



The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions.

The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

# Atlassian Analytics bootcamp

Power data-driven decisions



**SID BHATIA, PRODUCT MARKETING  
MANAGER, PLATFORM**



**JASON D'CRUZ, PRINCIPAL PRODUCT  
MANAGER, JIRA SERVICE MANAGEMENT**



**AMANDA GITAHI, PRODUCT  
MARKETING MANAGER, ITSM**



**VINCENT WONG, PRINCIPAL PRODUCT  
MANAGER, JIRA SERVICE MANAGEMENT**

# Agenda

What is Atlassian Analytics?

Common use cases

Additional functionality

What's next?

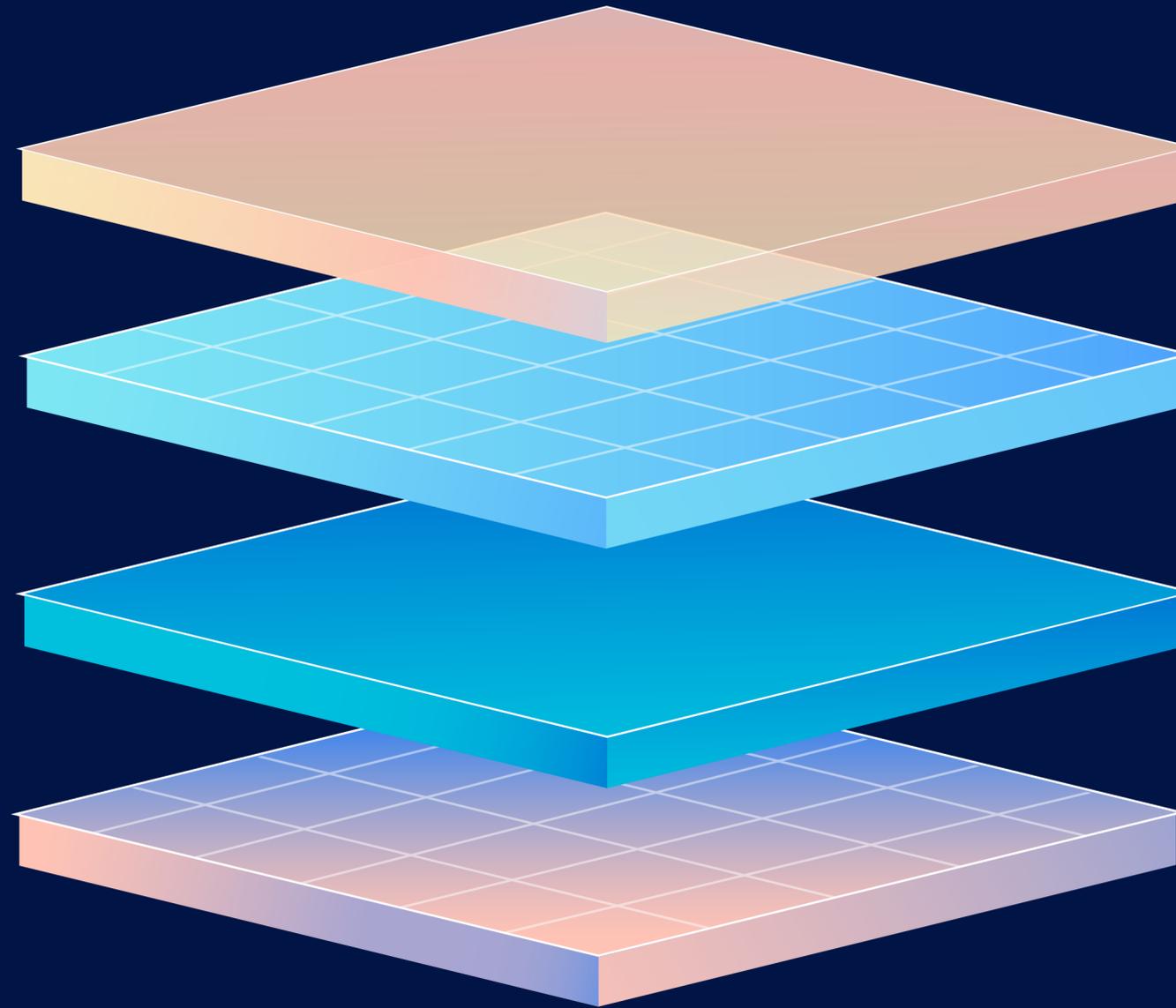
Q&A

# Atlassian Analytics is GA

## Unlock out-of-the-box insights across products



# ATLASSIAN'S DATA FOUNDATIONS



TEAMS

## Contextual insights

Key metrics delivered in the context of work

TEAMS

## In-product dashboards

Data displays and reporting inside each product

EXECS/LEADS ADMINS

## Atlassian Analytics

Analyze data your way - customize with prebuilt dashboards or create new with no-code/low-code editor. Query your own data for deeper insights

DATA ANALYSTS

## Atlassian Data Lake

Fully modeled data across Atlassian products for fast analysis directly inside Atlassian or export to your own BI tool / data infrastructure\*

\*Data export coming soon

# BETTER DATA-DRIVEN DECISION MAKING

## Empower teams

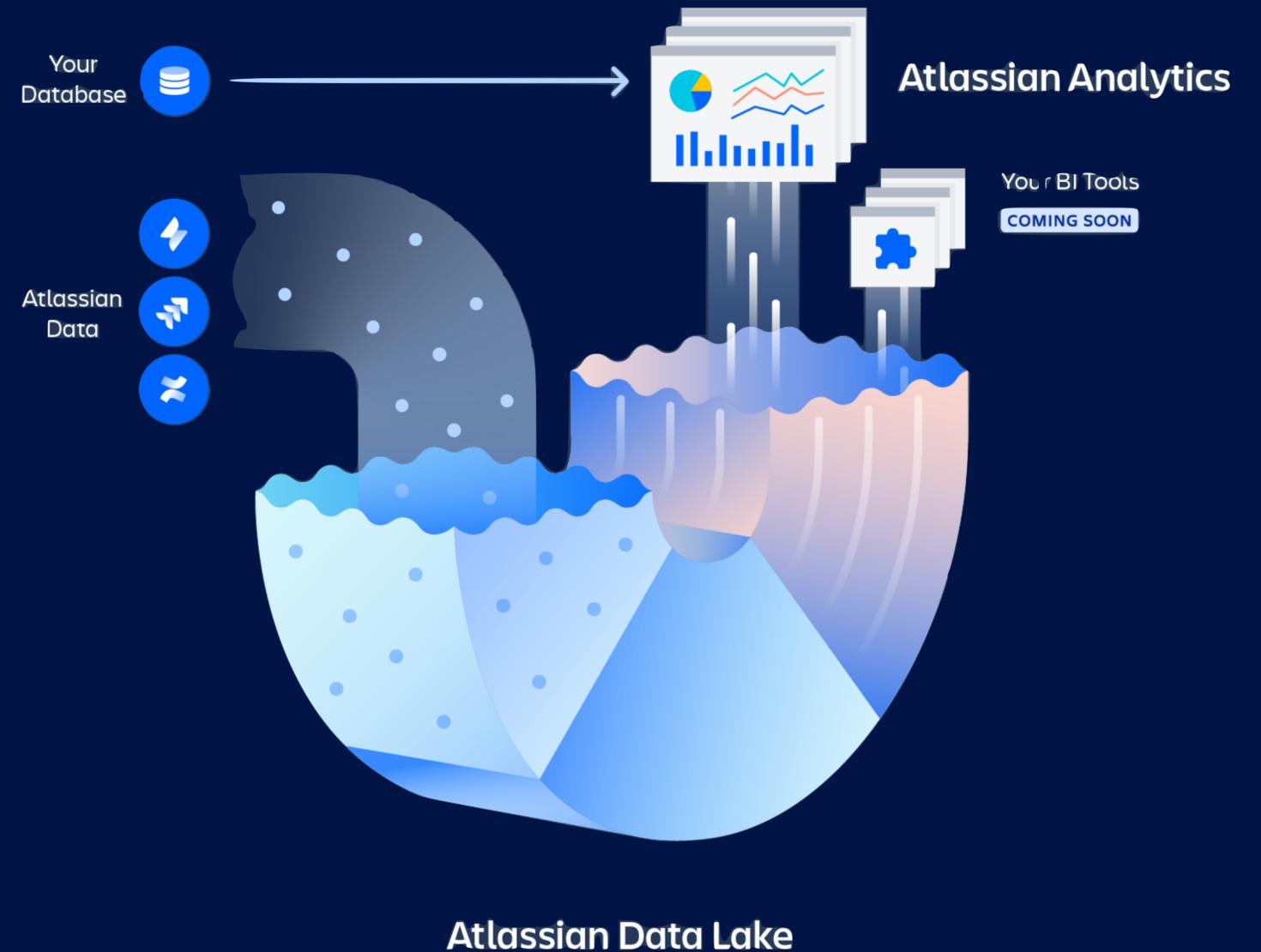
Proactively fix velocity and resourcing issues for faster releases, reduced service and response time

