



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.



How Atlassian uses Jira Service Management for better HR solutions



TA ENABLEMENT & PEOPLE TECHNOLOGY

Across companies today, the delivery of a satisfactory employee experience is posing a challenge for HR teams.

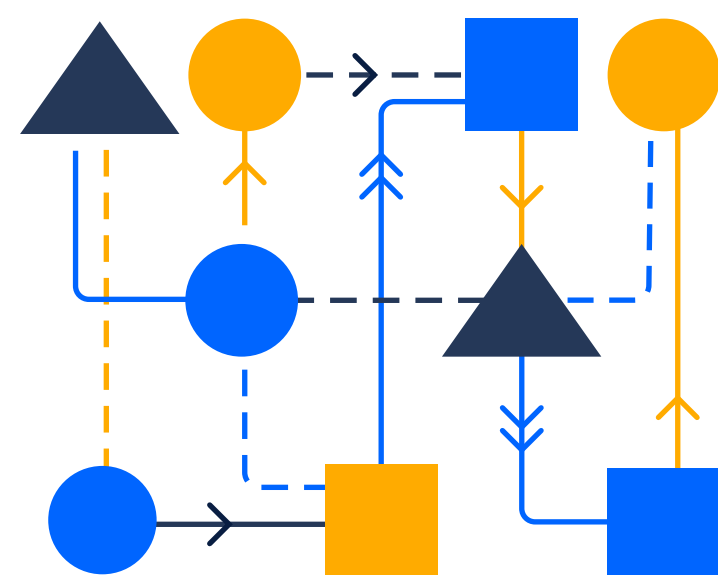
Top of mind for our people leaders:

- Attracting and retaining top talent
- Competitive compensation
- Talent development
- HR service delivery

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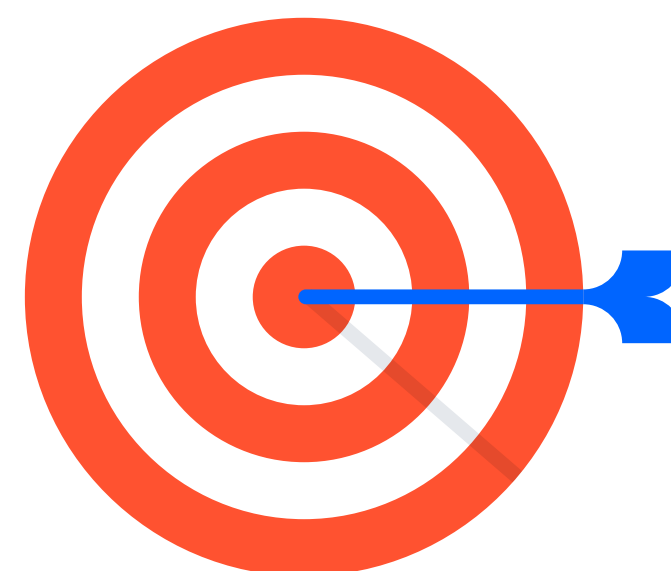
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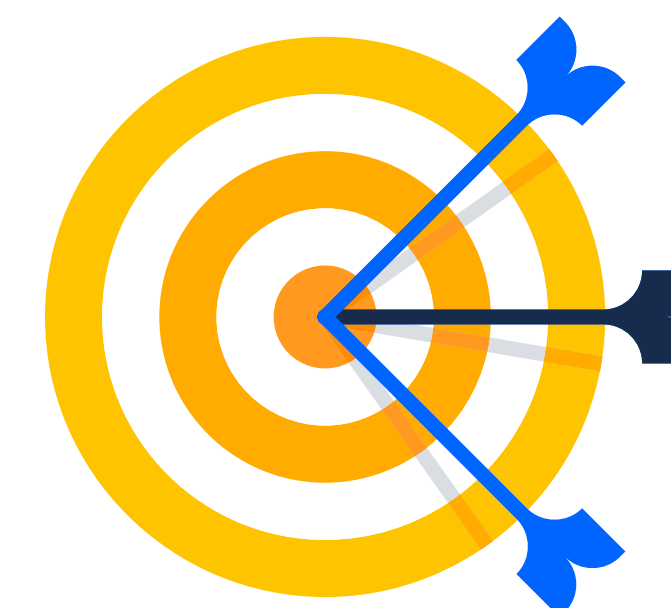
Business Problem

Organizations are facing endless HR challenges, and each year seems to bring more than the last.



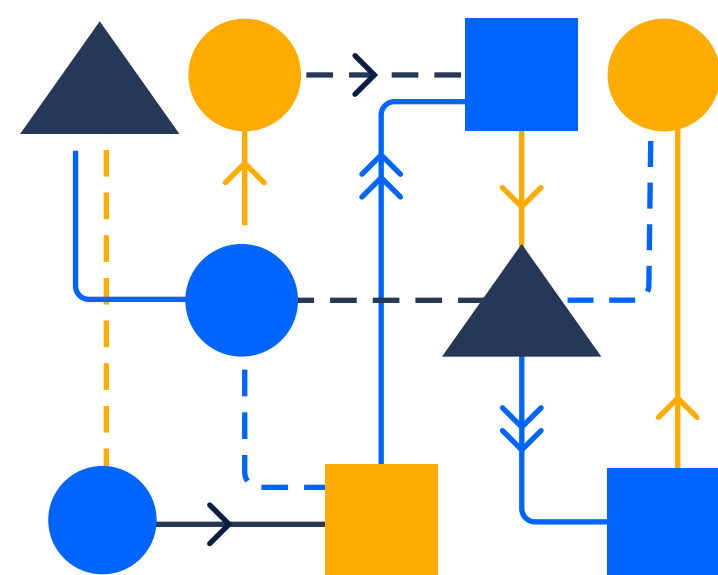
Solution

Demonstrate the power of Atlassian tools in solving HR challenges.



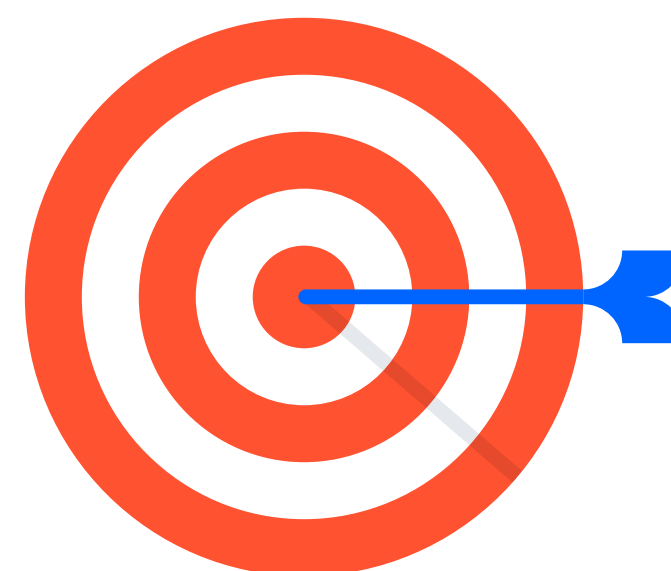
Impact

Help recognize the value Atlassian solutions can bring to your teams.



