



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 GITAH, PRODUCT
MARKETING MANAGER, ITSM**



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

Agenda

What is Atlassian Analytics?

Common use cases

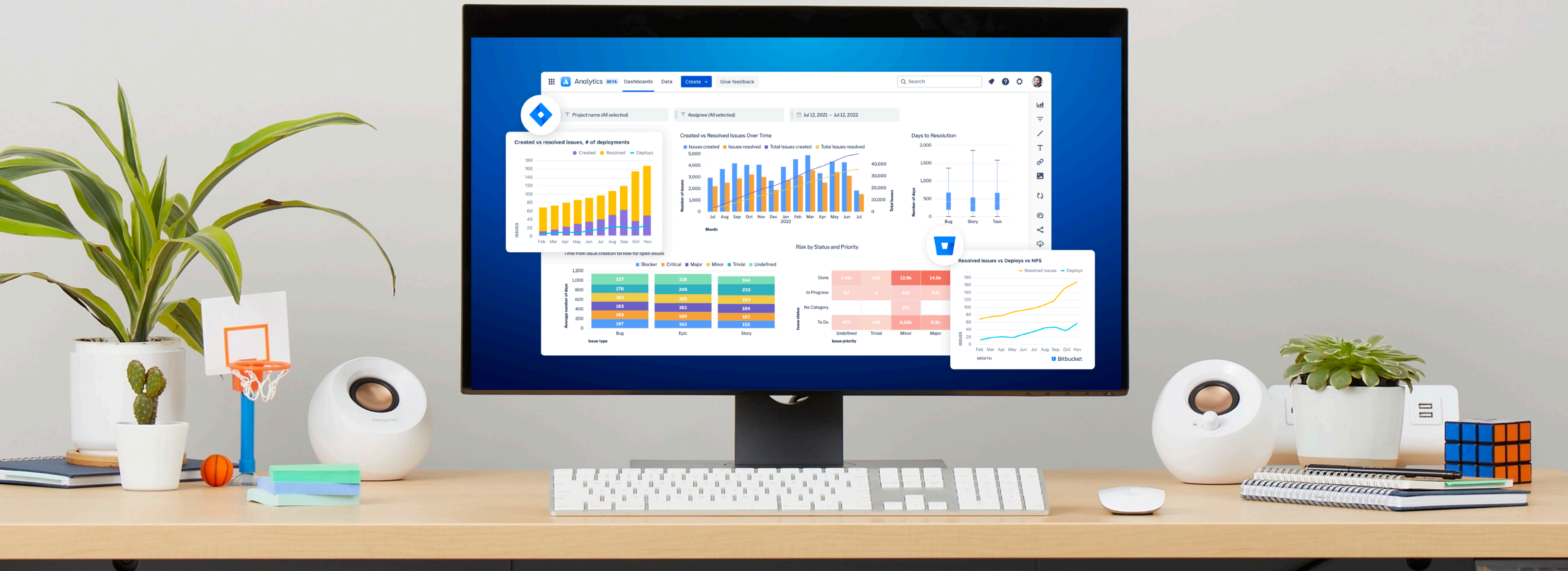
Additional functionality

What's next?

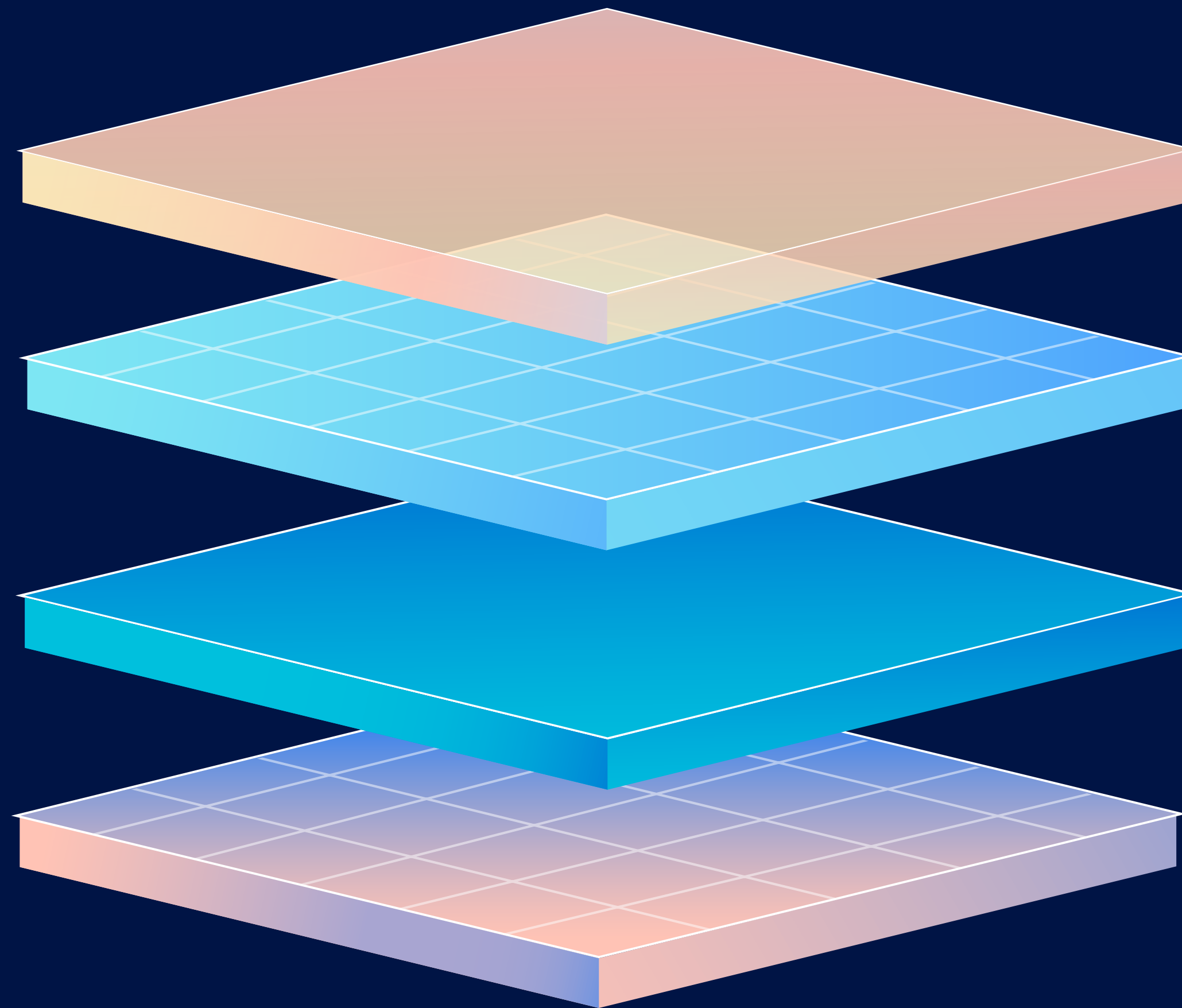
Q&A

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

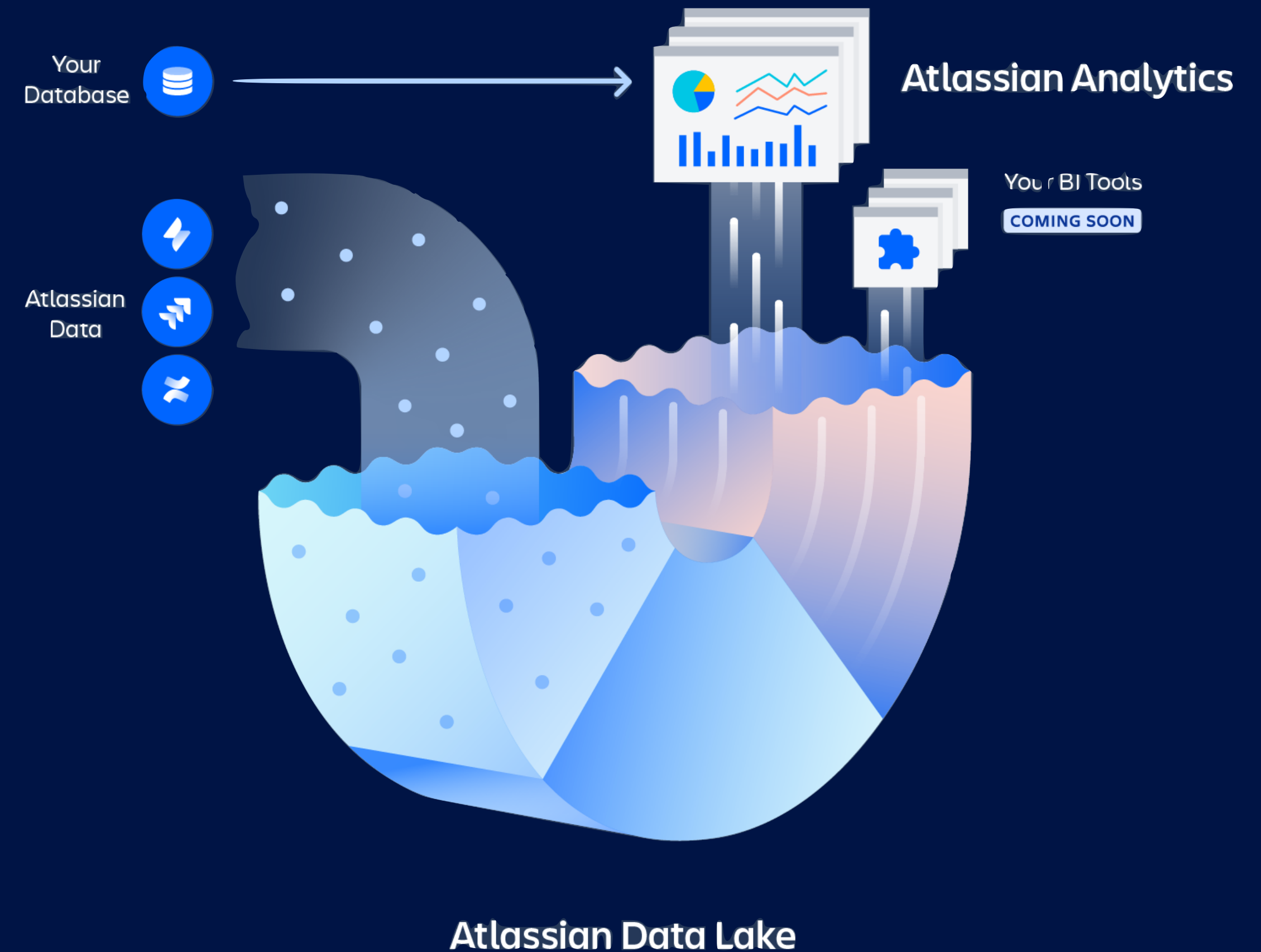
Proactively fix velocity and resourcing issues for faster releases, reduced service and response time

