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.

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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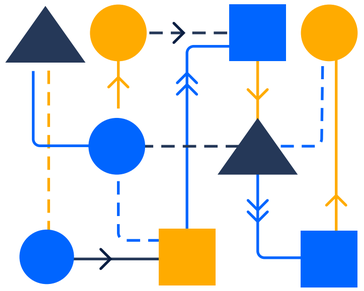
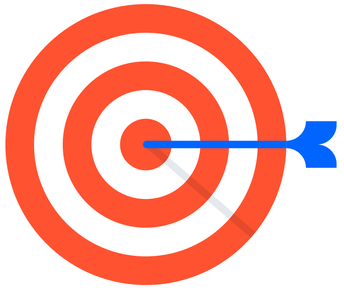


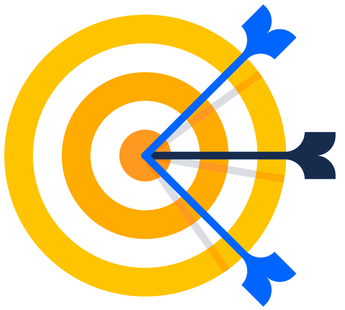
Business Problem

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



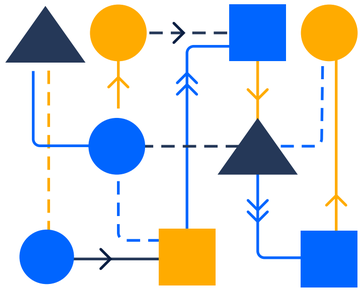
Solution

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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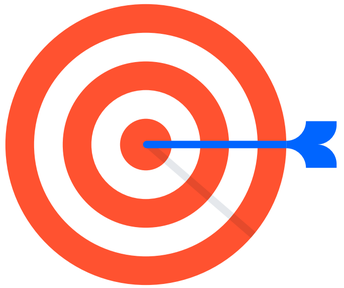

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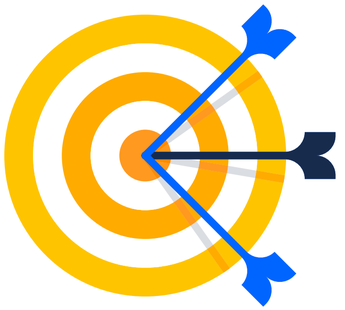

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Case study #1 – G’Day Service Desk

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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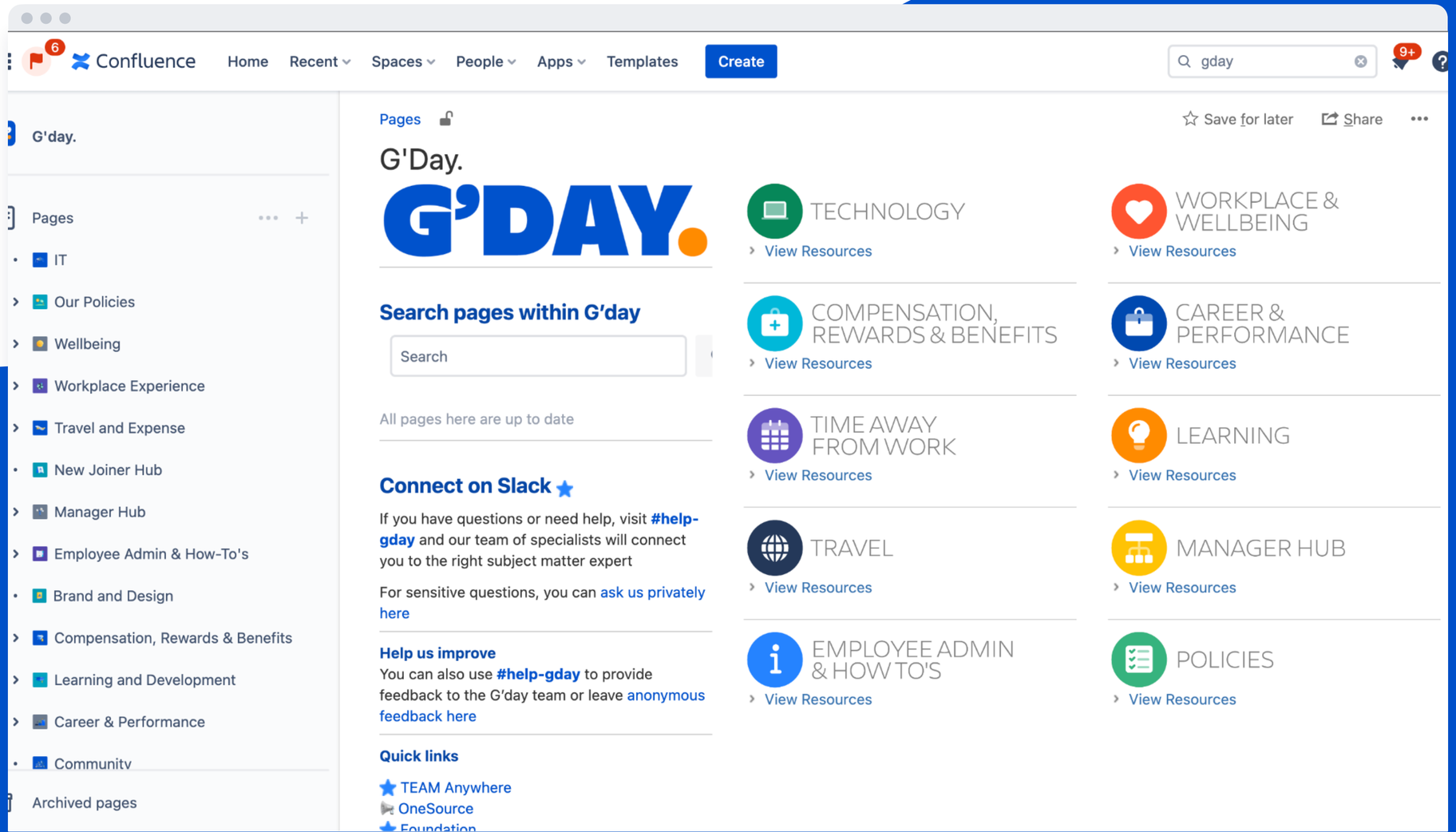
G’DAY CONFLUENCE SPACE

Repository for all employee experience-related artifacts



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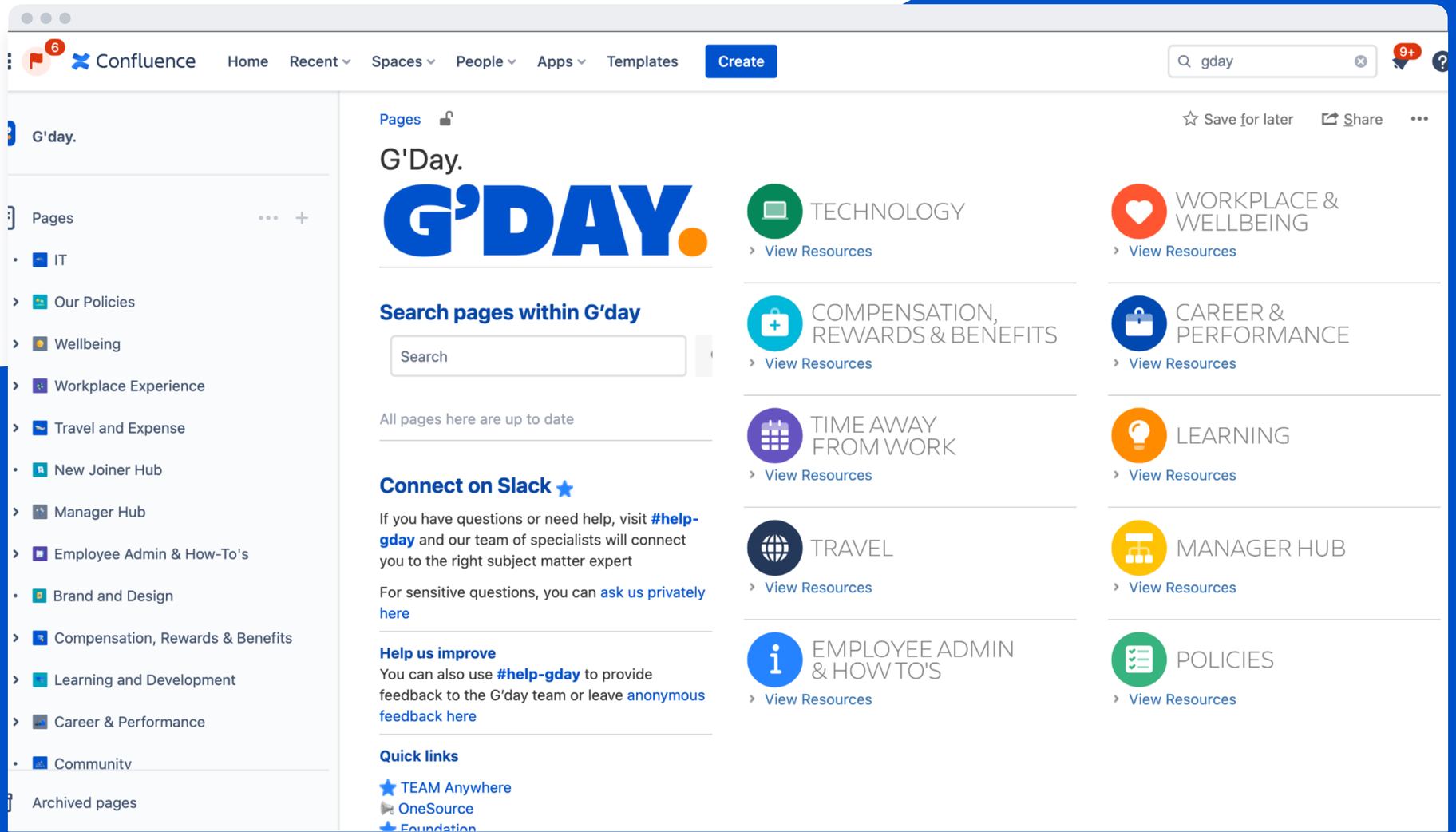
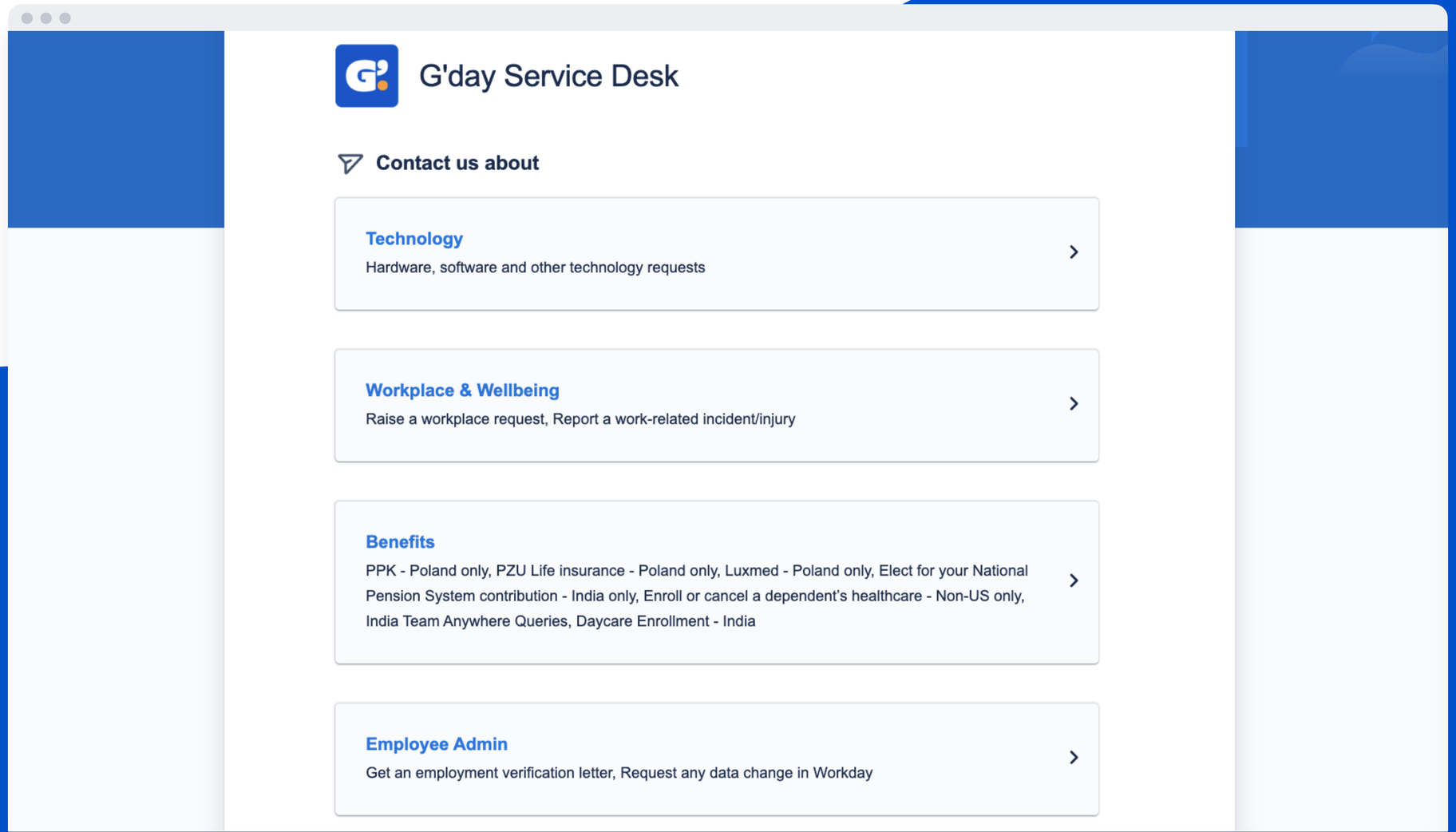


