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devoteam

Creative tech for Better Change

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team^{'23}

Service projects:

Task-sharing made easy

David Meredith





Talking points

- ABP — task-sharing made easy!
- What options are there for sharing?
- How do we set this up?
- Questions? Resources?

PLACEHOLDER

Auto-play video of Emma from ABP. Script in notes below.
Background of video will have ABP branding.

What are the benefits?

PLACEHOLDER

Emma from ABP will present this slide in the video. It's h
review of the script and slide.

Improved collaboration



Communication

Shared responsibility

Automation

In a centralized toolset



Not lost

Improving auditability



Discussions

Approvals

Decisions

Stronger reporting



Visibility

End-to-end reporting

Continuous improvement

Example use case

Invoice can't be paid until bank details are corrected.

- Accounts payable-owned process.
- Master data needs to update bank details before payment can be made.
- There may be further questions that both teams need to discuss.






Accounts payable needs to be able to:


- create, view, link, comment, attach
- modify reporter, set issue security

Accounts payable should be restricted from:

- edit, transition, resolve

Options for task-sharing

<p>Raise via Portal</p> <p>Licence: None required</p>		<p>Can't be viewed by other team members unless shared</p> <p>Loses visibility if reporter is changed</p> <p>Can't link</p>
<p>Share with organization</p> <p>Licence: None required</p>		<p>Can be viewed by other team members</p> <p>Won't work if reporter is changed</p> <p>Can't link to original ticket</p>
<p>Collaborator</p> <p>Licence: JWM/JSW</p>		<p>Can't set issue security</p>
<p>Role: Service desk team</p> <p>Licence: JSM</p>		<p>Can do everything</p> <p>Including edit, transition, resolve</p>
<p>Custom role: External team</p> <p>Licence: JSM</p>		<p>Can do only what we have configured</p>



How to configure 'external team' roles?



How to configure issue security?



In summary

- Real-world use case
- Sharing options
- Configured custom role for 'external team'
- Configured issue security

References

[Jira Service Management — user types](#)

[Configure roles](#)

[Configure permissions](#)

[Configure issue security](#)



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Thank **you.**