ATLASSIAN

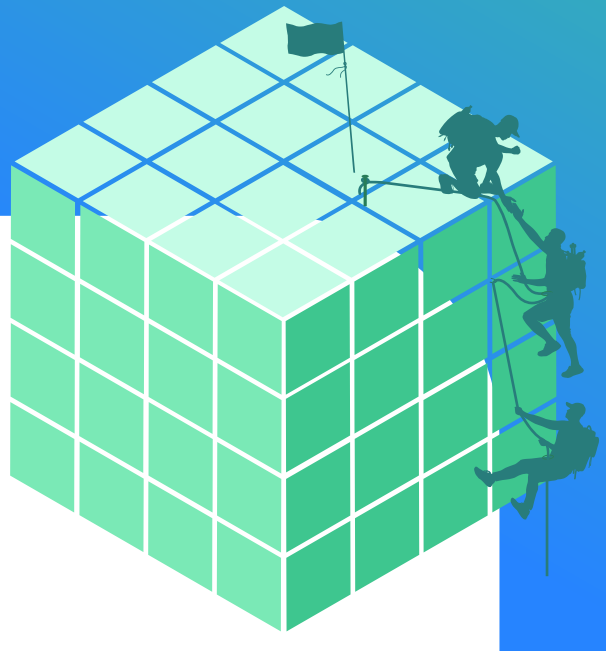
The content described herein is intended to outline our general product direction for informational purposes only. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described herein remain at the sole discretion of Atlassian and is subject to change.