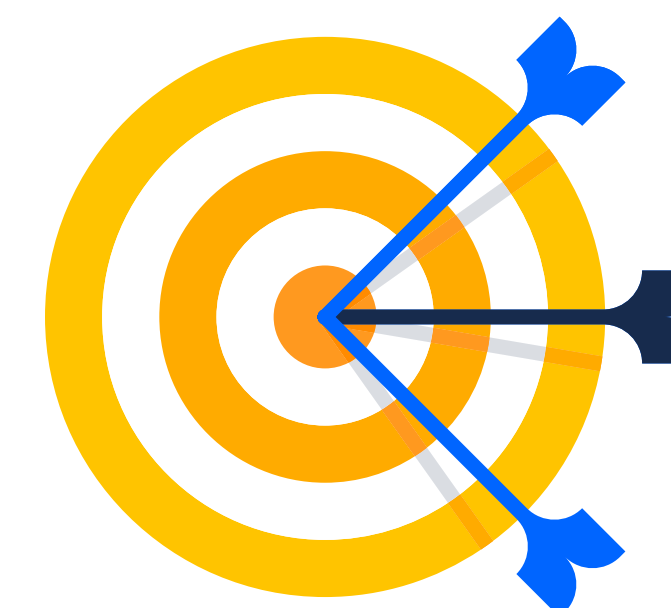
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Case study #1 – G'Day Service Desk

PROBLEM STATEMENT

Suboptimal support for employees due to the lack of a centralized request portal and knowledge base for employee requests

- Reduced efficiency
- Increased workloads
- Inconsistent information
- Security risks
- Lack of accountability

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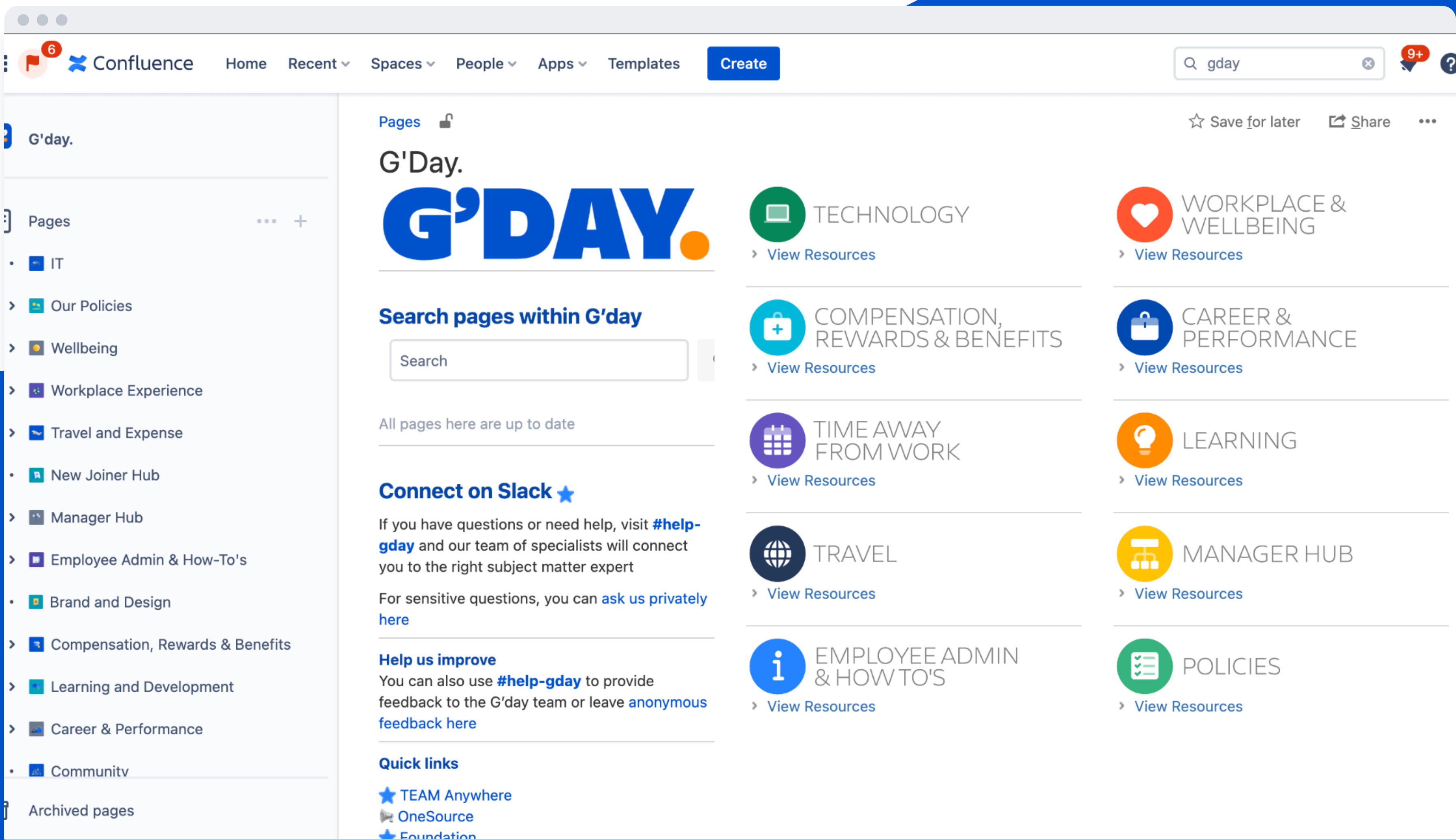
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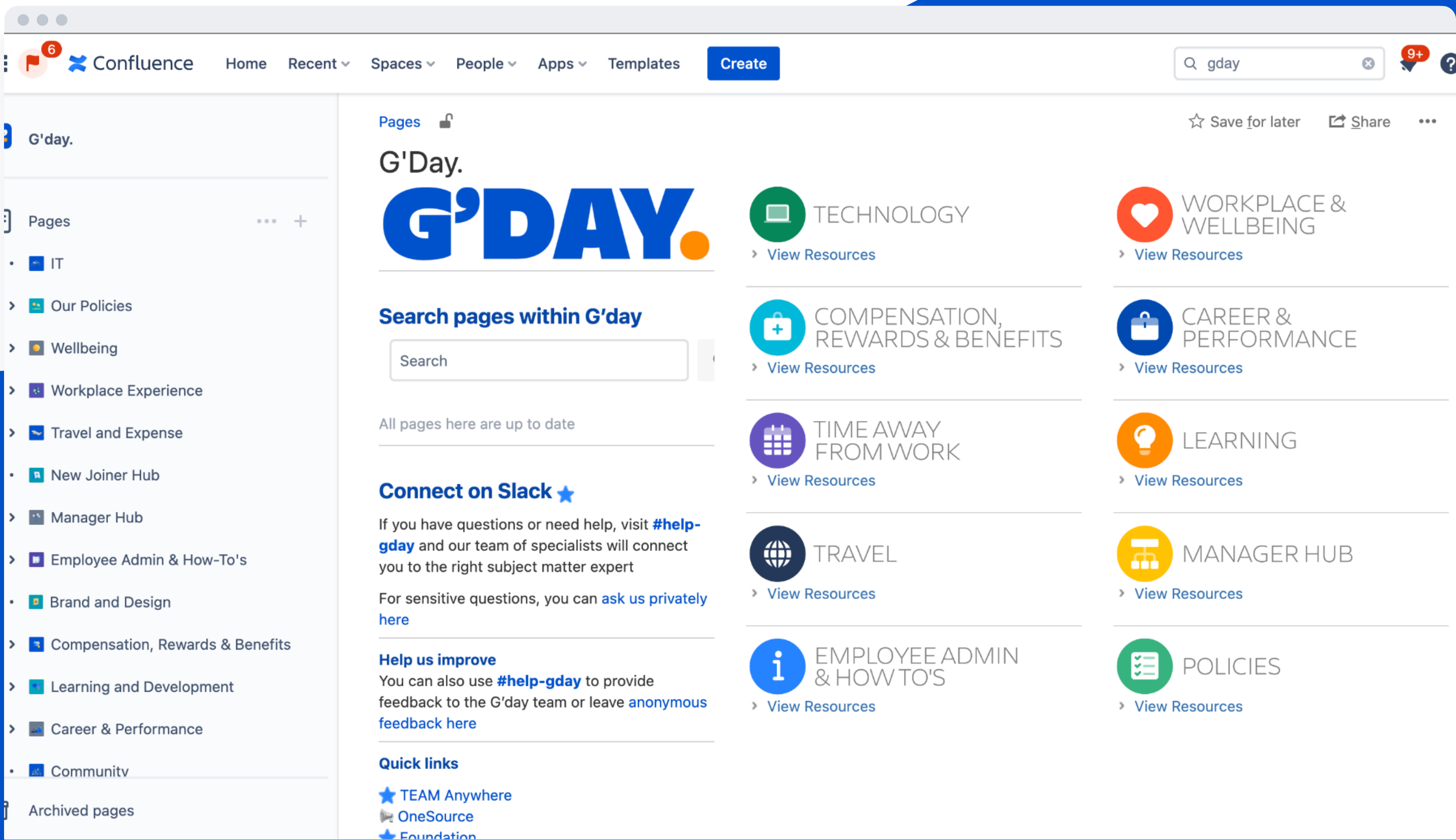
G'DAY CONFLUENCE SPACE