## Map the value stream

Connect dots across development, value delivery and service quality to improve ROI

## Real-time insights

Out-of-box, modeled data lake eliminates the need for slow and costly ETL processes



# Dashboards

Create dashboard

Filter by title

All dashboards

All categories

Dashboard cleanup

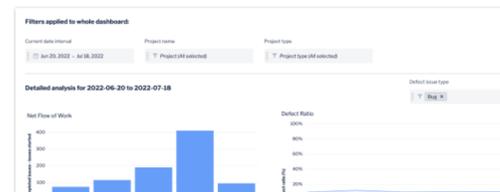
Sort by edited by anyone

Switch to list view

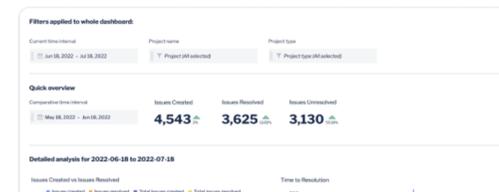
Showing 29 dashboards



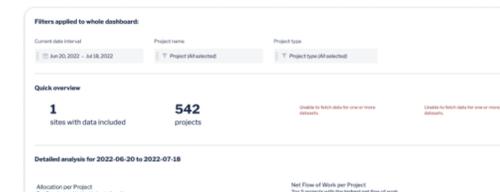
**Jira Service Management - Simple Project Overview**  
Created by: Taha Kandemir  
Updated just now



**Project Overview**  
Created by: Crystal Wu  
Updated just now



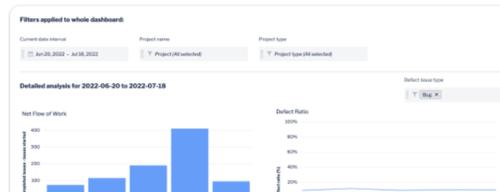
**Jira Service Management - Simple Project Overview**  
Created by: Eva Lien  
Updated just now



**Weekly View - Dependencies**  
Created by: Molly Clark  
Updated just now



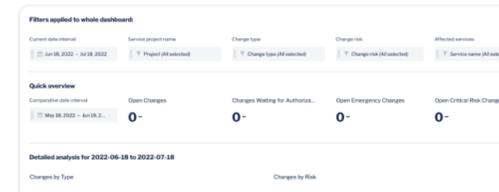
**Project Ganymede**  
Created by: Molly Clark  
Updated just now



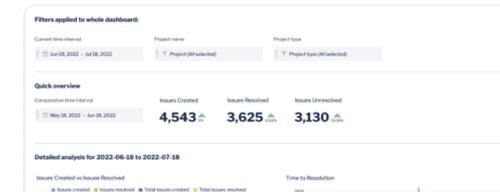
**Executive Summary - internal testing: Jun 2022, fin...**  
Created by: Samuel Hall  
Updated just now



**Jira Service Management - Simple Project Overview**  
Created by: Molly Clark  
Updated just now



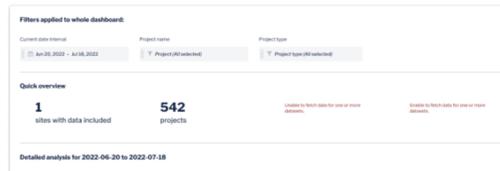
**Jira Service Management - Simple Project Overview**  
Created by: Taha Kandemir  
Updated just now



**Executive Activity Report**  
Created by: Crystal Wu  
Updated just now



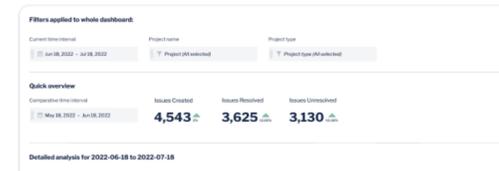
**Opsgenie Testing - Tooling**  
Created by: Eva Lien  
Updated just now



**Project Ganymede**  
Created by: Molly Clark  
Updated just now



**Project Ganymede**  
Created by: Molly Clark  
Updated just now



**Jira Service Management - Simple Project Overview**  
Created by: Eva Lien  
Updated just now



**Weekly View - Dependencies**  
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Updated just now



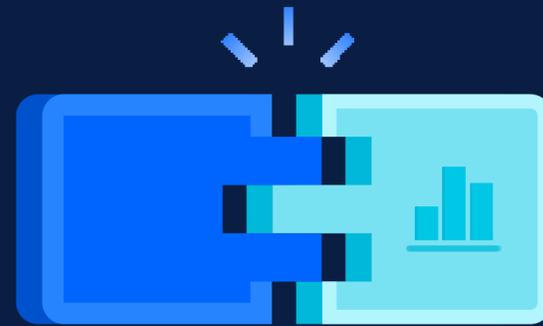
**Jira Service Management - Simple Project Overview**  
Created by: Taha Kandemir  
Updated just now

# Atlassian Analytics for ITSM



## Out-of-the-box dashboard templates

For request, incident, and change management



## Connected Dev+Ops data

Combined data from both Dev and Ops tools



## Quick view of business performance

Track performance of business services and trends

# Request management dashboard

## Requests created vs. resolved

Are customers getting help?



## Average CSAT

Are they happy with the service we provide?

## MTTR and SLAs

How quickly are we responding to requests?

# Request management dashboard

Requests created vs. resolved

Are customers getting help?

Average CSAT

Are they happy with the service we provide?

---

MTTR and SLAs

How quickly are we responding to requests?

# Request management dashboard

Requests created vs. resolved

Are customers getting help?

Average CSAT

Are they happy with the service we provide?

MTTR and SLAs

How quickly are we responding to requests?

