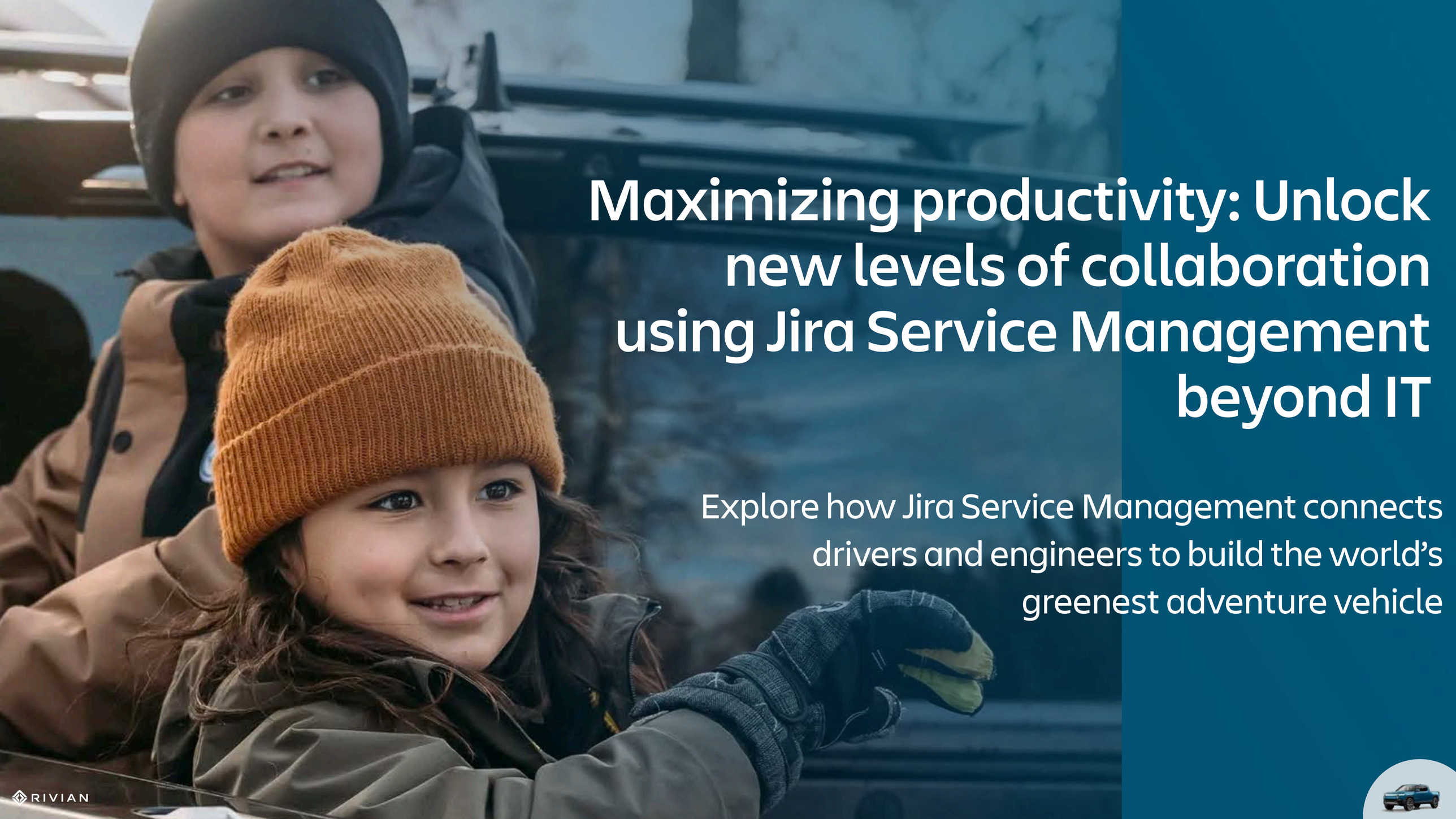
ATLASSIAN

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.

RIVIAN



Maximizing productivity: Unlock new levels of collaboration using Jira Service Management beyond IT

Explore how Jira Service Management connects drivers and engineers to build the world's greenest adventure vehicle

RIVIAN

Mike Hayes

Principal Solutions Architect

Mandy Sobel

Senior Solutions Engineer

Mike Hayes

Principal Solutions Architect

Mandy Sobel

Senior Solutions Engineer

Agenda

Rivian + Forever

Goal + Challenges

Solution

Lessons Learned

Agenda

Rivian + Forever

Goal + Challenges

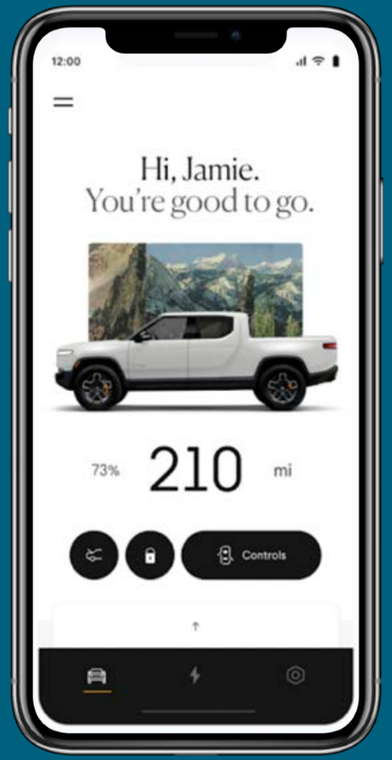
Solution

Lessons Learned

RIVIAN

prime
prime

RIVIAN
1A


12:00
Hi, Jamie.
You're good to go.
73%
210
mi
Controls

RIVIAN

KEEP THE WORLD ADVENTUROUS FOREVER

RIVIAN

RIVIAN

FOREVER STARTS NOW

RIVIAN

Agenda

Rivian + Forever

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Lessons Learned

MISSION

Keep the world adventurous
...forever

RIVIAN

GOAL

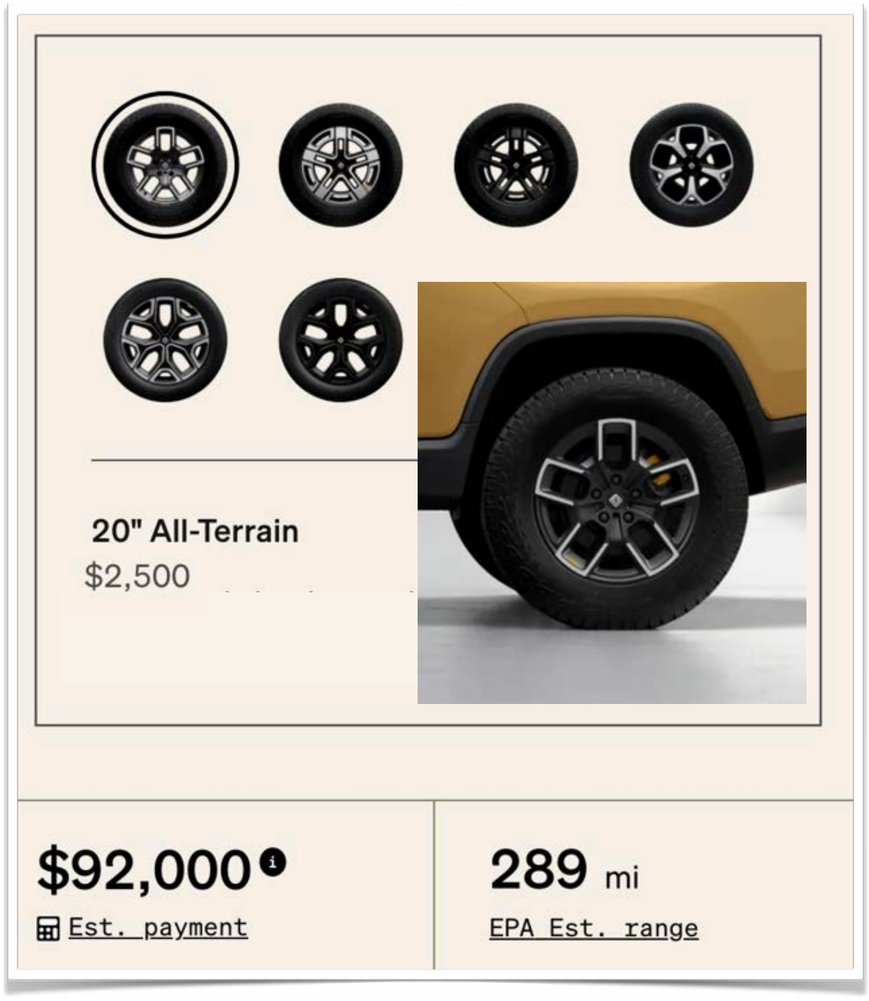
Improve the experience of owning and driving a Rivian vehicle

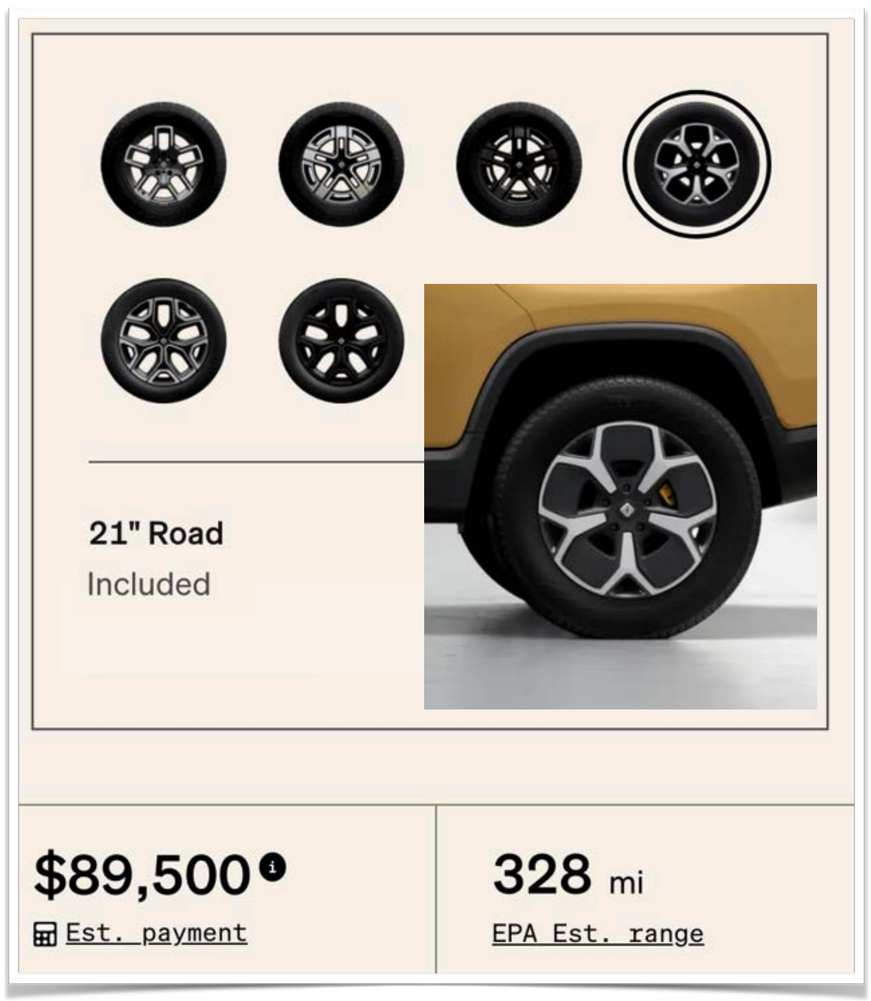
CHALLENGE ONE

Building an electric vehicle is complicated

IT’S COMPLICATED

But it's *just* a tire... 🤷‍♀️





It’s *not* just a tire... 🤦‍♀️

Tires and wheel size are closely linked

Wheel size

Each tire performs differently in adverse conditions

Traction control

Electronic suspension needs tire profile data to perform it’s best

Suspension

Energy management

Different tires use power from the battery differently

Display

Each Rivian highlights a rendering of the truck in cab for the driver

Cost

Tire choice has influence on the total price of the vehicle

CHALLENGE TWO

Understanding the Rivian driving experience

In order to understand the experience of driving a Rivian...

...we need feedback

Why is feedback so important?