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

Project name (All selected)

Assignee (All selected)

Jun 12, 2022 - Jun 12, 2022

Issues Created vs Issues Resolved

Created vs Resolved Issues Over Time

Days to Resolution

Project Progress

48.5%

48.5%

Jira Service Management - Simple Project Overview

Created by: Taha Kandemir

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 25, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Detailed analysis for 2022-06-20 to 2022-07-18

Net Flow of Work

Defect Ratio

Project Overview

Created by: Crystal Wu

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 18, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Quick overview

Issues Created: 4,543

Issues Resolved: 3,625

Issues Unresolved: 3,130

Detailed analysis for 2022-06-18 to 2022-07-18

Issues Created vs Issues Resolved

Time to Resolution

Jira Service Management - Simple Project Overview

Created by: Eva Lien

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 20, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Quick overview

1 sites with data included

542 projects

Detailed analysis for 2022-06-20 to 2022-07-18

Allocation per Project

Net Flow of Work per Project

Weekly View - Dependencies

Created by: Molly Clark

Updated just now

Project (All selected)

Priority (All selected)

Issue Type (All selected)

Project Progress

48.5%

48.5%

Unresolved Issues by Priority

Unresolved Issues by Priority

Project Ganymede

Created by: Molly Clark

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 25, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Detailed analysis for 2022-06-20 to 2022-07-18

Net Flow of Work

Defect Ratio

Executive Summary - internal testing: Jun 2022, fin...

Created by: Samuel Hall

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 18, 2022 - Jun 18, 2022

Service project name: Incident assignee account (All)

SLA name: Time to resolution

Affected service: Service name (All selected)

Detailed analysis for 2022-06-18 to 2022-07-18

Incidents Rated over Time

Incidents Breaching SLA/Not Breaching SLA

Jira Service Management - Simple Project Overview

Created by: Molly Clark

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 18, 2022 - Jun 18, 2022

Service project name: Project (All selected)

Change type: Change type (All selected)

Change risk: Change risk (All selected)

Affected services: Service name (All selected)

Quick overview

Open Changes: 0

Changes Waiting for Authorities: 0

Open Emergency Changes: 0

Open Critical or Risk Changes: 0

Detailed analysis for 2022-06-18 to 2022-07-18

Changes by Type

Changes by Risk

Jira Service Management - Simple Project Overview

Created by: Taha Kandemir

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 18, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Quick overview

Issues Created: 4,543

Issues Resolved: 3,625

Issues Unresolved: 3,130

Detailed analysis for 2022-06-18 to 2022-07-18

Issues Created vs Issues Resolved

Time to Resolution

Executive Activity Report

Created by: Crystal Wu

Updated just now

Project (All selected)

Priority (All selected)

Issue Type (All selected)

Project Progress

48.5%

48.5%

Unresolved Issues by Priority

Unresolved Issues by Priority

Opsgenie Testing - Tooling

Created by: Eva Lien

Updated just now

Filters applied to whole dashboard

Current date interval: Jun 25, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Quick overview

1 sites with data included

542 projects

Detailed analysis for 2022-06-20 to 2022-07-18

Project (All selected)

Priority (All selected)

Issue Type (All selected)

Project Progress

48.5%

48.5%

Unresolved Issues by Priority

Unresolved Issues by Priority

Jan 4, 2024

Based on how many open issues you have and progress in the last year

Filters applied to whole dashboard

Current date interval: Jun 18, 2022 - Jun 18, 2022

Project name: Project (All selected)

Project type: Project type (All selected)

Quick overview

Issues Created: 4,543

Issues Resolved: 3,625

Issues Unresolved: 3,130

Detailed analysis for 2022-06-18 to 2022-07-18

Project (All selected)

Priority (All selected)

Issue Type (All selected)

Project Progress

48.5%

48.5%

Unresolved Issues by Priority

Unresolved Issues by Priority

Jan 4, 2024

Based on how many open issues you have and progress in the last year

Project name (All selected)

Assignee (All selected)