G’DAY JIRA SERVICE MANAGEMENT PORTAL

Self-service

Confluence + Jira integration



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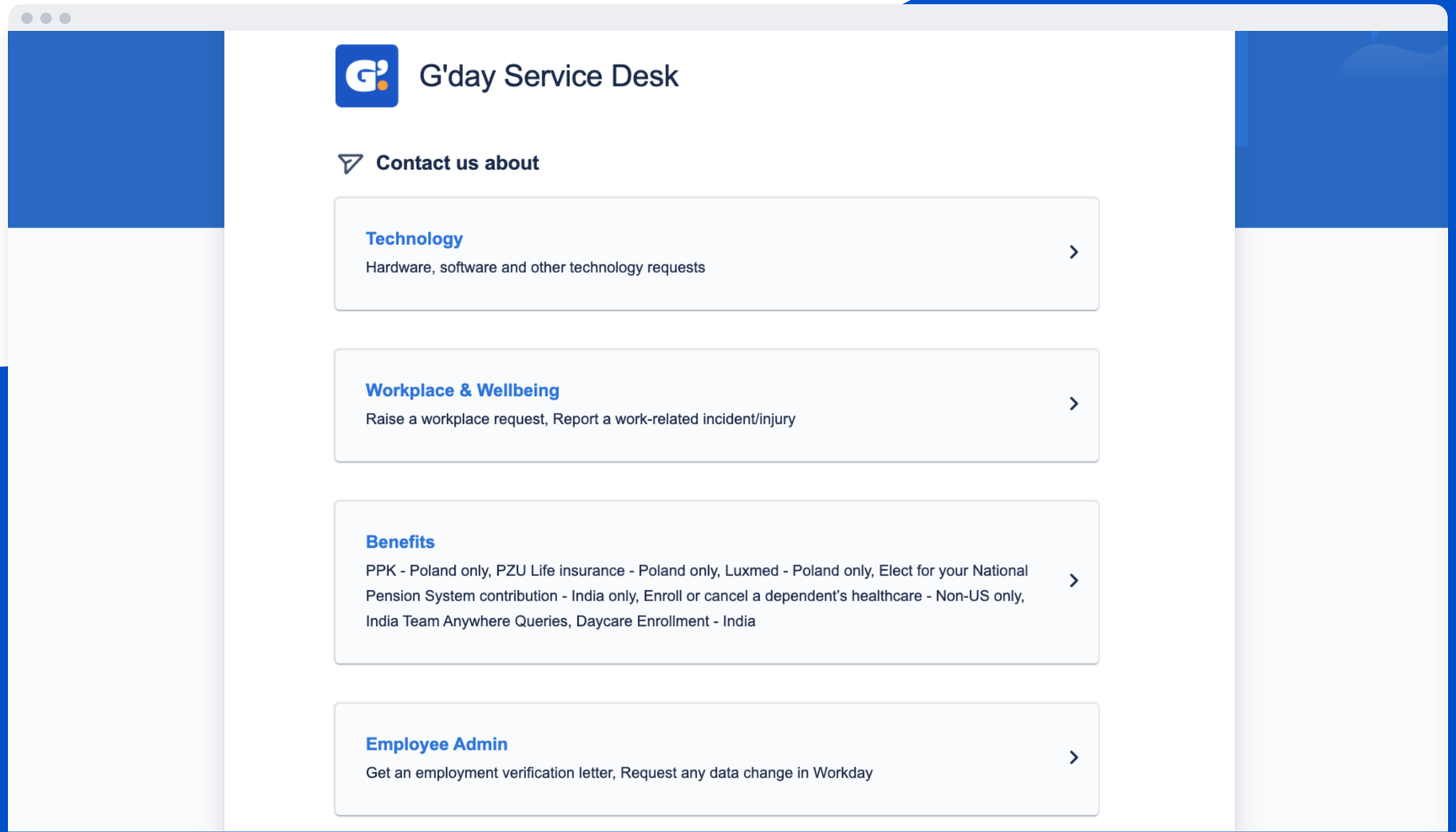
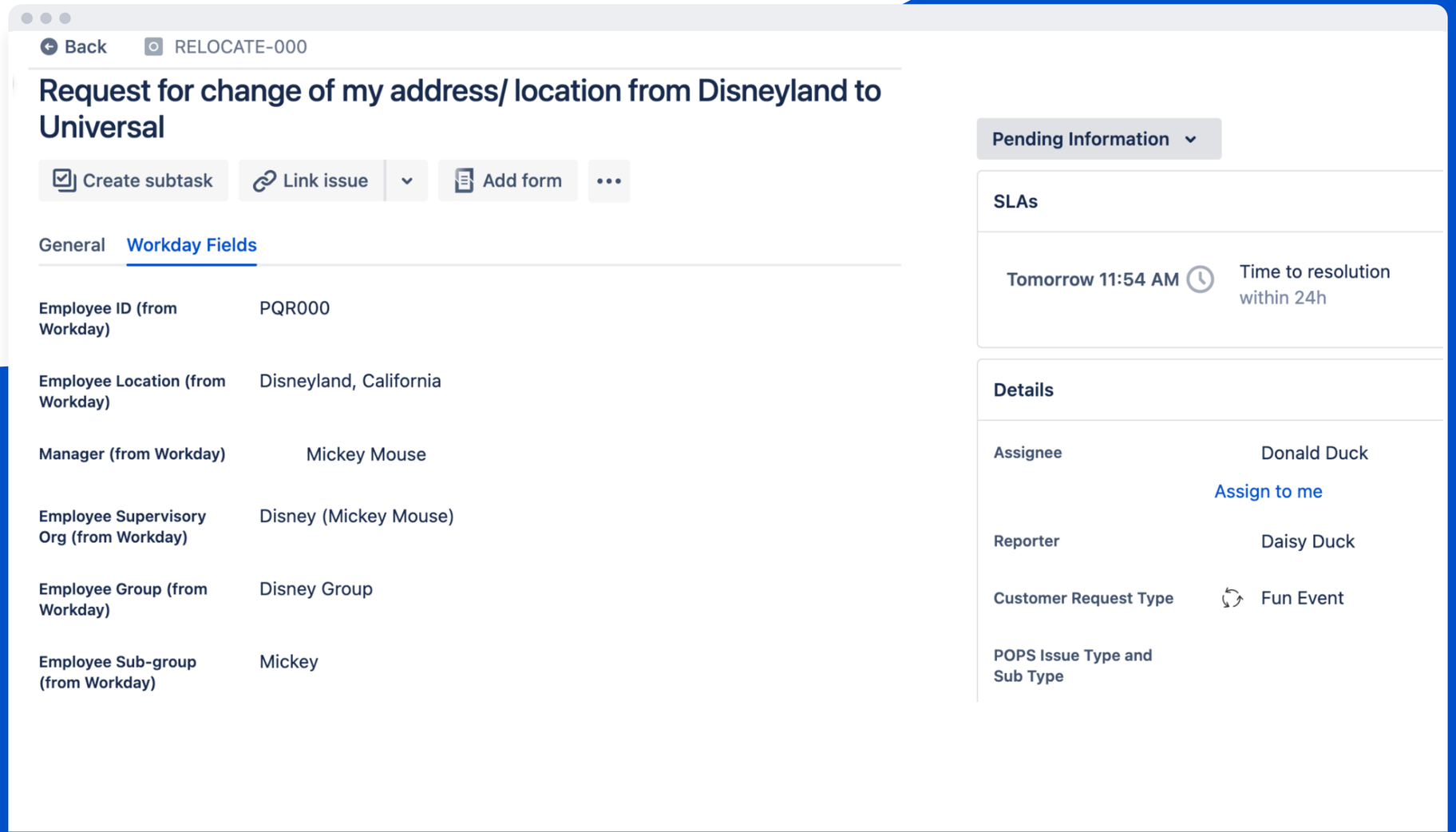


HRIS INTEGRATION

Employee demographic data

Automated routing to agents and approvers



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

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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

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Unclear milestones and missing operational reporting

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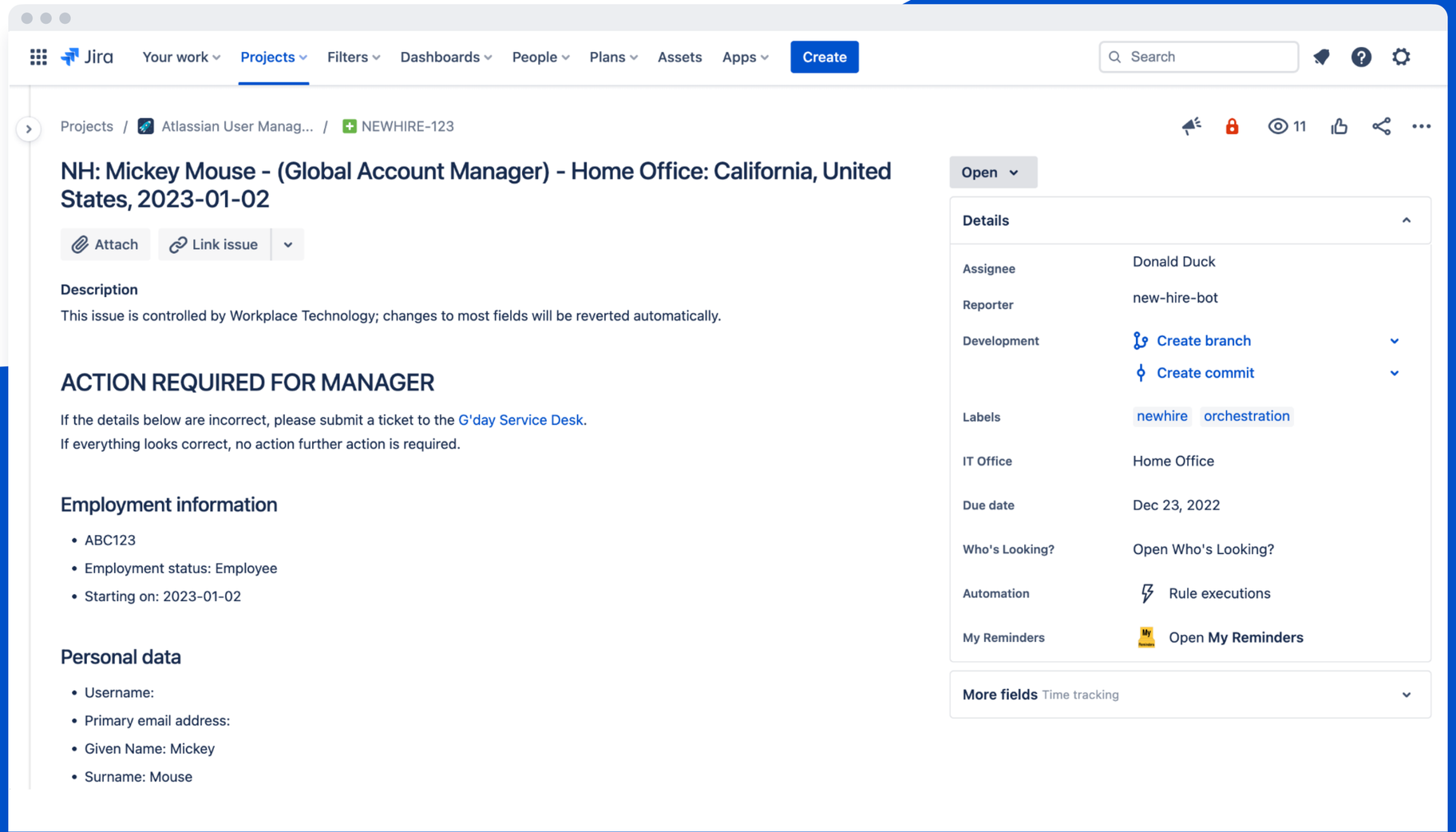