Agenda

Rivian + Forever

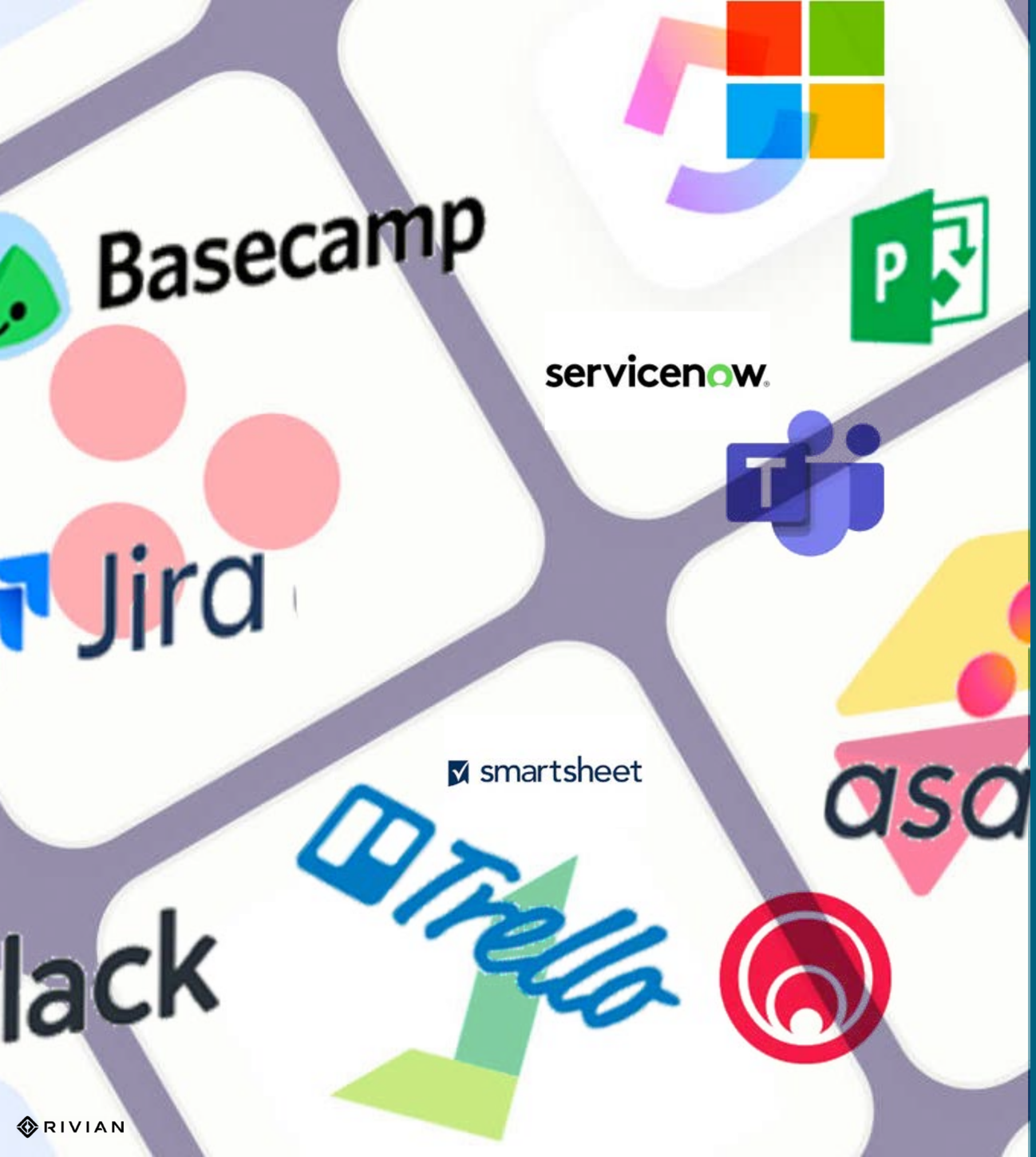
Goal + Challenges

Solution

Lessons Learned

What if we gave internal drivers a simple way to provide feedback about their Rivian driving experience 🤔...

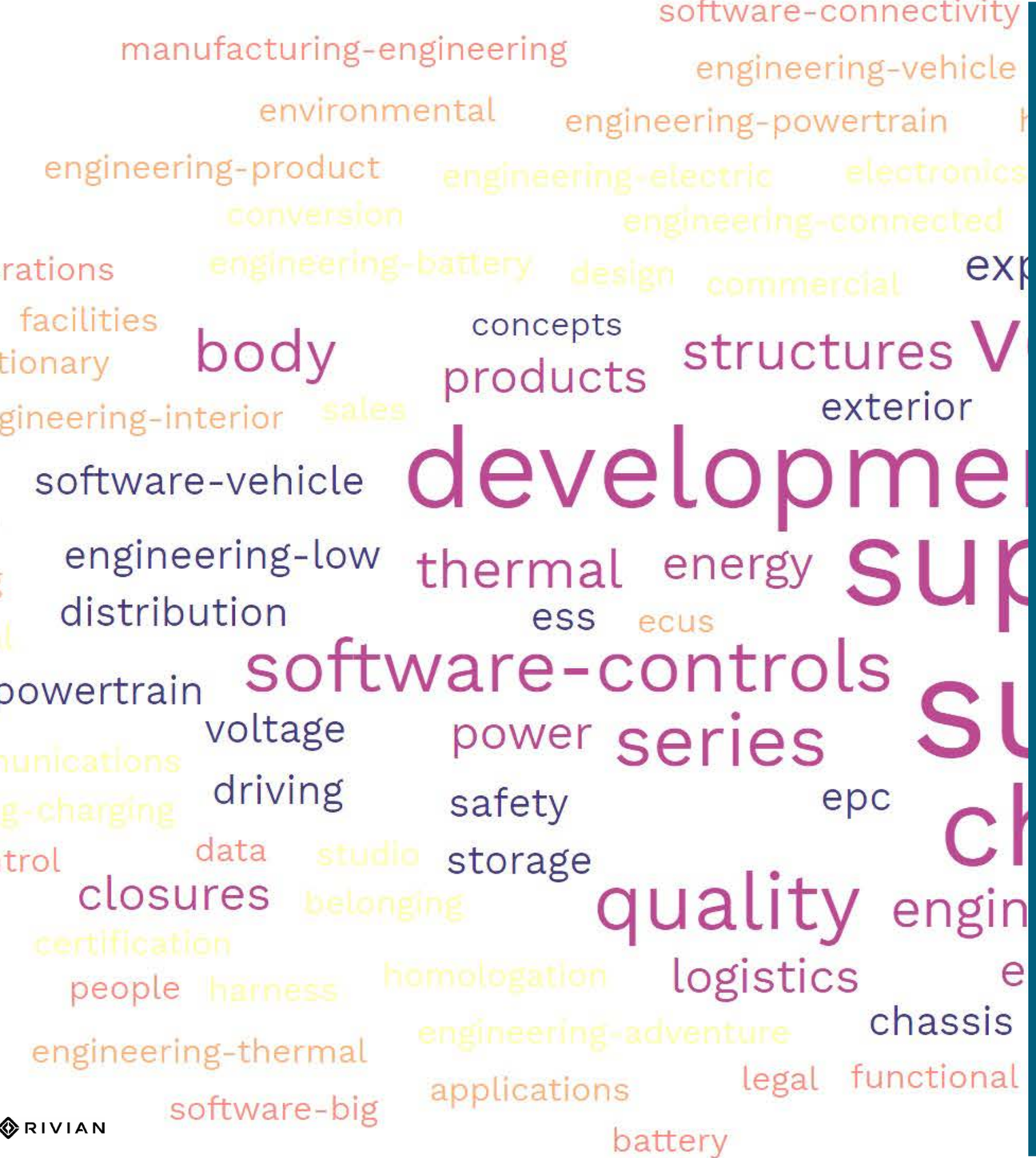
...and then got that feedback to the right team? 💡



However, we quickly realized this was hard

😓

software-connectivity
manufacturing-engineering
engineering-vehicle
environmental
engineering-powertrain
engineering-product
engineering-electric
electronics
conversion
engineering-connected
engineering-battery
design
commercial
facilities
concepts
body
products
structures
exterior
sales
software-vehicle
engineering-low
thermal
energy
distribution
ess
ecus
software-controls
voltage
power
series
driving
safety
epc
data
studio
storage
closures
belonging
quality
certification
homologation
logistics
people
harness
chassis
engineering-adventure
engineering-thermal
legal
functional
applications
software-big
battery



This. Was. Not. Working.

🙈🙊🙉

But first...what is feedback?

...and what isn't it?

Feedback and testing aren’t the same...

≠

Internal driver feedback

Observations regarding perceived problems, suggestions, or opinions

Validation testing

Formal and extensive testing of performance, safety, reliability, and quality

FRAMEWORK

Engaged users

Eager and willing to participate

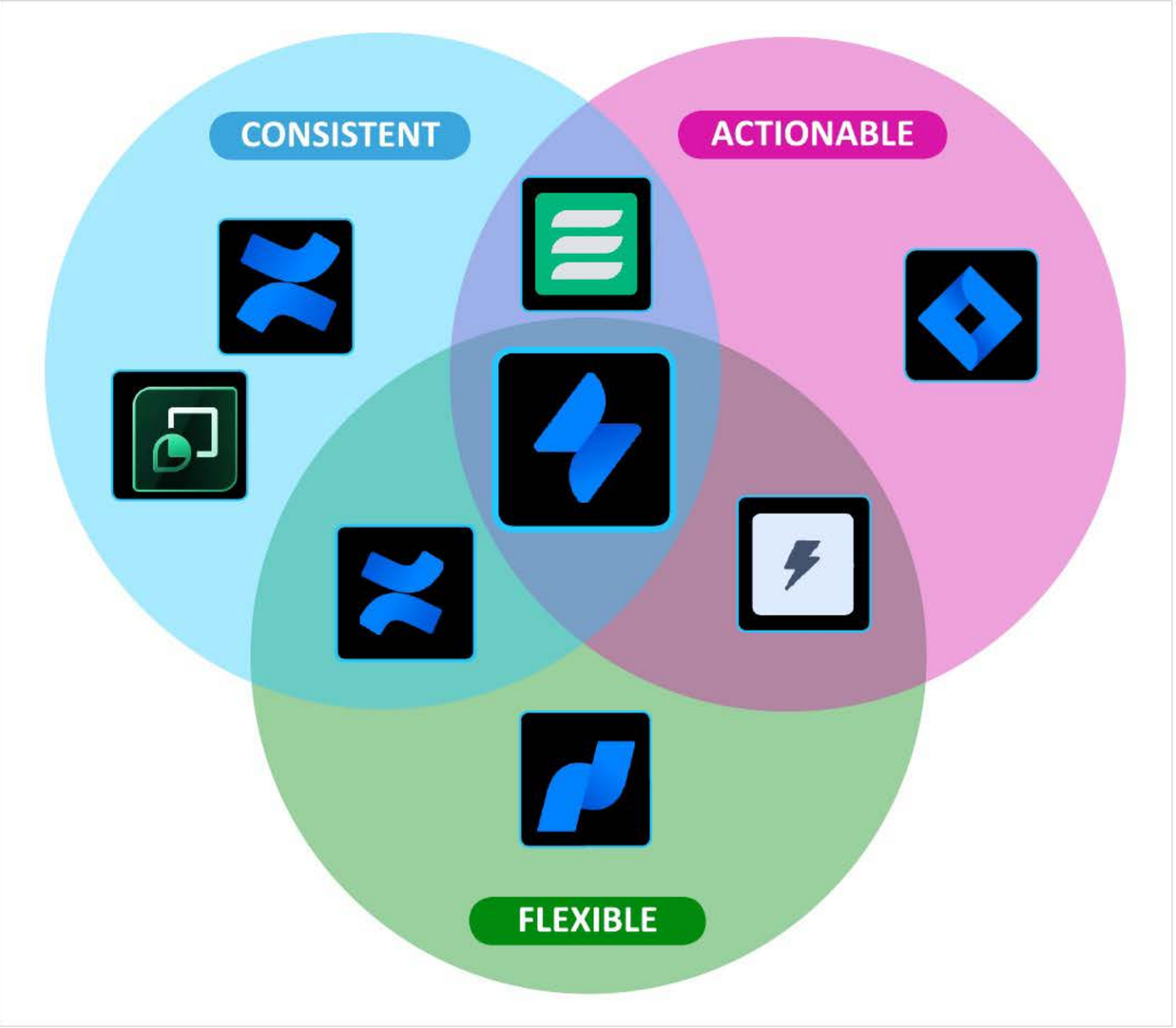
Diverse experiences

Different roles, backgrounds, and locations

Scaleable architecture

Keep up with growth

SYSTEM ARCHITECTURE



Products

- Jira Service Management
- Jira Work Management
- Confluence
- Jira Software

Apps

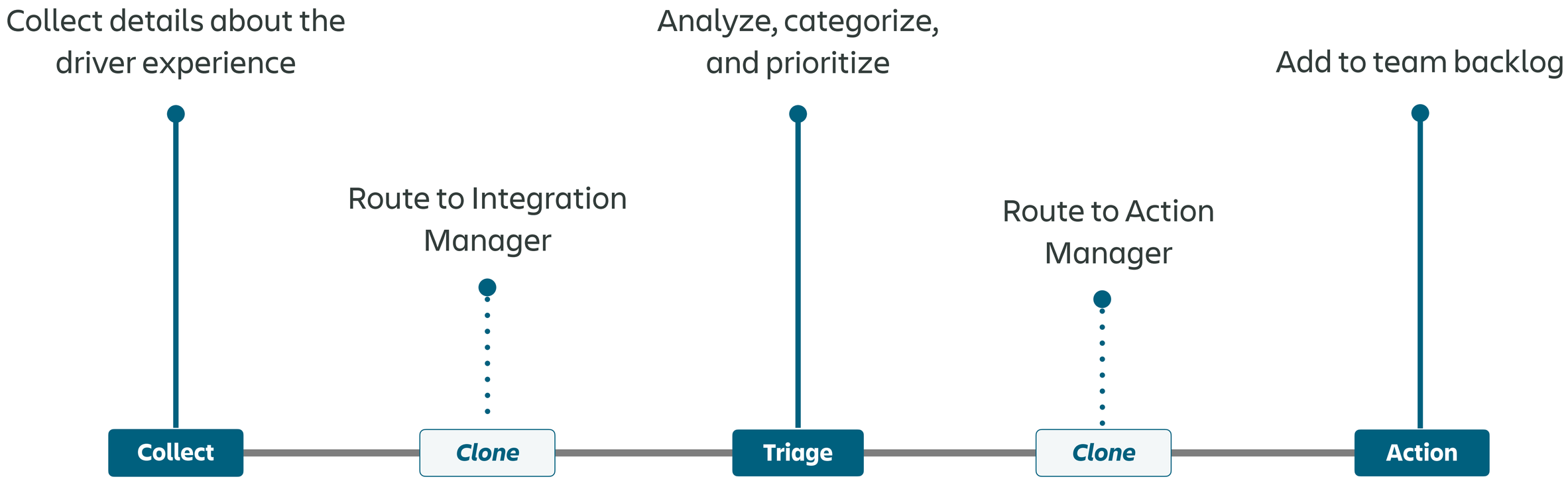
- JXL Sheets
- Jira Misc. Workflow Ext.