Repository for all employee experience-related artifacts



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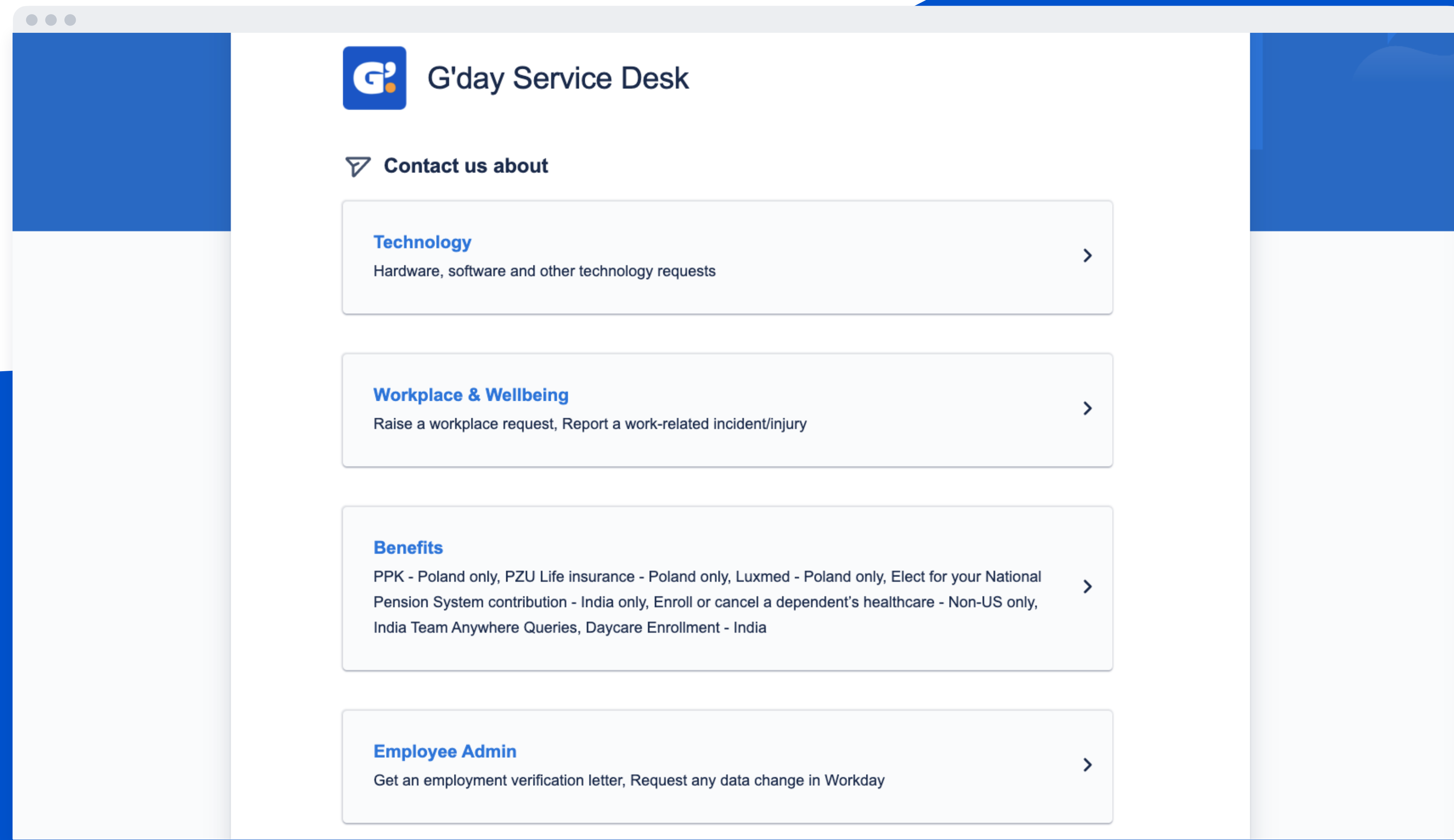
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G'DAY JIRA SERVICE MANAGEMENT PORTAL