---

# REQUEST MANAGEMENT DASHBOARD

## Request Management Overview

### Quick overview

Comparative date interval

May 5, 2022 - Jun 5, 2022

Requests Created

**315** ▲ 188.99%

Requests Resolved

**103** ▲ 1187.5%

Average CSAT Score

**3** ▼ -23.16%

SLA Breached

**58%** ▼ -6.55%

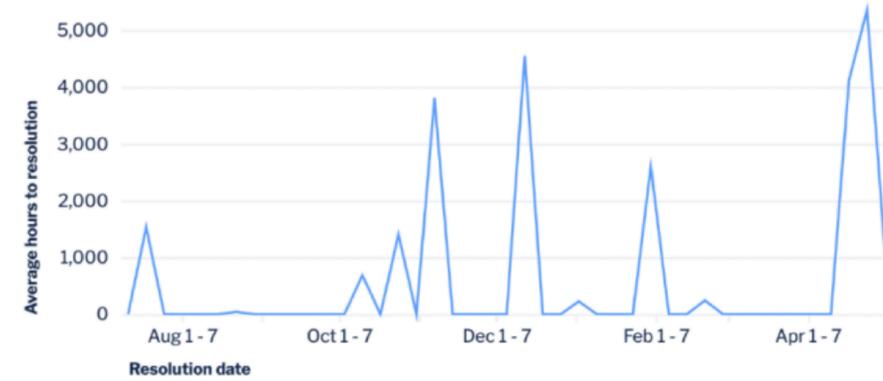
SLA: Time to resolution

### Detailed analysis for 2021-06-01 to 2022-07-05

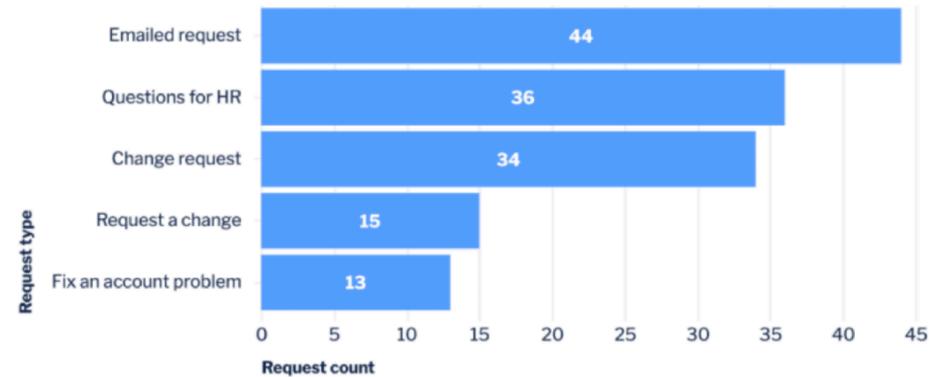
Requests Created vs. Resolved



Time to Resolution



Open Requests by Type

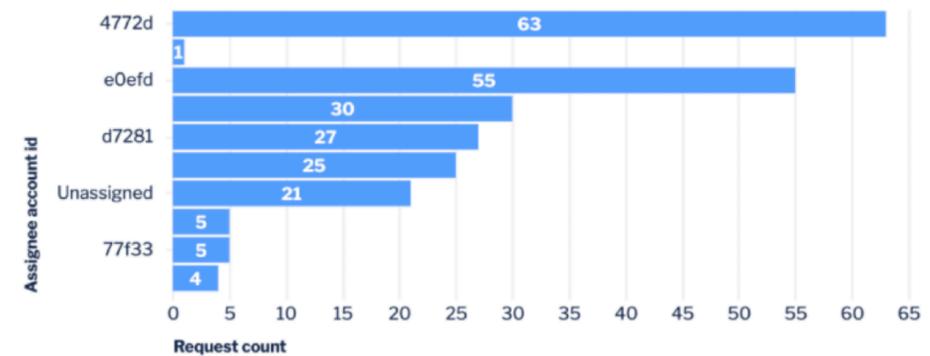


Ranking

Top 10

Agent Workload - Open Requests by Assignee (Top 10)

Current snapshot



# Change management dashboard

## Change failure rate

How often are changes failing?



## Changes by risk and type

What types of changes are being made?

## Change lead time

How long are changes taking to deploy?

# Change management dashboard

## Change failure rate

How often are changes failing?

## Changes by risk and type

What types of changes are being made?



## Change lead time

How long are changes taking to deploy?

# Change management dashboard

## Change failure rate

How often are changes failing?

## Changes by risk and type

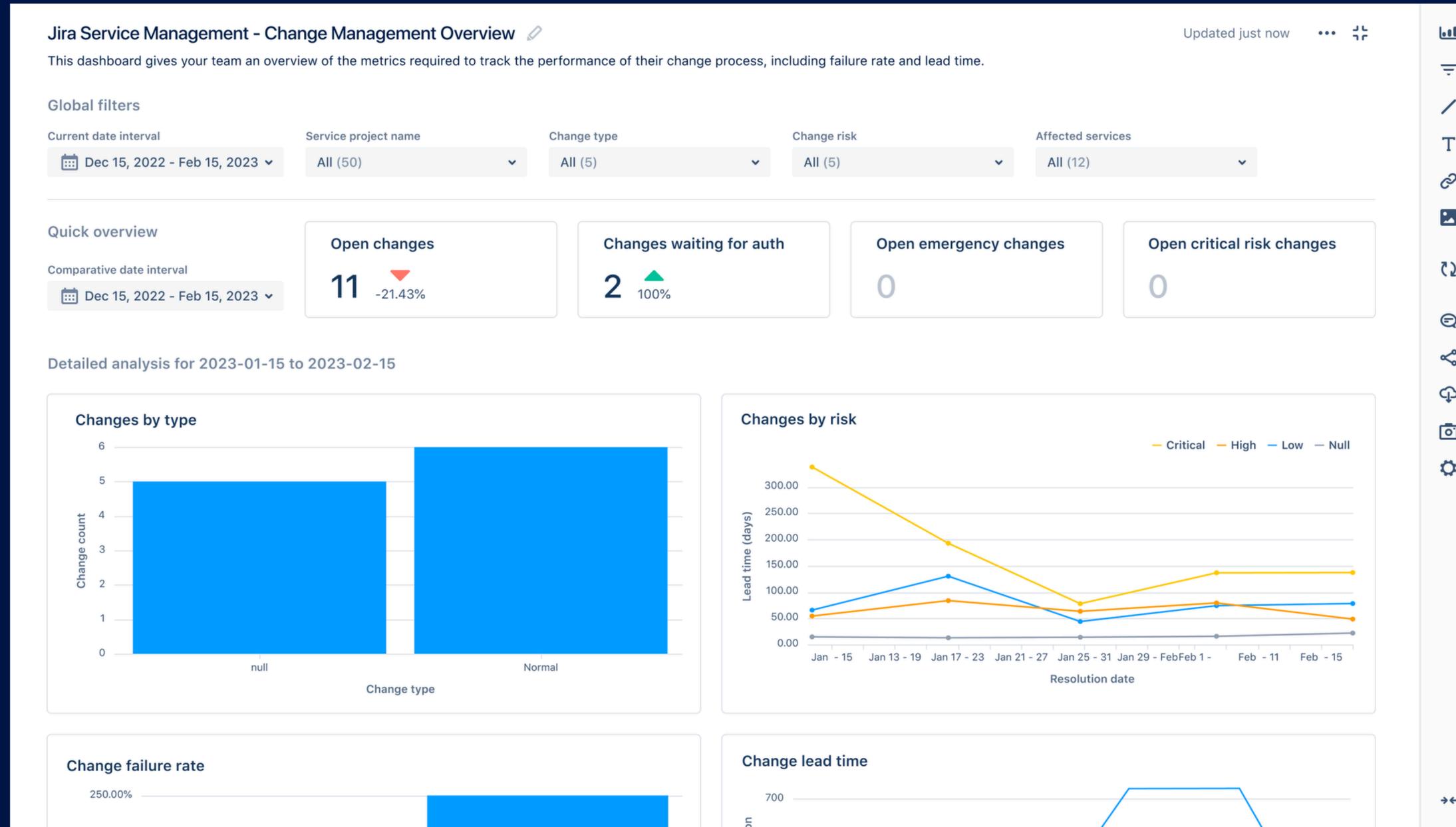
What types of changes are being made?

## Change lead time

How long are changes taking to deploy?



# CHANGE MANAGEMENT DASHBOARD



# Incident management dashboard

## Incidents raised over time

How is the volume of incidents trending?



## Mean time to resolution

Are we improving our MTTR?

## Incidents breaching SLA

Are we setting and delivering on the right SLAs?

# Incident management dashboard

**Incidents raised over time**

How is the volume of incidents trending?

**Mean time to resolution**

Are we improving our MTTR?

---

**Incidents breaching SLA**

Are we setting and delivering on the right SLAs?

# Incident management dashboard

## Incidents raised over time

How is the volume of incidents trending?

## Mean time to resolution

Are we improving our MTTR?

## Incidents breaching SLA

Are we setting and delivering on the right SLAs?

---

# INCIDENT MANAGEMENT DASHBOARD

## Jira Service Management - Incident Management Overview ✎

Updated just now ⋮ 🔍

This dashboard allows your team to track trends in incident creation, response, and resolution. This enables you to identify problems and improve their Incident Management strategy.

### Global filters

Current date interval

📅 Oct 15, 2022 - Feb 15, 2023 ▾

Service project name

All (10) ▾

Incident assignee

All (20) ▾

SLA name

Time to close after respon... ▾

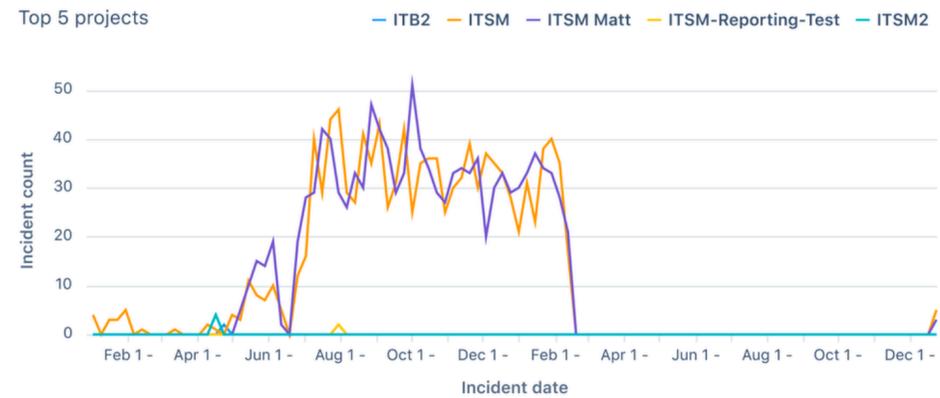
Service name

All (6) ▾

Detailed analysis for 2023-01-15 to 2023-02-15

### Incidents raised over time

Top 5 projects



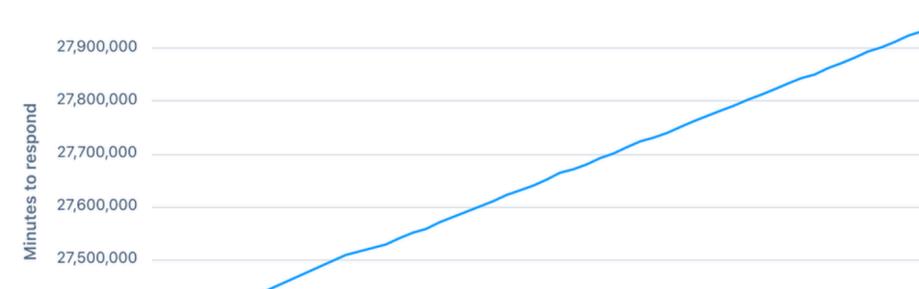
### Incidents breaching SLA/not breaching SLA