Features

- Automation for Jira
- Assets

We figured out the architecture 🥳...
...now we just need to nail 🔨 the process!

FEEDBACK PROCESS



FEEDBACK PROCESS | COLLECT

Collect details about the driver experience

Collect

Route to Integration Manager

Clone

Analyze, categorize, and prioritize

Triage

Route to Action Manager

Clone

Add to team backlog

Action

Collect personas

Third-party Testers

Push our vehicles to the limit

Testing & Development

Test vehicles in day-to-day scenarios

Employee Owners

Provide valuable insights from a unique point of view

Collect Personas

Third-party Testers

Push our vehicles to the limit

Ava Martinez

Employee Owner

Testing & Development

Test vehicles in day-to-day

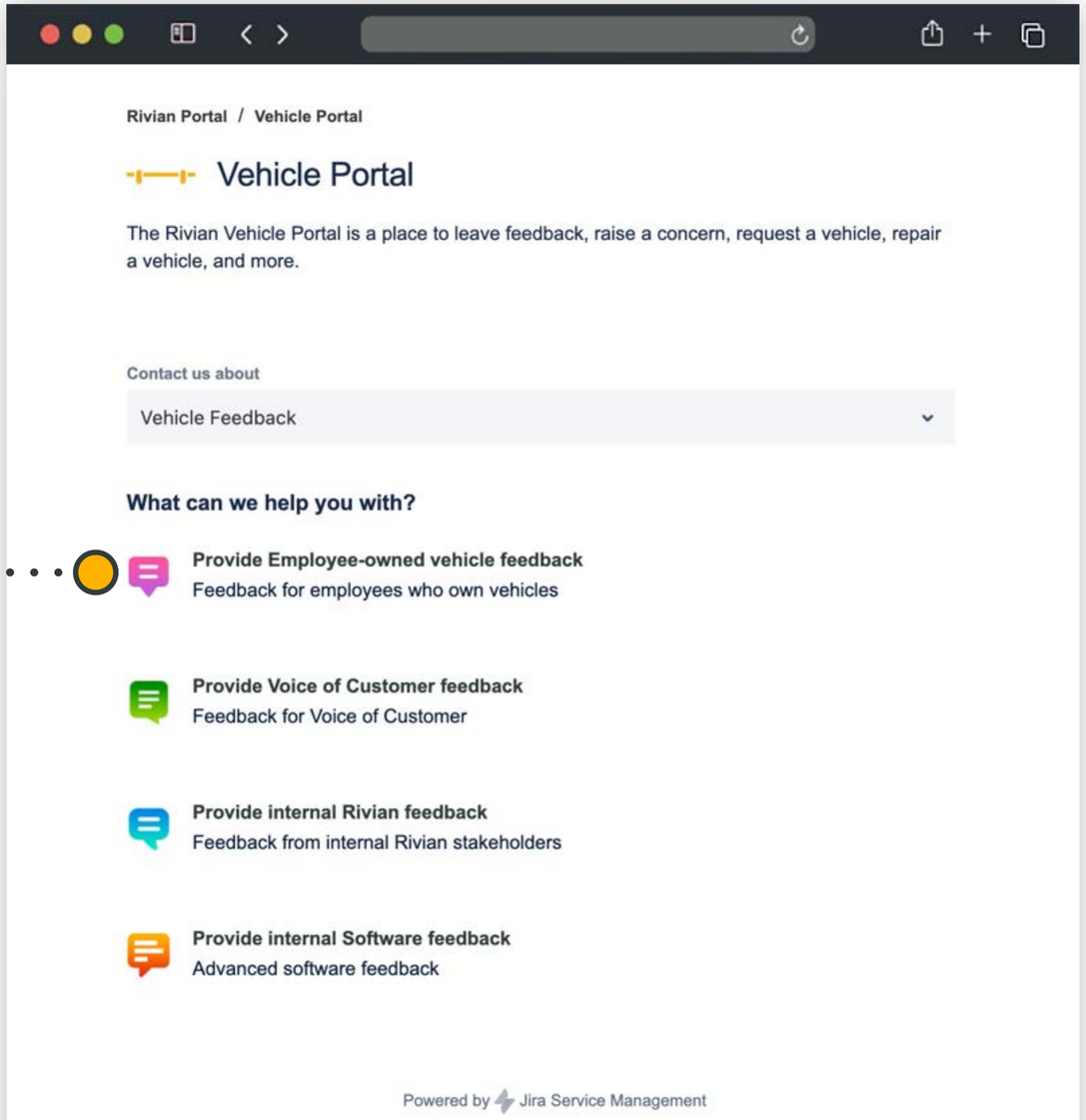
Employee Owners

Provide valuable insights from a unique point of view

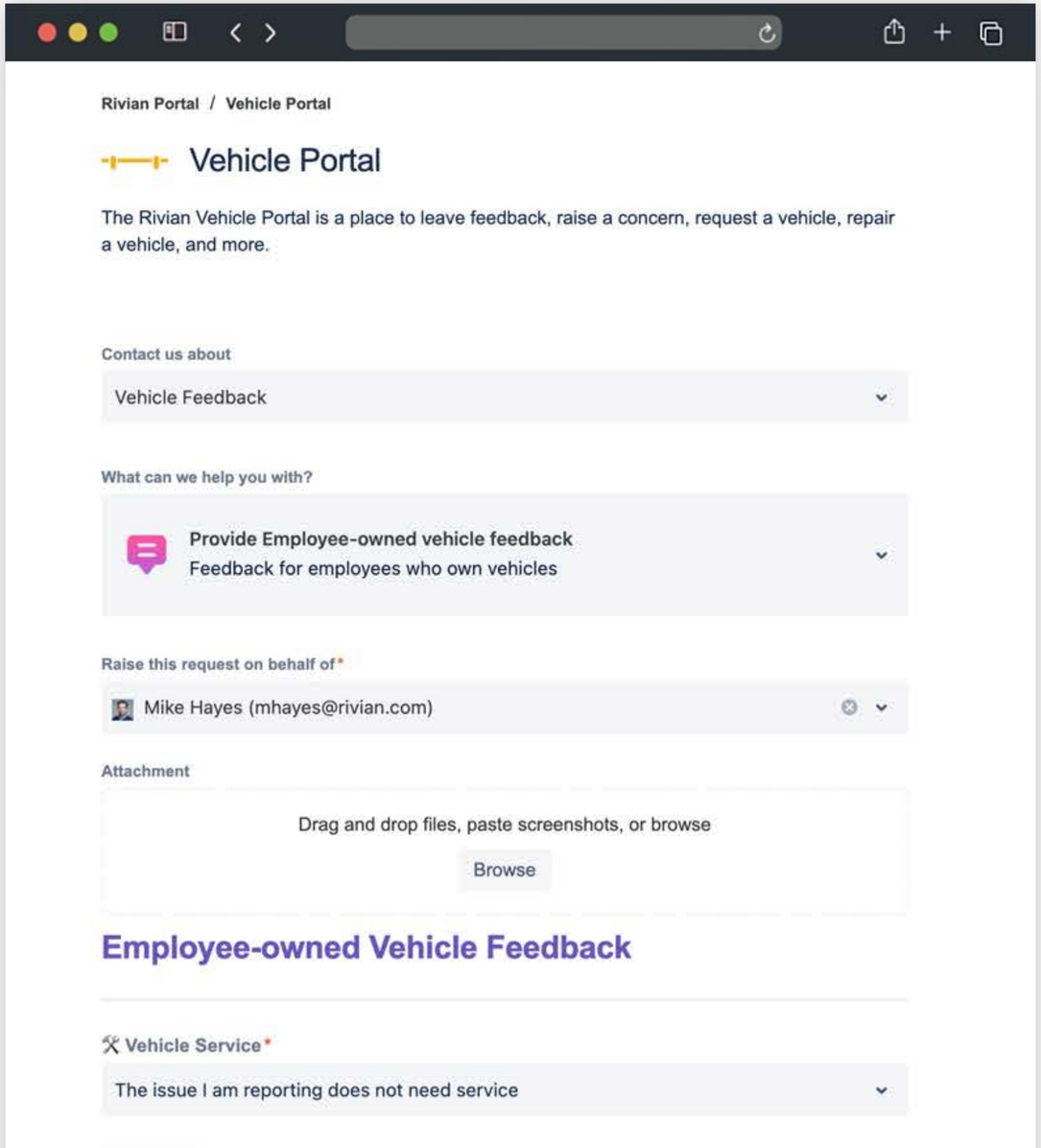
FEEDBACK PROCESS | COLLECT | SUBMIT

Feedback Type

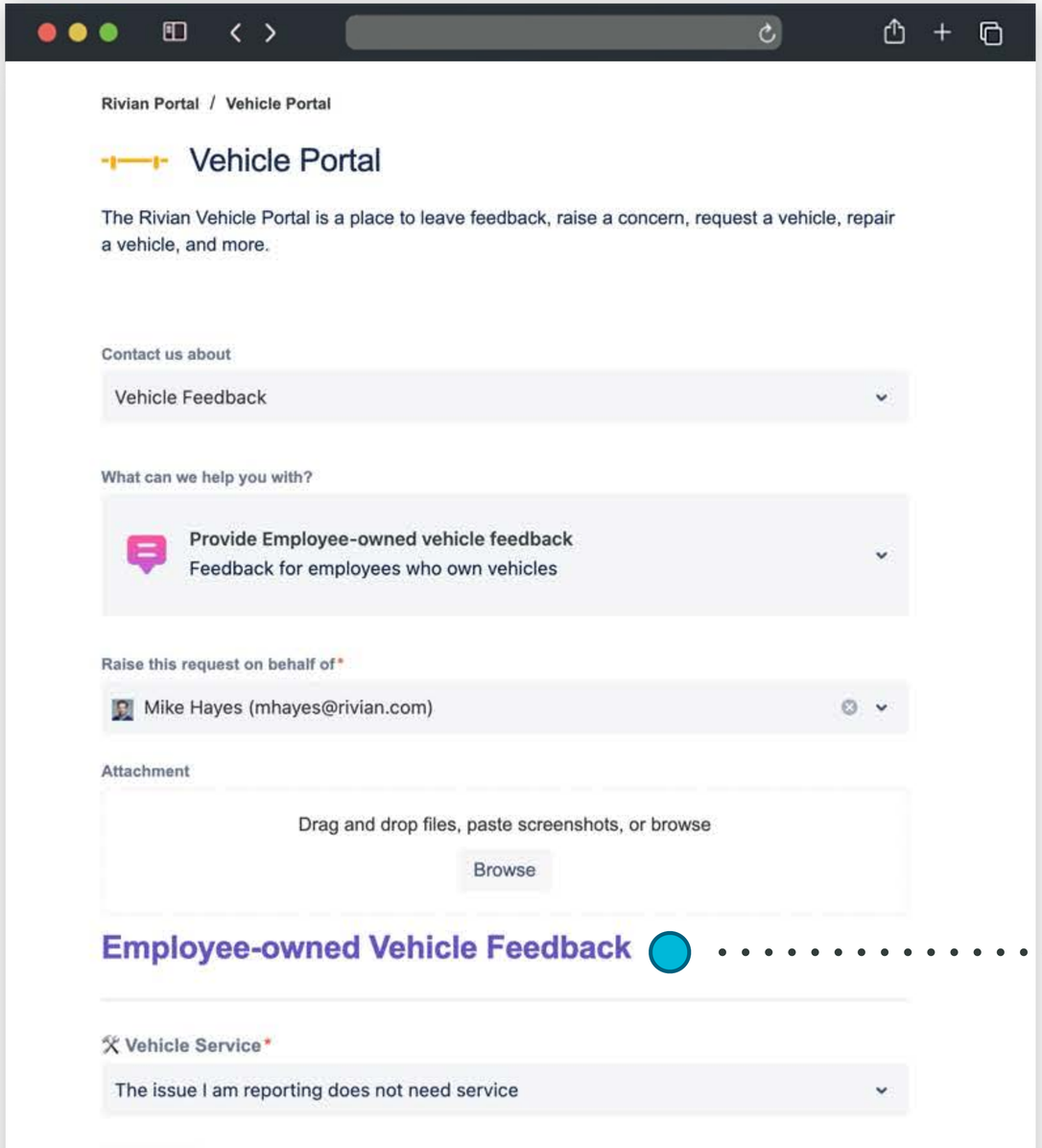
Different types of feedback for different scenarios