Jun 12, 2022 - Jun 12, 2022

Issues Created vs Issues Resolved

Created vs Resolved Issues Over Time

Days to Resolution

Project Progress

48.5%

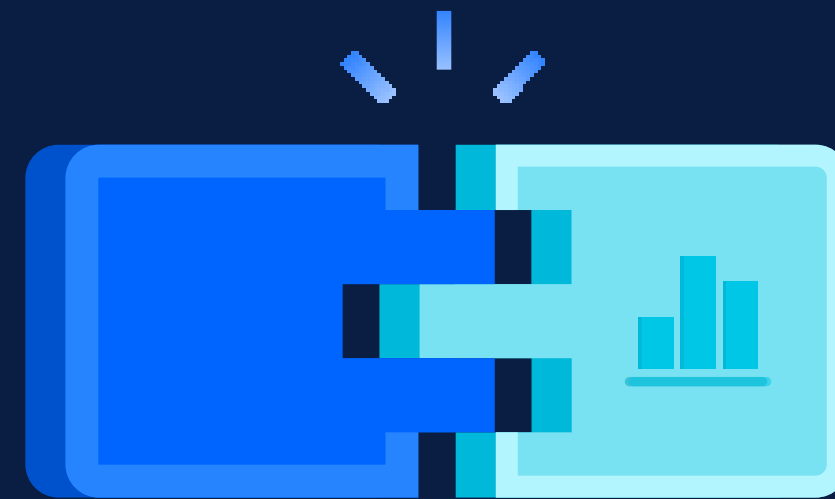
48.5%

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

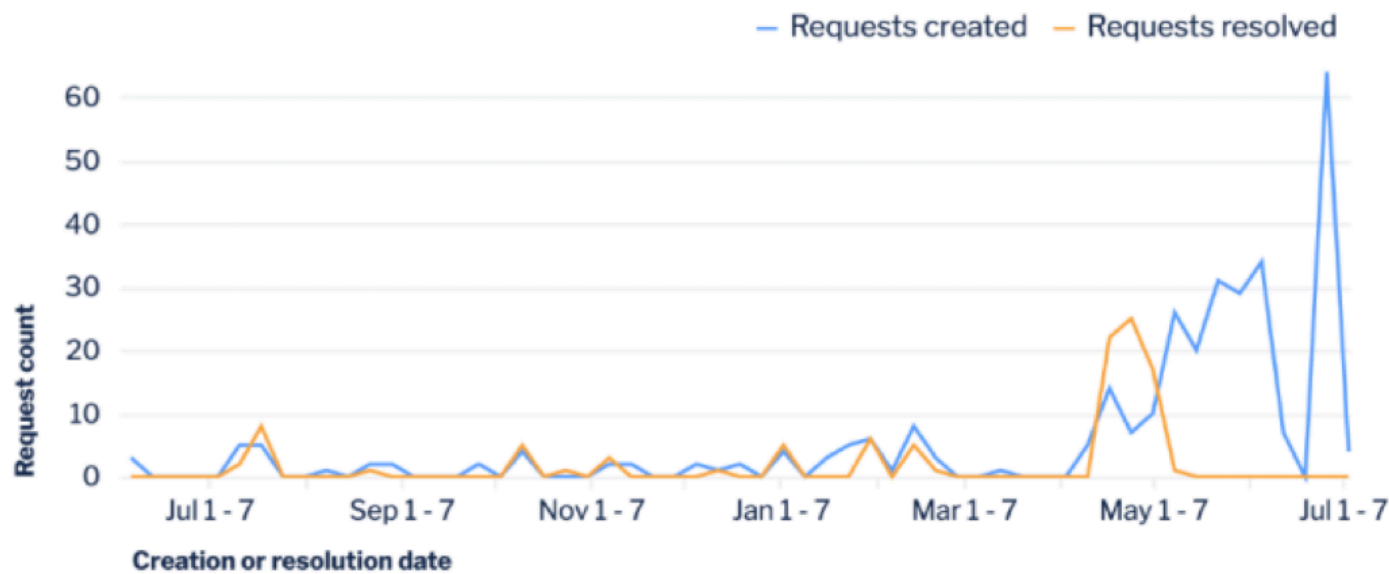
58%

-6.55%

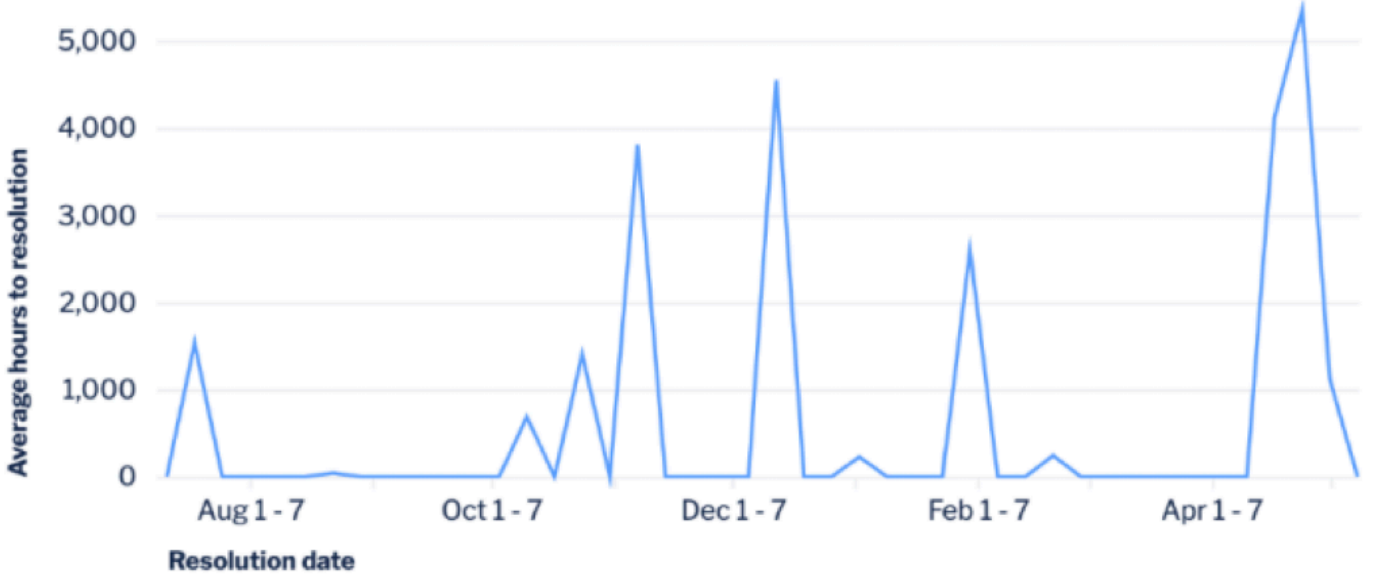
SLA: Time to resolution

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