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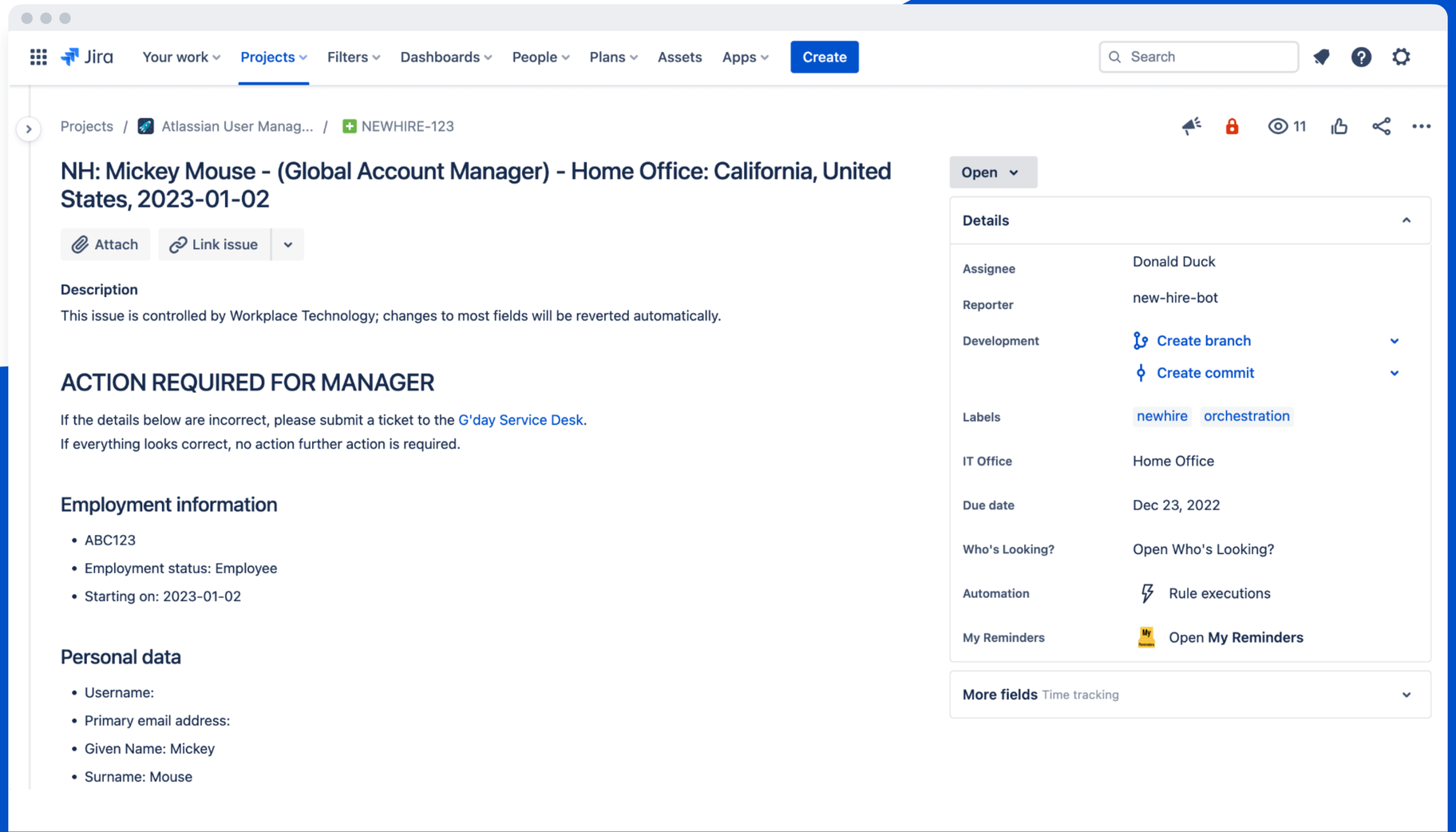
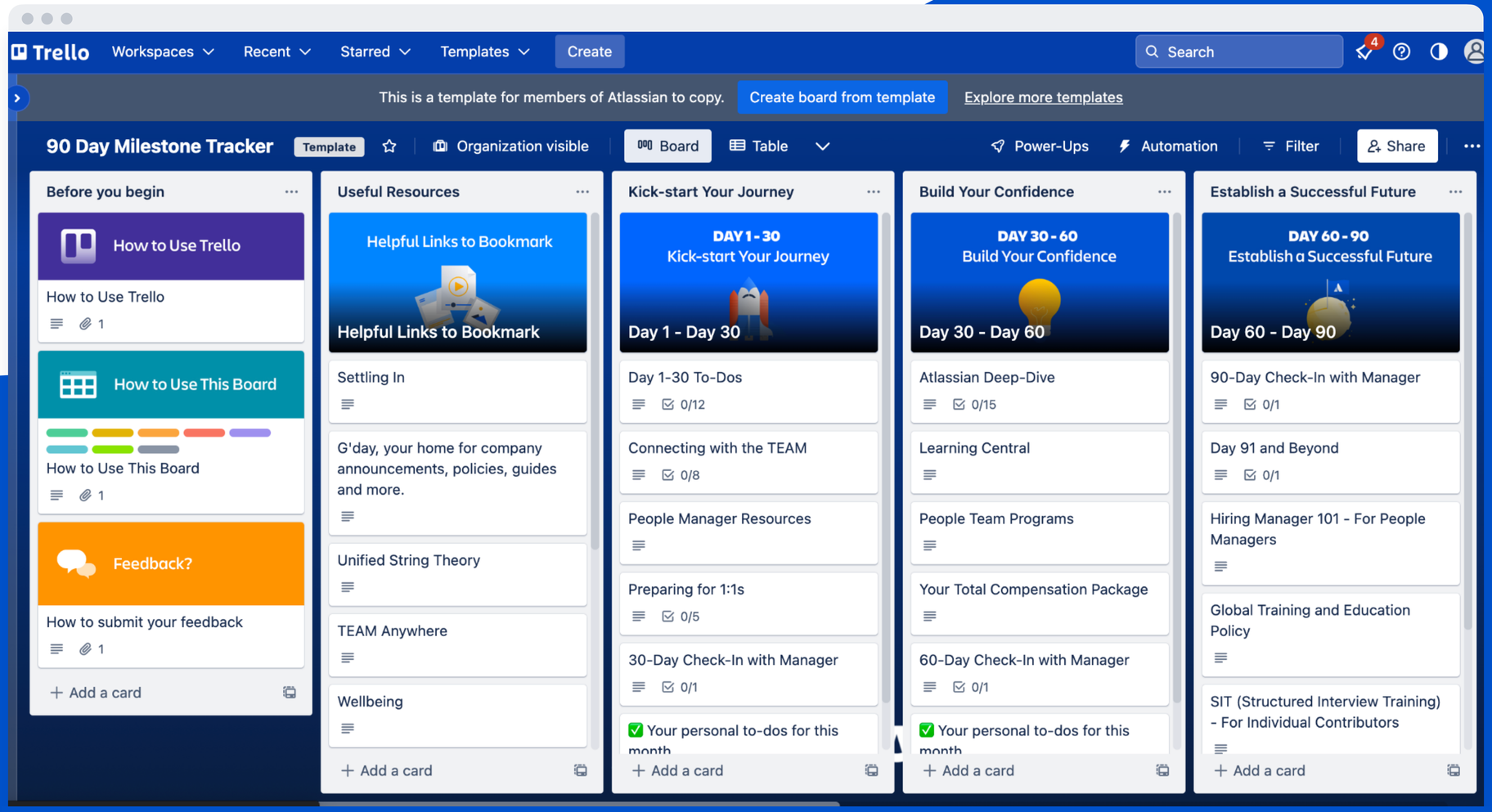


AUTOMATED 90-DAY MILESTONE TRACKER TRELLO BOARDS

Standardized template



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- 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

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- Faster: 5,000+ hours saved in productivity through automation
- ⬆95% new hires delighted
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- Inability to have informed relocation discussions with managers or HR business partners.
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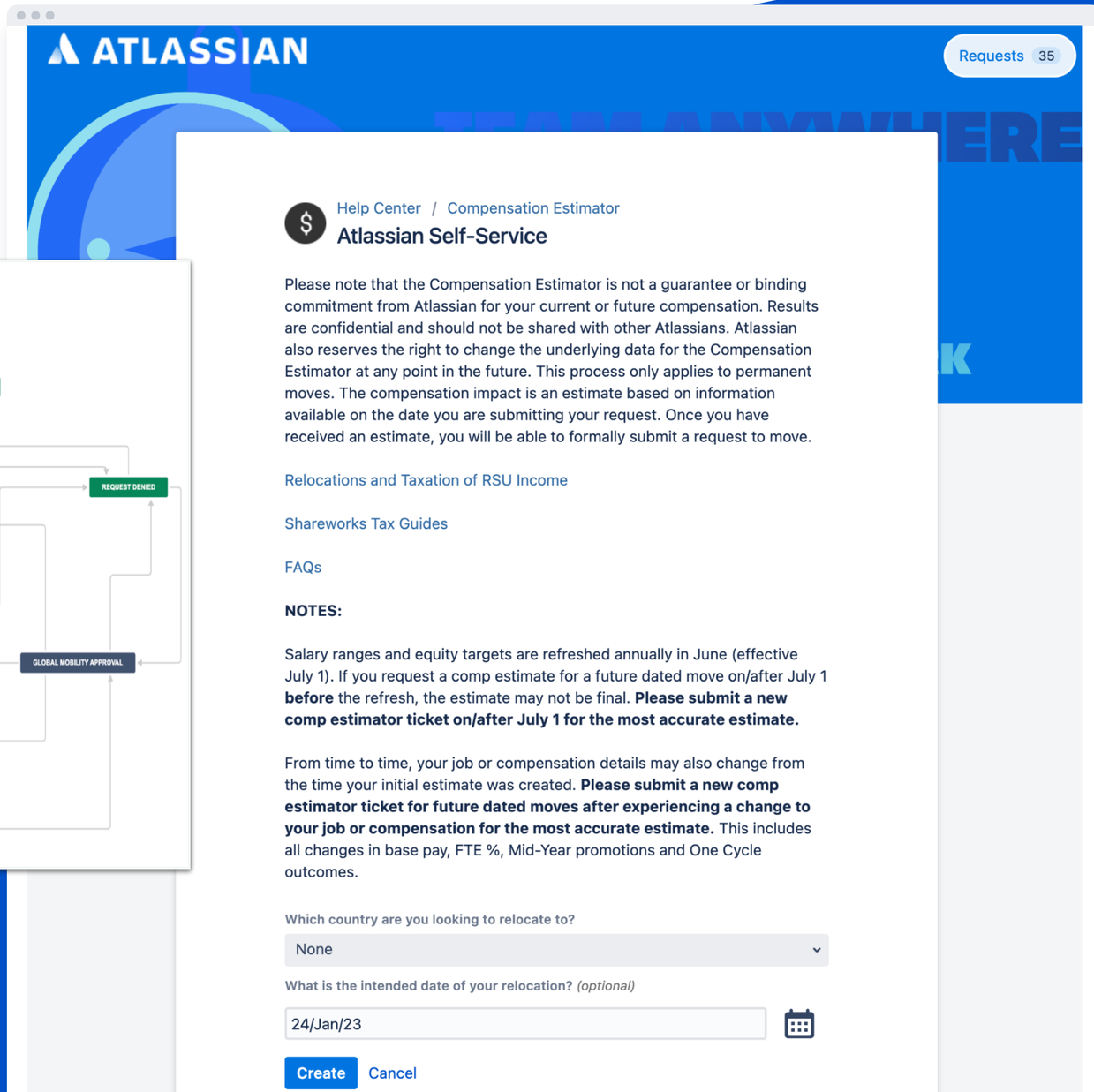
TEAM ANYWHERE COMPENSATION ESTIMATOR