FEEDBACK PROCESS | COLLECT | SUBMIT



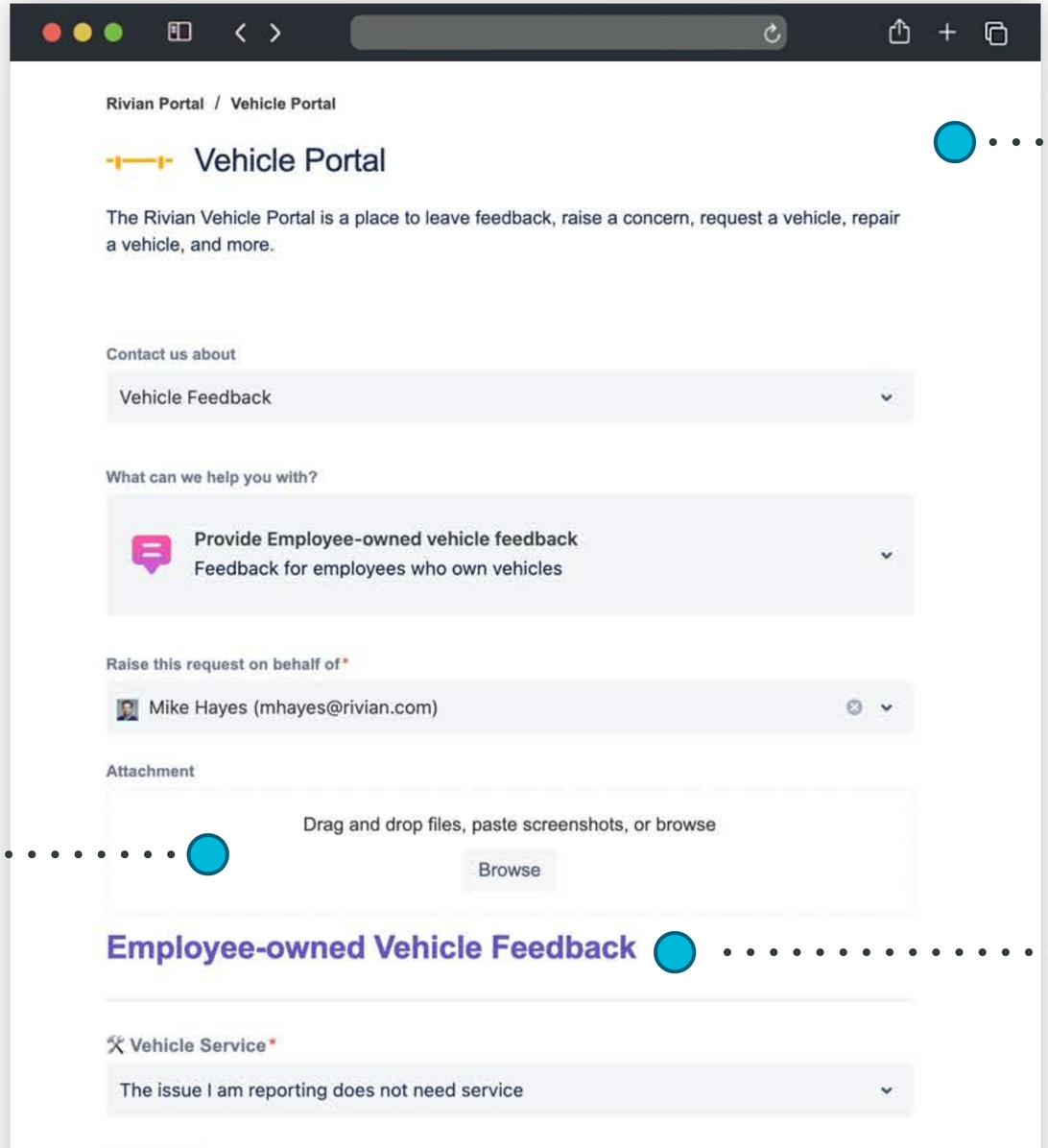
FEEDBACK PROCESS | COLLECT | SUBMIT



Advanced Forms

Used conditions to present relevant information

FEEDBACK PROCESS | COLLECT | SUBMIT



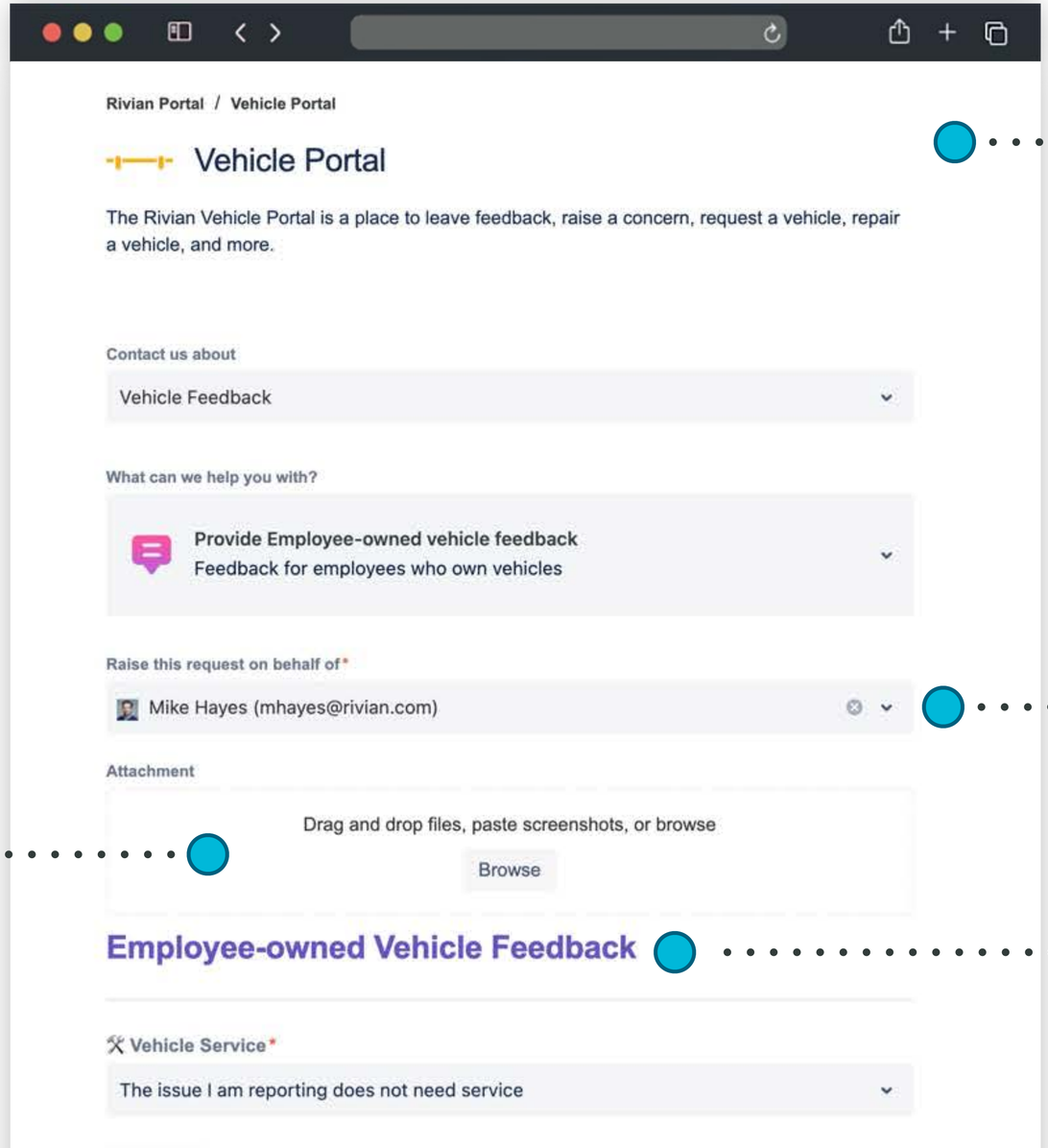
Mobile
Remote users

Attachments
JSM supports attachments

Advanced Forms
Used conditions to present relevant information

RIVIAN

FEEDBACK PROCESS | COLLECT | SUBMIT



Mobile
Remote users