ATLASSIAN team'23

How Crocs implemented

ITSM best practices

to accelerate teamwork & growth



isos technology

crocs™

ATLASSIAN Platinum Solution Partner ENTERPRISE

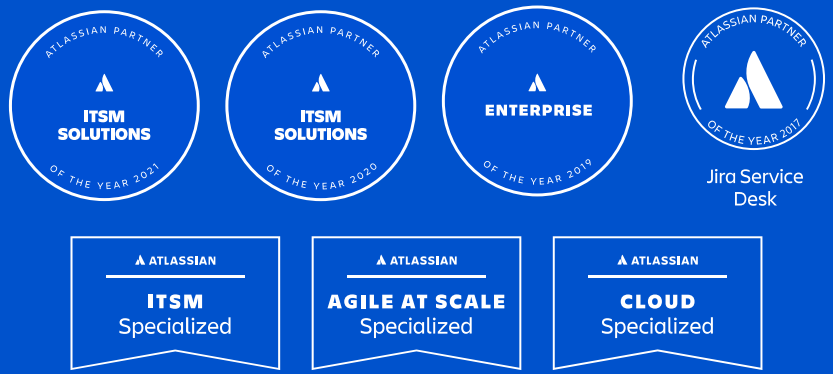
Speakers

Kevin Rigard
Director, Marketing Technology
Product Management
Crocs

Nick Sommerfeld
Strategic Account Manager
Isos Technology

About Isos Technology

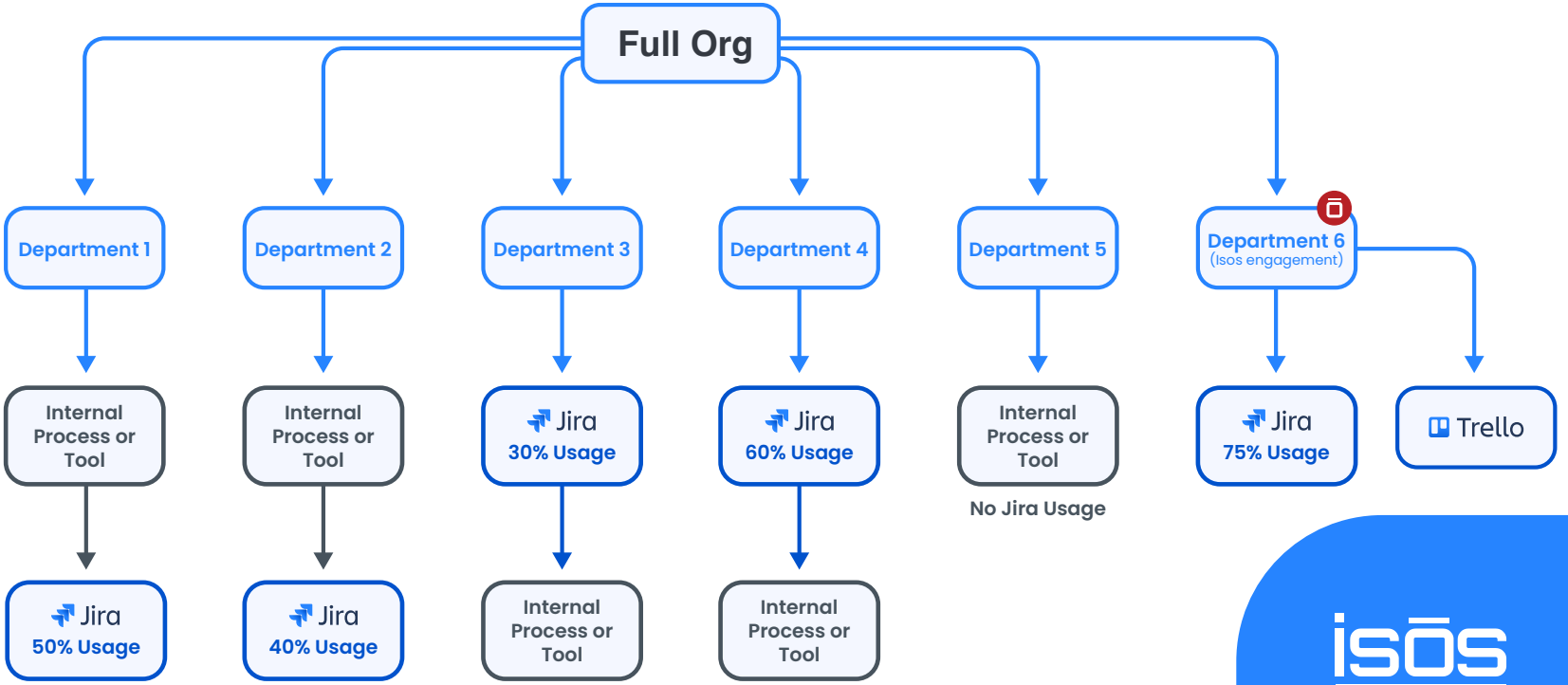
We **accelerate the innovation curve** for companies that are changing the world.



ATLASSIAN
Platinum Solution Partner
ENTERPRISE

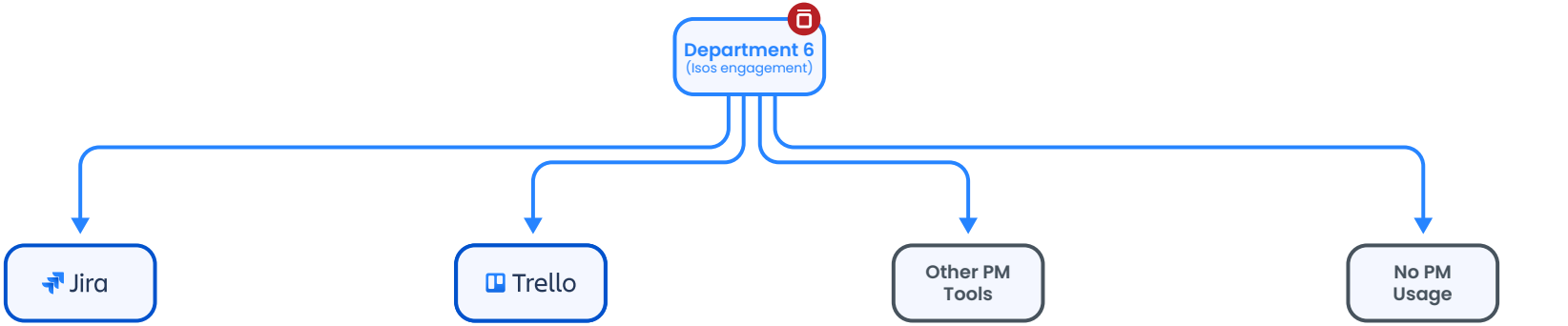
isōs technology

Team structure & tools



isōs technology

Tooling challenges



- Multiple admins
- Setup admin left
- No setup documentation
- No distinct operating model
- No reporting or understanding of Jira workload

- Teams using Trello in Jira-like ways
- No Trello-Jira connection
- No knowledge of use cases for Jira vs. Trello
- Some use of Jira when tagged for comments

- No connection of data to Jira or Trello
- Some use of Jira when tagged for comments
- Minimal connection to Jira processes