Requests Created vs. Resolved



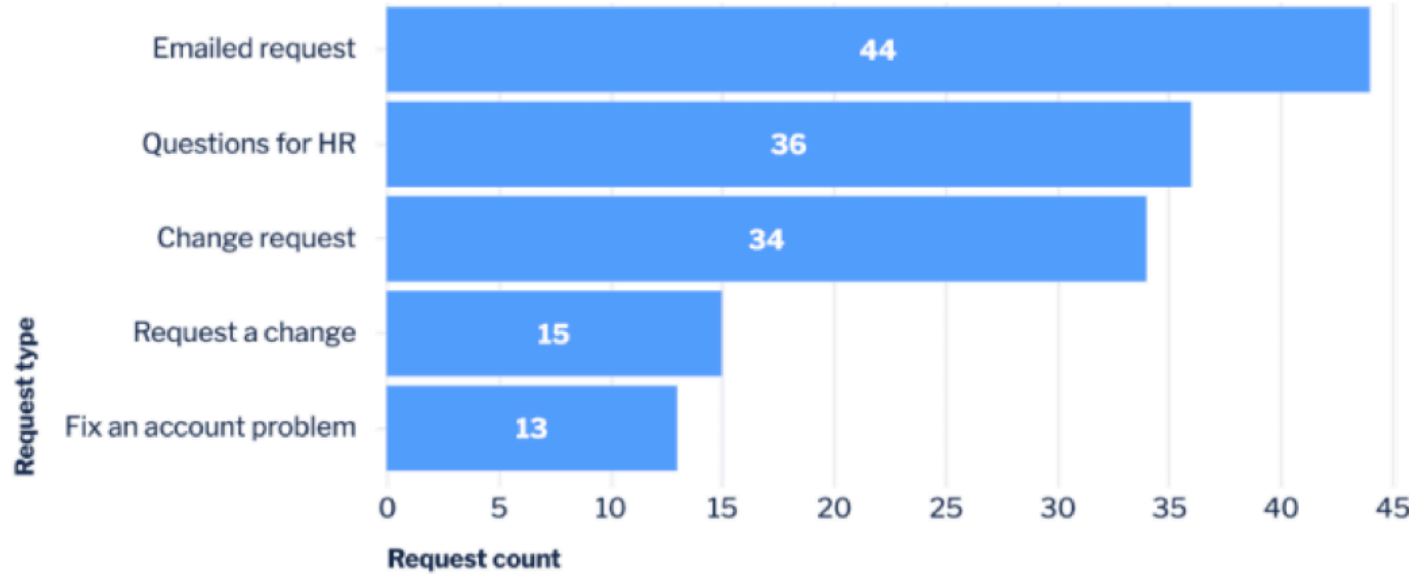
Time to Resolution



Ranking

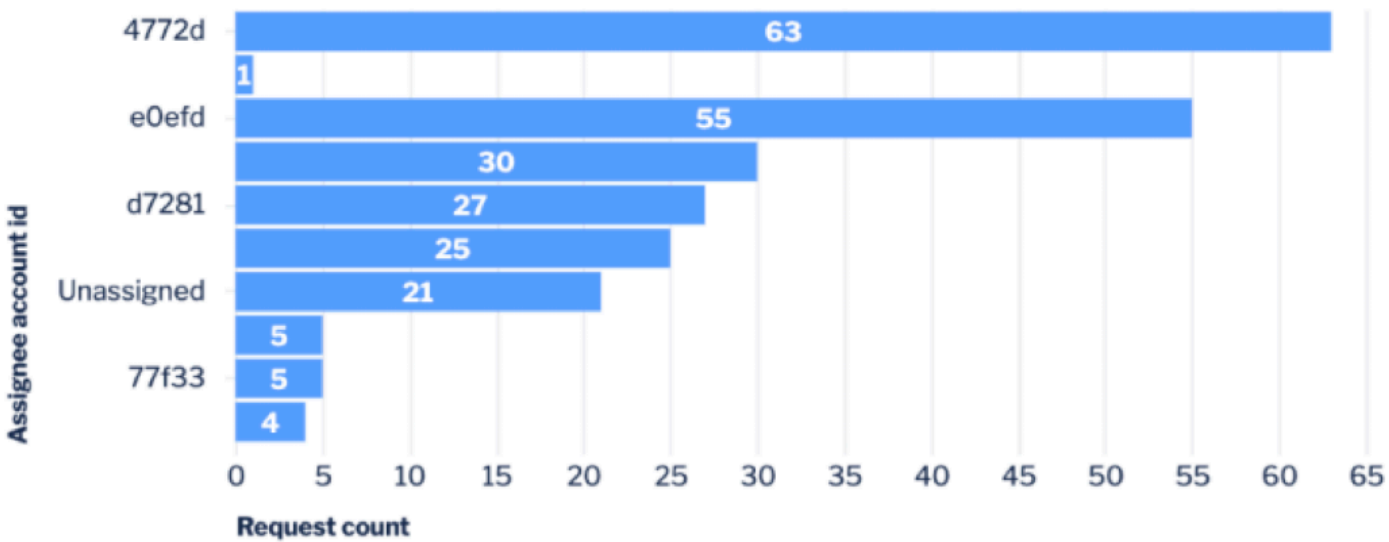
Top 10

Open Requests by Type



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

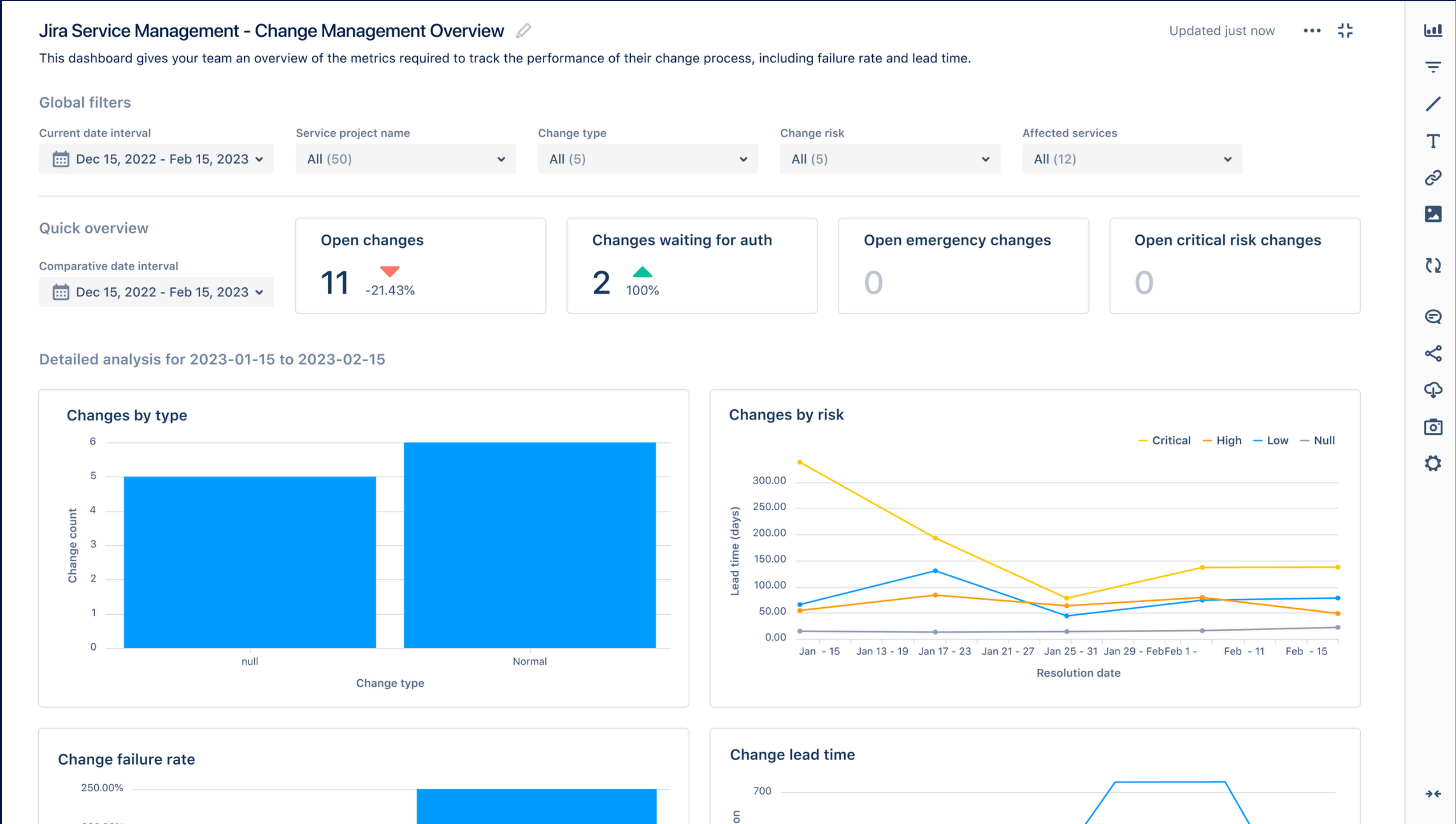
What types of changes are being made?

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...