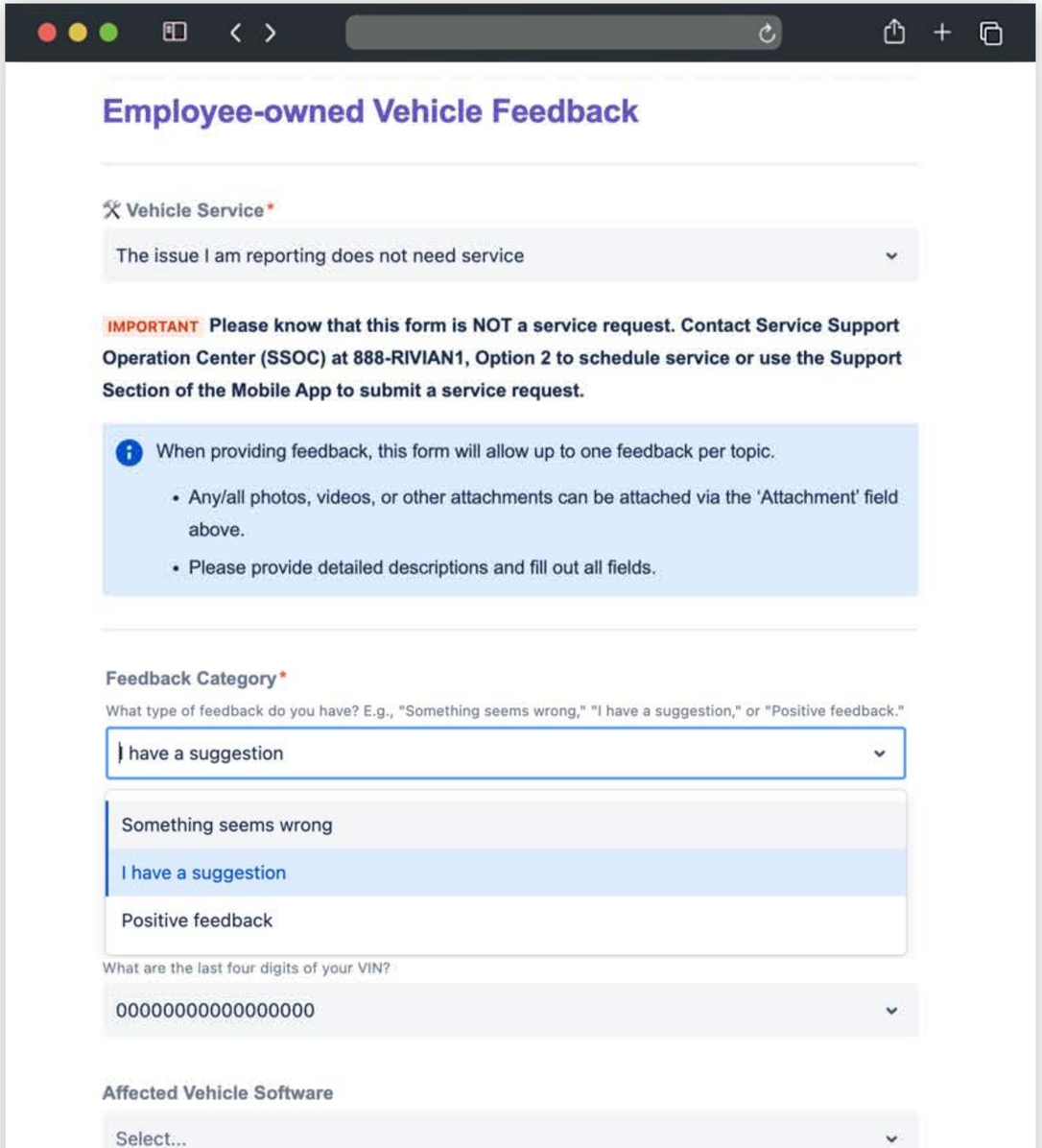
On behalf of
Represent another user

Attachments
JSM supports attachments

Advanced Forms
Used conditions to present relevant information

RIVIAN

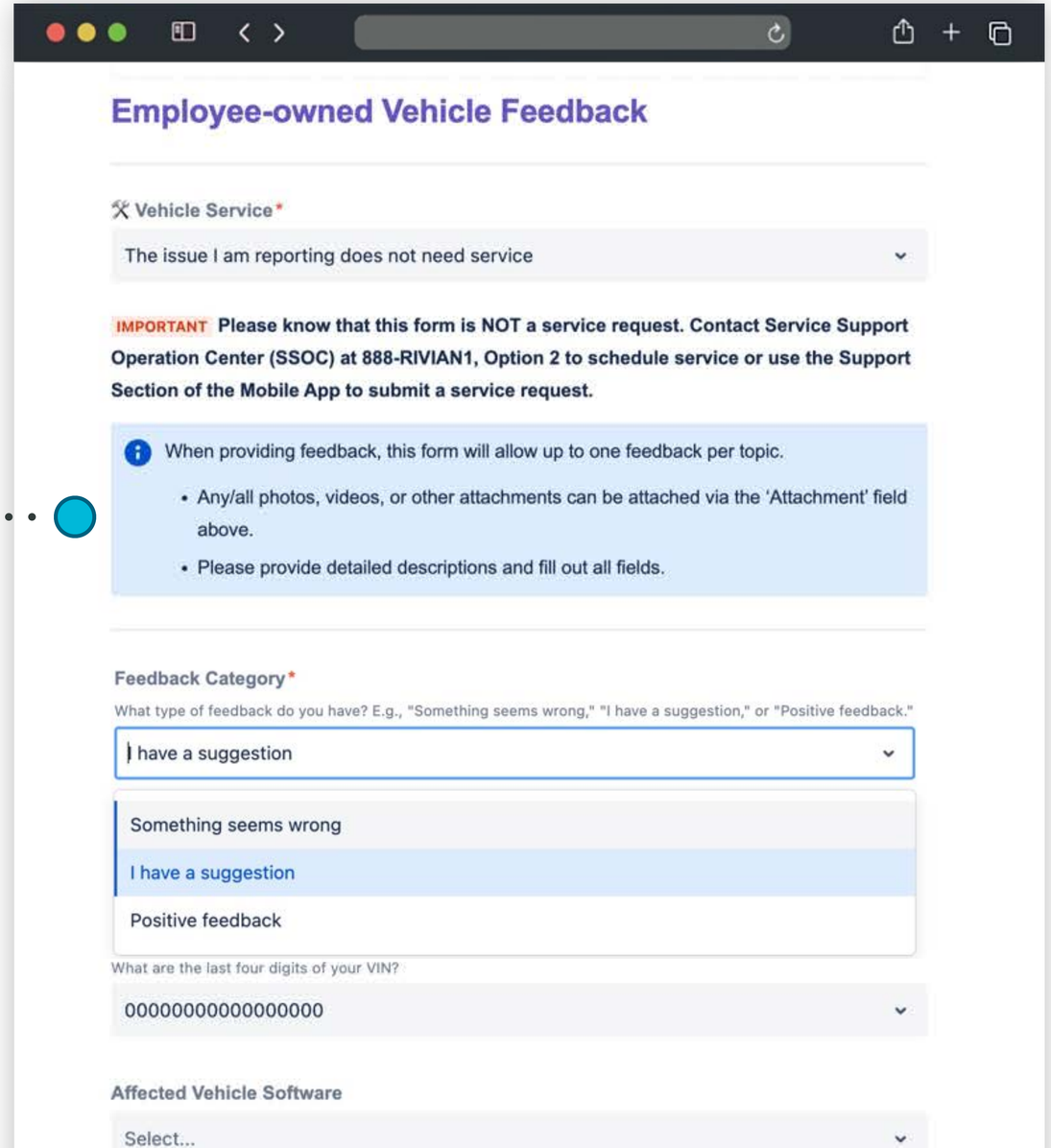
FEEDBACK PROCESS | COLLECT | SUBMIT



FEEDBACK PROCESS | COLLECT | SUBMIT

Instructions

Formatted instructions guide user



FEEDBACK PROCESS | COLLECT | SUBMIT

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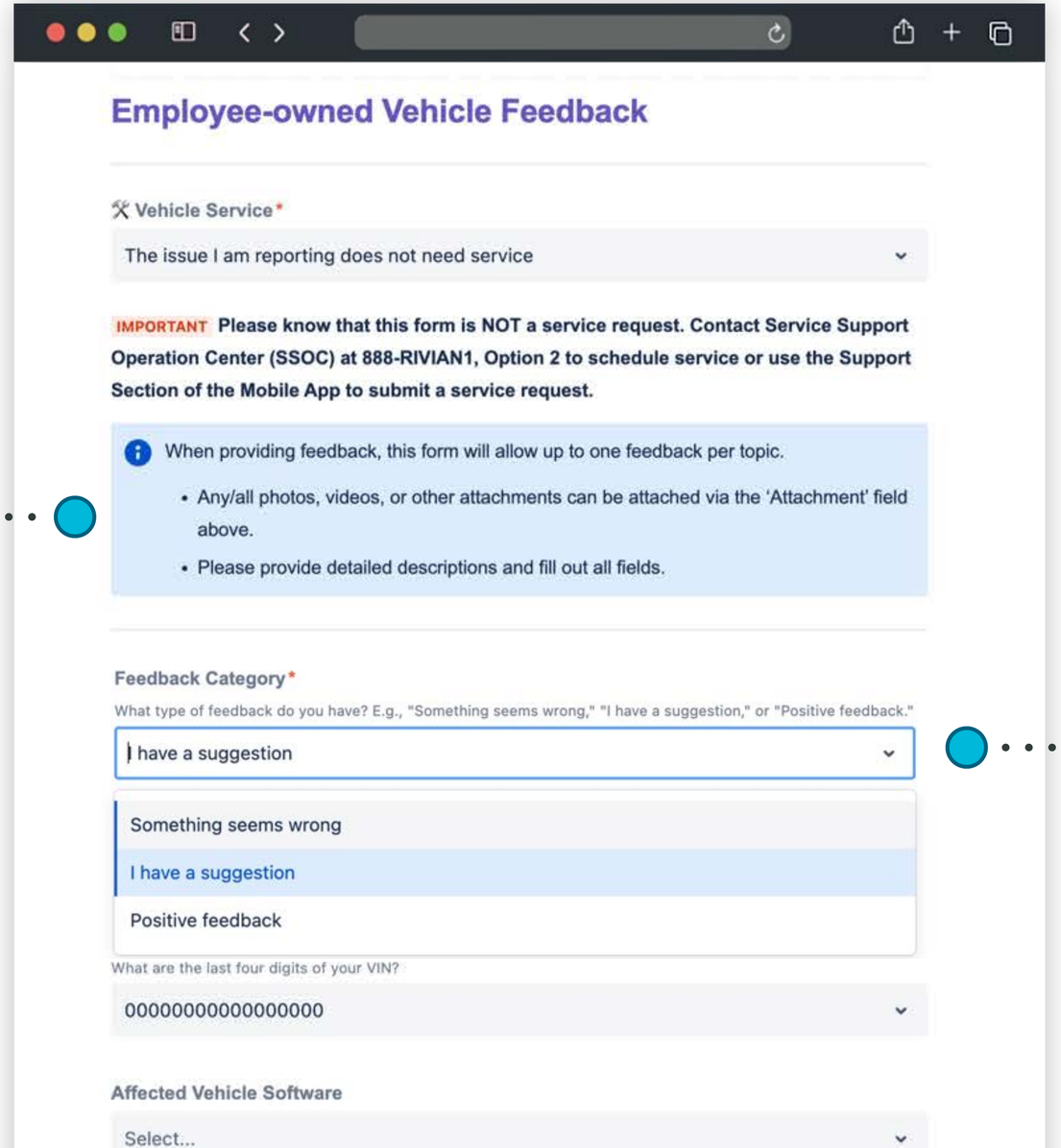


