management Employee

| ✎ Edit | 🔍 Add comment | | Assign | More ⌄ | In Progress | Ready | Workflow ⌄ |

⌄ Details

Type:	🔖 Request	Status:	**READY** (View Workflow)
Priority:	≫ Minor	Resolution:	Unresolved
Labels:	None		
Name of Employee:	John Nolan		
Nickname:	Christopher		
Team #:	2		
Hiring Manager:	Tim Clarkson		

⌄ Attachments

···

☁ Drop files to attach, or browse.

⌄ Forms

Form Name ⌃

Add Form

E Onboard Operations Management Employee

SUBMITTED ···

⌄ Sub-Tasks

＋ ···

1.	Order New Hire Name Plate	ONBOARD-859	🔲	TO DO	Unassigned
2.	Create New Hire Onboarding Checklist in Confluence	ONBOARD-860	🔲	TO DO	Unassigned

Welcome to Operations Management!

You will play a crucial role in ensuring that businesses run efficiently and effectively.

Operations management is a constantly evolving field that requires creativity, innovation, and the ability to adapt to changing circumstances. You will be working with a diverse group of stakeholders, including suppliers, customers, employees, and executives, to create solutions that meet everyone's needs.

CORPORATE VALUES

We are committed to excellence

By establishing high standards of quality, driving continuous improvement, making

We do the right thing

By acting with integrity and humility in everything we do, living up to our

We treat people with respect

By leading respectfully, promoting teamwork, building a diverse and inclusive team,

☰ Confluence

Welcome to HopeSound!

⚐ Pages

❞ Blog

📅 Calendars

/ᐧᴠ Analytics

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

∨ Welcome to the Operations Management Team!

  • **John "Christopher" Nolan**

✏ Edit   ⭐ Save for later   👁 Watching   ⤴ Share   ···

John "Christopher" Nolan

People you should know:

Everyone here is available for questions. We want to foster a few key relationships as you integrate into the team. We know sometimes it can be hard to ask questions when you are new. These individuals are **focused on your success**. They want to help!

Org Chart	Your Team	OnBoarding Buddy
	• Jackson Mishap	Michael Potor
Tim Bradshaw	• Isaiah Kravitz	
	• Philip Michaels	
VP of Operations	• Michael Potor	
↓	• Freya Johnson	
Alex Chen		
Sr. Director of Operations		
↓		
Simone Clark		
Sr. Manager of Operations		
↓		
You 🙂		

Tracking your progress

This is a living document. As you become more involved in the team, you will find opportunities to use your existing skills as well as develop new ones. We will adjust milestones and tasks as necessary to incorporate personal development interests as well as business needs.

INSTRUCTIONS:

BOOKMARK this page as you will be referring to it often.

RIGHT CLICK to open the links in a new window so you won't lose your place on this page.

LOG IN using your ID and password to track your progress.

👍 Like   Be the first to like this

No labels 🏷

Dynamic Filters & Statistics for Service Desk Fields

Add gadget · Edit layout · ...

Service Desk Demo / Dynamic Filters

Project ▾ · Assignee ▾ · Organizations ▾

Customer Request Type ▾ ↻ ✕

Search 🔍

☐ Get IT help
☐ Request a new account
☐ Request new software

Mars Inc

25%

37

Organizations:
🟩 Eris Ltd 🟦 Mercury Inc 🟥 Mars Inc 🟨 Neptune Corp

148 total issues **Issue count** by **Organizations**

Service Desk Demo / 2D Rich Filter Statistics (Issue count)

Customer Request Type	United States Service Desk	Europe Service Desk	Australia Service Desk	T:
Get IT help	34	38	29	101
Request a new account	12	13	0	25
Request new software	10	12	0	22
Total:	56	63	29	148

148 total issues **Issue count** by **Project** / **Customer Request Type**

Service Desk Demo / Rich Filter Statistics

Customer Request Type	Issue count	
🖥 Get IT help (AUSD)	29	20%
🖥 Get IT help (EUSD)	38	26%
👤 Request a new account (EUSD)	13	9%
☁ Request new software (EUSD)	12	8%
🖥 Get IT help (USSD)	34	23%
👤 Request a new account (USSD)	12	8%
☁ Request new software (USSD)	10	7%
Total:	**148**	100%