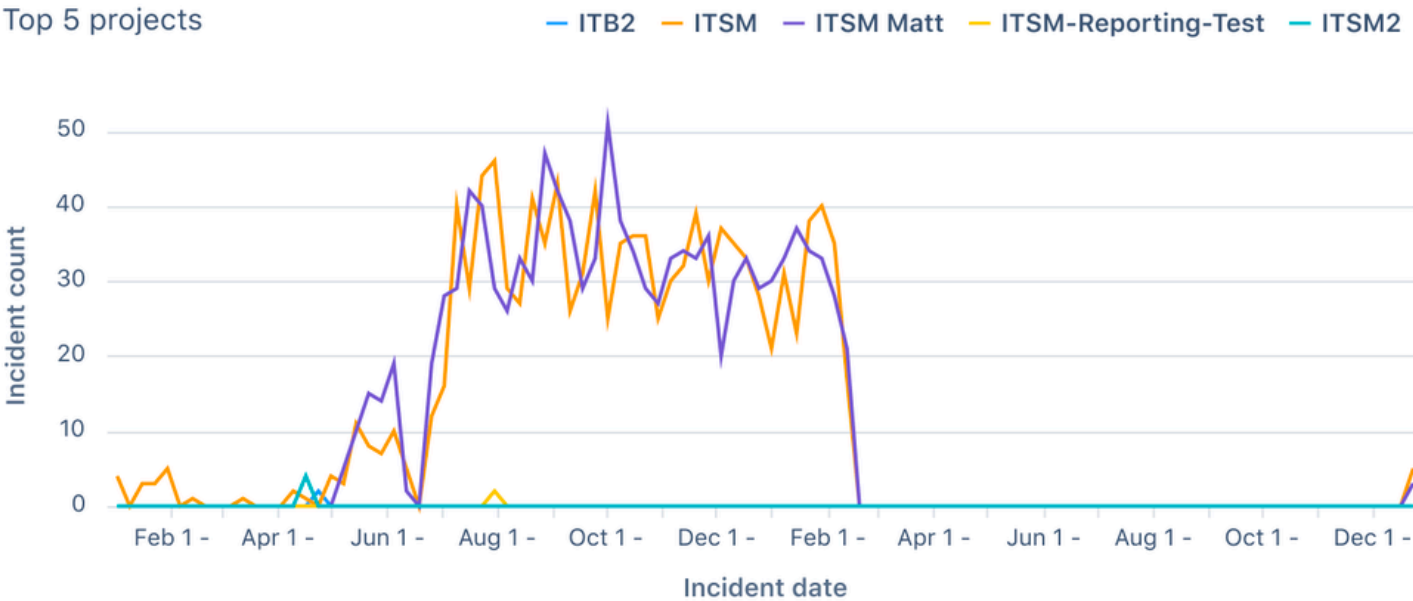
Service name

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



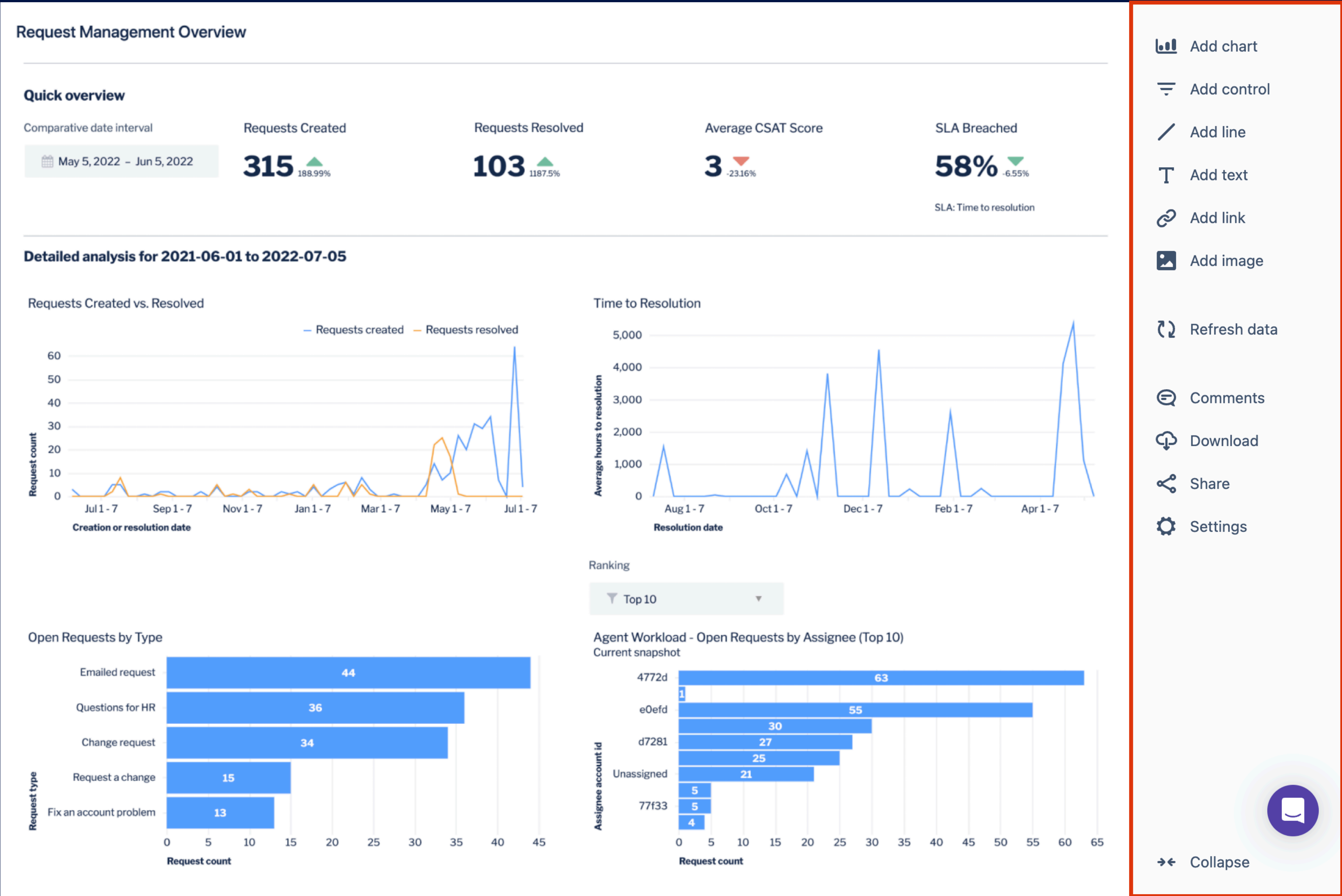
Mean time to resolution



Mean time to respond



DASHBOARD CAPABILITIES

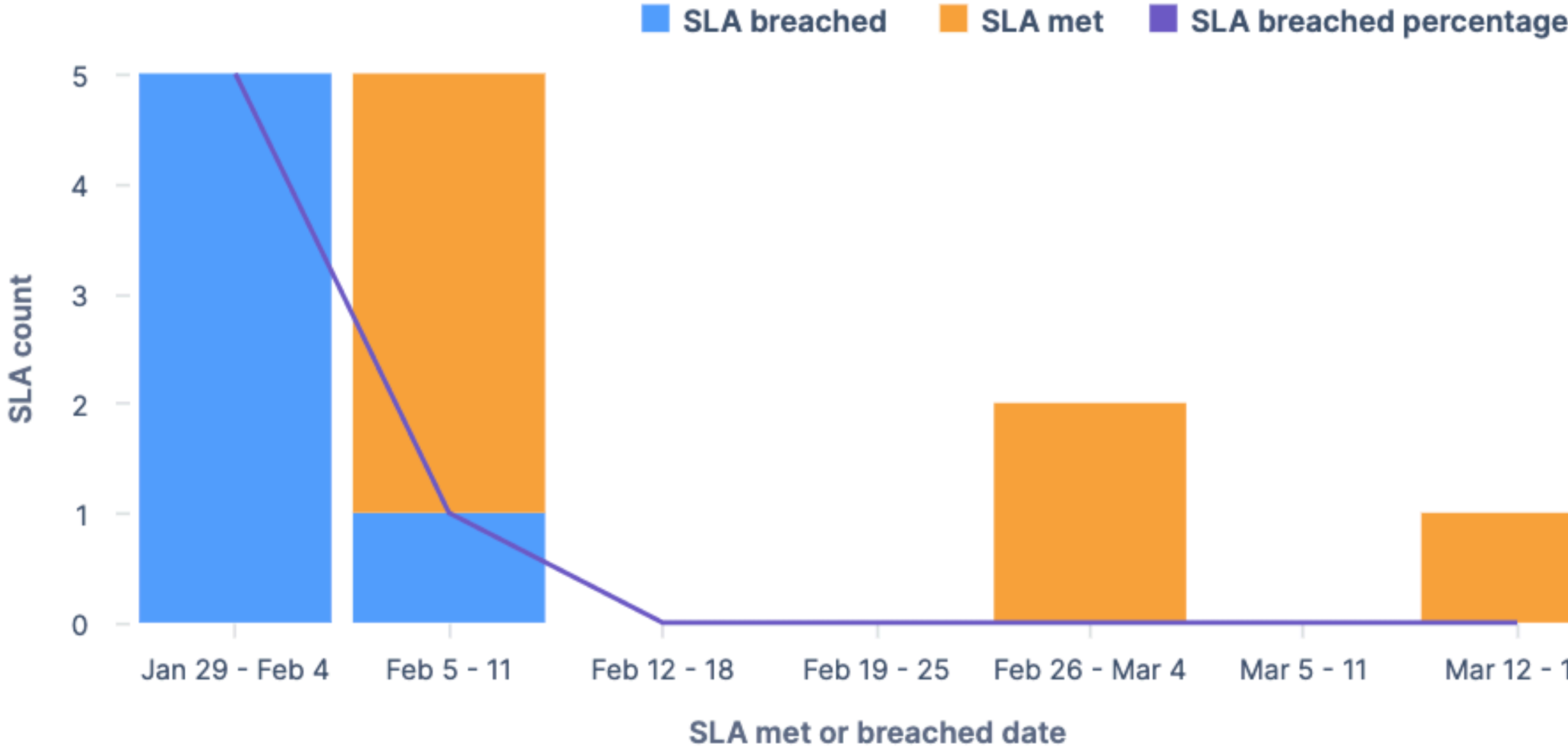


DASHBOARD CAPABILITIES

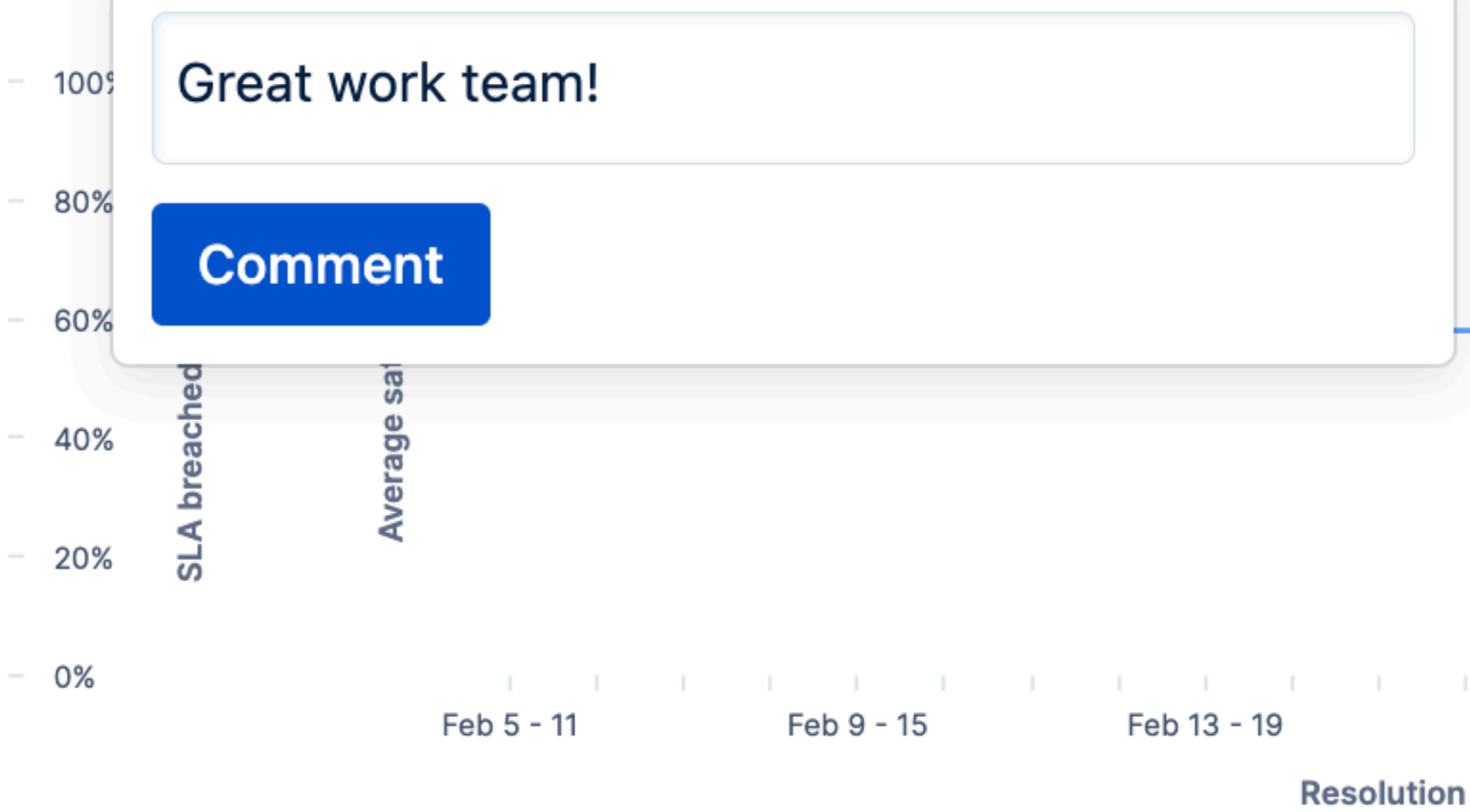
SLA name

Time to resolution

SLA met vs. breached





Average satisfaction rating over time



Great work team!

Comment


DASHBOARD CAPABILITIES


Query 1 from  All engineering data 


VisualSQL


Columns


Ab Issue Id


Uniq # 





 Created At

Month of 




 Jira Issue

 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			
5	June	100	60			

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

Type a name or group

Can view

Add

☐ Send email notification

Name

Permission

Everyone with product access

Can view

Amanda Gitahi (you)
acardini@atlassian.com

Can manage

Remove

EMBED DASHBOARDS AND CHARTS ACROSS CONFLUENCE

Confluence

HomeRecentSpacesTemplatesCreate

Search

Bancly apps

Overview

Blog

Questions

Calendars

PagesDashboards

Brief

Project page

Retro page

Next steps

Q2 Roadmap

Dashboards

Apps

Space settings

Pages / Dashboards

Dashboards

ATLASSIAN Analytics

Alina's Test Dashboard

Chart data last updated 3 mins ago

Date rangeAug 29 - Sep 26, 2022Project nameAll (38)Assignee(s)All (12)