- No connection or involvement with teams/processes using Atlassian tools

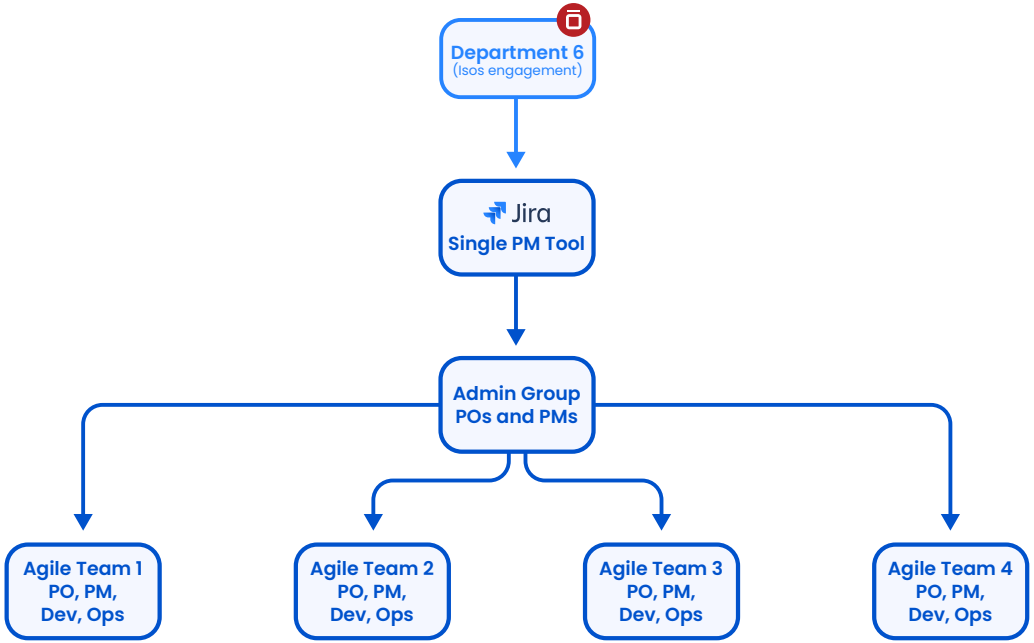
isōs technology

Unified Jira structure

- JSM intake
- Permission schemes
- Screens, Fields, Issue Types, Statuses
- Change request process

Agile operating model

- PO & PM for each team
- Agile ceremonies (Standup, Refinement, Sprint Planning, Review, & Retro)
- Unified sprint schedule and workload reporting
- Visibility at all levels
- Understanding of the work being requested and completed