148 total issues **Issue count** by **Customer Request Type**

Statistics, Charts & Metrics on SLA Fields

Add gadget   Edit layout   ···

Service Desk Demo / Rich Filter Simple Gauge

SLAs % Met ratio

90%
367   406
Time to first response

92%
372   406
Time to resolution

417 total issues

Service Desk Demo / Time to Resolution Statistics

Customer Request Type	Time to resolution - % Met		Time to resolution - Average
Request new software	92%	58 / 63	25h 5m
Request a new account	91%	60 / 66	28h 27m
Other questions	93%	14 / 15	33h 30m
Get IT help	92%	240 / 262	26h 36m
Total:	**92%**	372 / 406	**26h 55m**

417 total issues   Statistics by **Customer Request Type**

Service Desk Demo / Responsivity

7h 11m   **7h 10m**   **7h 20m**
PARIS SD   BOSTON SD   SYDNEY SD

417 total issues   Time to first response - Average by **Service Desk**

Service Desk Demo / Time to resolution — Recent Issues by Desk

Time to first response	PARIS SD	BOSTON SD	SYDNEY SD
February 2018	100% (16 / 16)	88% (14 / 16)	83% (5 / 6)
January 2018	88% (30 / 34)	83% (24 / 29)	93% (14 / 15)
Total:	**92%** (46 / 50)	**84%** (38 / 45)	**90%** (19 / 21)

116 total issues   Time to resolution - % Met by **Service Desk** / **Time to first response** (2 months)

Service Desk Demo / SLA Breached Summary

417   **34**   **39**
Issue count   Time to resolution - Breached   Time to first response - Breached

417 total issues

SLA Time Series

Add gadget Edit layout ...

Service Desk Demo / Monthly SLAs Statistics

Time Series	Time to first response %Met		Time to resolution %Met	
February 2018	95%	36 / 38	92%	36 / 39
January 2018	92%	72 / 78	87%	68 / 78
December 2017	86%	79 / 92	86%	79 / 92
November 2017	94%	88 / 94	94%	88 / 94
October 2017	89%	81 / 91	98%	92 / 94
September 2017	85%	11 / 13	100%	9 / 9
Total:	**90%**	367 / 406	**92%**	372 / 406

406 total issues   Statistics by **Time Series** (6 months)

Service Desk Demo / Time to First Response – Last 4 Weeks

Time Series	Average Time to first response	Time to first response %Breached
Week 8, 2018	4h 46m	0% (0 / 2)
Week 7, 2018	6h 13m	0% (0 / 8)
Week 6, 2018	6h 40m	4% (1 / 23)
Week 5, 2018	7h 41m	7% (1 / 14)
Total:	**6h 48m**	**4%** (2 / 47)

47 total issues   Statistics by **Time Series** (4 weeks)