Self-service

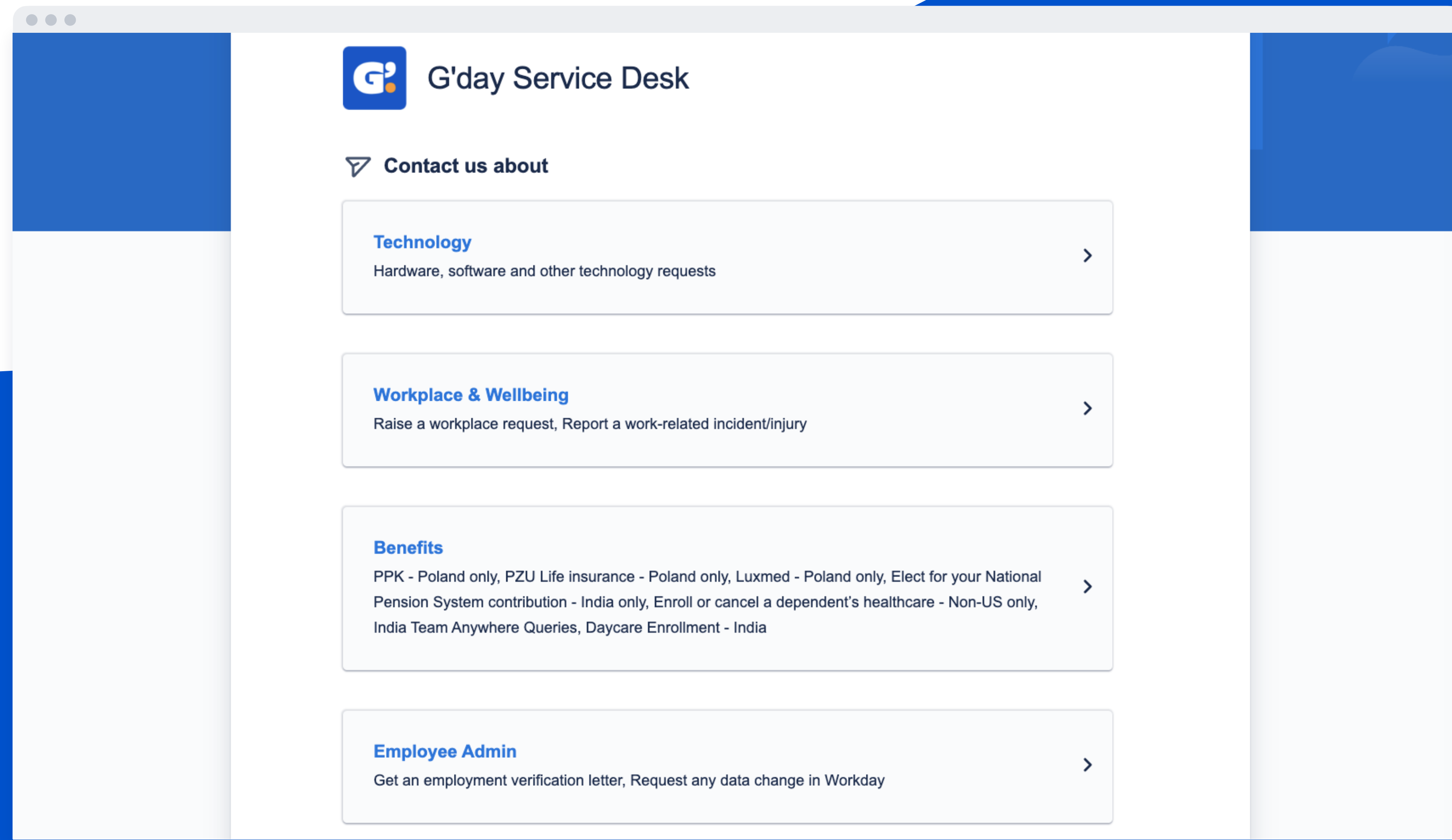
Confluence + Jira integration



G'DAY JIRA SERVICE MANAGEMENT PORTAL

Self-service

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HRIS INTEGRATION

Employee demographic data

Automated routing to agents and approvers

Back

RELOCATE-000

Request for change of my address/ location from Disneyland to Universal

Create subtask

Link issue

Add form

General

Workday Fields

Employee ID (from Workday)

PQR000

Employee Location (from Workday)

Disneyland, California

Manager (from Workday)

Mickey Mouse

Employee Supervisory Org (from Workday)

Disney (Mickey Mouse)

Employee Group (from Workday)

Disney Group

Employee Sub-group (from Workday)

Mickey

Pending Information

SLAs

Tomorrow 11:54 AM

Time to resolution within 24h

Details

Assignee

Donald Duck

Assign to me

Reporter

Daisy Duck

Customer Request Type

Fun Event

POPS Issue Type and Sub Type



Before

- Large volume of requests and slow response times
- No common source of truth for documentation/policies
- Multiple service desks and disparate processes
- Agents forced to use multiple systems, causing lots of inefficiency



After

- Better: ↑ 15% satisfaction with reliable, up-to-date information
- Faster: ↓ 25% response time
- Stronger: ↓ 33% fewer employee escalations



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Case study #2 – New hire onboarding

PROBLEM STATEMENT

Several teams are involved in new hire onboarding activities:

- Workplace Technology (account provisioning and equipment procurement)
- People/Talent Acquisition (TA) operations
- Workplace experience (badge access)

No central place to see status of a new hire's onboarding progress

Suboptimal experience for new hires

Unclear milestones and missing operational reporting

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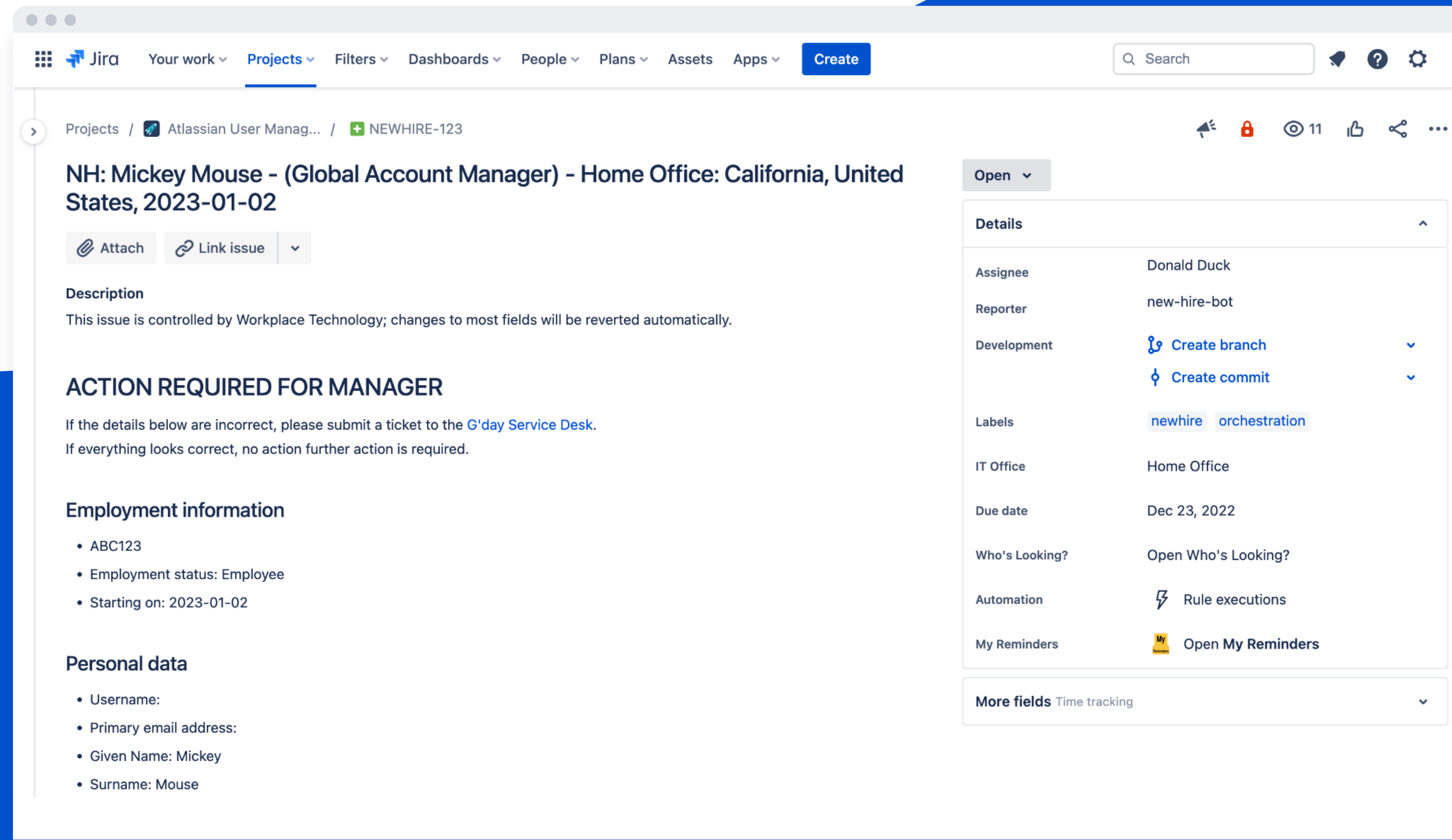
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AUTOMATED ONBOARDING TICKETS ROUTED TO RELEVANT TEAMS