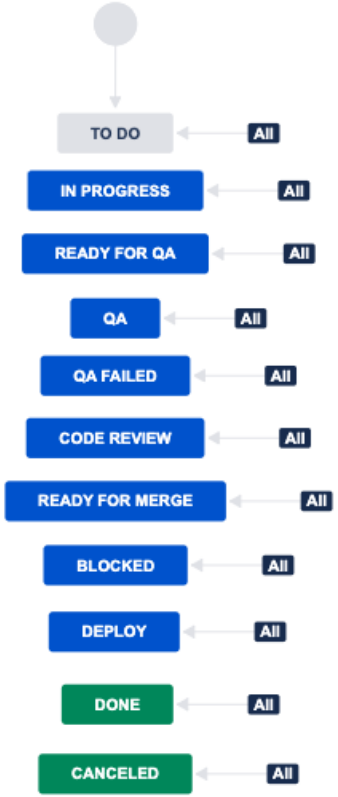
isōs technology

Key Atlassian courses

isōs technology

Starting point…

Risky workflows

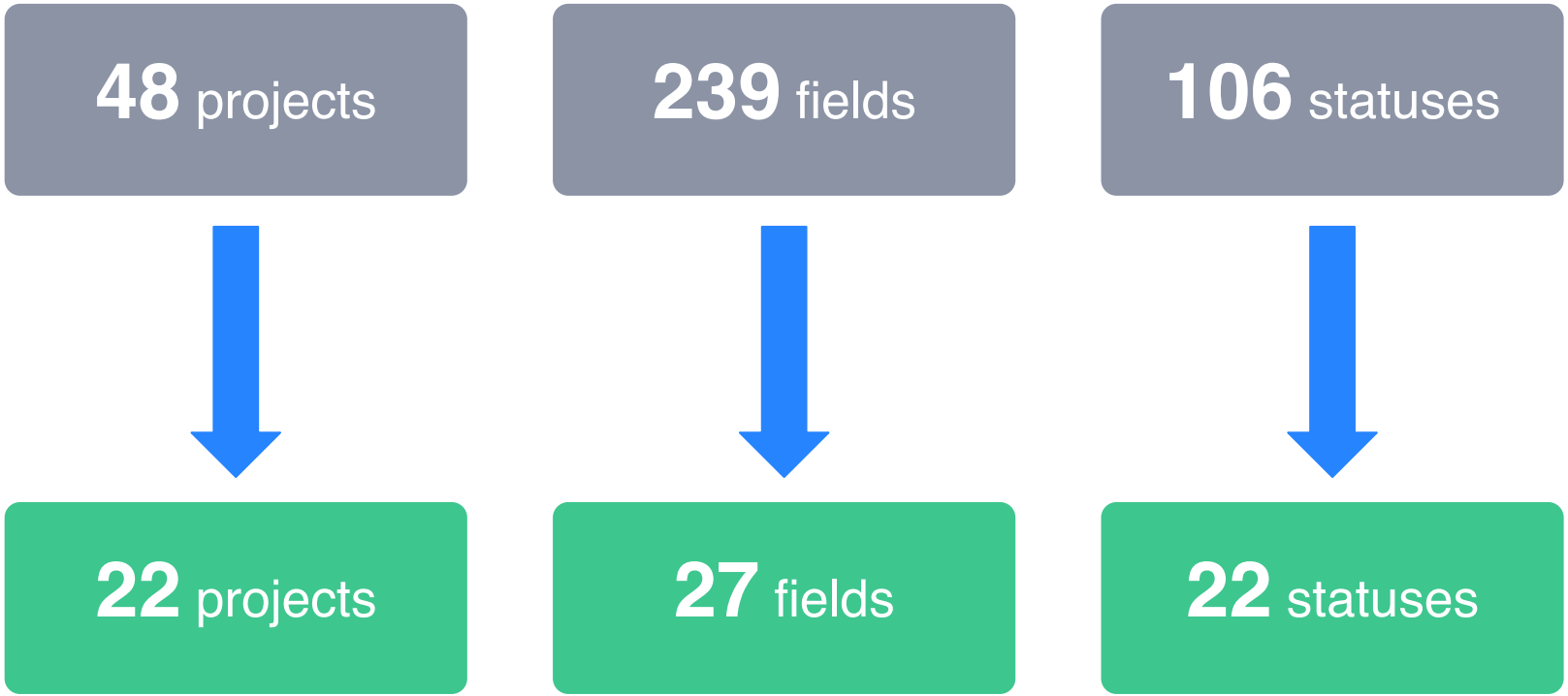


Custom field chaos

- **Region:** Text
- **Region Value:** Number
- **Region:** Select list (single choice)
- **Affected Region:** Checkbox
- **Submitter's Region:** Text
- **Location:** Text

isōs technology

Audit & cleanup

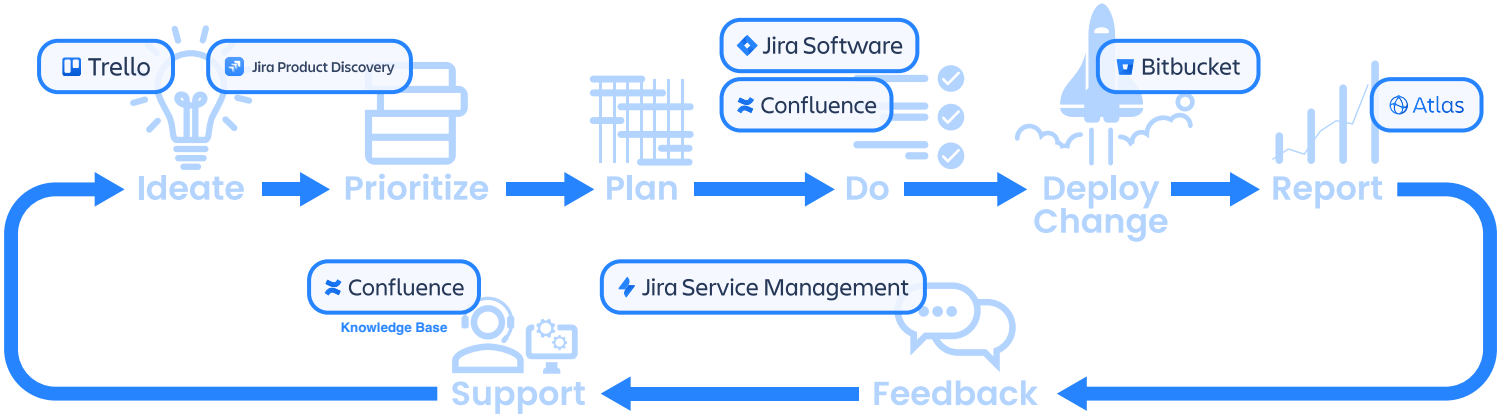


Best practices

- Adding new teams and users
- Permission scheming
- Project standardization
- Form standardization and psychology of form fields

isōs technology

The overall ecosystem



Come talk to us at our booth at TEAM ’23!

isōs technology

Visit us at Booth #37 to WIN

THANK YOU

isōs technology

We help the companies
that are changing the world.

isostech.com
info@isostech.com
855-924-4767