### Mean time to resolution



### Mean time to respond



# DASHBOARD CAPABILITIES

## Request Management Overview

### Quick overview

Comparative date interval

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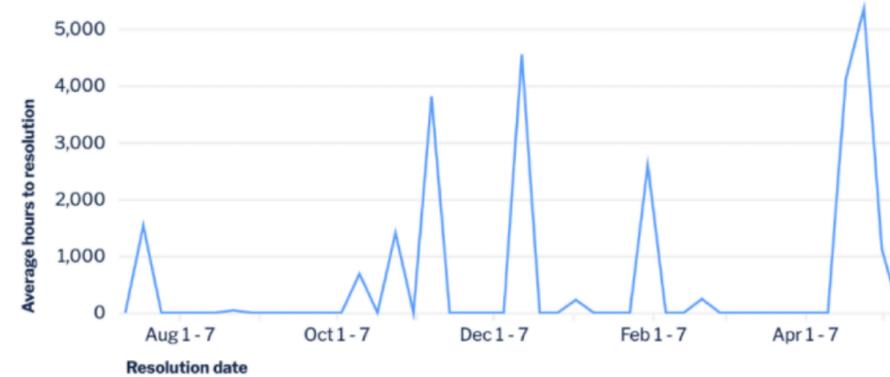
SLA: Time to resolution

### Detailed analysis for 2021-06-01 to 2022-07-05

Requests Created vs. Resolved



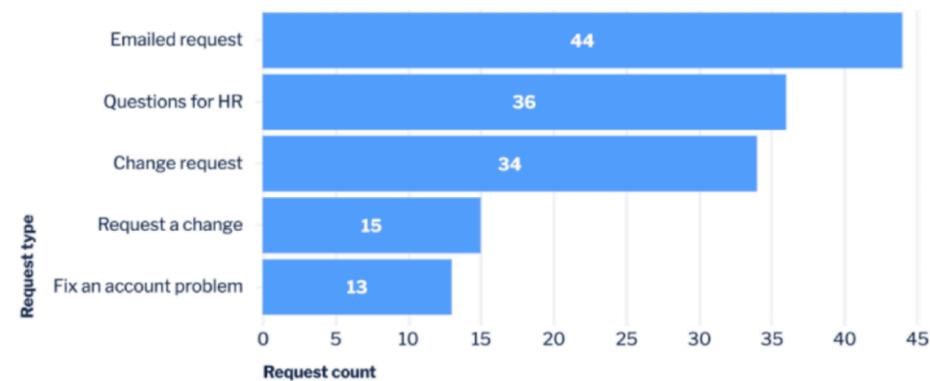
Time to Resolution



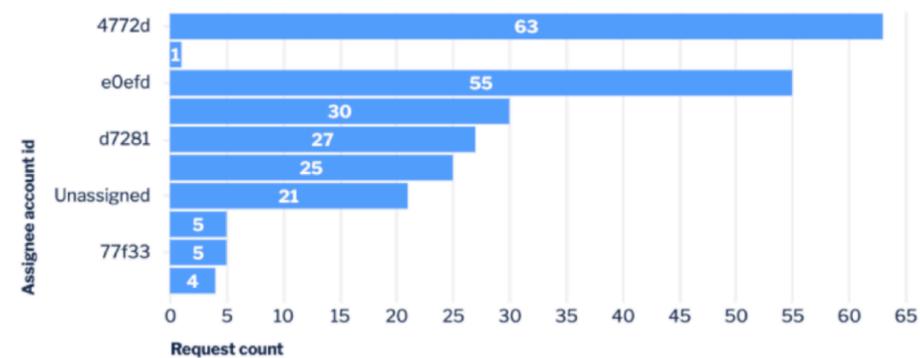
Ranking

Top 10

Open Requests by Type



Agent Workload - Open Requests by Assignee (Top 10)  
Current snapshot



Add chart

Add control

Add line

Add text

Add link

Add image

Refresh data

Comments

Download

Share

Settings

Collapse

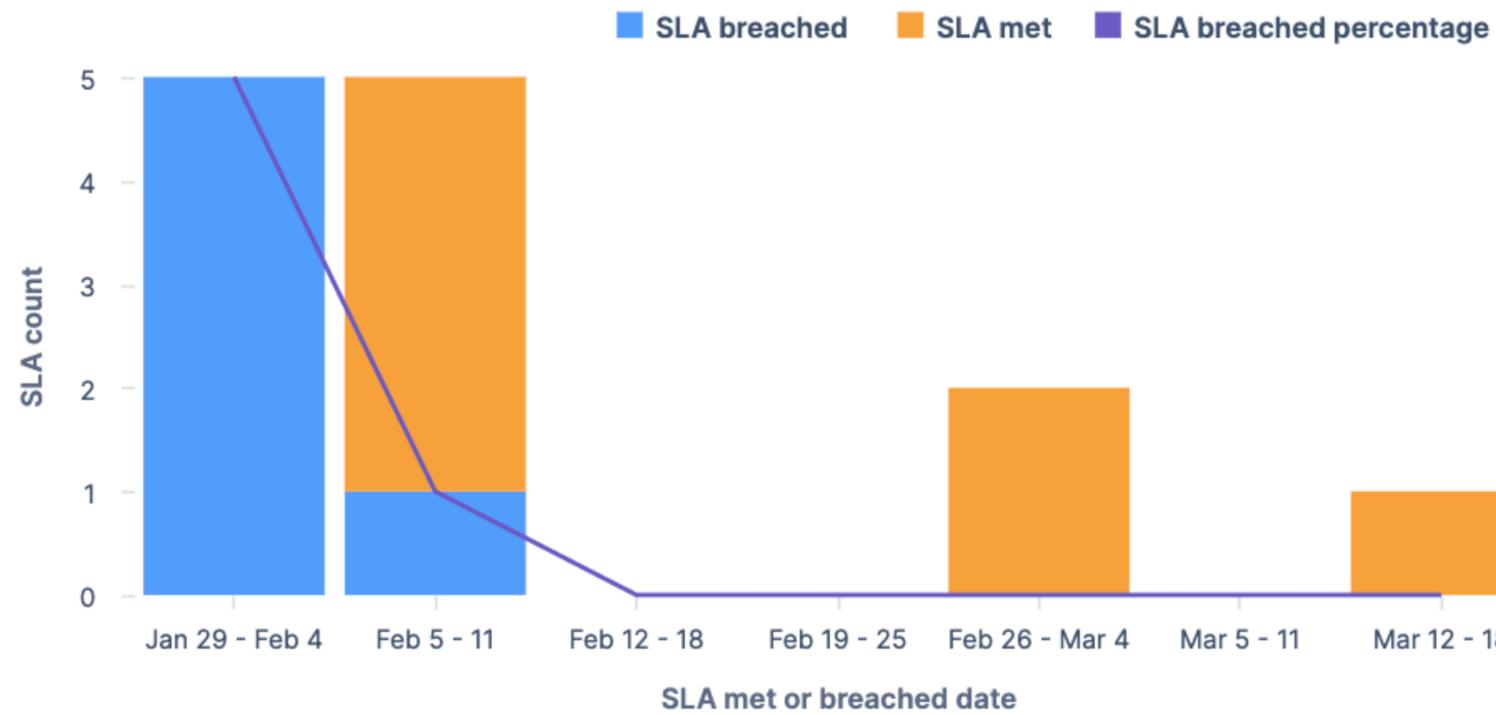


# DASHBOARD CAPABILITIES

SLA name

Time to resolution

### SLA met vs. breached



### Average satisfaction rating over time

An interactive comment box overlay with a text input field containing "Great work team!" and a blue "Comment" button. The box is positioned over the right side of the dashboard, partially obscuring the "Average satisfaction rating over time" chart.