Feedback Category

Specify the type of feedback

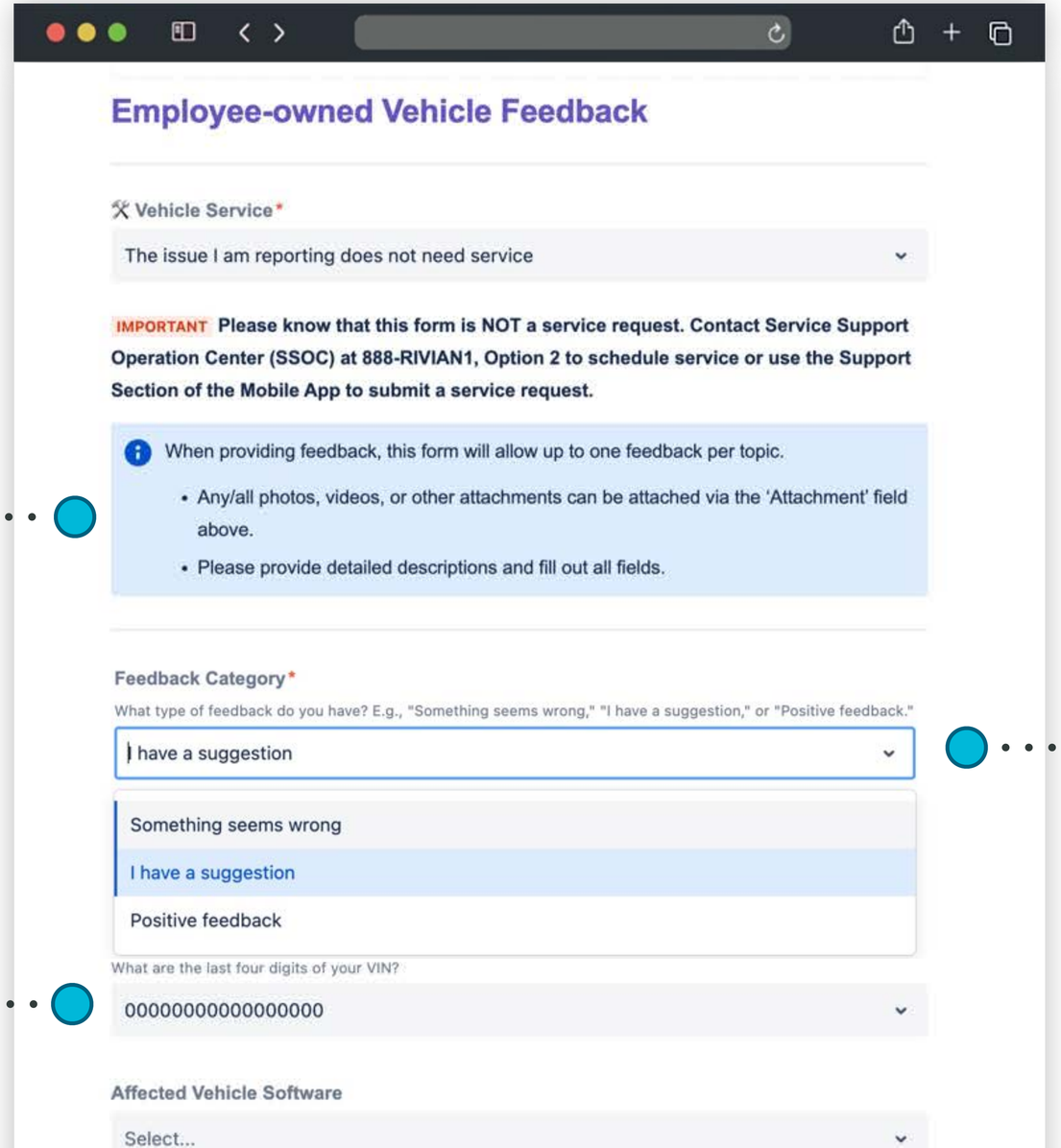
FEEDBACK PROCESS | COLLECT | SUBMIT

Instructions

Formatted instructions guide user

Assets

Vehicles (VIN) are assets



Feedback Category

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RIVIAN

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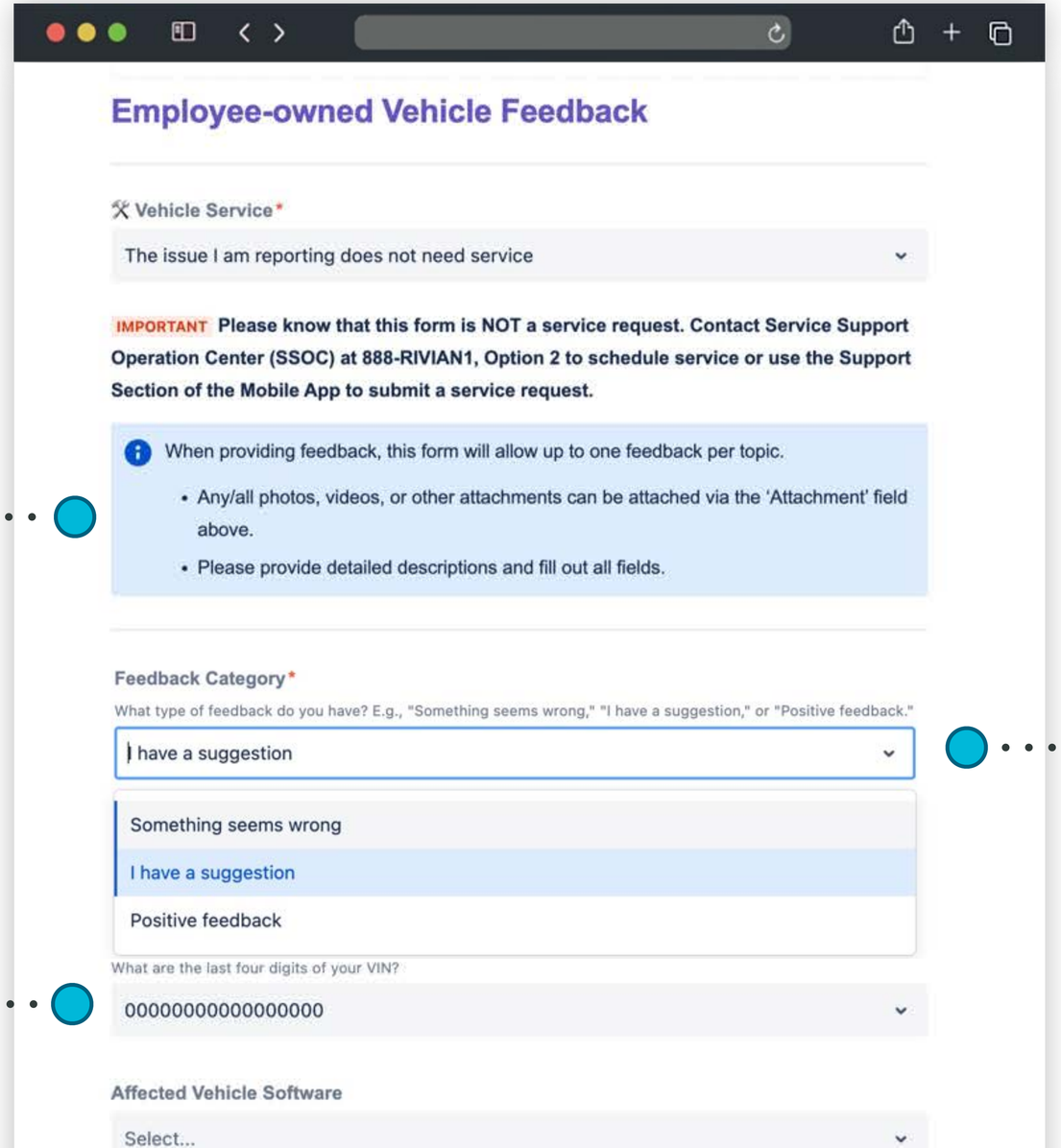
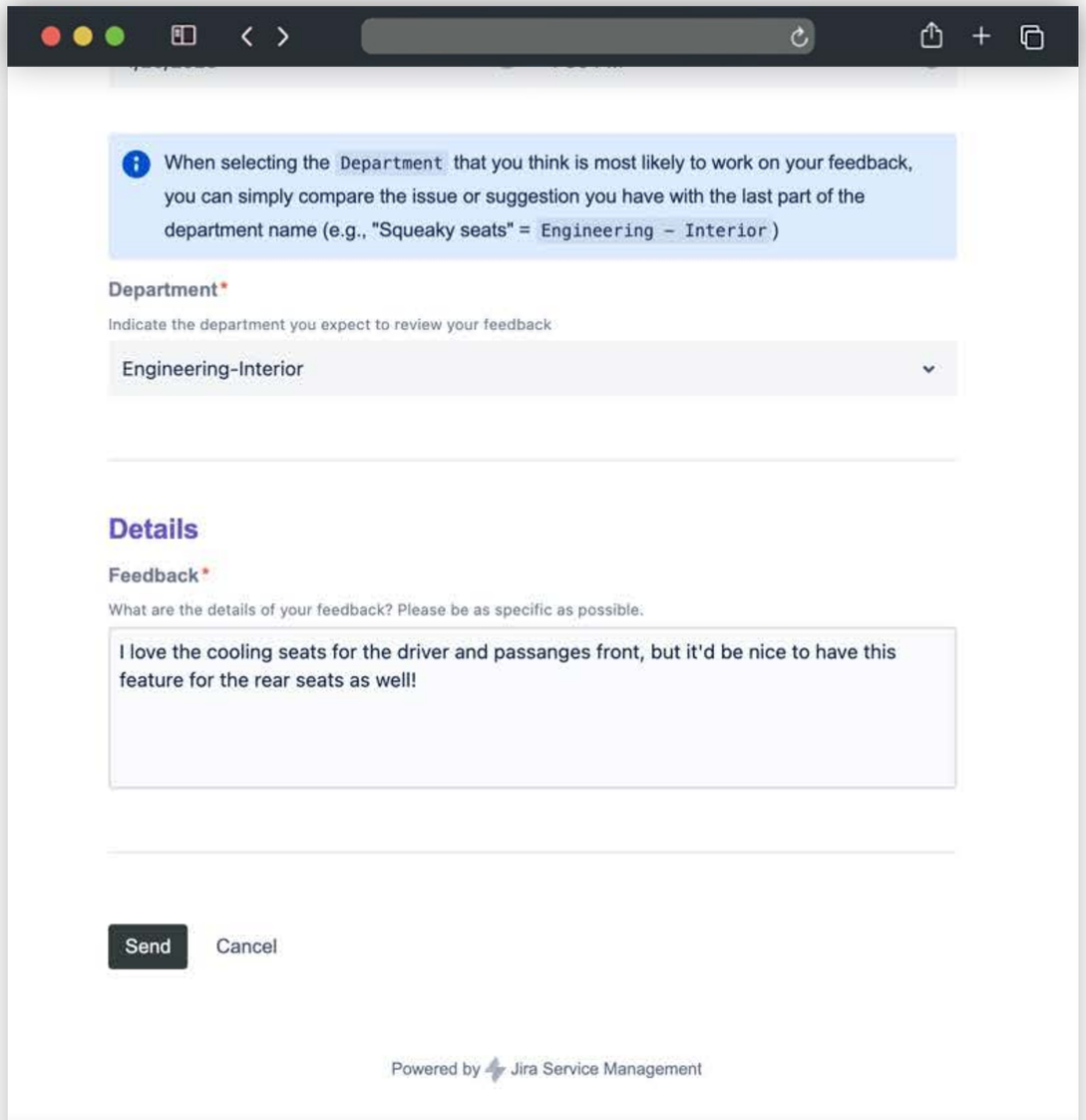


Feedback Category

Specify the type of feedback

RIVIAN

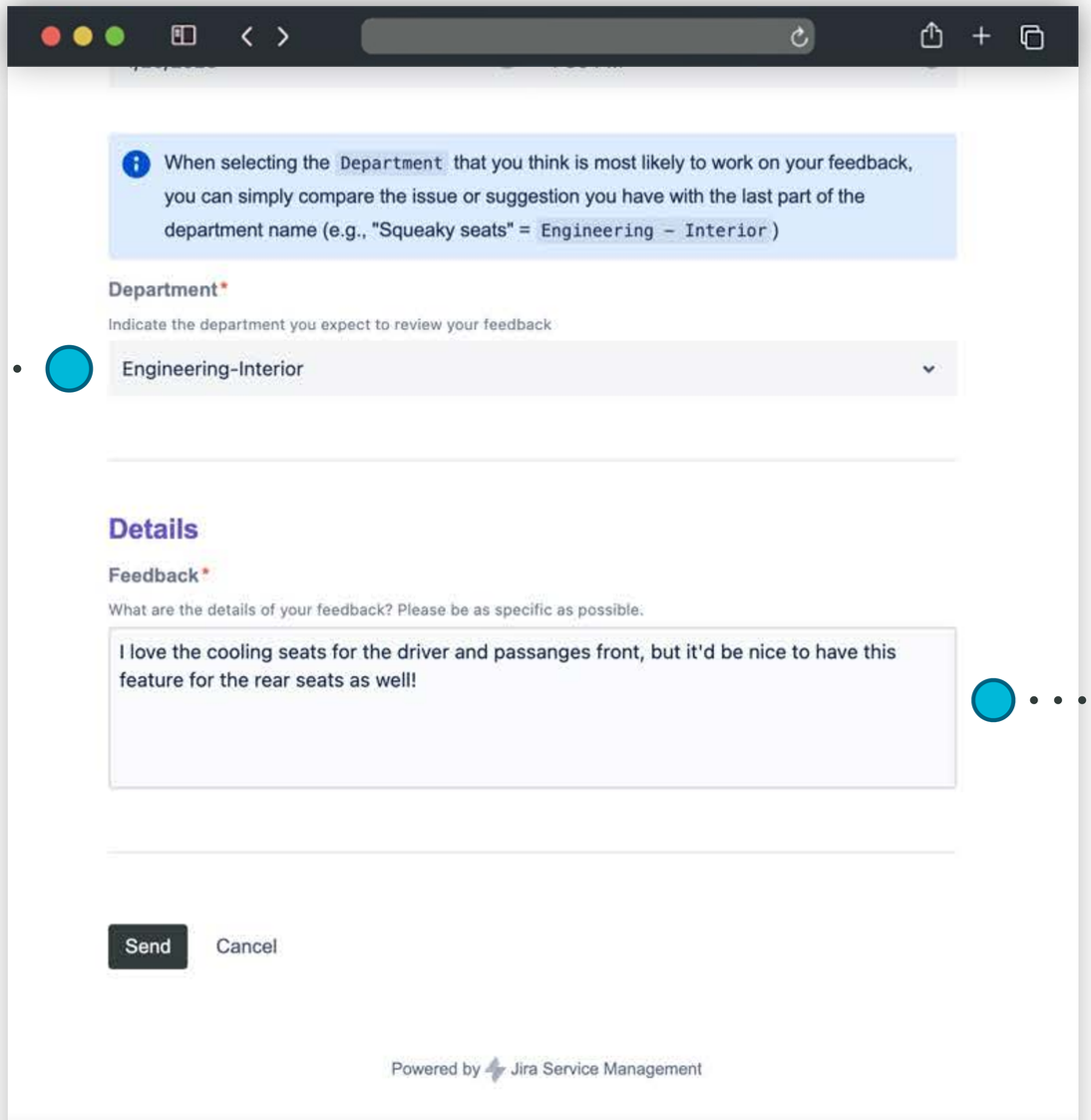
FEEDBACK PROCESS | COLLECT | SUBMIT



FEEDBACK PROCESS | COLLECT | SUBMIT

Common Field Values

Share field options for data consistency



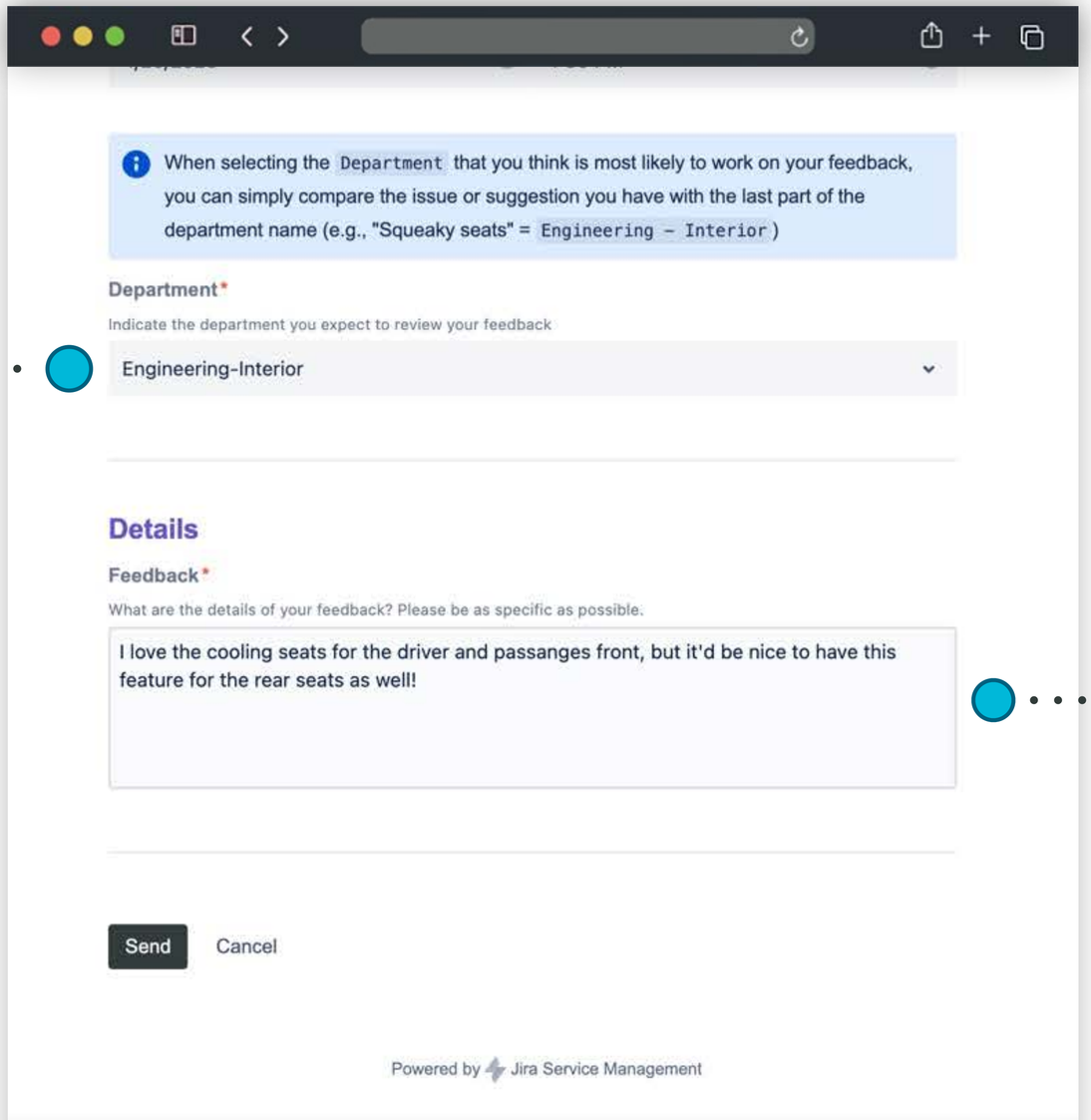
Rich Formatting

Plain text

FEEDBACK PROCESS | COLLECT | SUBMIT

Common Field Values

Share field options for data consistency



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FEEDBACK PROCESS | COLLECT | SUBMIT