Self-service

Automated approvals

HRIS integration



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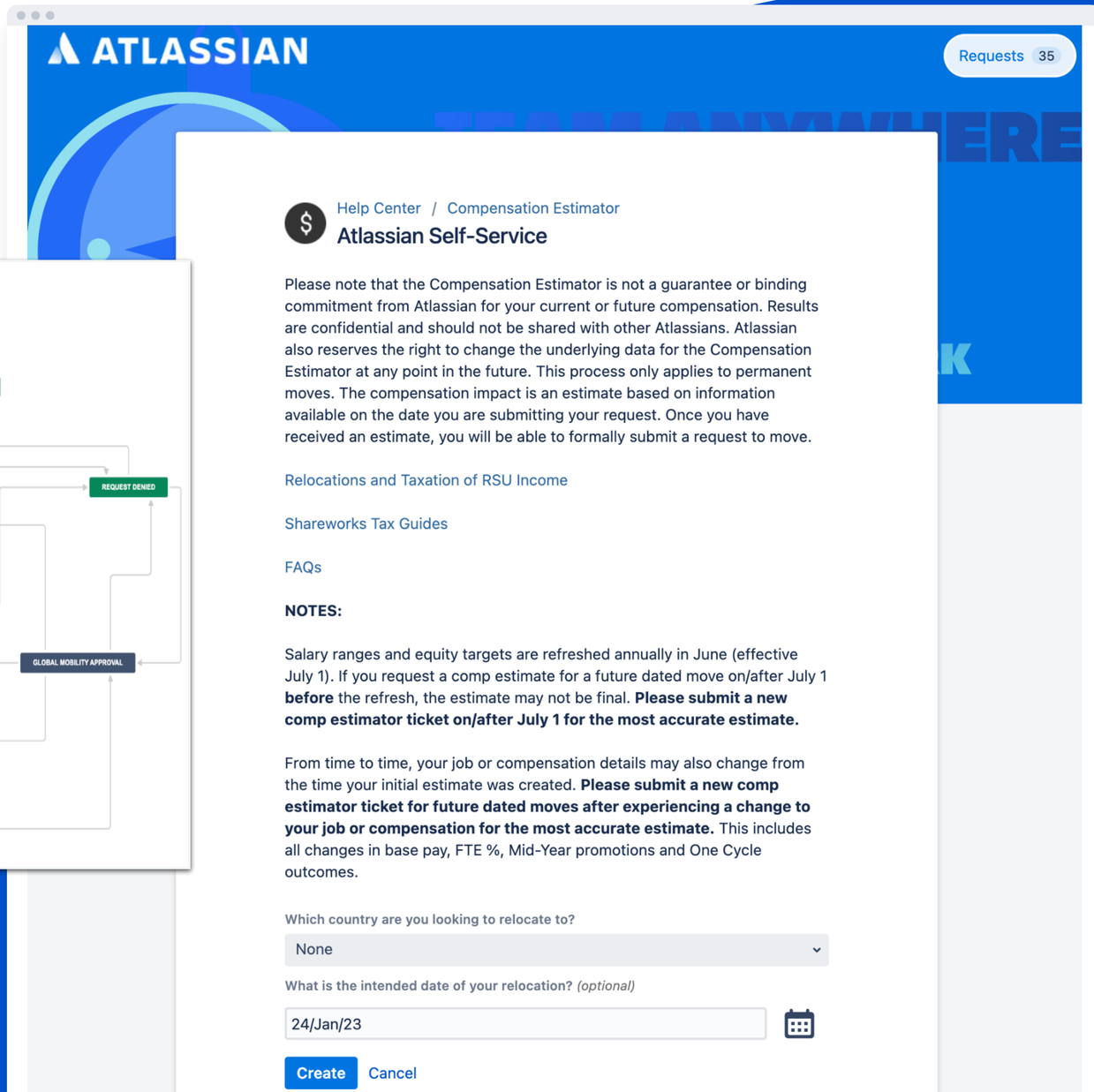

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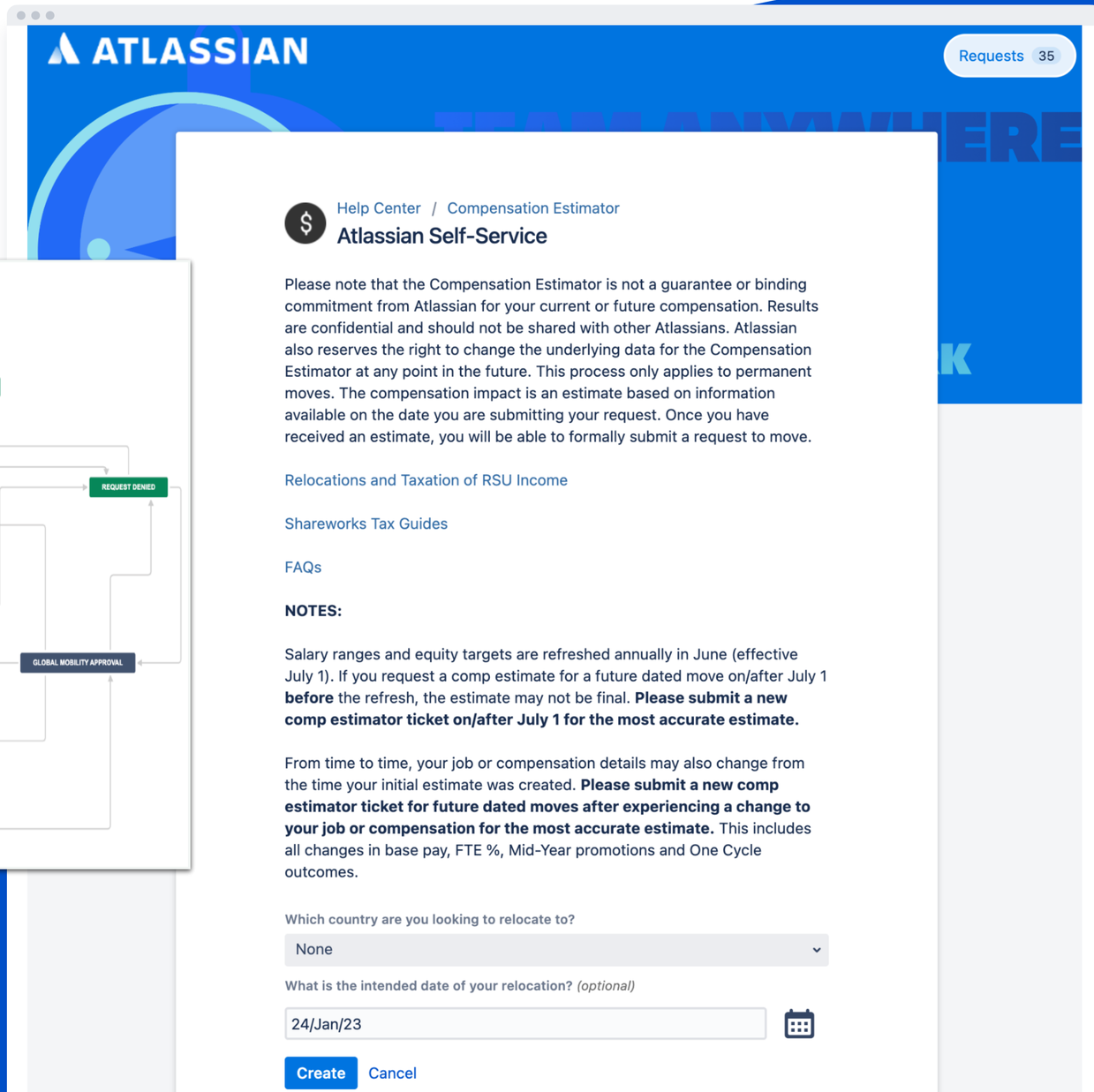

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- Relocation conversations require significant time investment from distributed teams.

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- **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.
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- Multiple complex criteria when establishing promotion eligibility
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PROMOTION NOMINATION SERVICE DESK

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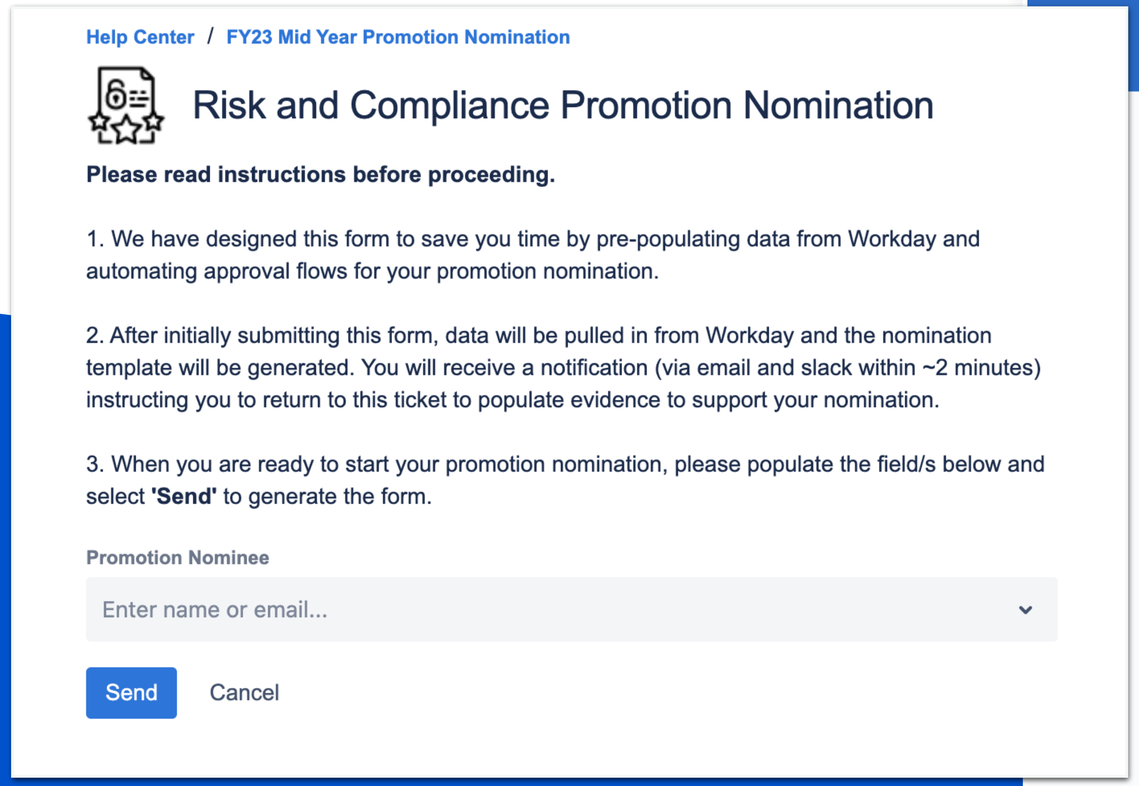