Employee demographic data

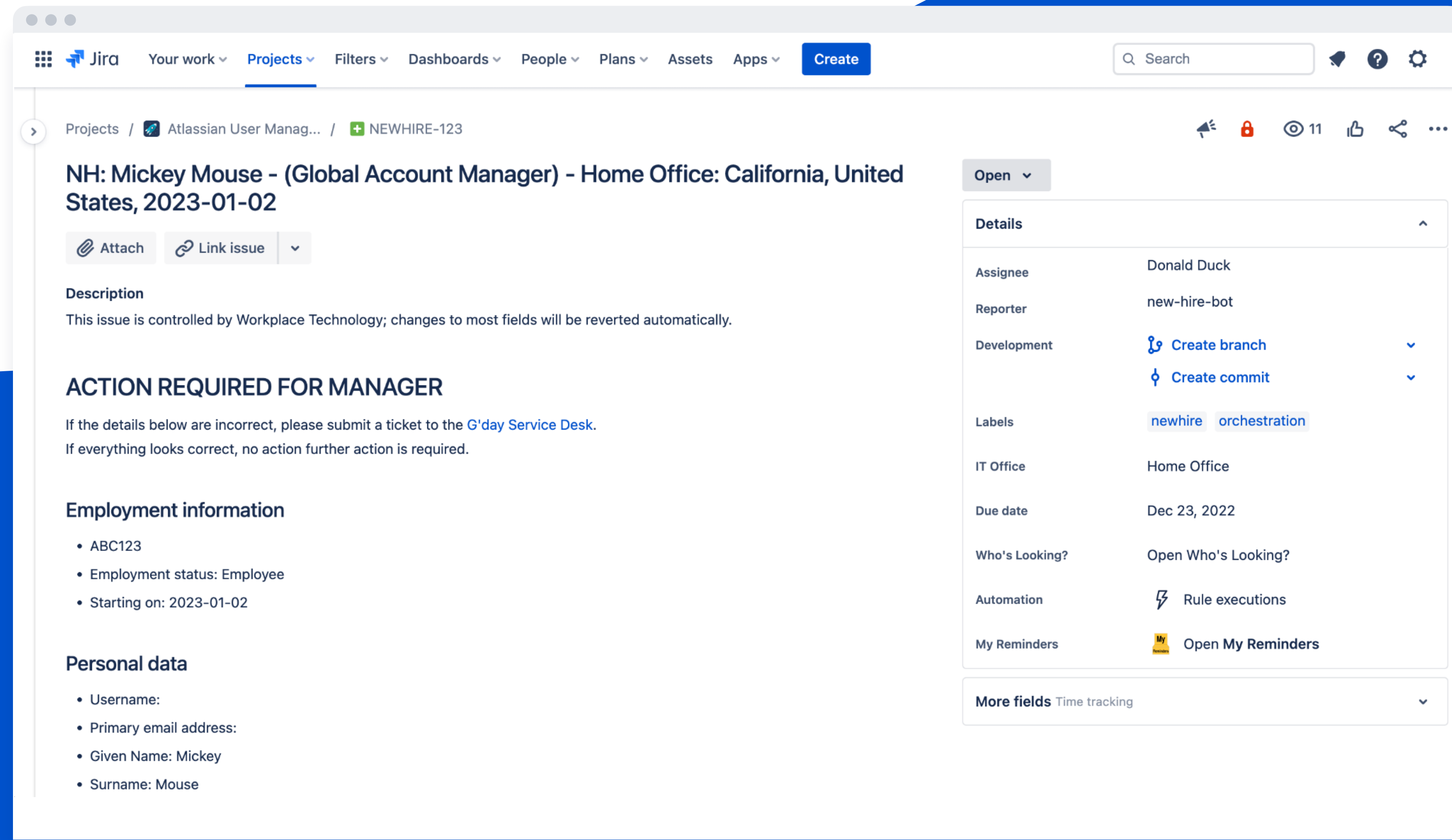
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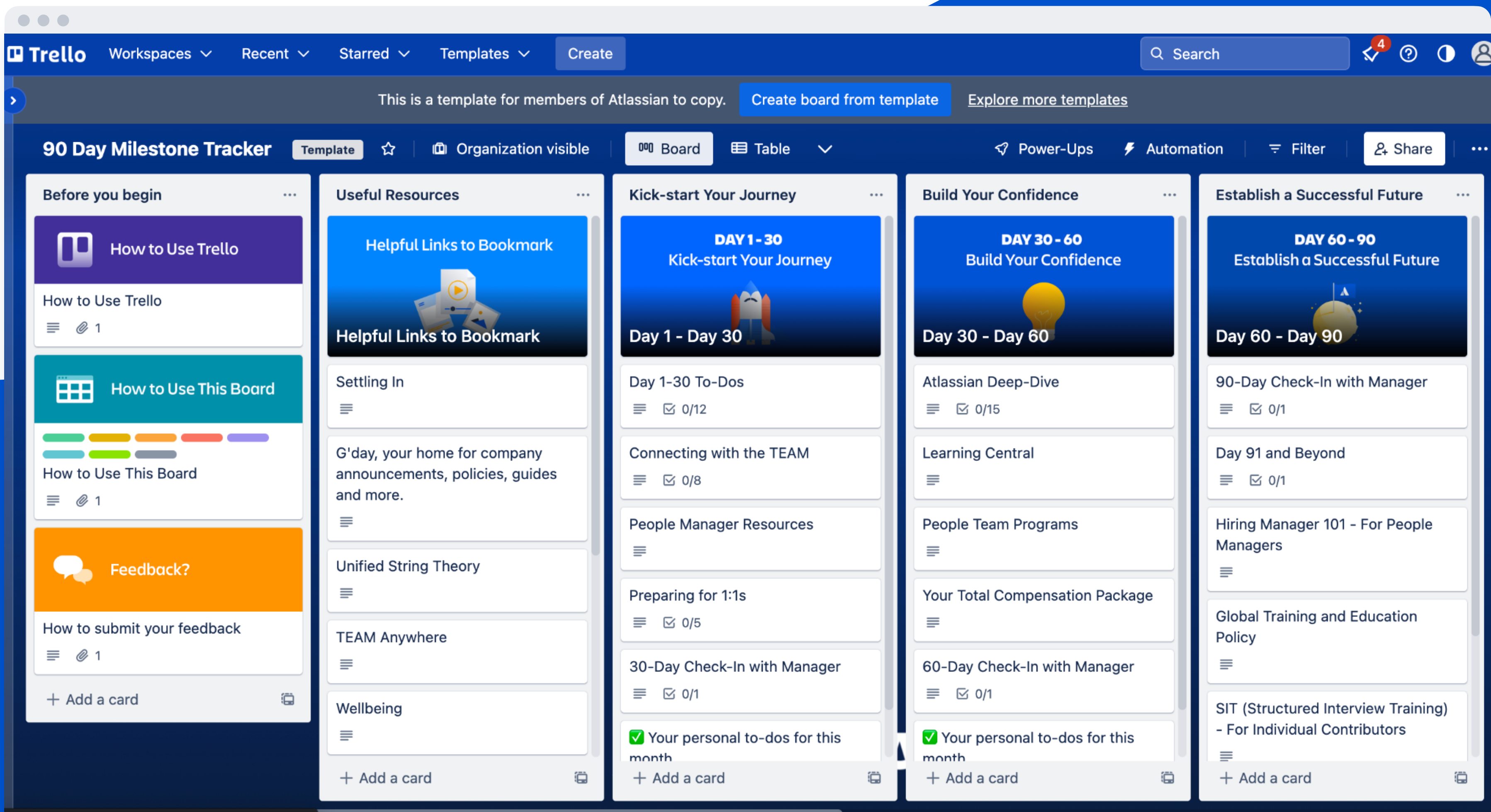
Employee demographic data

Automated routing to agents and approvers



AUTOMATED 90-DAY MILESTONE TRACKER TRELLO BOARDS

Standardized template





Before

- Inconsistent and unstructured new hire onboarding process.
- Managing manual tasks for operational teams
- Unclear milestones and missing progress tracking
- Reporting on the benefits of onboarding



After

- Faster: 5,000+ hours saved in productivity through automation
- **↑** 95% new hires delighted
- 100% of new hires have 90 day plans



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Case study #3 – Compensation estimator

PROBLEM STATEMENT

Atlassian's compensation philosophy is that pay should be determined by the location in which employees work. However, it was not easy for most employees to find out potential impact of moving.