Common Field Values

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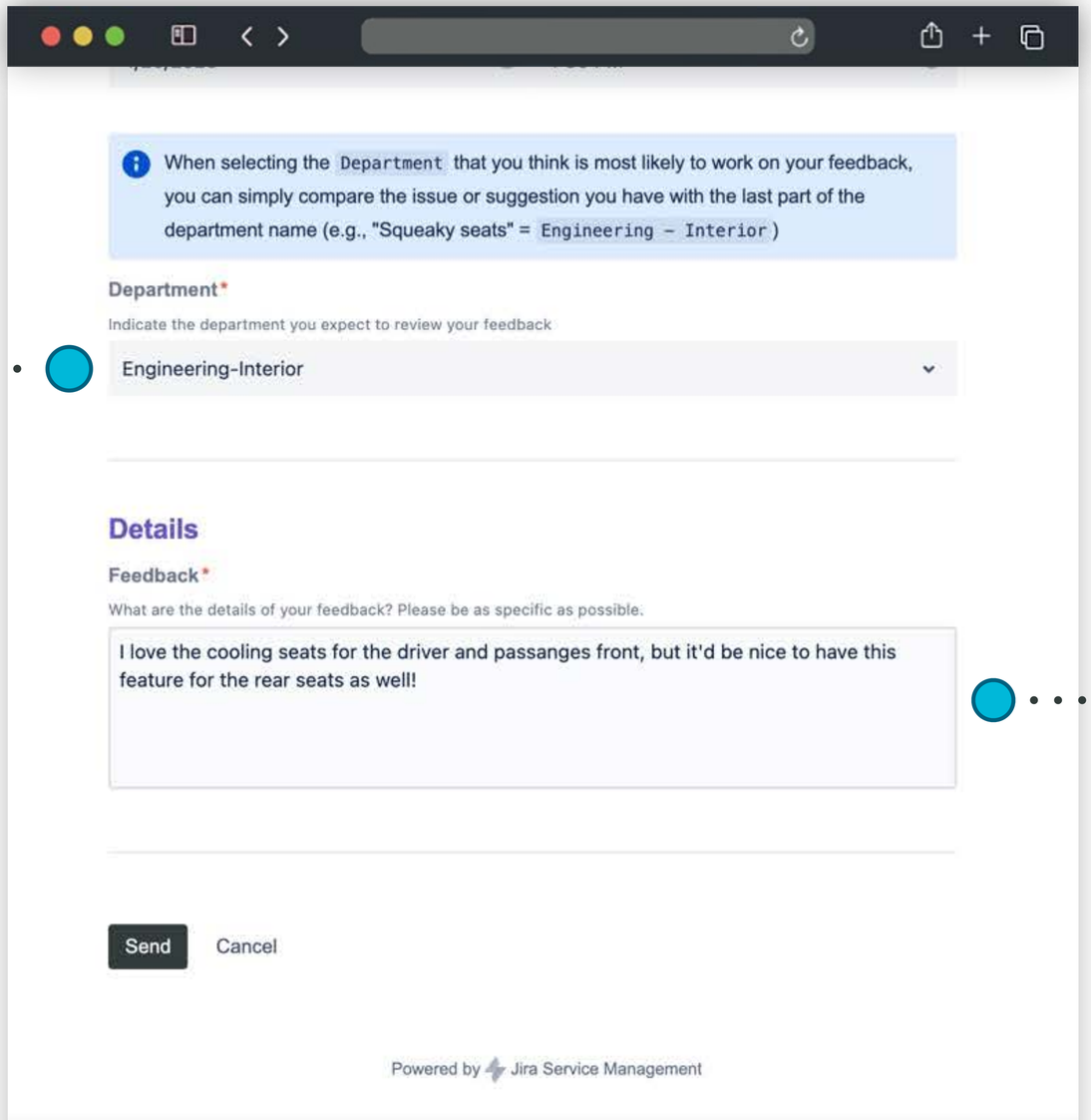
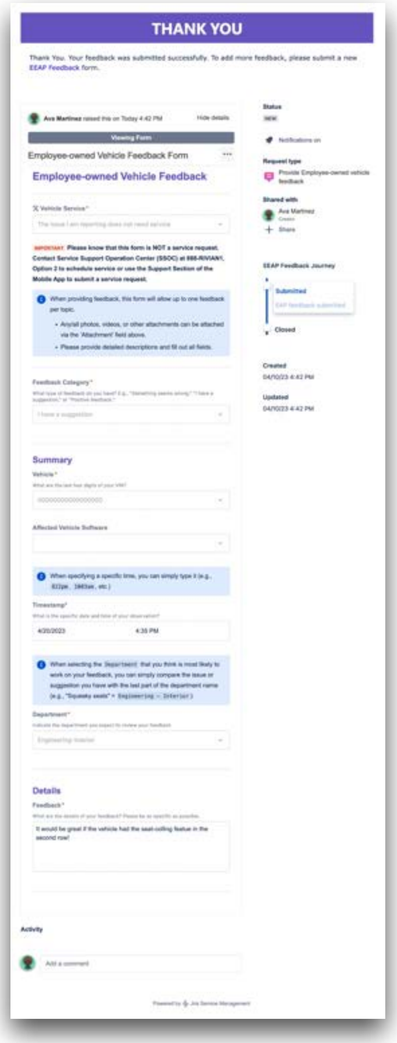
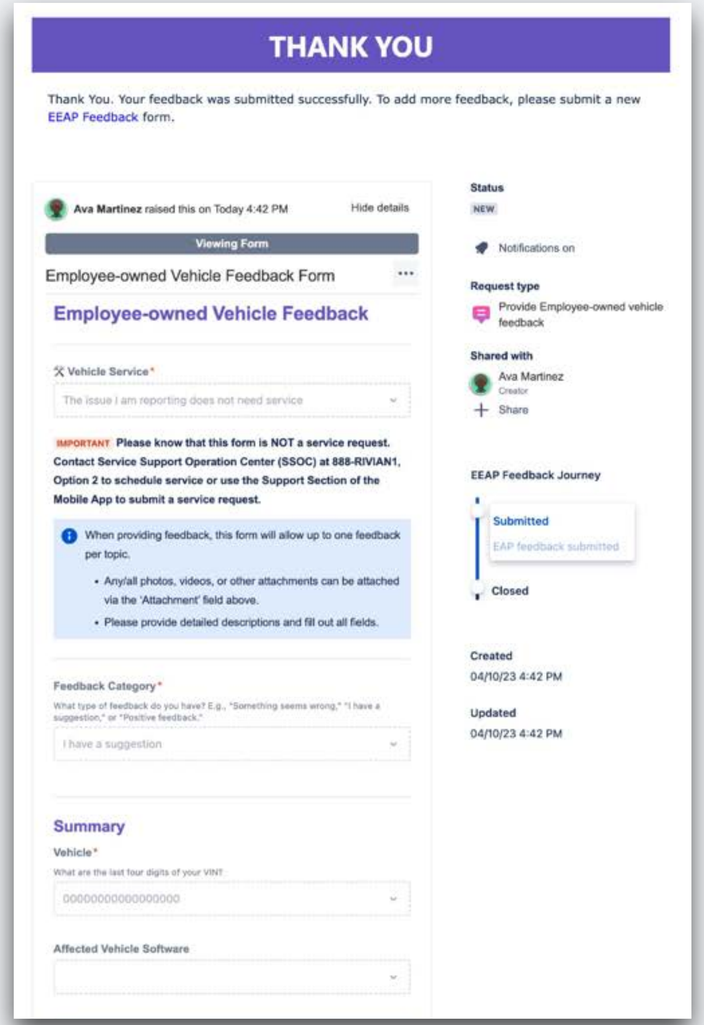


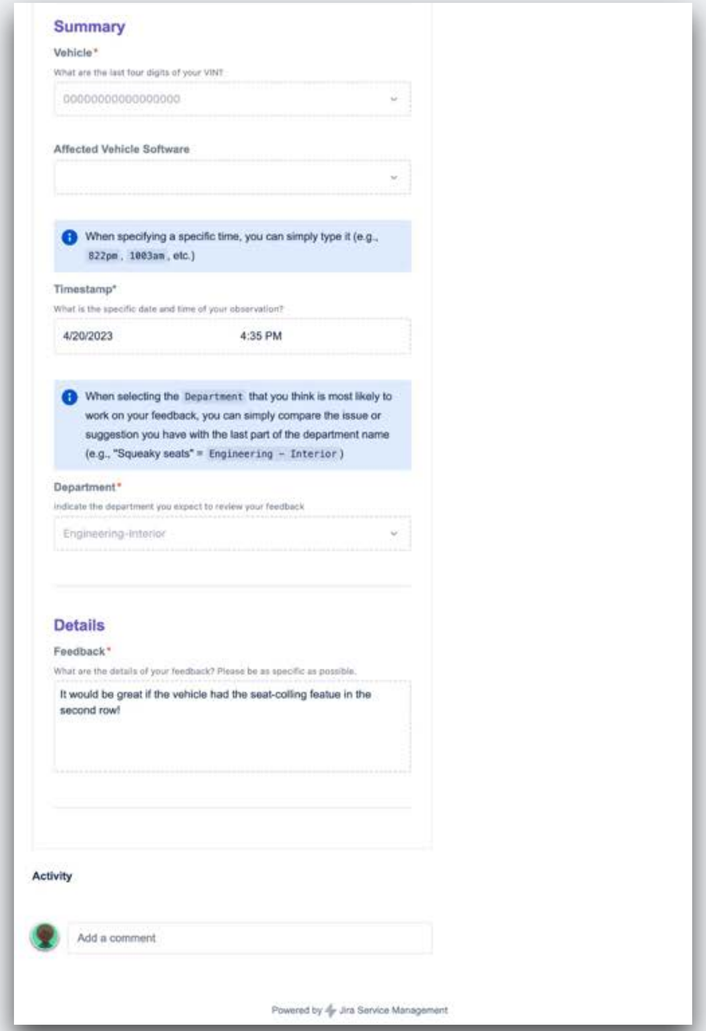
Rich Formatting

Plain text

FEEDBACK PROCESS | COLLECT | THANK YOU







FEEDBACK PROCESS | CLONE

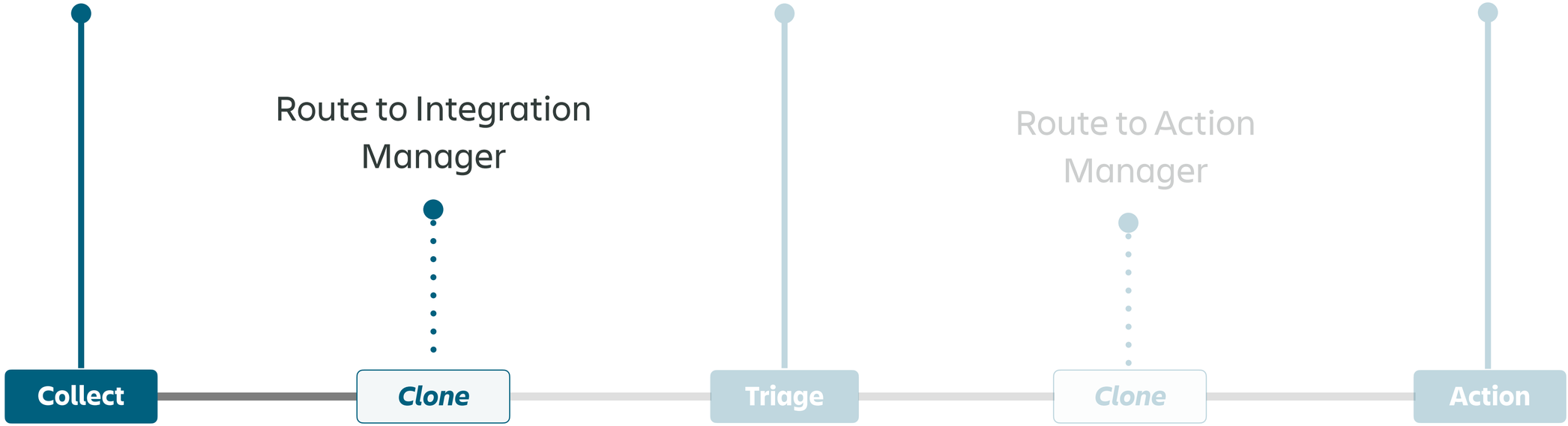
Collect details about the driver experience