# DASHBOARD CAPABILITIES

Query 1 from All engineering data Visual SQL

Columns

Issue Id	Uniq #	X	Jira Issue
Created At	Month of	X	Jira Issue

+ Add column

Filters

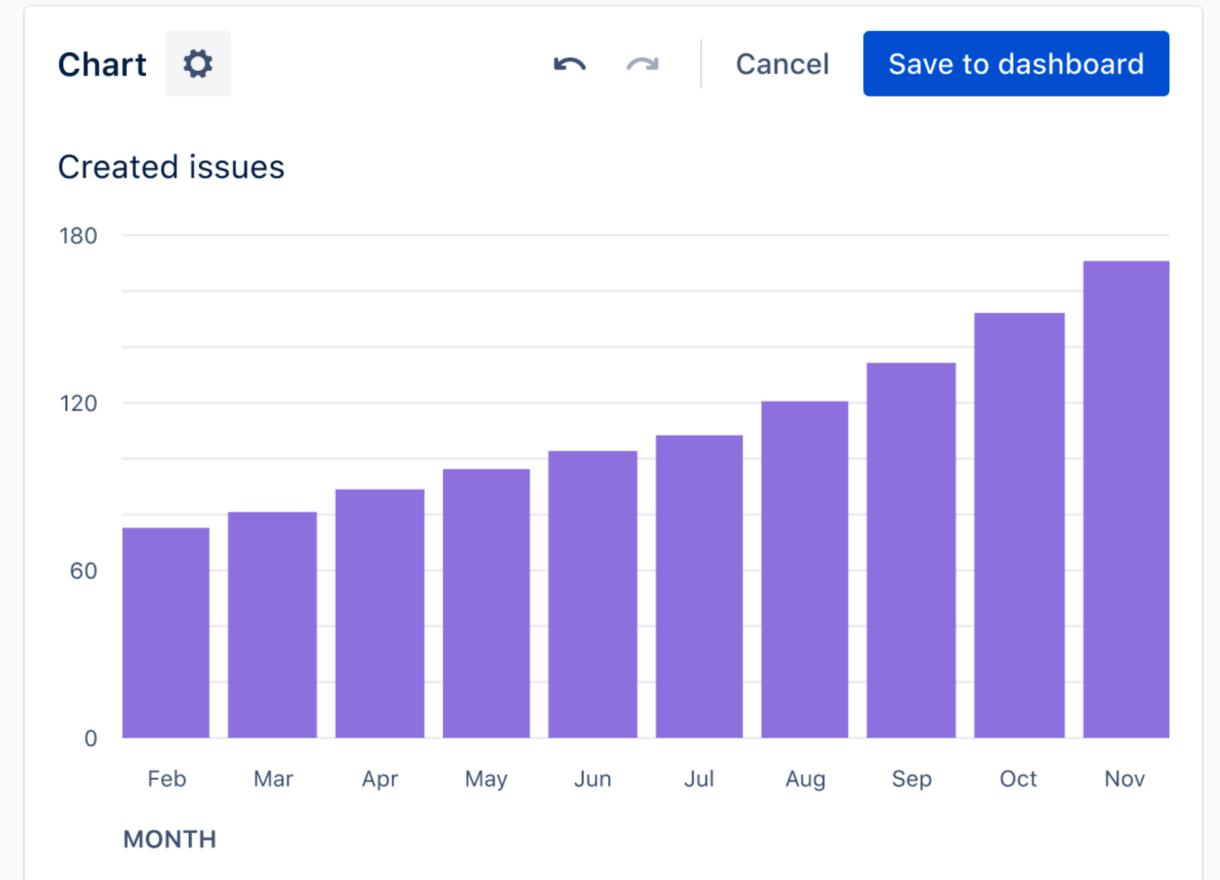
+ Add filter

Sort rows by

Name Asc, then by Created At Asc, then by Due Date Asc

Row limit 1000

Run query Generated query



Result table Formula column Reorder columns Sort rows Pivot Group & aggregate Filter More + Add query

	Month of Created At	# Count of Deploy Id	# Count of Issue Id
1	February	56	61
2	March	74	61
3	April	80	60
4	May	96	59

1 - 8 of 8 rows

# DASHBOARD CAPABILITIES

✕  
 **Request Management Overview** 🔗 Copy dashboard

---

Settings Controls Access Subscriptions Activity

---

### Dashboard access

People with access to this dashboard can interact with the charts and controls on it, but only some people may be able to edit the dashboard or give access to others. [Learn more about dashboard permissions](#)

### Restrict who can view

 Only specific people

 Anyone with access to Atlassian Analytics

### Assign permissions

Add people  Select a permission Can view ▼ Add

Send email notification

Name	Permission
 Everyone with product access	Can view
 Amanda Gitahi (you) acardini@atlassian.com	Can manage <span>▼</span>

 Remove

# EMBED DASHBOARDS AND CHARTS ACROSS CONFLUENCE

The screenshot displays the Confluence user interface. At the top, the navigation bar includes the Confluence logo, 'Home', 'Recent', 'Spaces', 'Templates', and a 'Create' button. A search bar and user profile are on the right. The left sidebar lists navigation options: 'Bancly apps', 'Overview', 'Blog', 'Questions', 'Calendars', 'Pages', 'Brief', 'Project page', 'Retro page', 'Next steps', 'Q2 Roadmap', 'Dashboards', 'Apps', and 'Space settings'. The main content area shows 'Pages / Dashboards' and a large dashboard titled 'Alina's Test Dashboard'.

**Alina's Test Dashboard** (Chart data last updated 3 mins ago)

Filters: Date range: Aug 29 - Sep 26, 2022; Project name: All (38); Assignee(s): All (12)

**Issues created vs. resolved** (Bar chart):

Category	Issue count
Issues created	1,16k
Issues resolved	983

**Issues created vs. resolved** (Line chart):

Line chart showing 'Issues created' (blue), 'Issues resolved' (orange), 'Total issues created' (purple), and 'Total issues resolved' (yellow) over the month of September. The Y-axis represents the 'Issue count' from 0 to 1.2k.

**Days to resolution** (Box plot):

Box plot showing the distribution of 'Number of days' for three issue types: Bug, Story, and Task. The Y-axis ranges from 0 to 800 days.

**Average issue age** (Bar chart):

Bar chart showing the 'Average issue age' (Time from issue creation until now for open issues) in 'page number of days' for different priority levels: Blocker, Critical, Major, Minor, Trivial, and Undefined. The Y-axis ranges from 1 to 4 days.

**Risk by status and priority** (Heatmap):

Issue status	Done	In Progress	No Category	Priority 1	Priority 2	Priority 3	Priority 4
Done	15	70	60	8	2		
In Progress	8	71	101	3	5		
No Category		4					2

# ATLAS UPDATES AND TRELLO CARDS

**BANCL-10**  
Next Gen Mobile Banking App PENDING

About Updates Learnings

**Example project history**

6-12 Feb | 13-19 Feb | 20-26 Feb | Last week

What is the current status? **COMPLETED** When will it be done? **Jul-Sep**

**Incident Management Overview** Chart data updated 2 minutes ago

Filters applied to whole dashboard:

- Current date interval: Feb 7, 2023 - Mar 7, 2023
- Service project name: Project (All selected)
- Incident assignee: Assignee name (All sele...)
- SLA name: SLA name
- Service name: Service name (All select...)

Detailed analysis for 2023-02-07 to 2023-03-07

Incidents raised over time (Top 5 projects)

