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From legacy to launch: SEB's journey to Jira Service Management



Darko Jakimovski, IT Team Manager, SEB

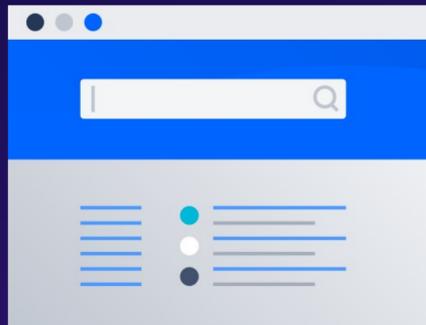
Michael Santos, Senior ITSM Pre-Sales Solution Engineer, Atlassian

About SEB

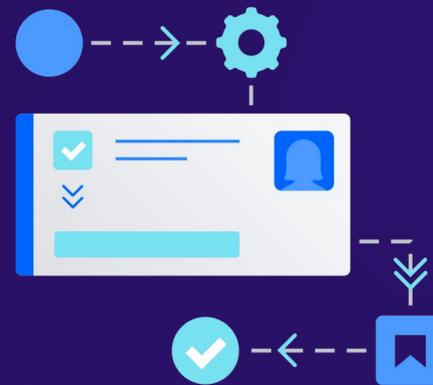
SEB is a leading northern European financial services group, with a history dating back to 1856. Innovation, entrepreneurship, and an international perspective are part of our DNA. Our vision is to provide world-class service. We do this through long-term relationships, personal advice, and digital services – and by supporting our customers in the transition to a more sustainable world.



Migrating from BMC remedy



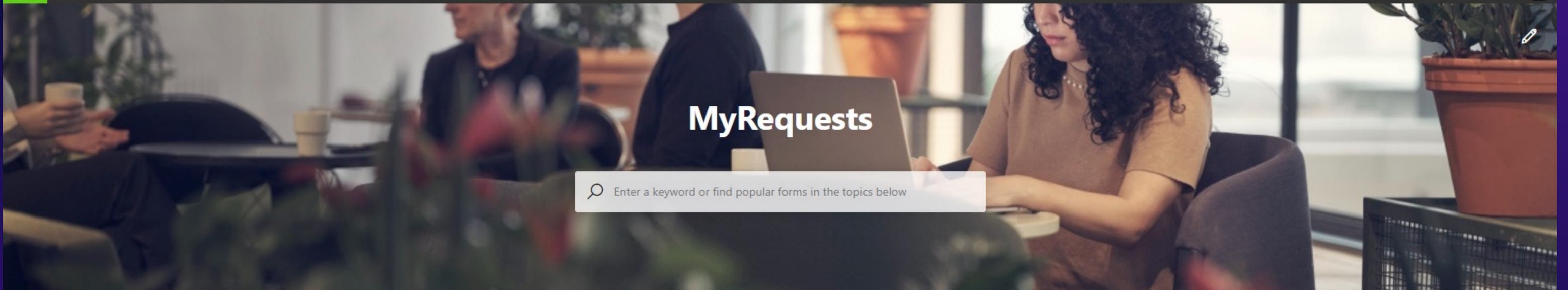
700 request forms
From the portal



350 automations
Behind these request forms



4,000 agents
Migrated from BMC



MyRequests

 Enter a keyword or find popular forms in the topics below

Welcome to **MyRequests** where you can request access rights and other services that you need for your daily work. From this portal you can find requests from different support groups such as Access management team, HR Requests, Procurement support etc.

Forms previously found in **MyIT** have been moved here.

Find your needed request form by searching in the search field above or browse by popular topics below. Find a support group page through search or in the bottom of this page.



Set alternate approver

Redirect approval requests to another person in Jira.

CONTEXT

Popular form topics



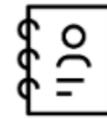
Access rights



HR Requests



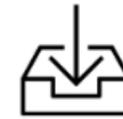
Email



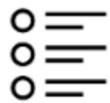
Employee Onboarding



Get help



Install Software



Mainframe services



Manage account



Microsoft Teams, Sharepoint and
OneDrive



Office



Telephony and mobile



Working from home

CONTEXT

The planned Jira PROD migration to new version is postponed

SEB Start page > Access Rights

Popular forms for topic: Access r

This page shows popular access rights forms

Find more forms by using the search function

 AD group - add or remove m
Add or Remove AD group membershi
Requires manager approval

 Non-standard access rights
This form should only be used as an e
there are no other dedicated order fo
access you need.

 SEBIS - access rights
Request for authorization of new resources to SEBIS.

AD group - add or remove members

Access Management Team

 Jakimovski, Darko

Requested for (optional)

 Jakimovski, Darko

Change if you as e.g. manager or assistant want to place the request on behalf of someone else

REQUIRES MANAGER'S APPROVAL

 Add or Remove AD group membership. Requires manager approval

 This request is handled automatically and will be executed as soon as manager has approved.

 If you have any questions contact [Access Management Team](#)

The (*) symbol indicates that the field is mandatory to fill in.

Type of request*

- Add
- Remove

UserID*

If modification is needed for multiple users, please separate users using comma ","

I understand that only the AD group resource will be added/removed and that I still need to order the specific access rights modification through a separate

[Formatting Help](#)

Cancel

Create

Request access to a topic in PUBSUB

access rights

Use this form to handle access rights for multi-factor authentication.