Service Desk Demo / SLA Average Duration Chart

Time (20 weeks)
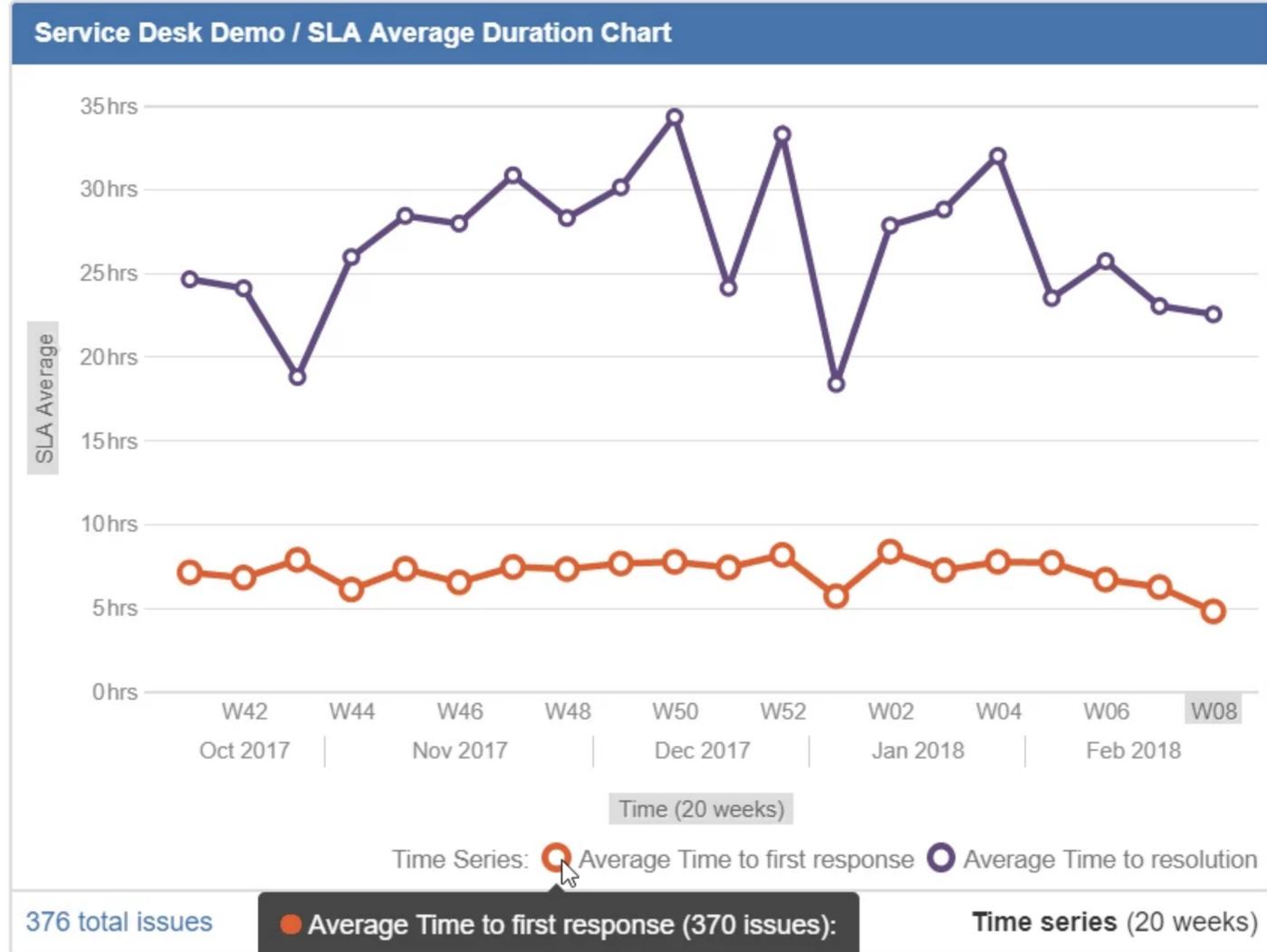
Time Series: ⬤ Average Time to first response ⚪ Average Time to resolution

376 total issues   **Time series** (20 weeks)

⬤ Average Time to first response (370 issues):
Series: Time to first response
Value: SLA Average

Best practices

Proforma
Interactive and logical forms
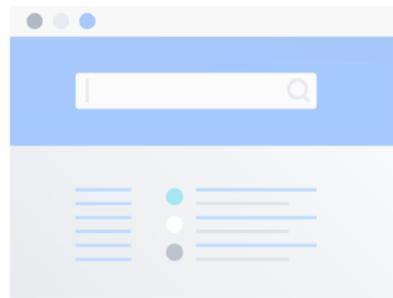
Templates
Start with an MVP

System governance
Careful use of custom fields

Service desk owner CoP
A culture of peer support

Best practices

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Making the most of our Atlassian investment

Atlassian University
Help train your agents

TAM
Get help with complex use cases
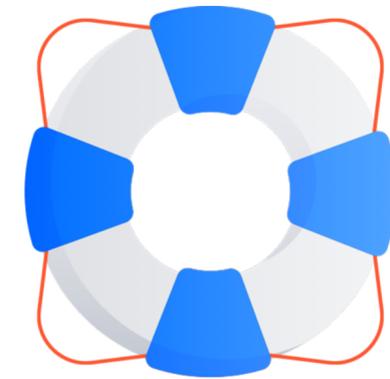
Premier support
Get help with technical issues

What's next?

Migration to Enterprise Cloud

Integrate Jira + ServiceNow

Integrate Jira + Microsoft Teams

What's next?

Migration to Enterprise Cloud

Integrate Jira + ServiceNow
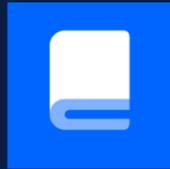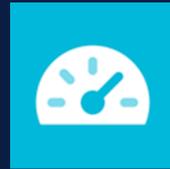
Integrate Jira + Microsoft Teams

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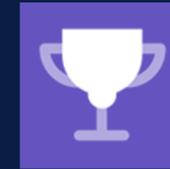
Integrate Jira + Microsoft Teams

Recap

Our story

JSM benefits

Rich filters & dashboards

Best practices

COME JOIN US

jobs.nexteraenergy.com

Contact & connect with us

Alyson Lamb

Catherine Ponti

Jashua Haque