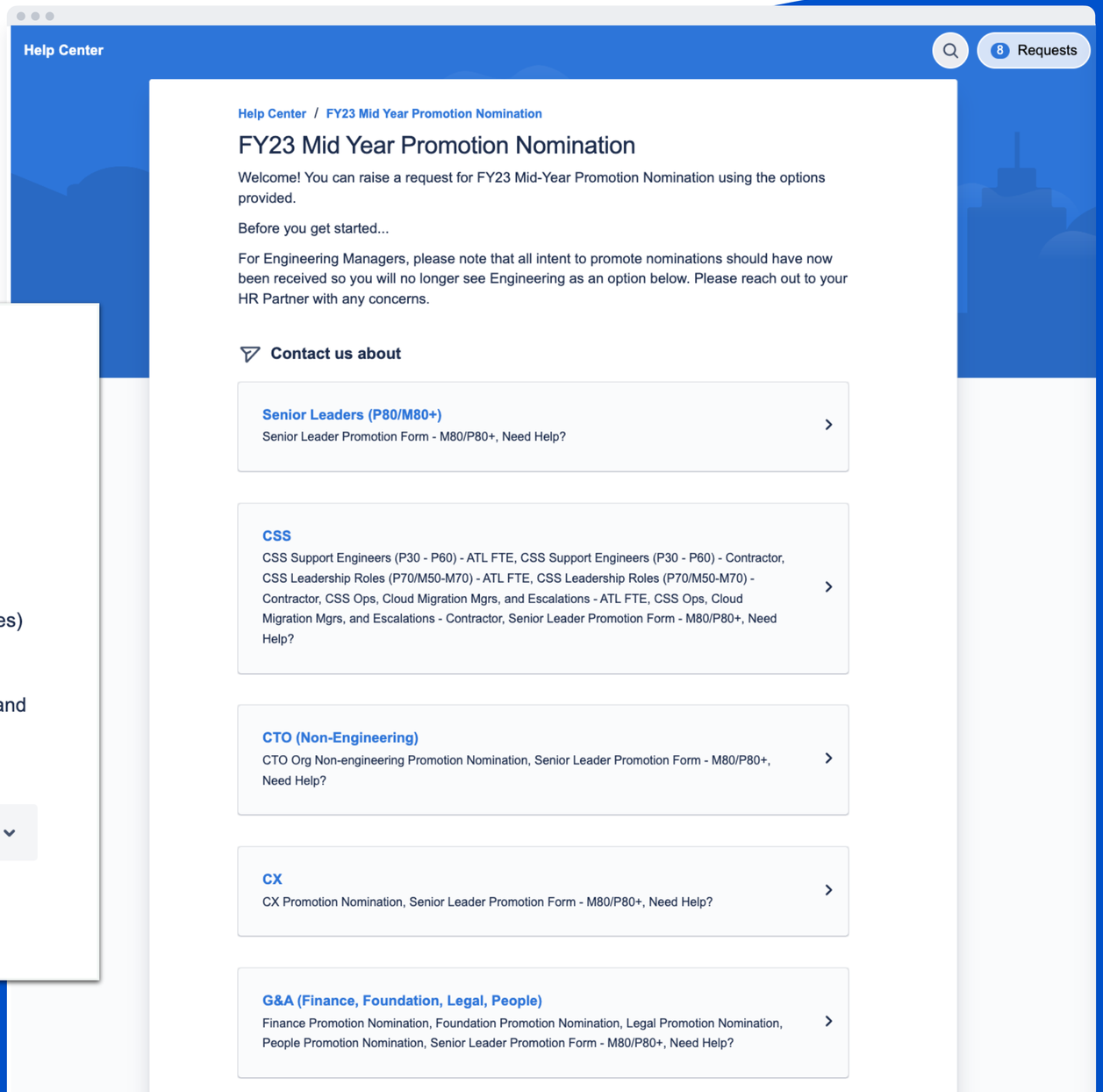

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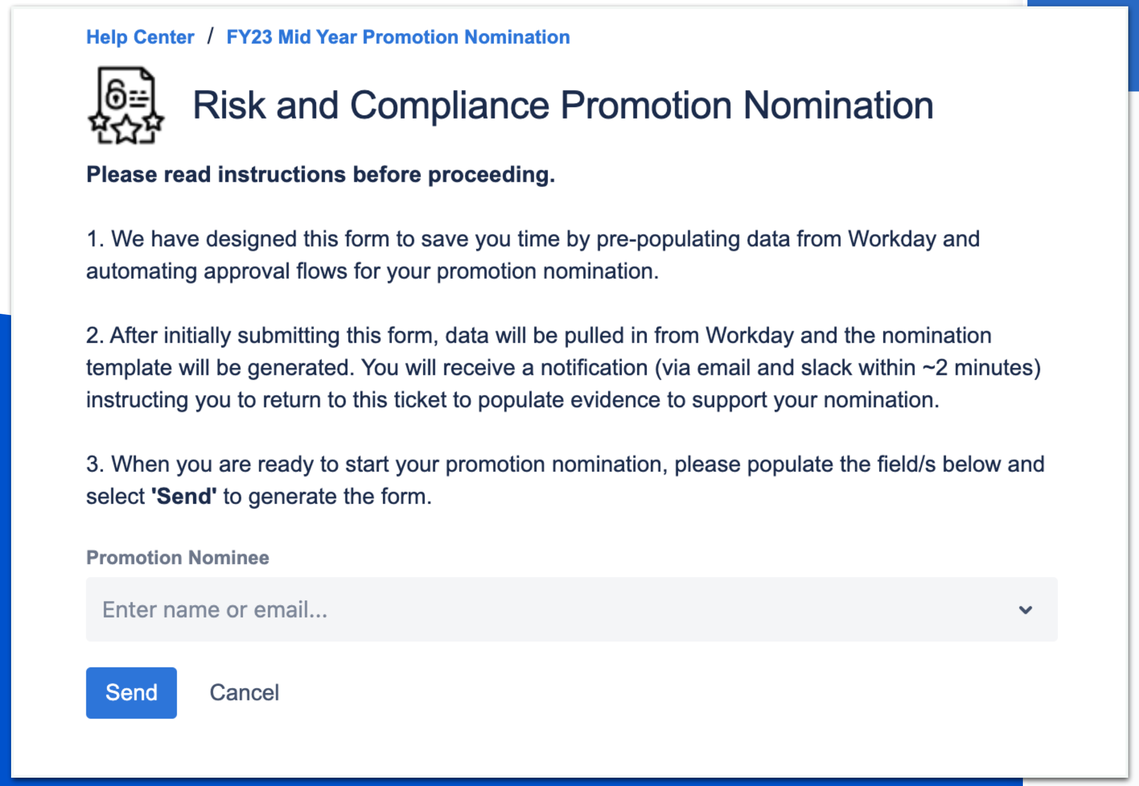