CONTEXT

Asset Management

CMDB

Search object types

- Foundation Data
 - Company (1)
 - Organization (305)
 - Department (4186)
 - Domain (28)
- CMDB
 - Software
 - Hardware (56996)
 - Servers (11715)
 - Storage (169)
 - UPS (70)
 - Card (571)
 - Client computers (22828)
 - Monitors (20626)
 - Printers (1017)
 - Network (17412)
 - Documents



Hardware

No description

Search objects Overview Graph Object Schema

Create Object Objects Attributes Graph Object Type

Filter Search Advanced

25 Settings Menu

1-25 of 56996 Columns

T	Key	Name	Created	Updated	Type	Manufacturer	
	AM-815259	000673522562	2023-03-01 12:32	2023-03-01 12:32	Desktop	Microsoft	⚙️
	AM-810911	00373330061912725002	2023-02-15 11:32	2023-02-15 11:32	Laptop	Hewlett Packard	⚙️
	AM-551944	005664721357	2022-05-18 11:17	2023-03-02 15:36	Laptop	Microsoft	⚙️
	AM-812385	030750623657	2023-02-22 15:36	2023-03-02 15:42	Laptop	Microsoft	⚙️
	AM-582745	04YDHNFM800398	2022-05-20 00:24	2022-05-20 00:24	Monitor	Samsung	⚙️
	AM-583171	04YDHNFM800414	2022-05-20 00:27	2022-05-20 00:27	Monitor	Samsung	⚙️
	AM-583337	07R5HSOGA01450	2022-05-20 00:28	2023-01-23 17:39	Monitor	Samsung	⚙️
	AM-570054	07R5HSOH300005	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung	⚙️
	AM-570058	07R5HSOH300007	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung	⚙️
	AM-570065	07R5HSOH801246	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung	⚙️
	AM-573239	09JDHSLHB00289	2022-05-19 20:23	2022-05-19 20:23	Monitor	Samsung	⚙️
	AM-573279	0ATRHSIJ700079	2022-05-19 20:24	2022-05-19 20:24	Monitor	Samsung	⚙️
	AM-569951	0LB2HTRFC01132H	2022-05-19 18:29	2022-05-19 18:29	Monitor	Samsung	⚙️
	AM-570045	0LCLHTRFC00492R	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung	⚙️
	AM-570049	0LCLHTRFC00494K	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung	⚙️
	AM-570050	0LCLHTRFC00497P	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung	⚙️
	AM-812495	104WDK3	2023-02-22 15:37	2023-02-27 16:31	Laptop	Dell Inc.	⚙️
	AM-809941	10G5FK3	2023-02-09 16:34	2023-03-03 10:34	Laptop	Dell Inc.	⚙️
	AM-813332	10GWDK3	2023-02-28 07:30	2023-02-28 07:30	Laptop	Dell	⚙️
	AM-812416	11GR0T3	2023-02-22 15:36	2023-02-22 15:36	Laptop	Dell Inc.	⚙️
	AM-792608	11MM1T3	2022-11-30 11:32	2023-02-06 16:33	Laptop	Dell Inc.	⚙️
	AM-809936	1245FK3	2023-02-09 16:34	2023-02-09 16:34	Laptop	Dell Inc.	⚙️
	AM-798053	12B13T3	2022-12-23 10:29	2023-02-16 15:35	Laptop	Dell Inc.	⚙️

CONTEXT

SEB

Start page > HR Requests



Welcome to HR Requests

Choose country



Sweden



Lithuania GSV



Other countries



Norway



Finland



Luxembourg



United Kingdom

CONTEXT



Welcome to HR Requests for Sweden

Enter a keyword or navigate using the categories

Find the needed form by searching in the search field above or by using the categories below.
You can find answers to common questions in [HR Self-service \(SoFi\)](#)

Categories

- Working hours & Absence**
- Learning & Development
- Licenses
- Remuneration, Salary, Benefits & Pension
- Recruitment, Consultants & Employment Changes
- HR Online technical support
- International assignments

 **SWE Request return from parental leave**
Use this for to inform HR about a return from parental leave

 **SWE Apply for vacation during parental leave**
Use this form to apply for vacation during a parental leave

 **SWE Submit sick leave documents to HR**
Use this form to submit sick leave documents

 **SWE Request return from a long term sick leave**
Use this form to inform HR about your return to work from a Sick leave longer than 90 days

 **SWE Correct or cancel already approved absences**
Use this form to request correction or cancellation of absences that were registered by HR Admins

 **SWE Request FTE change for employees on CCC schedules (24/7)**
For employees currently working on a CCC schedule (24/7): Use this

CONTEXT

Categories

Working hours & Absence

Learning & Development

Licenses

Remuneration, Salary, Benefits & Pension

Recruitment, Consultants & Employment Changes

HR Online technical support

International assignments

HR Staff only



SWE Apply for full time schedule

HR Forms

Raise this request on behalf of

 Jakimovski, Darko

Requested for

 Jakimovski, Darko

Change if you as e.g. manager or assistant want to place the request on behalf of someone else

REQUIRES MANAGER'S APPROVAL

- For employees currently working part time
- Use this form to **request your schedule to be changed to full time.**

The (*) symbol indicates that the field is mandatory to fill in.

Are you currently part of the 62+ Benefits program?*

Yes

No

[Formatting Help](#) Cancel Create

 SWE Request return from a long term sick leave

Use this form to inform HR about your return to work from a Sick leave longer than 90 days

 SWE Apply for part-time schedule

For employees currently working full time: Use this form to change your schedule to part time

 SWE Request return from unpaid or study leave

Use this form to inform HR about your return to work from a Study leave or an unpaid leave longer than 60 days

 SWE Remove overtime lock

Use this form to remove an overtime lock from one of your employees (it will be sent to the employee for approval)

Use this form to apply for an unpaid leave longer than 60 days in a row

leave longer than 60 days in a row

lock to one of your employees (it will be sent to the employee for approval)

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Thank you



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Michael Santos, Senior ITSM Pre-Sales Solution Engineer, Atlassian