- Inability to have informed relocation discussions with managers or HR business partners.
- No ability for employees to access anticipated compensation details based on location.
- Each inquiry took anywhere from 30 minutes to several hours per employee. No central place to see status of a new hire's onboarding progress

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TEAM ANYWHERE COMPENSATION ESTIMATOR

Self-service
Automated approvals
HRIS integration



ATLASSIAN

Requests 35

Help Center / Compensation Estimator

Atlassian Self-Service

Please note that the Compensation Estimator is not a guarantee or binding commitment from Atlassian for your current or future compensation. Results are confidential and should not be shared with other Atlassians. Atlassian also reserves the right to change the underlying data for the Compensation Estimator at any point in the future. This process only applies to permanent moves. The compensation impact is an estimate based on information available on the date you are submitting your request. Once you have received an estimate, you will be able to formally submit a request to move.

Relocations and Taxation of RSU Income

Shareworks Tax Guides

FAQs

NOTES:

Salary ranges and equity targets are refreshed annually in June (effective July 1). If you request a comp estimate for a future dated move on/after July 1 **before** the refresh, the estimate may not be final. **Please submit a new comp estimator ticket on/after July 1 for the most accurate estimate.**

From time to time, your job or compensation details may also change from the time your initial estimate was created. **Please submit a new comp estimator ticket for future dated moves after experiencing a change to your job or compensation for the most accurate estimate.** This includes all changes in base pay, FTE %, Mid-Year promotions and One Cycle outcomes.

Which country are you looking to relocate to?

None

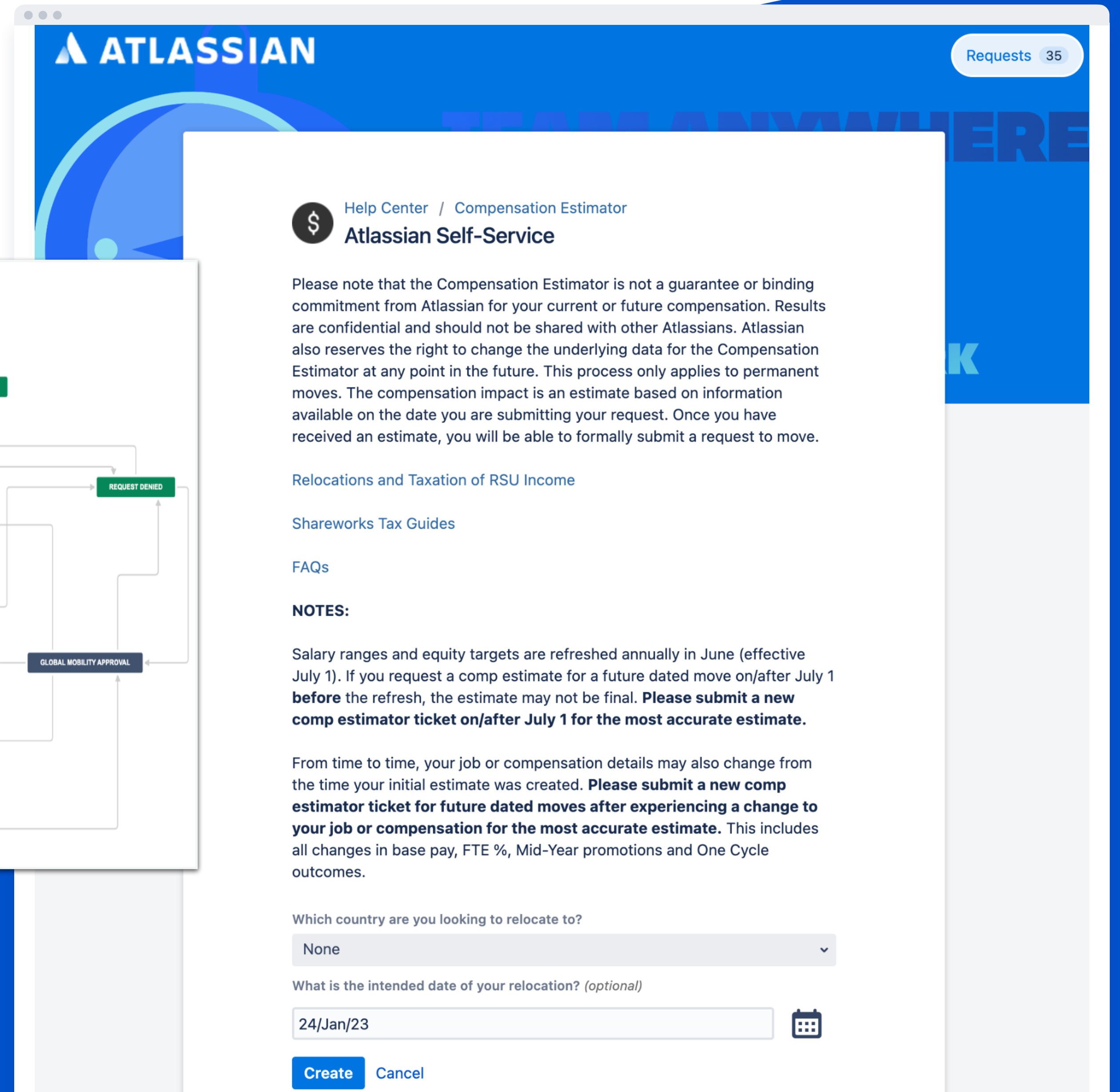
What is the intended date of your relocation? *(optional)*

24/Jan/23

Create

Cancel

HRIS integration



Create Cancel

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Create

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Before

- Large volume of requests and slow response times – existing process was not scalable.
- No system or tool to track relocation requests.
- Relocation conversations require significant time investment from distributed teams.



After

- **Self-service enablement:** Real-time actionable compensation data for employees for evaluating potential relocation.
- **Faster:** ↑ 25% increase in time savings for managers and HR partners.
- Manual review and offline approvals eliminated.



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Case study #4 – Promotion nominations

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An organization's promotion process is crucial in recognizing and rewarding talent, but we did not have a tool that made it simple and connected to use.

- Nonintuitive process & experience for employees
- 15-point decrease in CSAT for promotions in our FY21 cycle
- Multiple complex criteria when establishing promotion eligibility
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PROMOTION NOMINATION SERVICE DESK

Self-service

Customized per department

Help Center / FY23 Mid Year Promotion Nomination



Risk and Compliance Promotion Nomination

Please read instructions before proceeding.

1. We have designed this form to save you time by pre-populating data from Workday and automating approval flows for your promotion nomination.
2. After initially submitting this form, data will be pulled in from Workday and the nomination template will be generated. You will receive a notification (via email and slack within ~2 minutes) instructing you to return to this ticket to populate evidence to support your nomination.
3. When you are ready to start your promotion nomination, please populate the field/s below and select **'Send'** to generate the form.

Promotion Nominee

Enter name or email...

Send

Cancel

Help Center



8 Requests

Help Center / FY23 Mid Year Promotion Nomination

FY23 Mid Year Promotion Nomination

Welcome! You can raise a request for FY23 Mid-Year Promotion Nomination using the options provided.

Before you get started...

For Engineering Managers, please note that all intent to promote nominations should have now been received so you will no longer see Engineering as an option below. Please reach out to your HR Partner with any concerns.

Contact us about

Senior Leaders (P80/M80+)

Senior Leader Promotion Form - M80/P80+, Need Help?