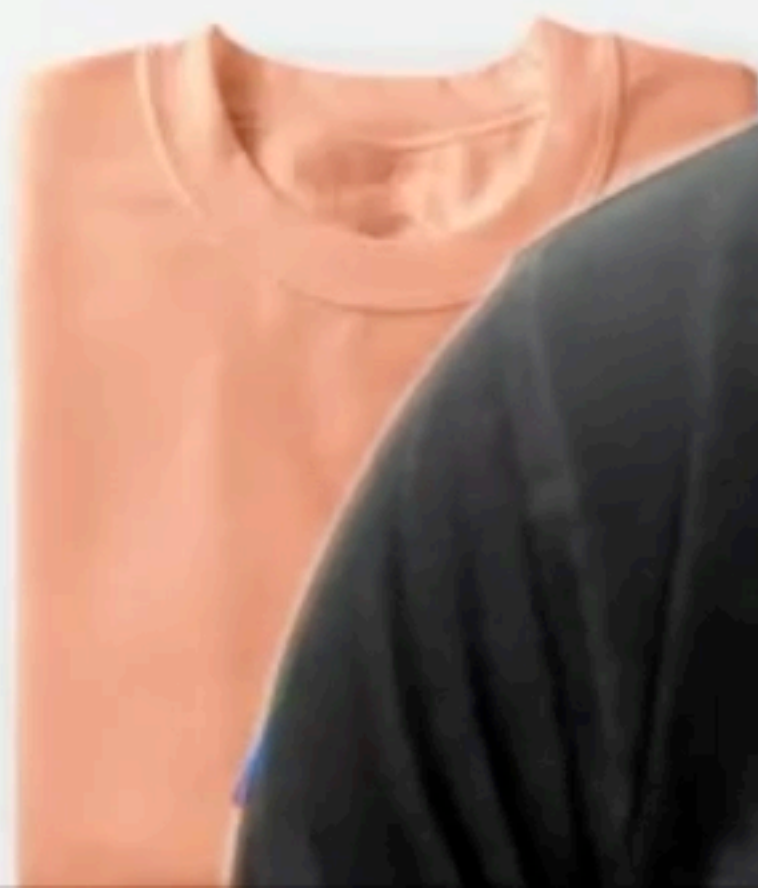
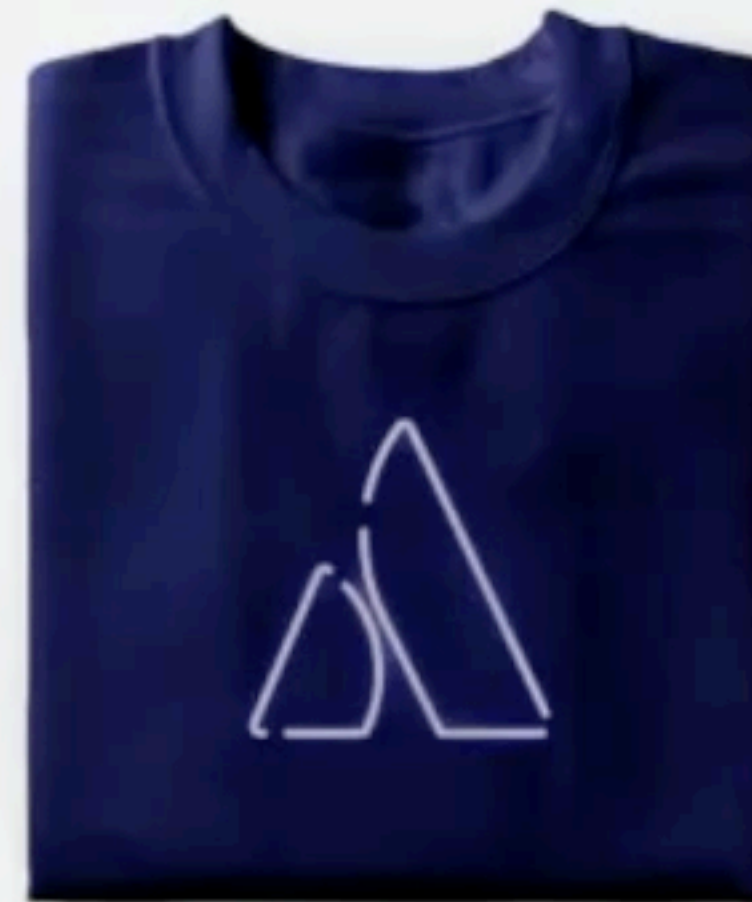
Issues created vs. resolved