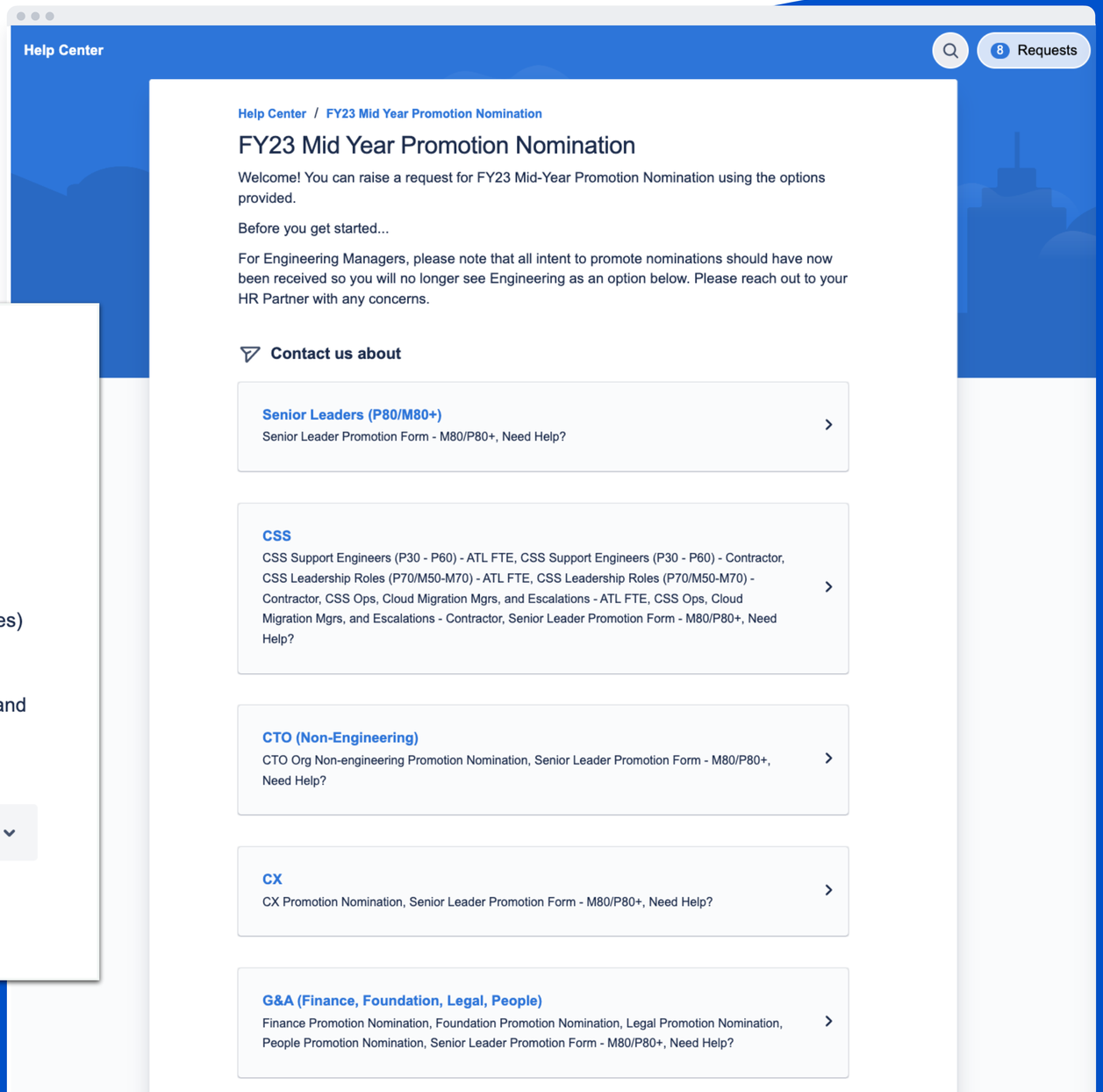

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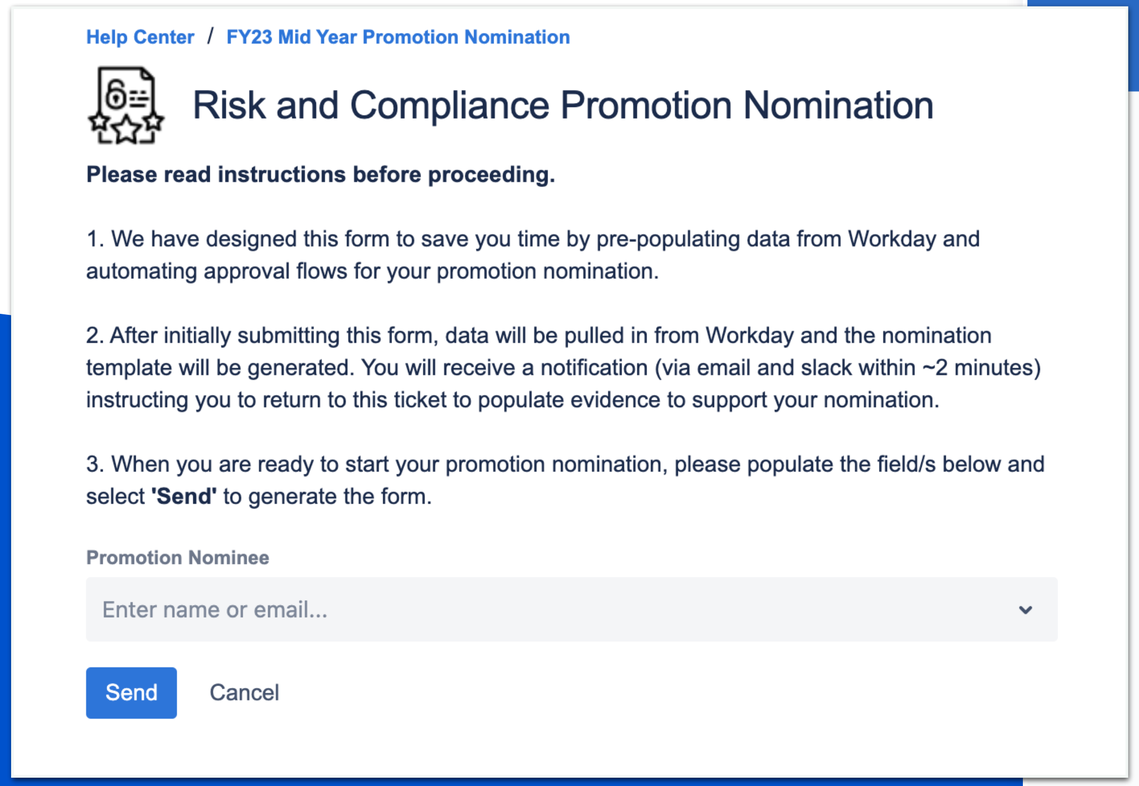
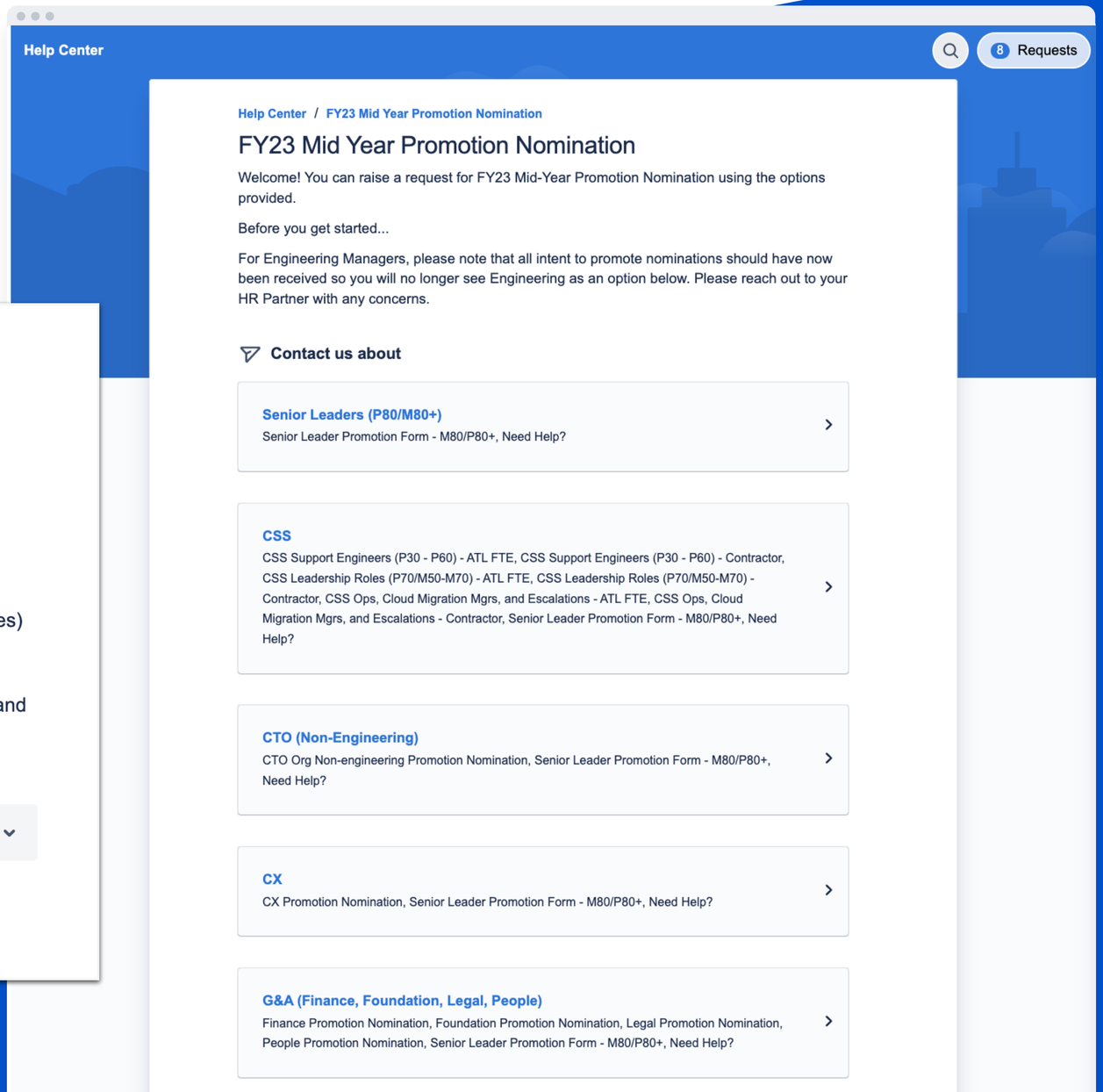
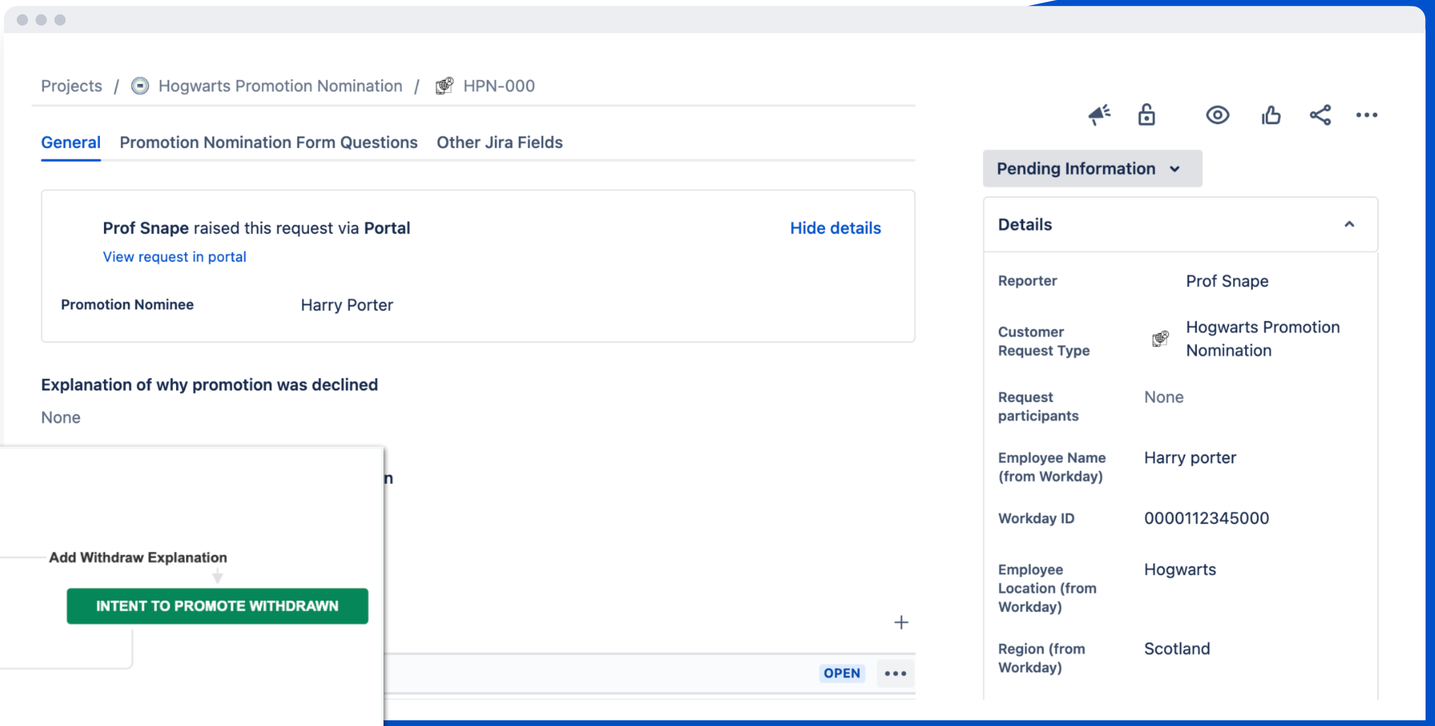