Incidents breaching SLA/not breaching SLA

Your query returned no results

Mean time to resolution

Mean time to respond

Powered by **Analytics** BETA

**Incidents raised over time**

**Activity** Show details Automation ?

**Pages by age** Chart data updated a few seconds ago Checking for fresh data in 30 minutes

- 72.1% 0-3 months
- 27.9% 4-6 months
- 0.00326% 7-12 months

Powered by **Analytics** BETA

**Save**  Watch

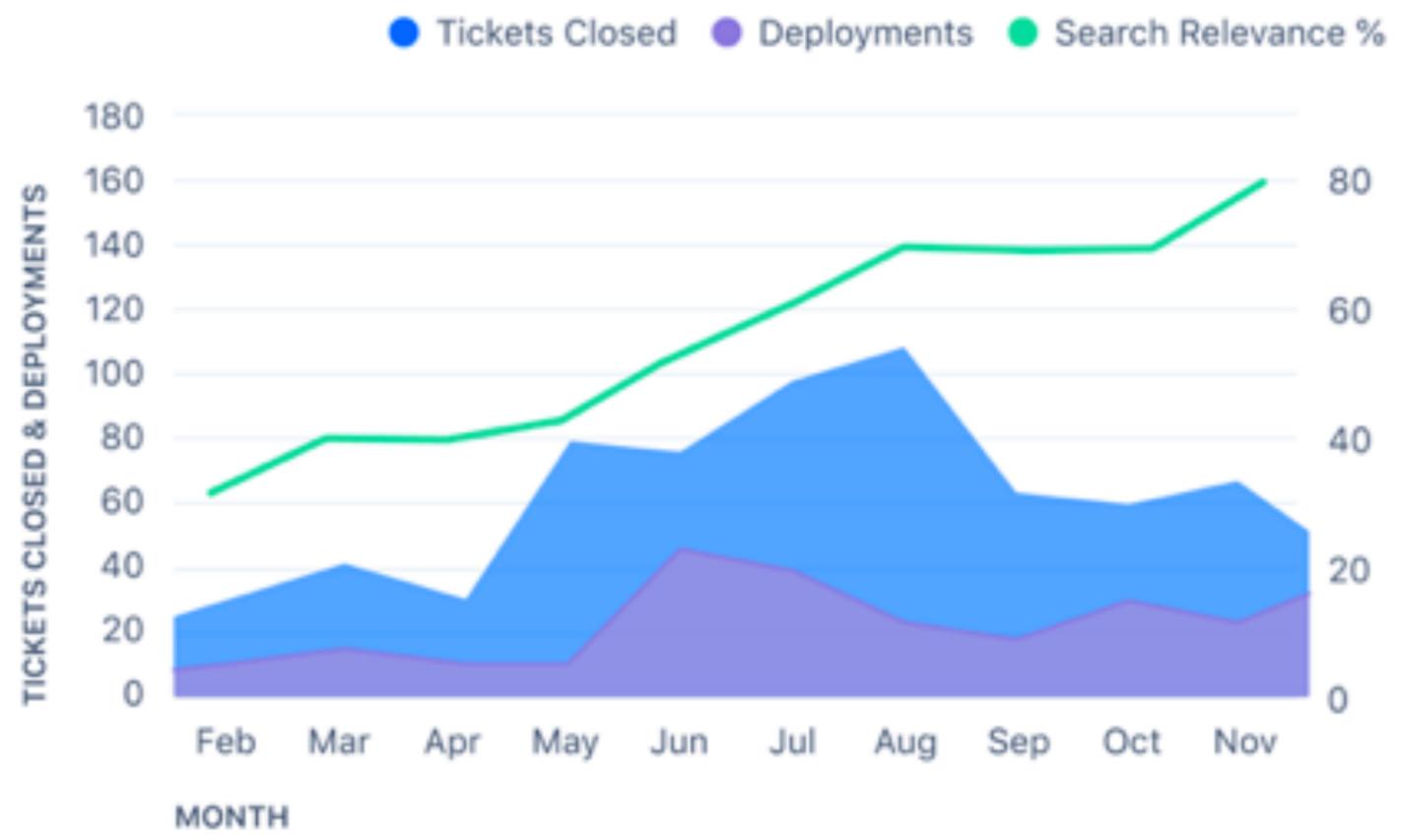
Automation

- + Add button
- Move
- Copy
- Make template
- Archive
- Share

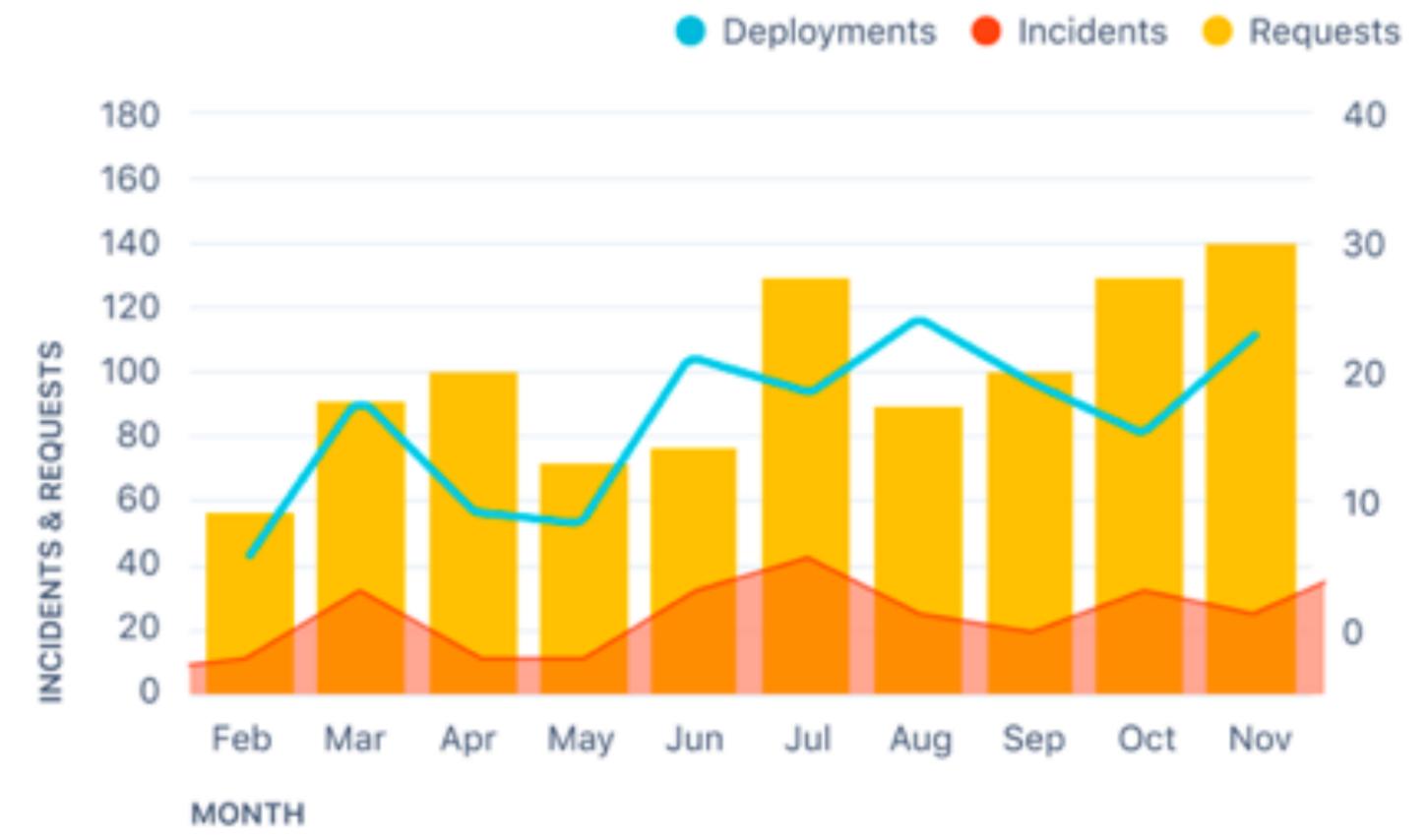




### Search Relevance Team



### Deployments vs incidents vs requests



◆ Jira Software



⚡ Jira Service Management

👤 Opsgenie

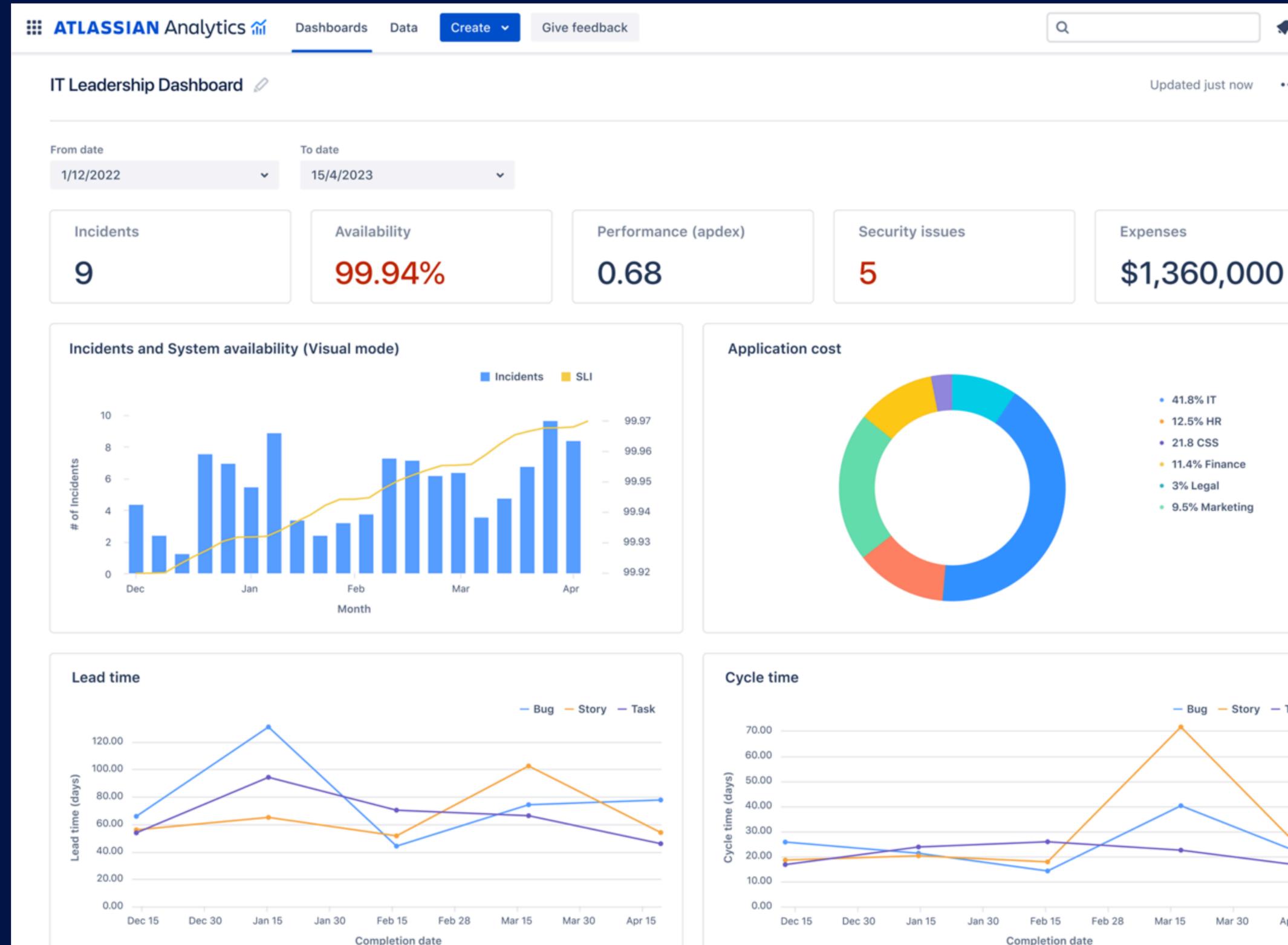


# SERVICE LEADER DASHBOARD

⚡ Jira Service Management



◆ Jira Software



# Atlassian Data Lake

## NOW

- Atlassian products (1P)

## UP NEXT

- Third-party products (3P)
- Marketplace products (2P)
- Data export (BI tools and data warehouses)