CSS

CSS Support Engineers (P30 - P60) - ATL FTE, CSS Support Engineers (P30 - P60) - Contractor, CSS Leadership Roles (P70/M50-M70) - ATL FTE, CSS Leadership Roles (P70/M50-M70) - Contractor, CSS Ops, Cloud Migration Mgrs, and Escalations - ATL FTE, CSS Ops, Cloud Migration Mgrs, and Escalations - Contractor, Senior Leader Promotion Form - M80/P80+, Need Help?



CTO (Non-Engineering)

CTO Org Non-engineering Promotion Nomination, Senior Leader Promotion Form - M80/P80+, Need Help?



CX

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G&A (Finance, Foundation, Legal, People)

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PROMOTION NOMINATION SERVICE DESK

Automated approval routing
HRIS integration

Projects / Hogwarts Promotion Nomination / HPN-000

General

Promotion Nomination Form Questions

Other Jira Fields

Prof Snape raised this request via Portal

[View request in portal](#)

Hide details

Promotion Nominee

Harry Porter

Explanation of why promotion was declined

None

OPEN

...

Pending Information

Details

Reporter

Prof Snape

Customer Request Type

Hogwarts Promotion Nomination

Request participants

None

Employee Name (from Workday)

Harry porter

Workday ID

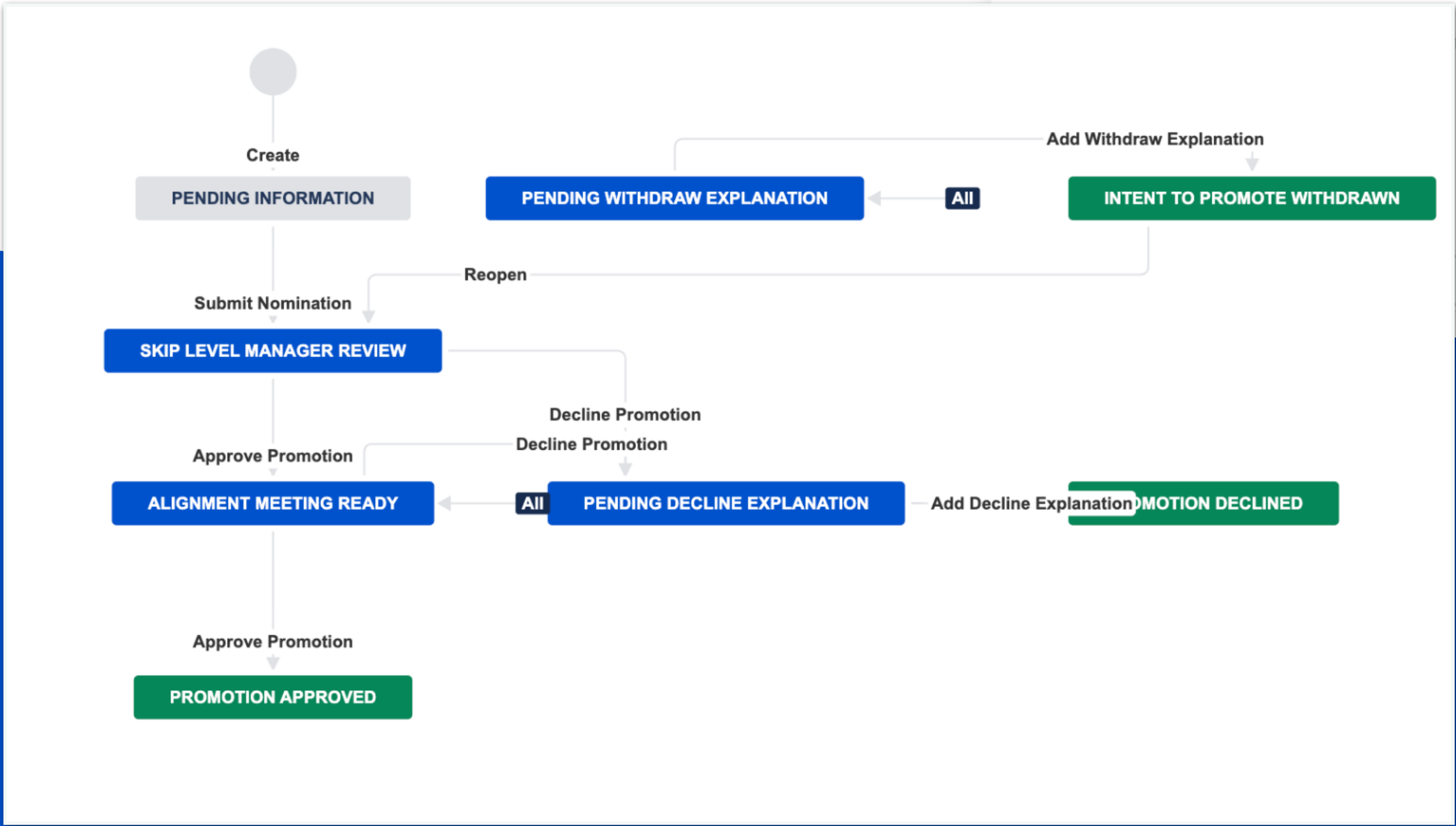
0000112345000

Employee Location (from Workday)

Hogwarts

Region (from Workday)

Scotland



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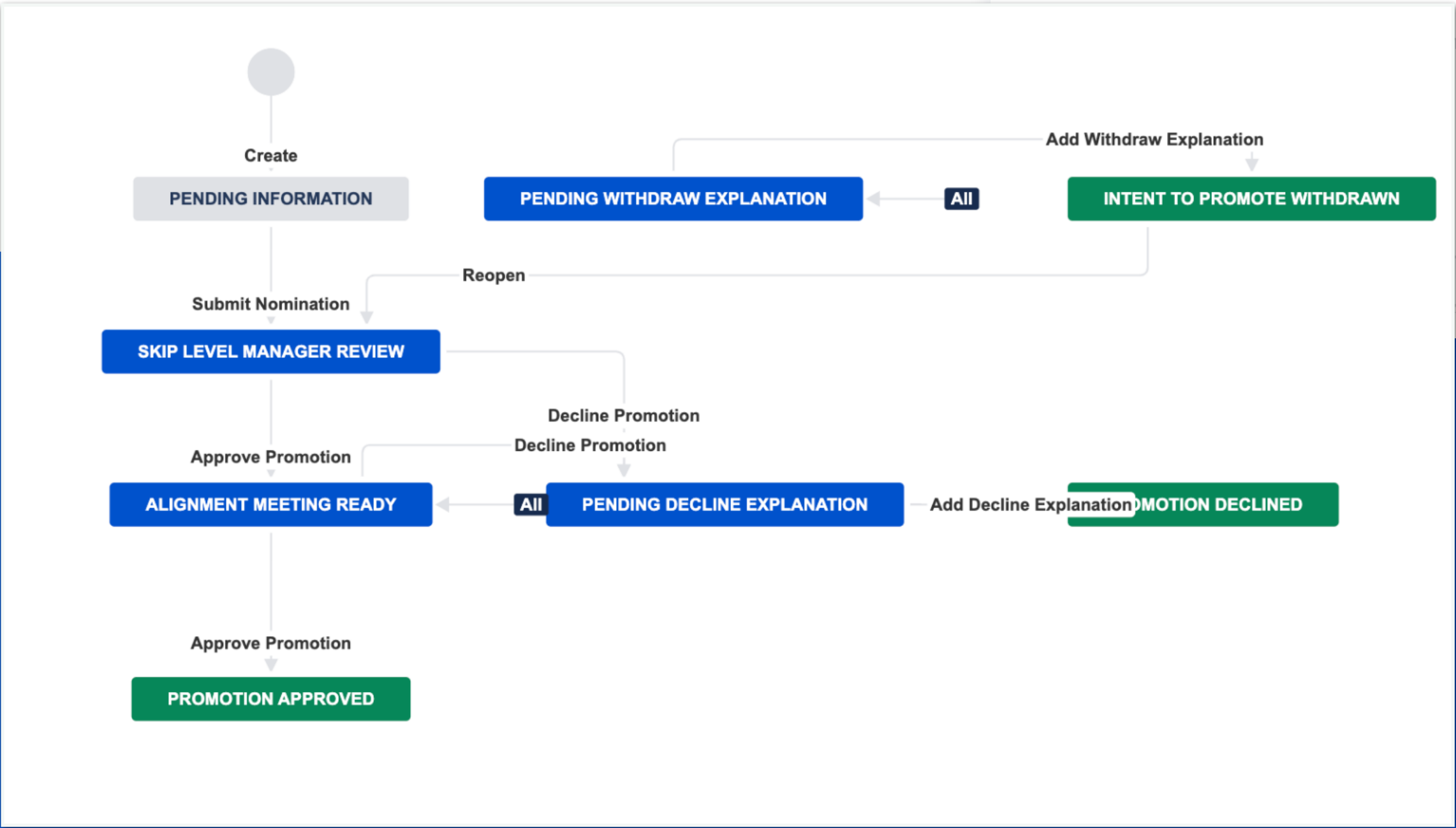
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PROMOTION NOMINATION SERVICE DESK