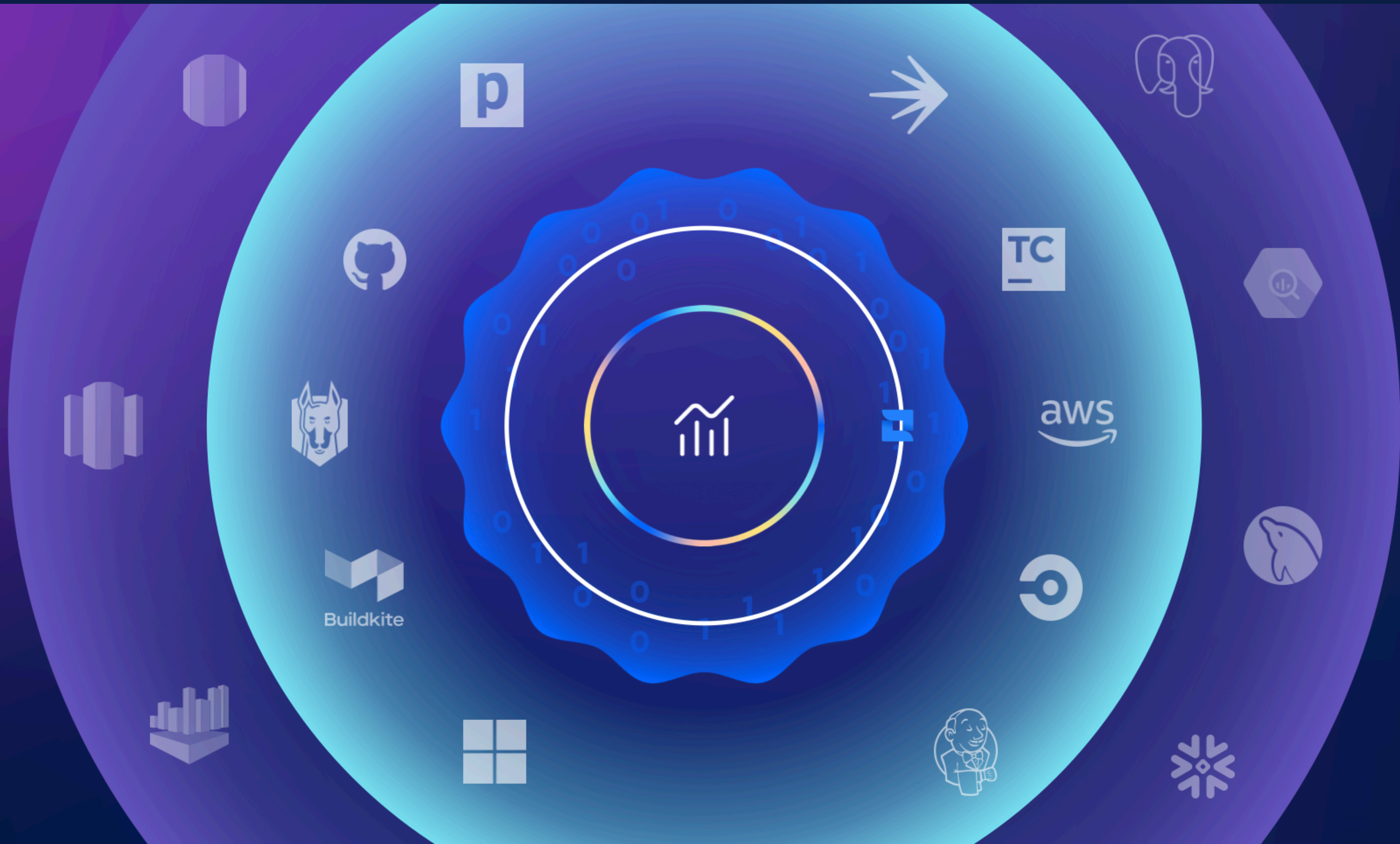
Issues created vs. resolved

Days to resolution

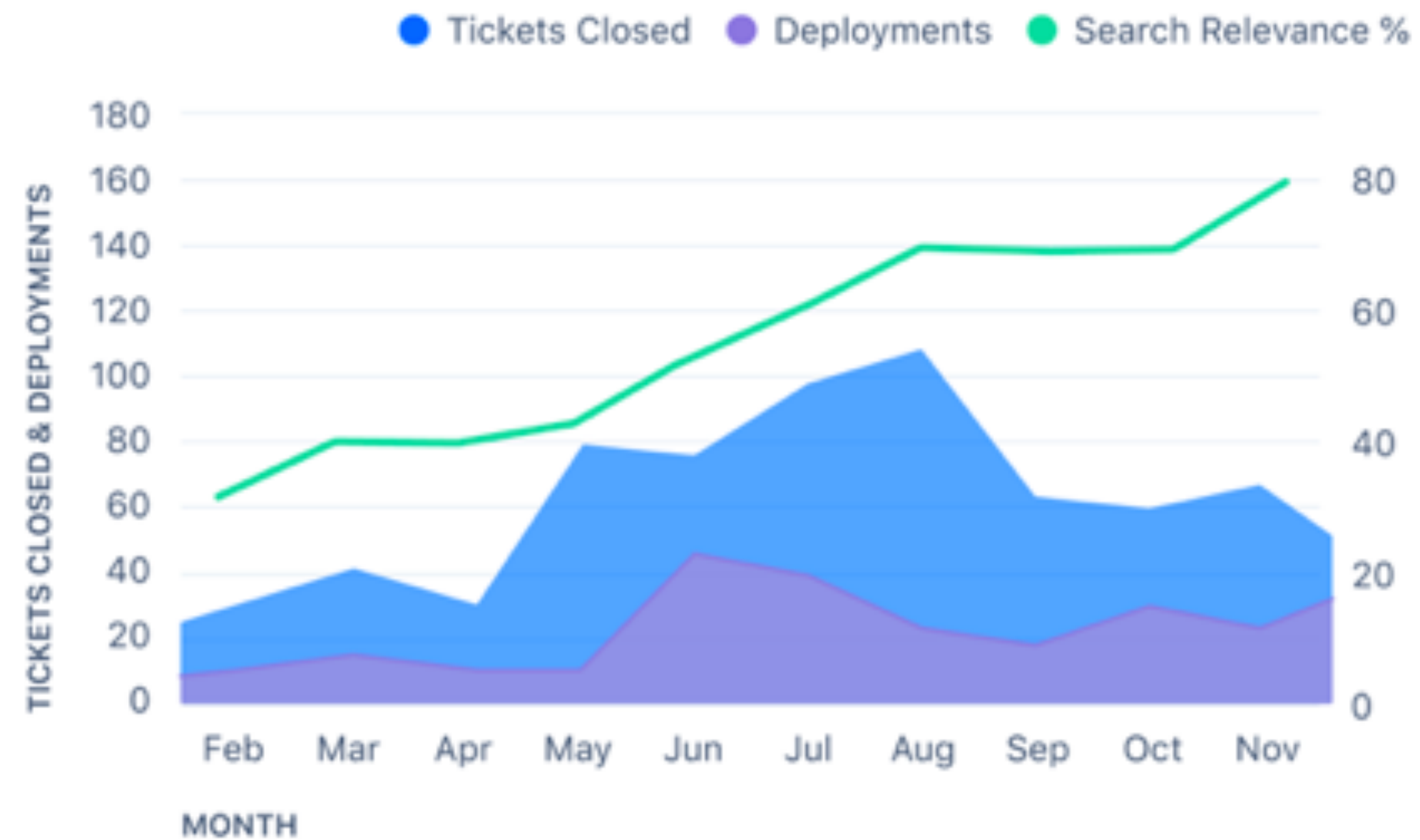
Average issue age

Risk by status and priority

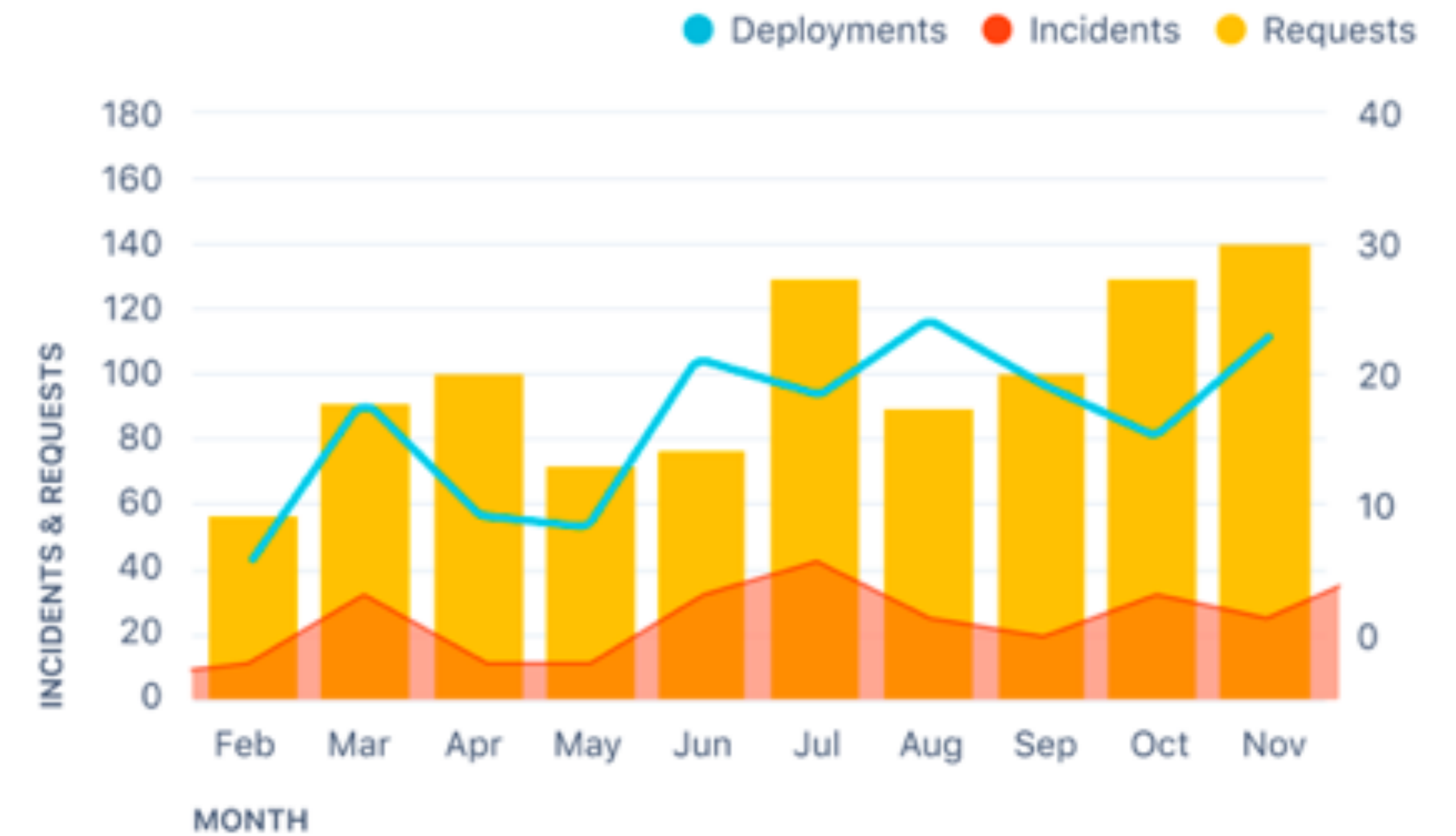




Search Relevance Team



Deployments vs incidents vs requests



◆ Jira Software



⚡ Jira Service Management

👤 Opsgenie

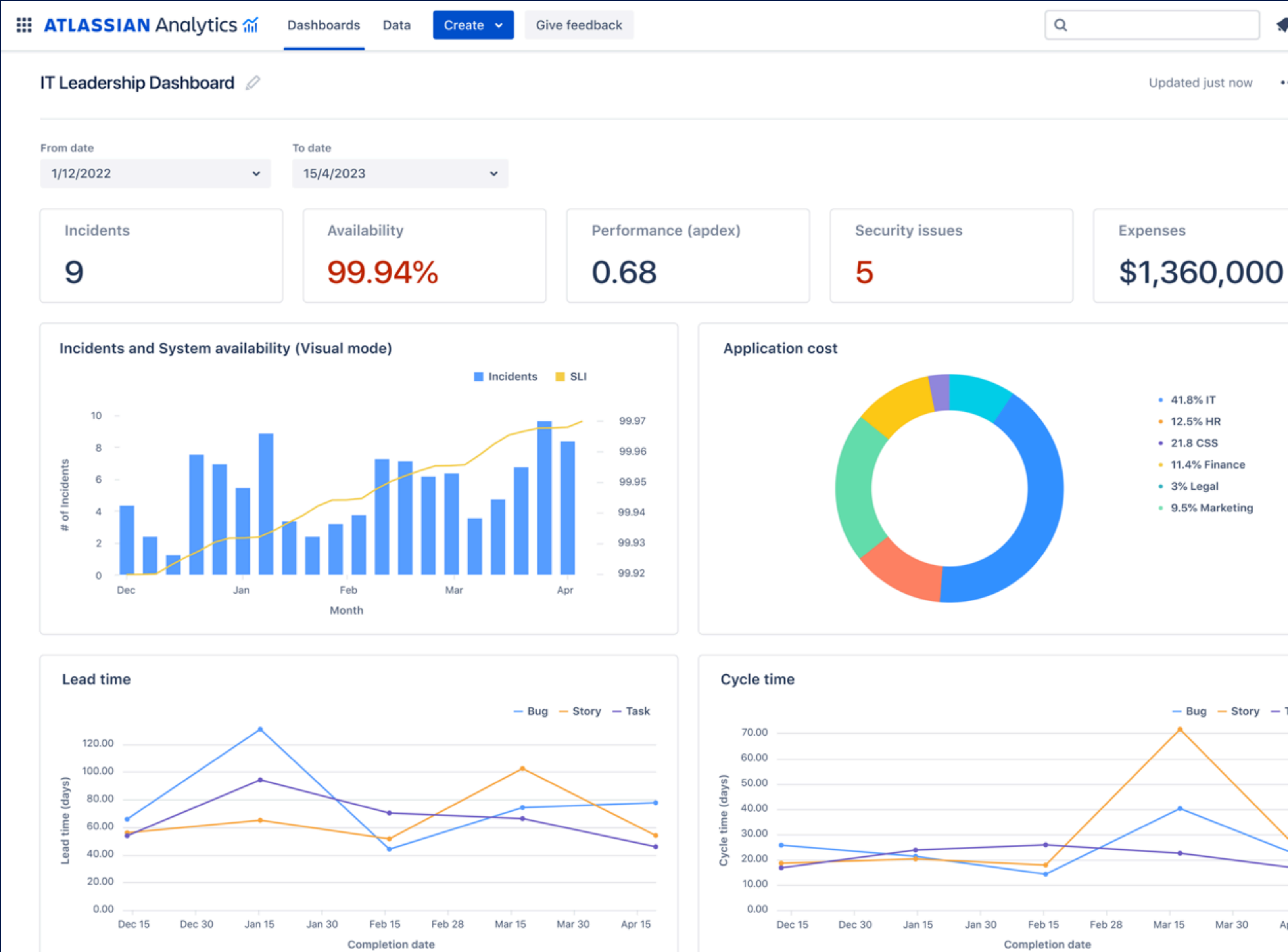


SERVICE LEADER DASHBOARD

⚡ 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

GOALS

TEAMS

WORK

ASSETS



Atlassian connected data model

GOALS

TEAMS

WORK

ASSETS



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

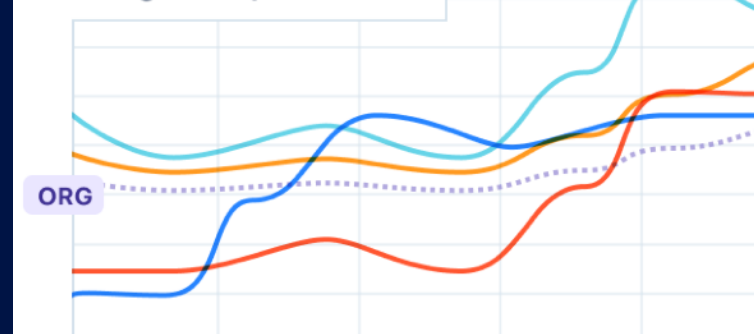
Share • Unfollow • 6 6 1 4

Jira Align

Team health

+14%

change from prior month

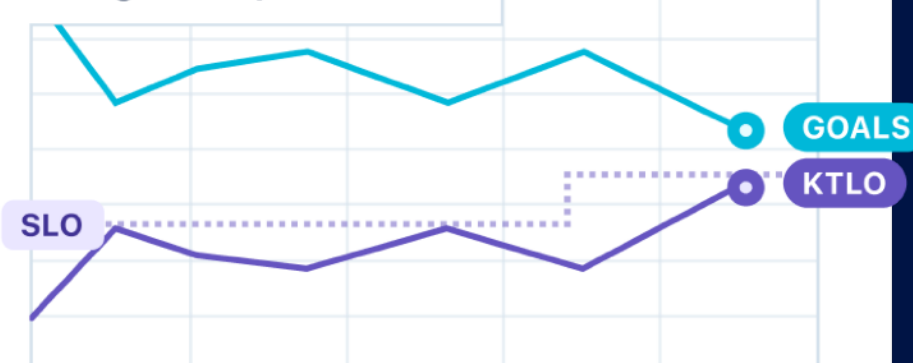


Jira

Work distribution across teams

-10%