# Atlassian connected data model

GOALS

TEAMS

WORK

ASSETS



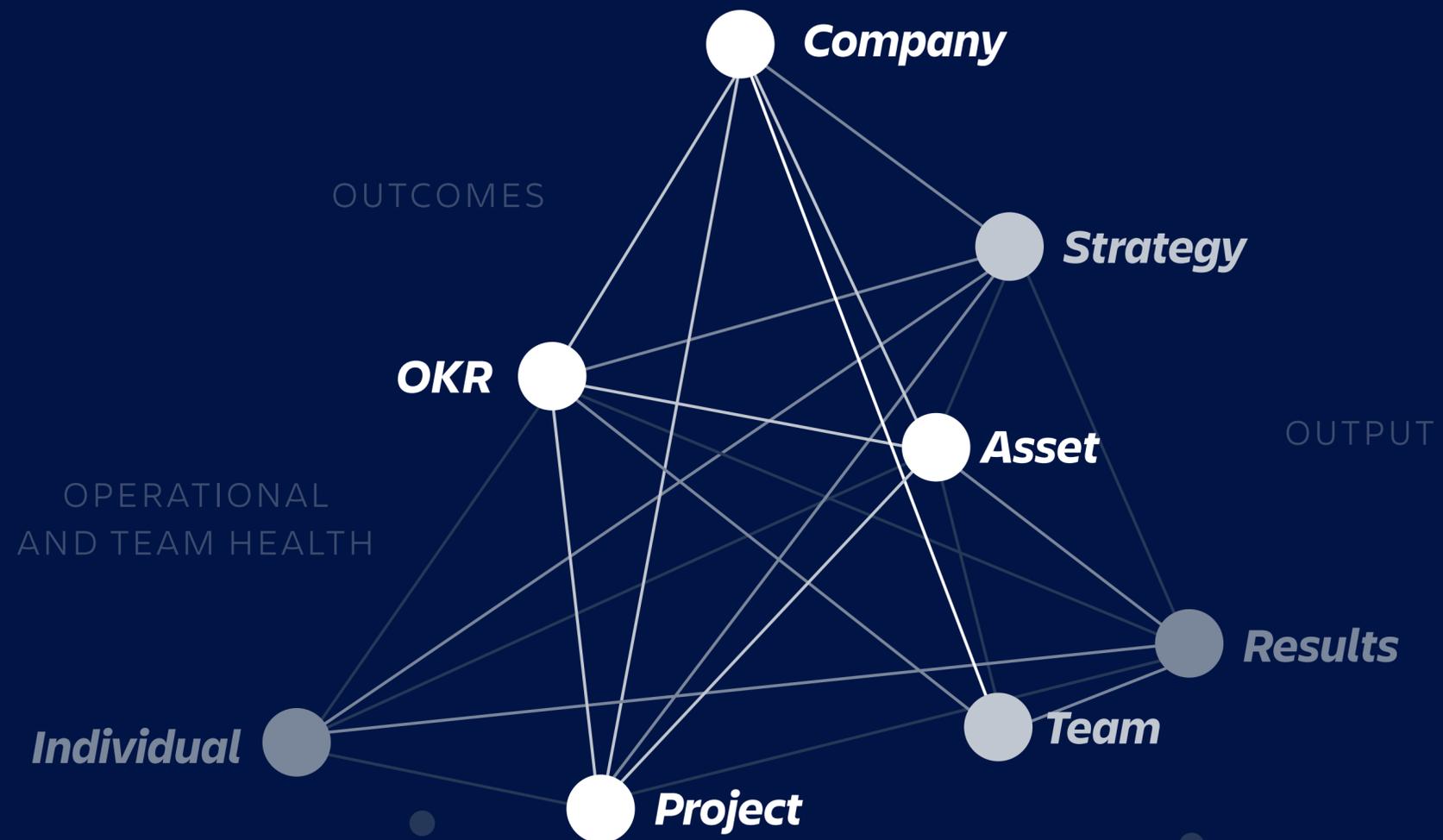
# Atlassian connected data model

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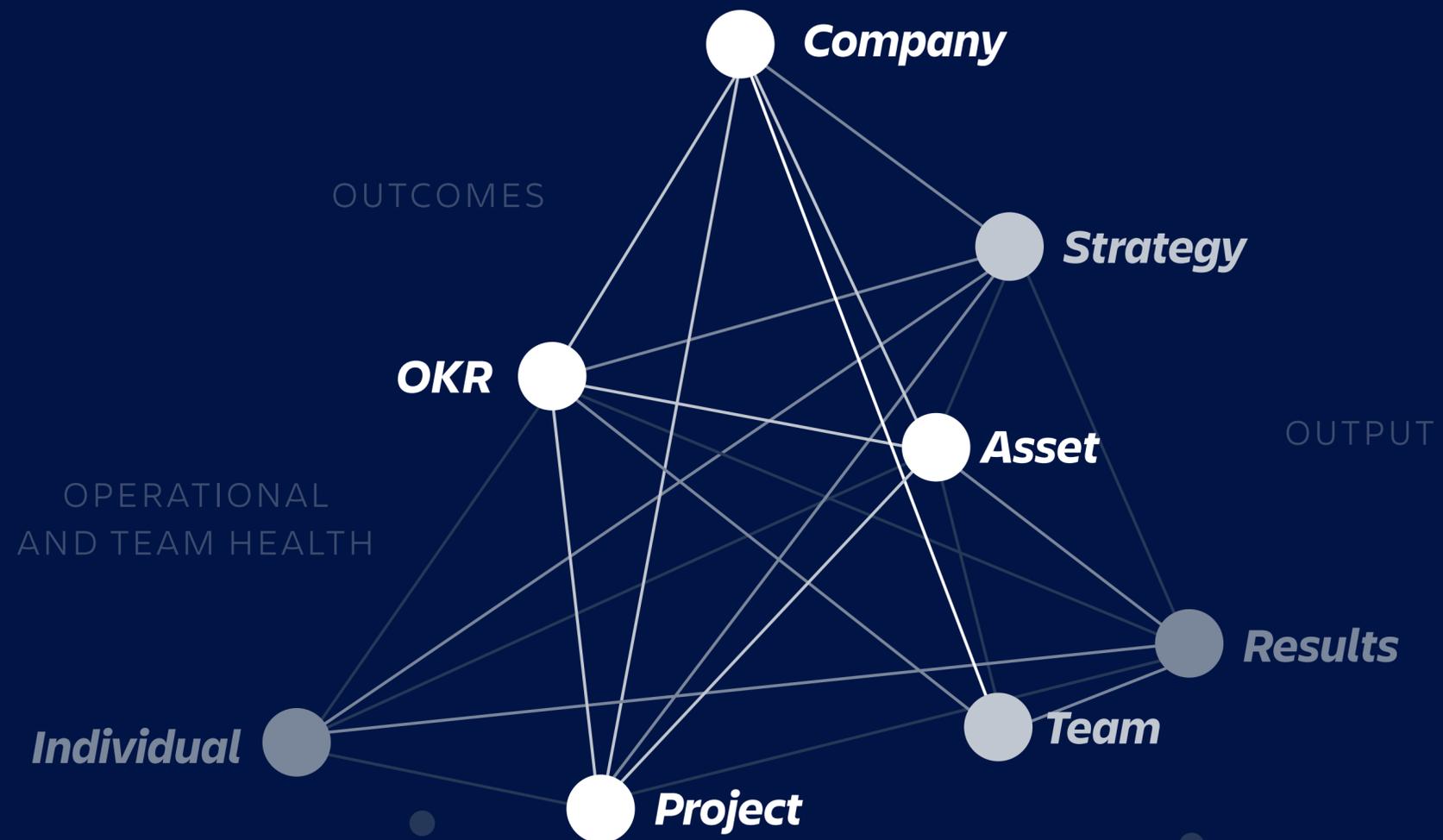
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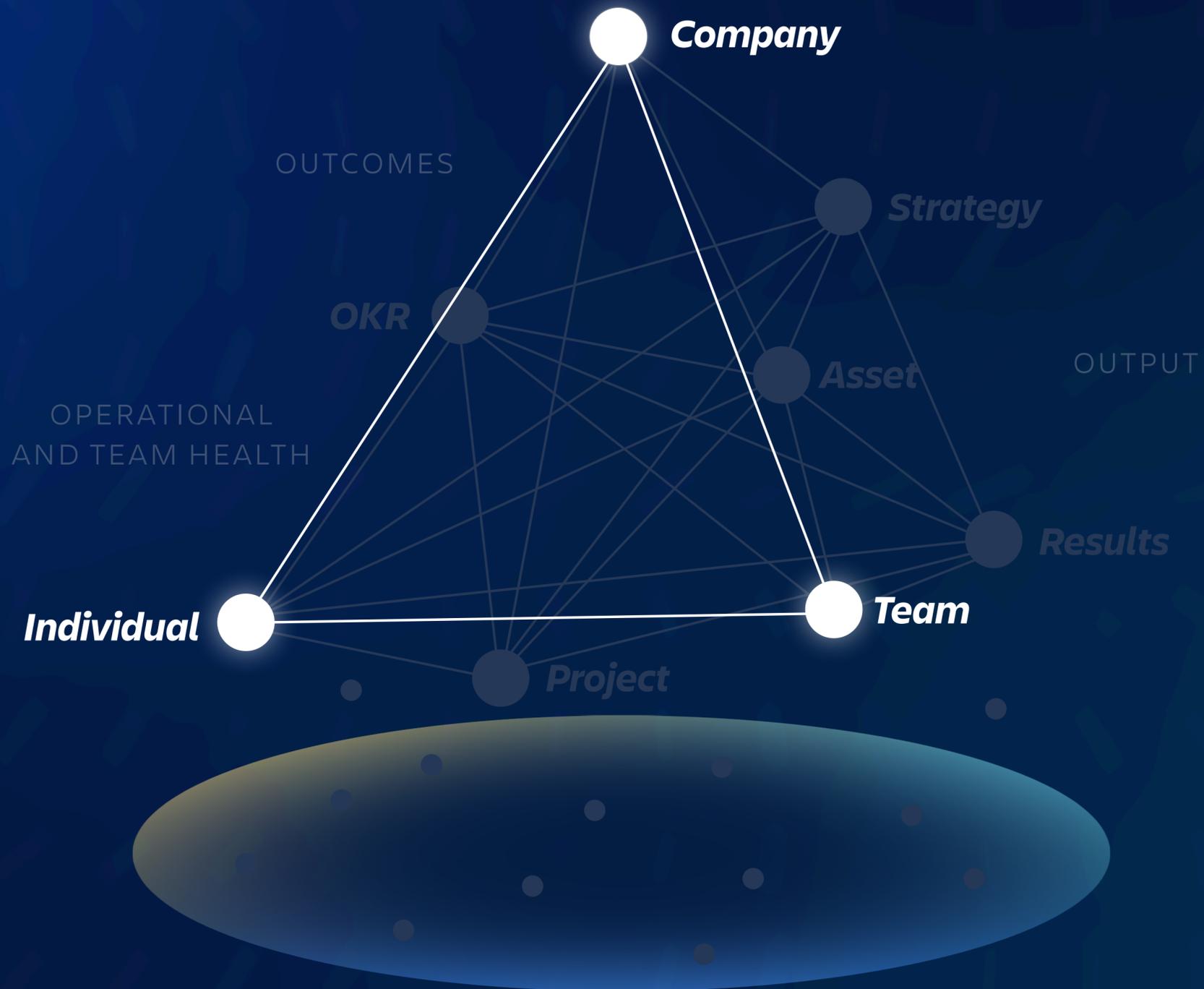
# Atlassian connected data model

GOALS

TEAMS

WORK

ASSETS



# Atlassian connected data model

GOALS

TEAMS

WORK

ASSETS



# Solutions

## Agile and DevOps

- Compass
- Bitbucket
- Jira Software
- Jira Align
- Statuspage

## ITSM

- Jira Service Management
- Confluence
- Opsgenie

## Work management

- Trello**
- Confluence
- Atlas
- Jira Work Management

GOALS

TEAMS

WORK

ASSETS

### Atlas

Crystal Wu Friday At risk for June

Shipped the new cancellation API 🙌 @molly

Alerts for predicted incidents across 2 dependencies

Next 2 sprints to focus on improving reliability to avoid incidents

Share • Unfollow • 🌟 6 😄 6 🔥 1 👍 4 🗨️

### Jira Align



### Jira



### Jira Align



### Compass

**62%** Operational Health  
Maintaining the operational health of this service. [Share Scorecard](#)