Summary dashboards for managers, leaders, and HR partners

Jira

Your work ▾

Projects ▾

Filters ▾

Dashboards ▾

Teams ▾

Plans ▾

Assets

Apps ▾

Create

Q

Search

9+

?

⚙

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

T

Key

Customer Request Type

Employee Name (from Workday)

Status

🔍

PN-124

🏢

IT Promotion Nomination

Pooh Bear

ALIGNMENT MEETIN...

🔍

PN-123

🏢

IT Promotion Nomination

Tigger Tiger

ALIGNMENT MEETIN...

🔍

PN-122

🏢

IT Promotion Nomination

Daffy Duck

ALIGNMENT MEETIN...

🔍

PN-120

🏢

IT Promotion Nomination

Donald Duck

ALIGNMENT MEETIN...

🔍

PN-119

🏢

IT Promotion Nomination

Minnie Mouse

ALIGNMENT MEETIN...

🔍

PN-121

🏢

Senior Leader Promotion Form - M6/P8+

Walt Disney

ALIGNMENT MEETIN...

1-6 of 6

🕒

1 minute ago

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

Key

Employee Name (from Workday)

Manager (from Workday)

Employee Hire Date (from Workday)

Current Business Title

Proposed Business Title

Current Level and Job Profile

Proposed Level and Job Profile

Time in Jc

PN-124

Pooh Bear

Paul Biagio

01/Jan/20

Bearest Bear

Sr. Bearest Bear

P3 - Honey Analyst

P4 - Quality

24

PN-123

Tigger Tiger

Paul Biagio

01/Nov/20

The Only One!

The One and Only!

P5 - Chief of Bounces

P6 - Chief of Staff

14

PN-122

Daffy Duck

Paul Biagio

01/Dec/20

Senior Noise Analyst

Senior Noise Analyst Manager

P4 - Duck Analyst

P5 - Business Process

13

PROMOTION NOMINATION SERVICE DESK

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Jira

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Create

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Search

9+

?

⚙

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

T

Key

Customer Request Type

Employee Name (from Workday)

Status

🔍

PN-124

🏢

IT Promotion Nomination

Pooh Bear

ALIGNMENT MEETIN...

🔍

PN-123

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IT Promotion Nomination

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ALIGNMENT MEETIN...

🔍

PN-122

🏢

IT Promotion Nomination

Daffy Duck

ALIGNMENT MEETIN...

🔍

PN-120

🏢

IT Promotion Nomination

Donald Duck

ALIGNMENT MEETIN...

🔍

PN-119

🏢

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ALIGNMENT MEETIN...

🔍

PN-121

🏢

Senior Leader Promotion Form - M6/P8+

Walt Disney

ALIGNMENT MEETIN...

1-6 of 6

🕒

1 minute ago

Filter Results: FY22 Mid-cycle Promotion Nomination Dashboard Demo

Key

Employee Name (from Workday)

Manager (from Workday)

Employee Hire Date (from Workday)

Current Business Title

Proposed Business Title

Current Level and Job Profile

Proposed Level and Job Profile

Time in Jc

PN-124

Pooh Bear

Paul Biagio

01/Jan/20

Bearest Bear

Sr. Bearest Bear

P3 - Honey Analyst

P4 - Quality

24

PN-123

Tigger Tiger

Paul Biagio

01/Nov/20

The Only One!

The One and Only!

P5 - Chief of Bounces

P6 - Chief of Staff

14

PN-122

Daffy Duck

Paul Biagio

01/Dec/20

Senior Noise Analyst

Senior Noise Analyst Manager

P4 - Duck Analyst

P5 - Business Process

13



Before

- No dedicated technology to support a promotion nomination process
- Missing reporting and audit capabilities
- Lack of clarity on processes



After

- **Better:** ↑ 59% to 80% promotion CSAT score improvement
- Customizable technology solution provides data needed to make informed promotion decisions
- Continued engagement and partnership with people teams to streamline workflows
- Standardization increases equity and fairness in promotion decisions

Case study #5 – Requisition management

PROBLEM STATEMENT

One out of five requisitions undergo changes between the workforce planning stages and recruiting.

- Complex, time-consuming, clunky requisition change process
- Duplicate approvals: multiple workflows
- Multiple systems have to be updated manually
- Slow loading Workday dashboards
- Manual follow-ups

Case study #5 – Requisition management

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REQUISITION EDITOR

- Self-service
- Single point of data entry
- HRIS integration
- Consolidated workflow
- Dynamic approvals
- Advanced reporting

Reason for making this change*

Select...

Admin Driven > Business Readiness

Admin Driven > Ops-Planning Change

Admin Driven > Re-Org / Leadership Change

Admin Driven > TA Capacity

Business Driven > Business Readiness

Business Driven > Ops-Planning Change

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Help Center

8 Requests

Help Center / Requisition Editor - Recruiters

Requisition Editor - Recruiters

Welcome! Recruiters can raise a Requisition change request from the options provided.

What can we help you with?

Request Requisition Changes

Welcome! The Talent Acquisition team can use this form to raise a request for a Requisition change using the options provided.

- If you are new to this form, please check out the [How-to-guide](#) and [change reason definitions](#)

The G'Day team will help you with Requisition change requests that cannot be managed in this form.

Requisition Number*

Please search by QHP-xxxx to find the requisition number you would like to make changes to

Select...

Reason for making this change*

Select...

Please select all the changes you would like to make to this requisition; you can select multiple at one time. Not sure what to change, [click here](#).

What do you want to change?*

☐ Cost Center

☐ Initiative

☐ Job Profile/Level

☐ Location

☐ Product

☐ Recruiting Start Date

☐ Requisition Title

☐ Supervisory Org/Hiring Manager

☐ Target Start Date

☐ Team

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Before

- Manual process: 20% of requisitions that impact recruiting take longer than five days to complete.
- Inconsistencies exist across regions in managing the requisition process.
- Requisitions typically require several changes before a role is actually filled.



After

- Better: ↑ 50% improvement in satisfaction with reliable, up-to-date information.
- Faster: ↓ 66.67 % reduction in time taken to request requisition changes.
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- Simplified approvals for tracking changes on requisitions.



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Key Learnings

Low-code solutions deliver value quickly.

Look at **Atlassian** tools for a solution.

Build something great together: IT shepherding and partnering with business teams.

Technology is an **enabler** for successful people team processes.

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