change from prior month

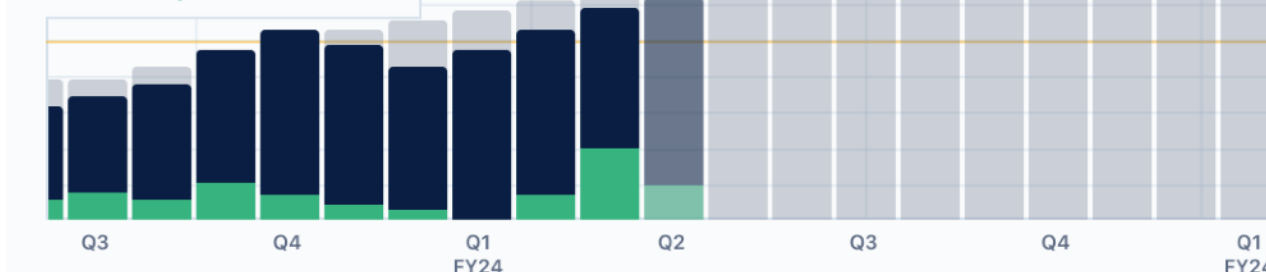


Jira Align

Hiring plan

110

+ 2 from prior month



Current average ramp up time: 62 days based on Jira

5 Ramping up

Compass

62%

Operational Health

Maintaining the operational health of this service.

Share Scorecard

Scorecard status

Needs attention

Scorecard owner

Daria Lopez

Applied to

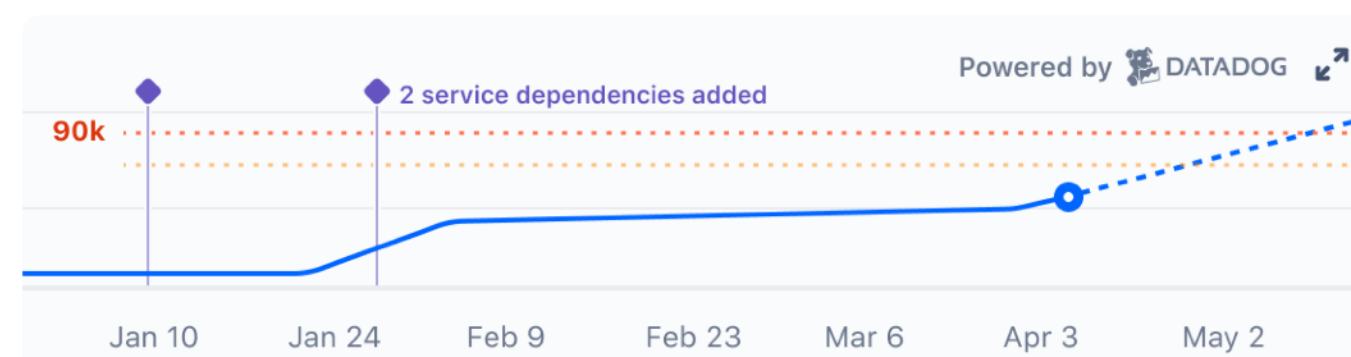
13 services

With label

Bookings

API requests

80k p/minute



Incidents likely

Powered by

Atlas

Goals

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

Customer satisfaction

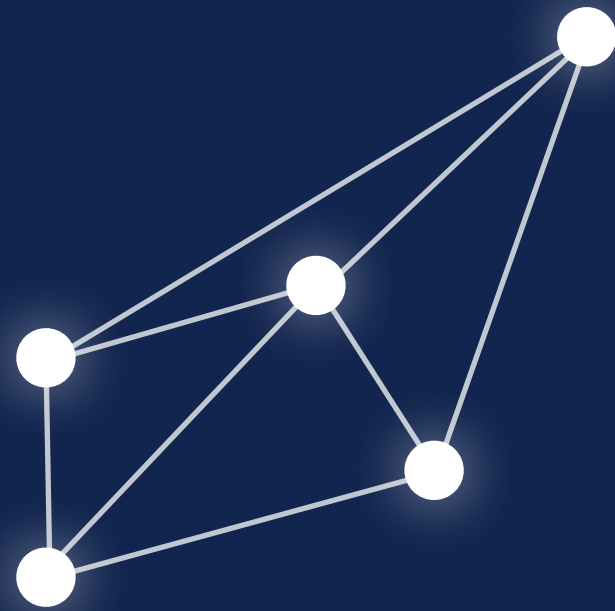
NPS 65

+ 2 from prior month

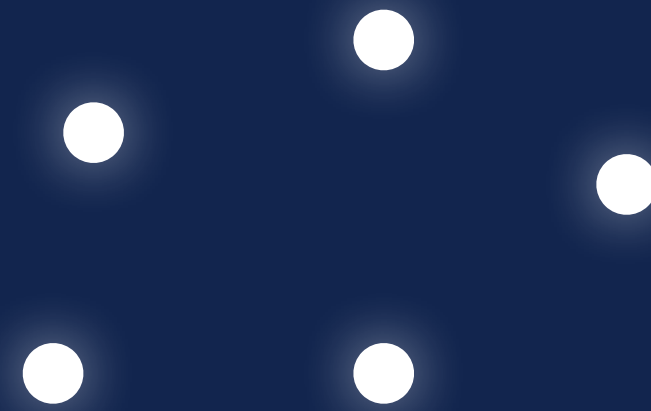


View all metrics

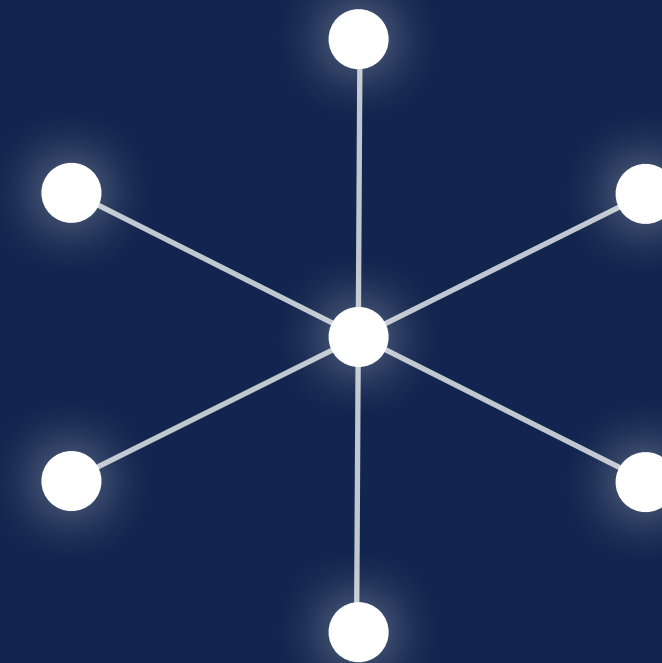
The *connected* enterprise



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