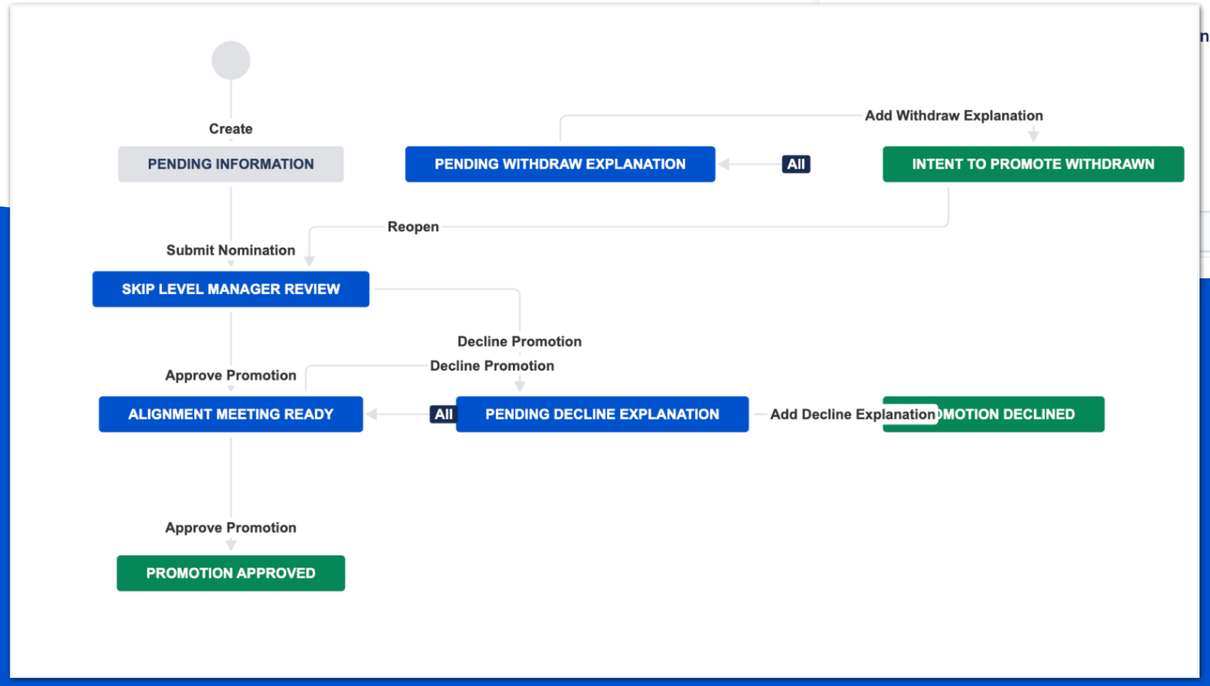


PROMOTION NOMINATION SERVICE DESK

Automated approval routing

HRIS integration





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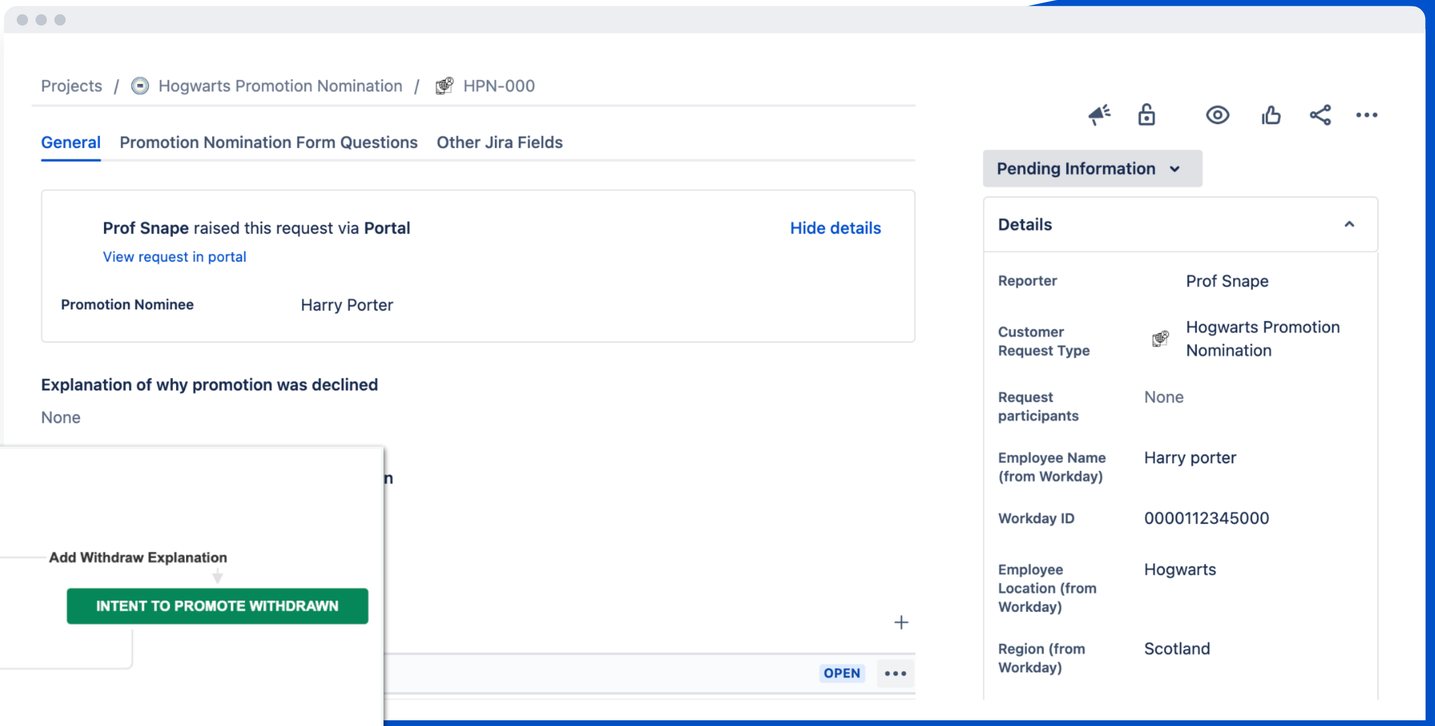
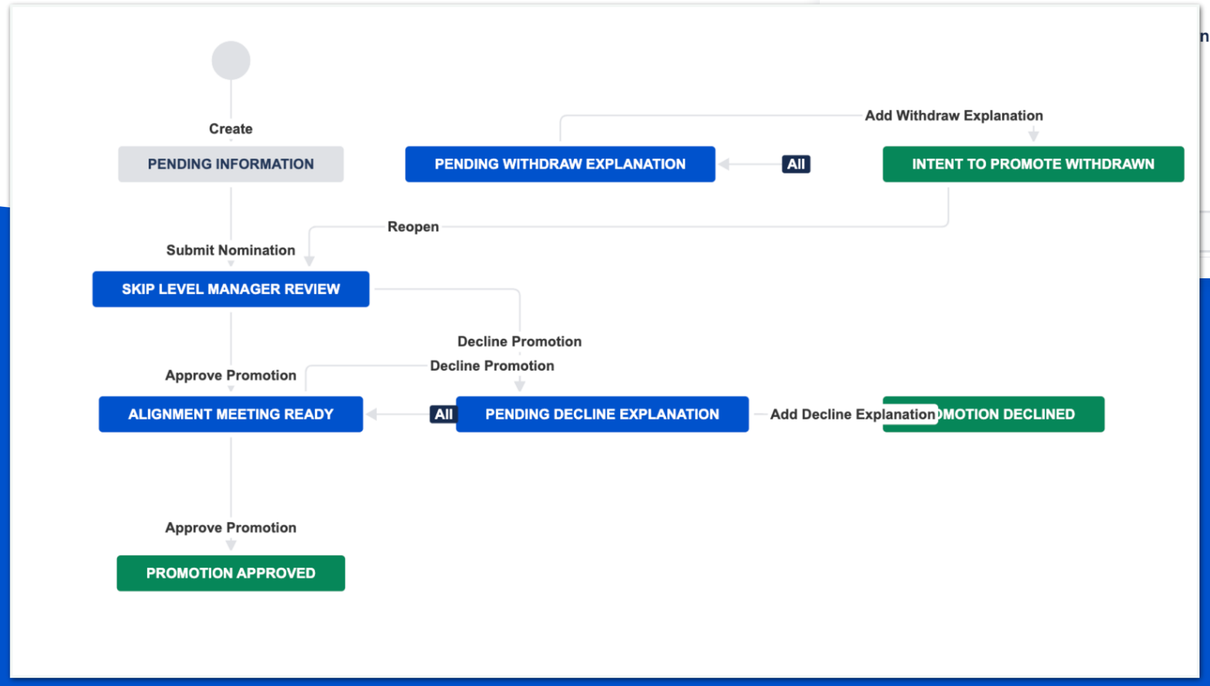
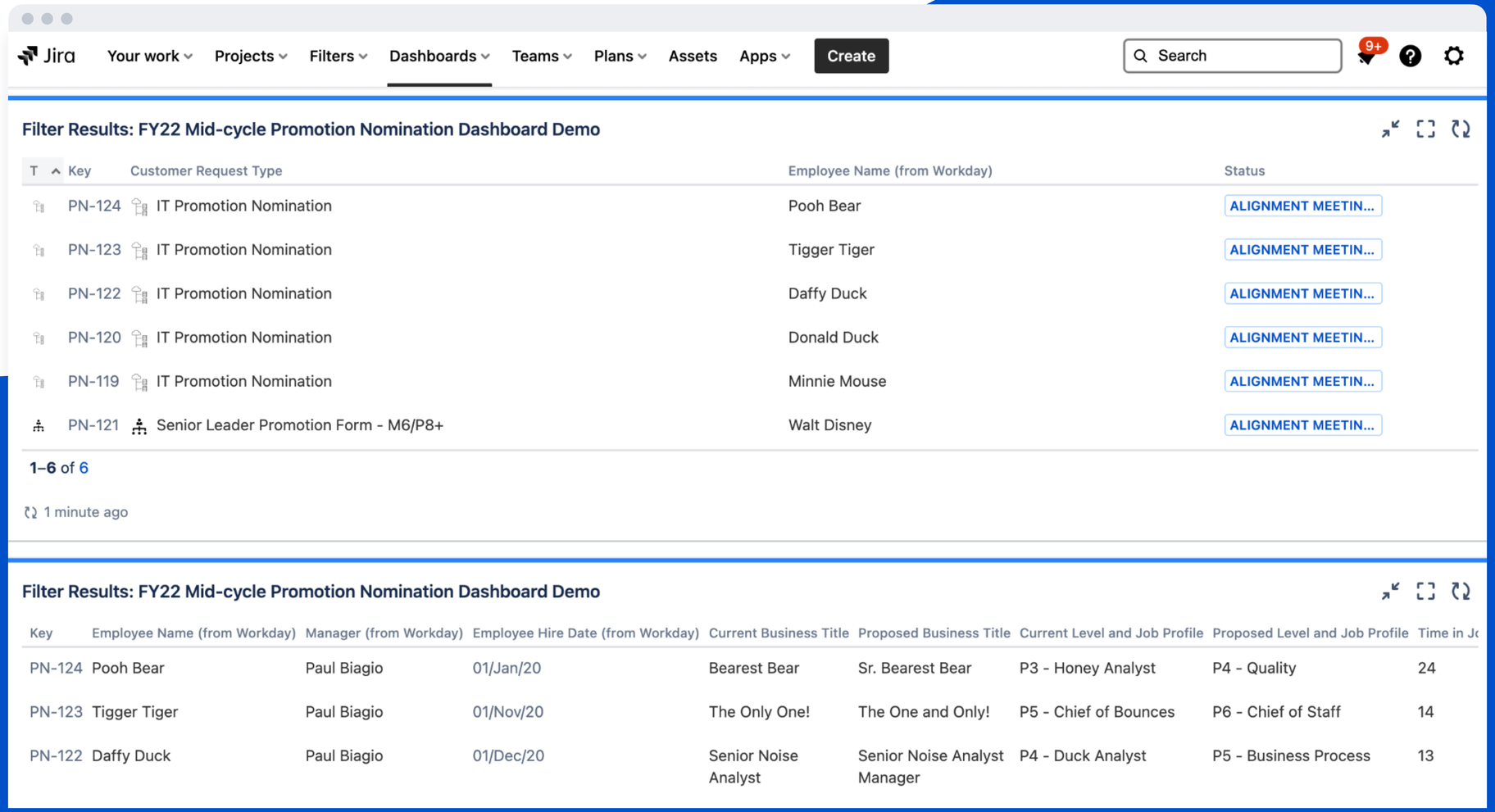




PROMOTION NOMINATION SERVICE DESK

Summary dashboards for managers, leaders, and HR partners



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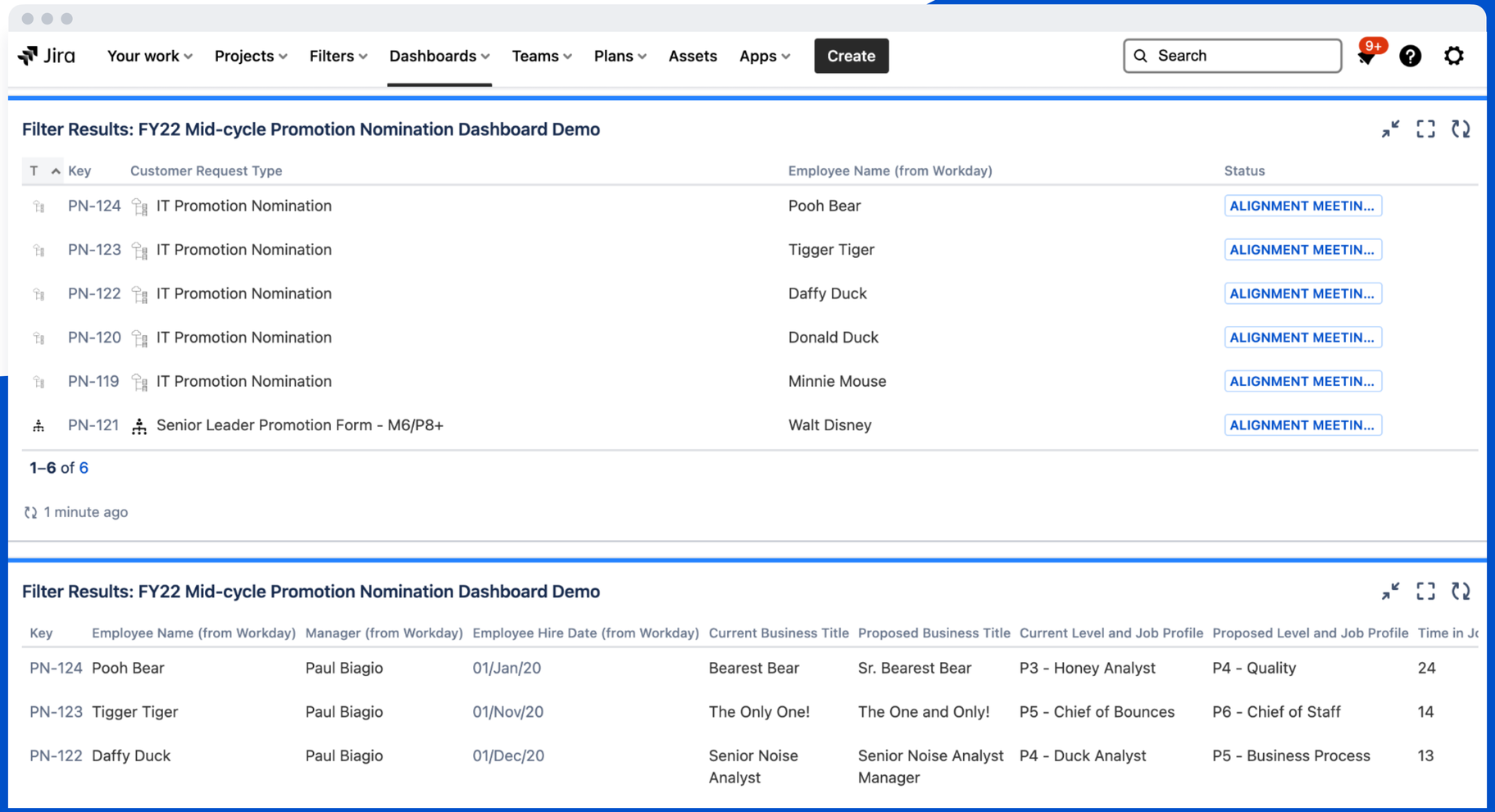