Scorecard status: Needs attention | Scorecard owner: Daria Lopez | Applied to: 13 services | With label: Bookings

API requests 80k p/minute

Jan 10 Jan 24 Feb 9 Feb 23 Mar 6 Apr 3 May 2

Incidents likely

Powered by

### Atlas

Goals

- Consolidate cancellation... At risk
- Reduce dependencies to old... At risk
- Increase usage of unified... On Track

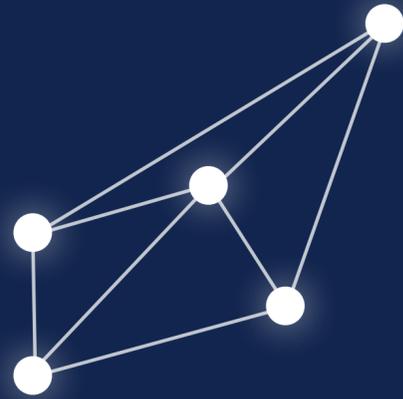
Customer satisfaction GetFeedback

**NPS 65**  
+ 2 from prior month

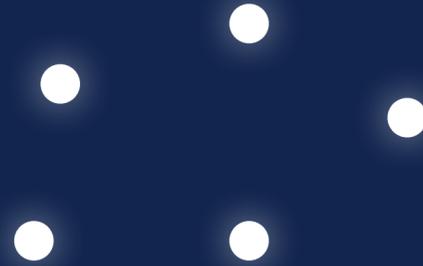
70

View all metrics

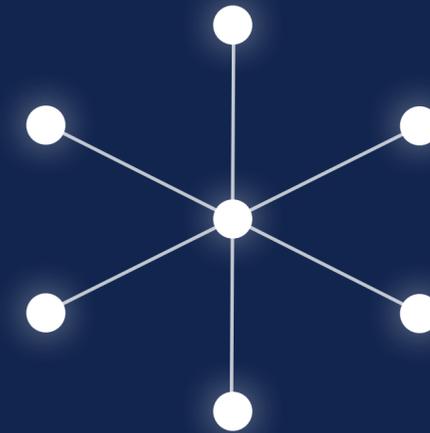
# The *connected* enterprise



**All teams**  
are working  
together



They operate with  
**autonomy**



Those teams are  
**aligned**

## BENEFITS

Improve quality  
and speed  
to market

Design and  
automate digital  
workflows

Attract and retain  
talent with  
modern solutions

Connect technical  
and non-technical  
teams

Streamline  
collaboration and  
workflows

Gain insights to  
improve decision  
making