Before

- 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

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REQUISITION EDITOR

Self-service

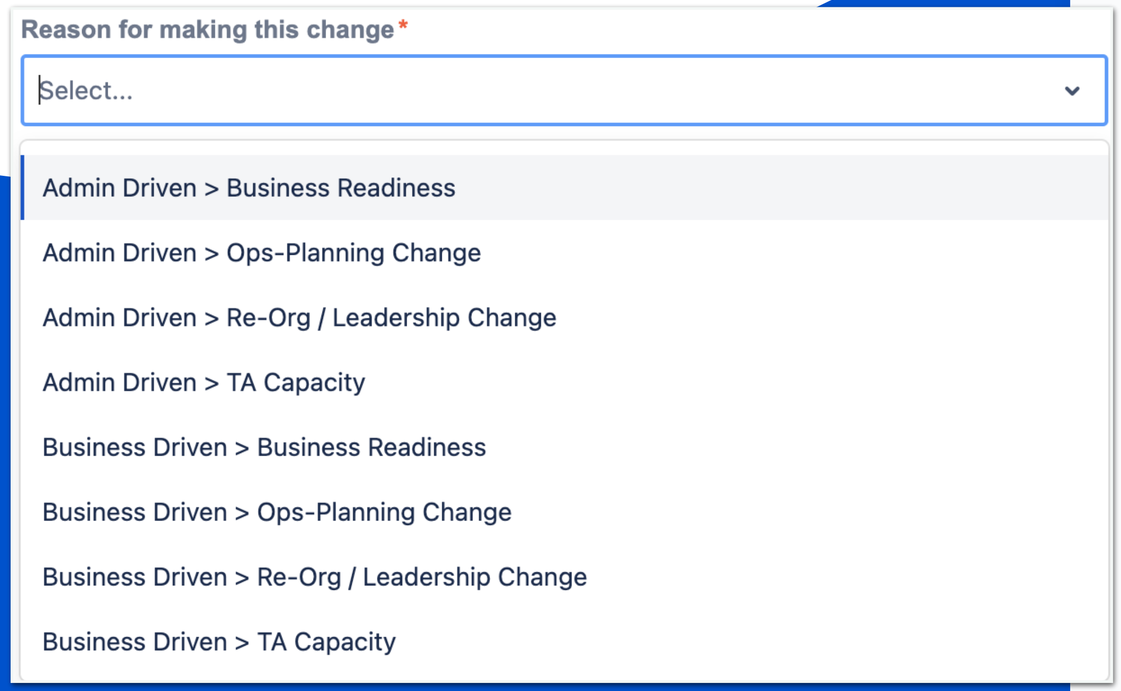
Single point of data entry

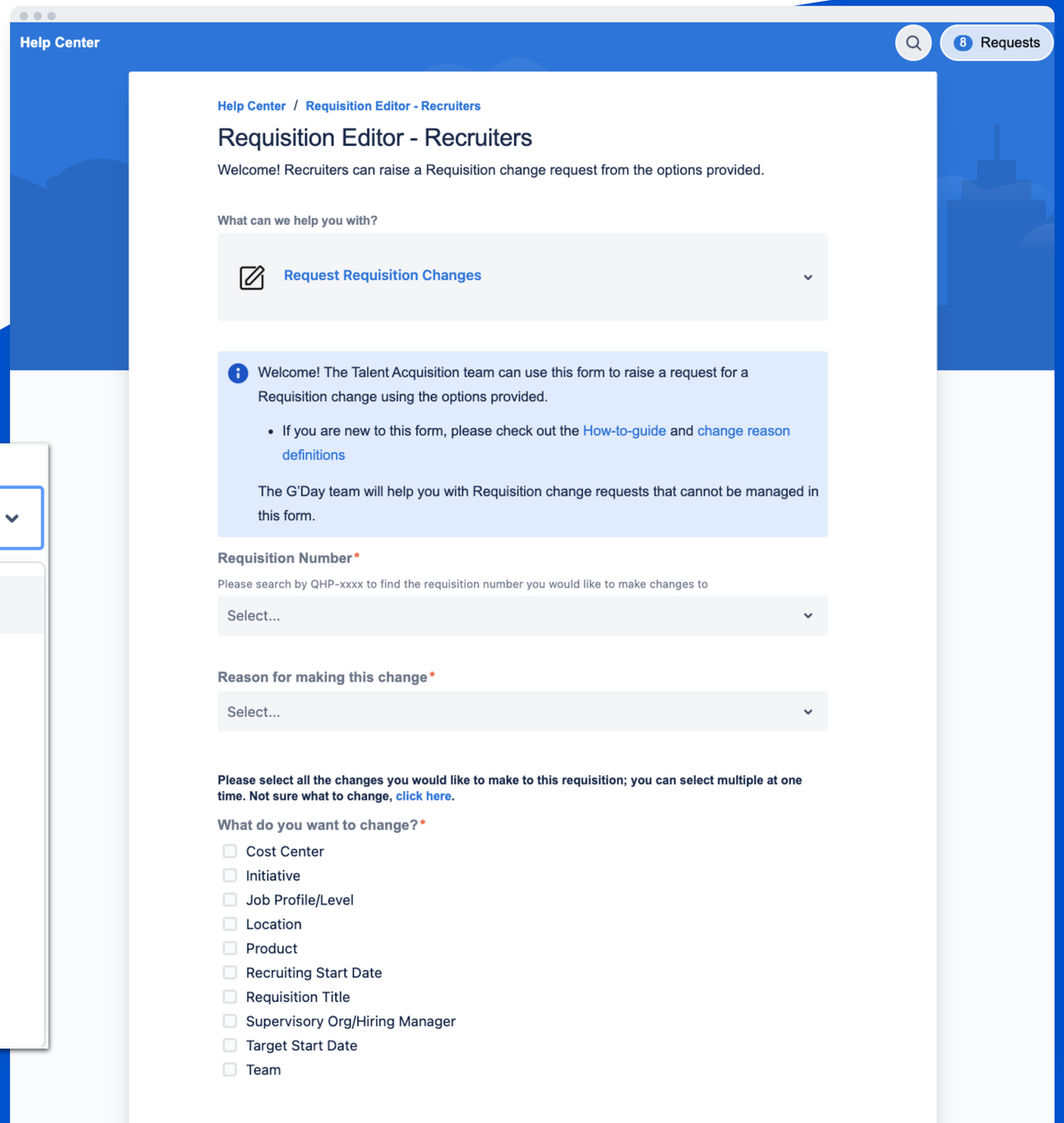
HRIS integration

Consolidated workflow

Dynamic approvals

Advanced reporting





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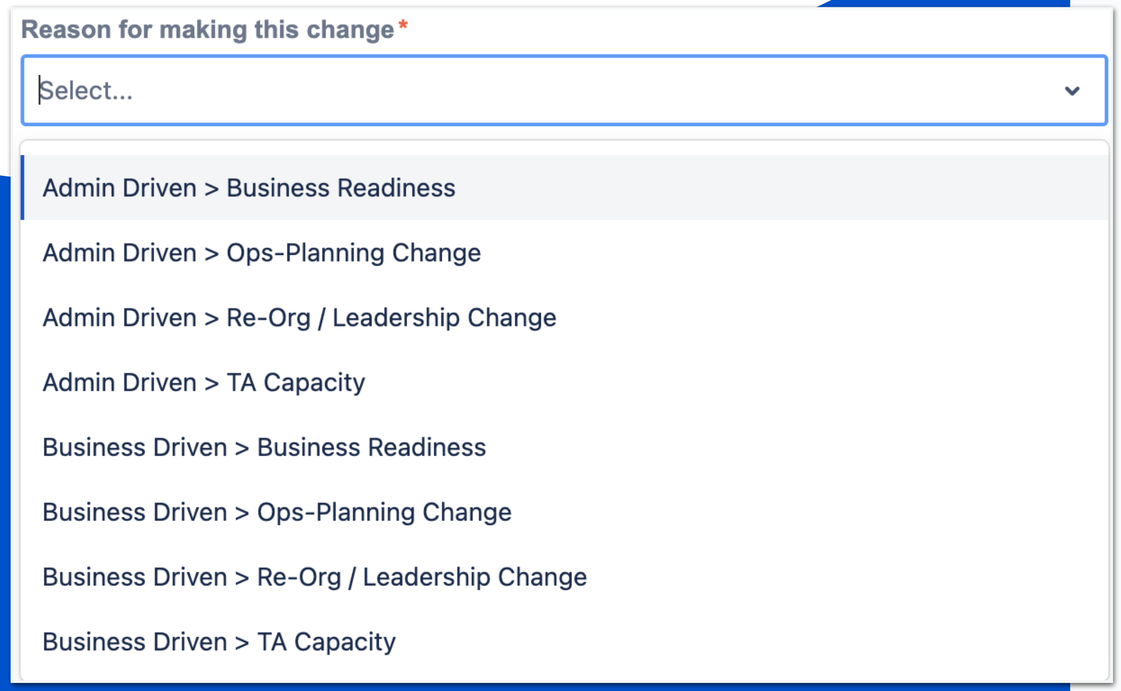

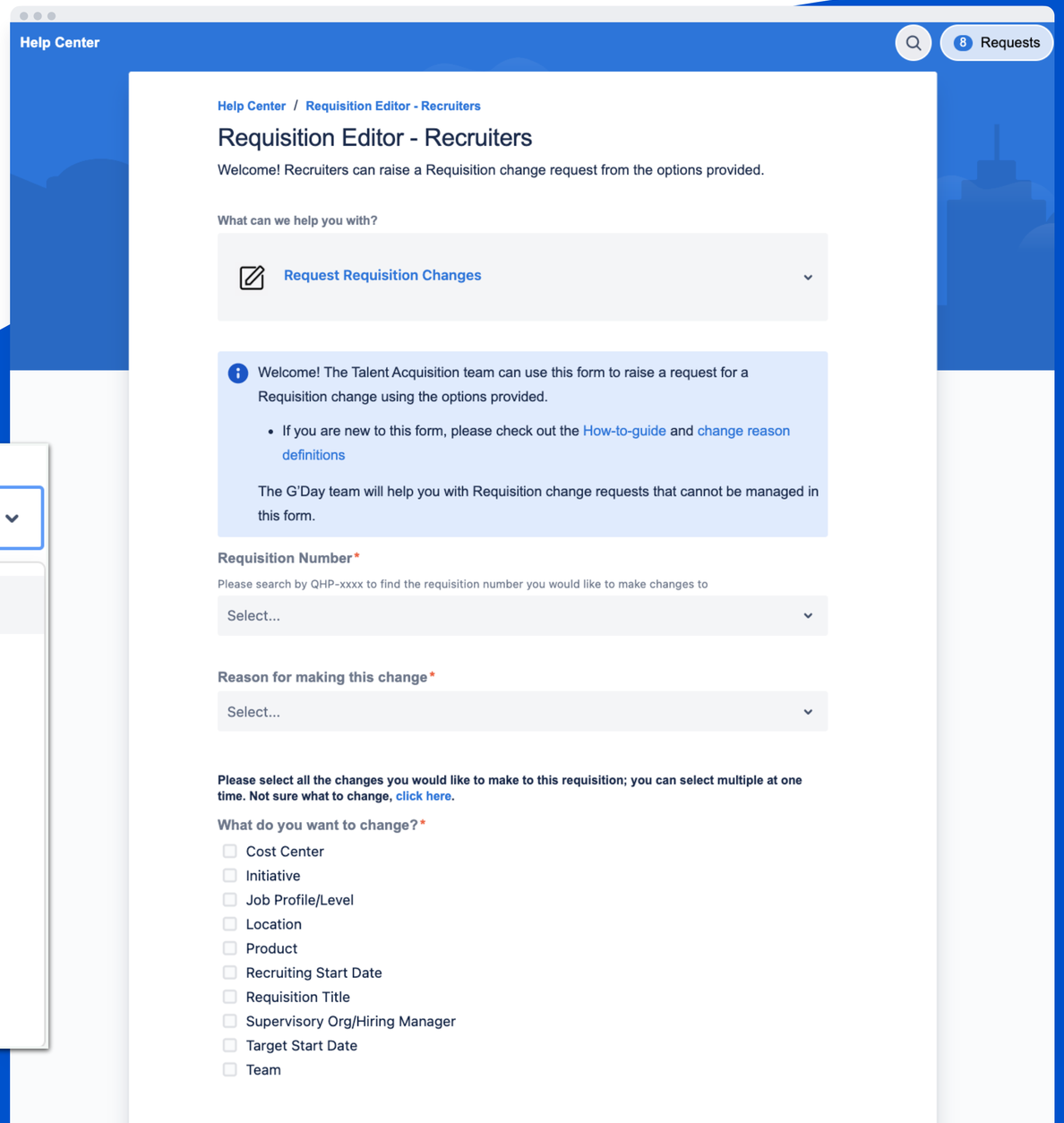

Before

- 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.
- Simplified process for recruiters and people operations.
- Simplified approvals for tracking changes on requisitions.

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.
- Simplified process for recruiters and people operations.
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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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