Route to Integration Manager

Analyze, categorize, and prioritize

Route to Action Manager

Add to team backlog



FEEDBACK PROCESS | TRIAGE

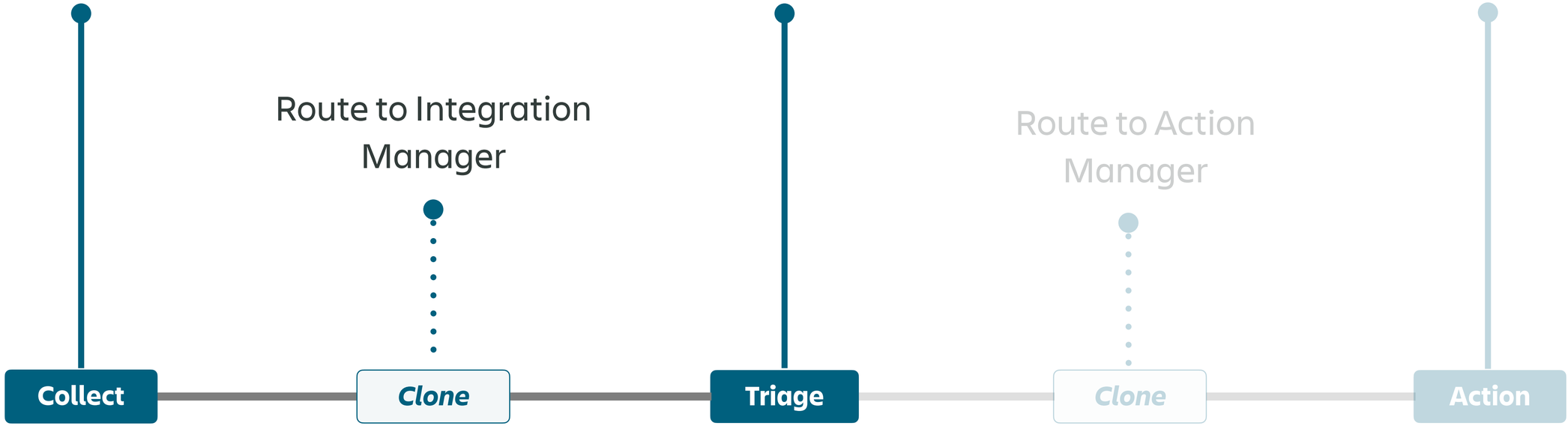
Collect details about the driver experience

Route to Integration Manager

Analyze, categorize, and prioritize

Route to Action Manager

Add to team backlog



Triage personas

Integration Manager

Integrate systems, processes, and components

Quality Engineer

Verify products meet quality standards and specifications

Design Release Engineer

Ensure components are released in a timely and efficient manner

Triage Personas

Integration Manager

Integrate systems, processes, and components

Isabella Smith

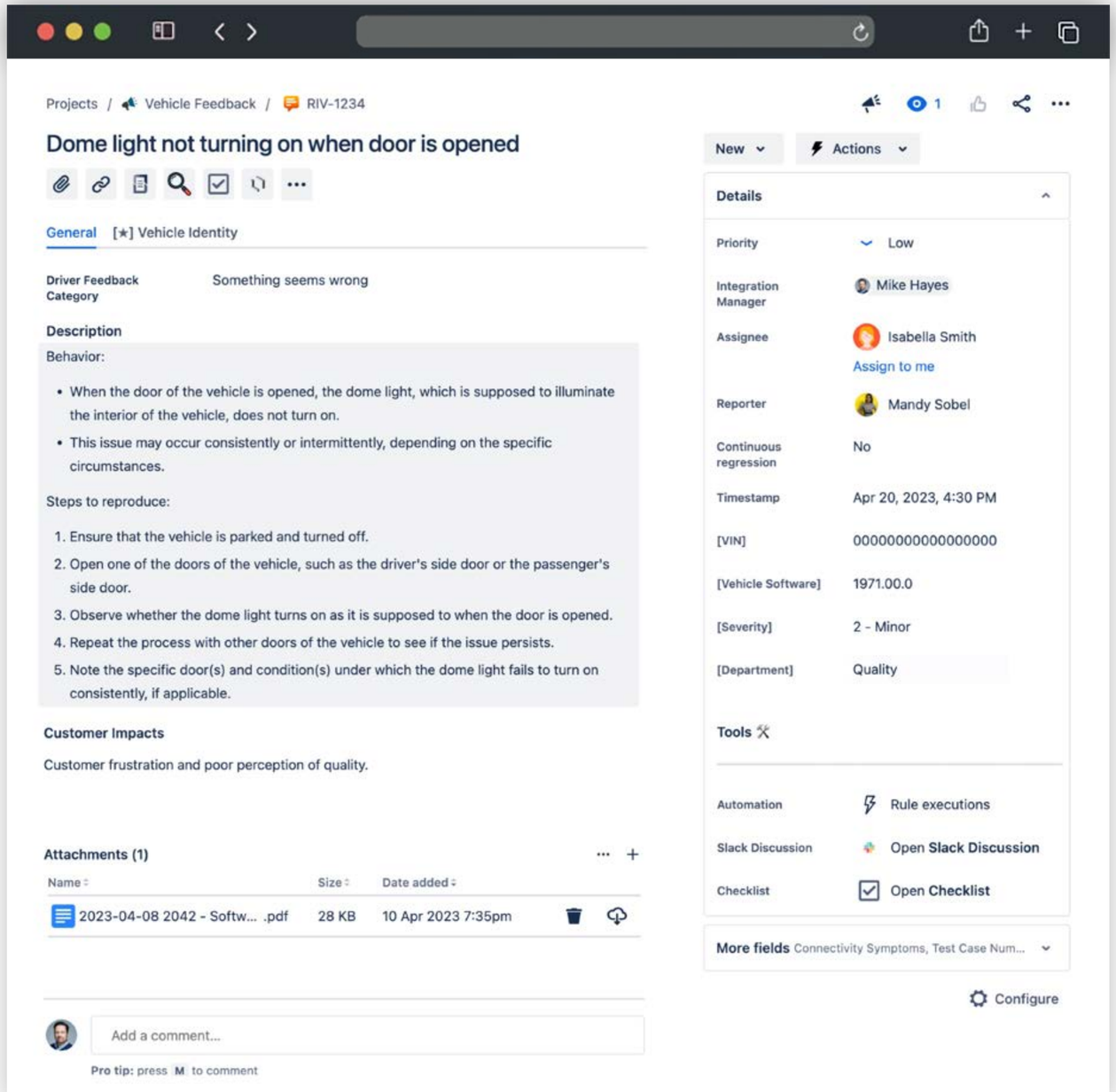
Quality Engineer

Quality Engineer

Design Release Engineer

Ensure components are released in a timely and efficient manner

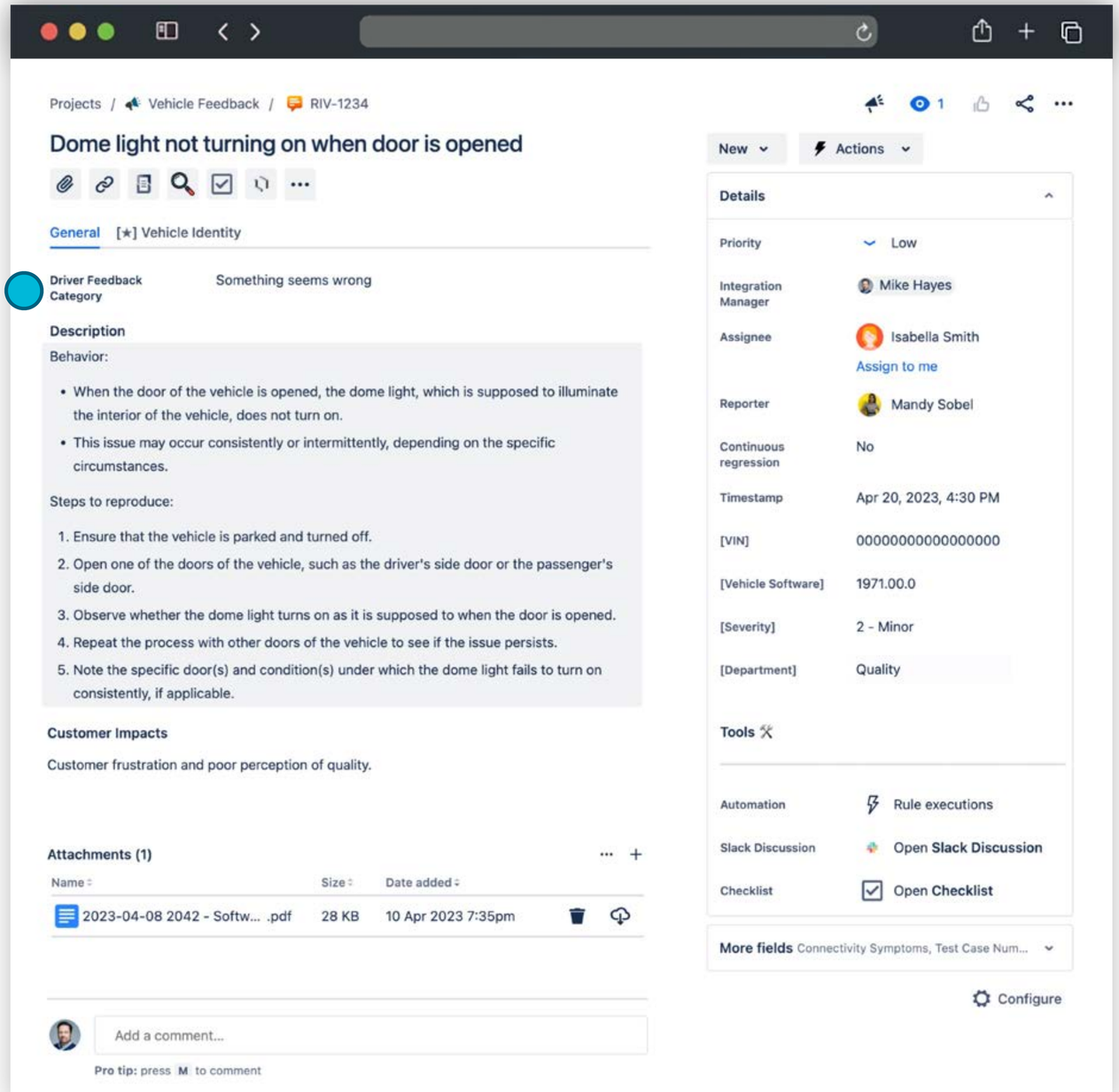
FEEDBACK PROCESS | TRIAGE | VIEW



FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category

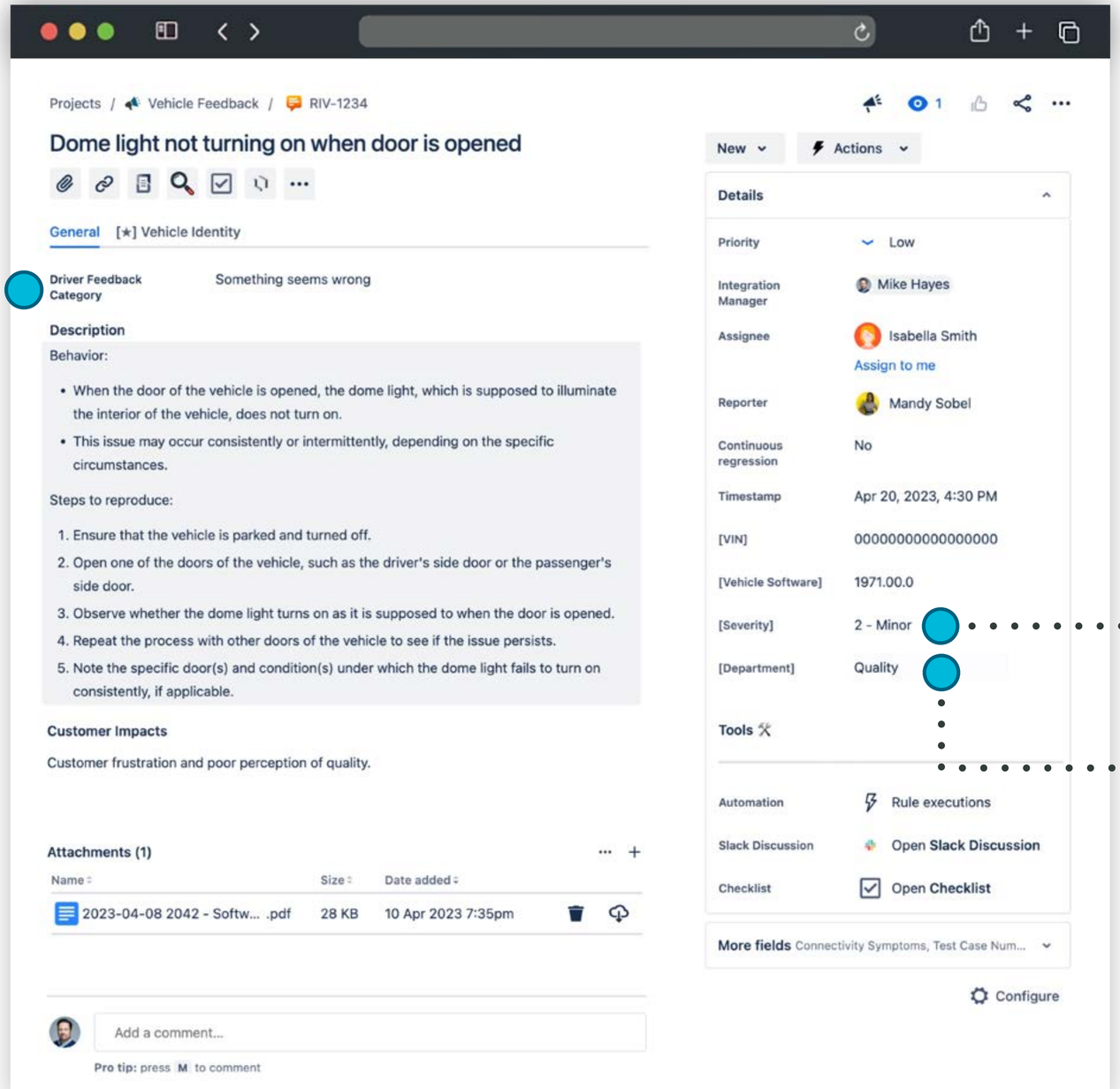
Organizing issues



FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category

Organizing issues



Severity

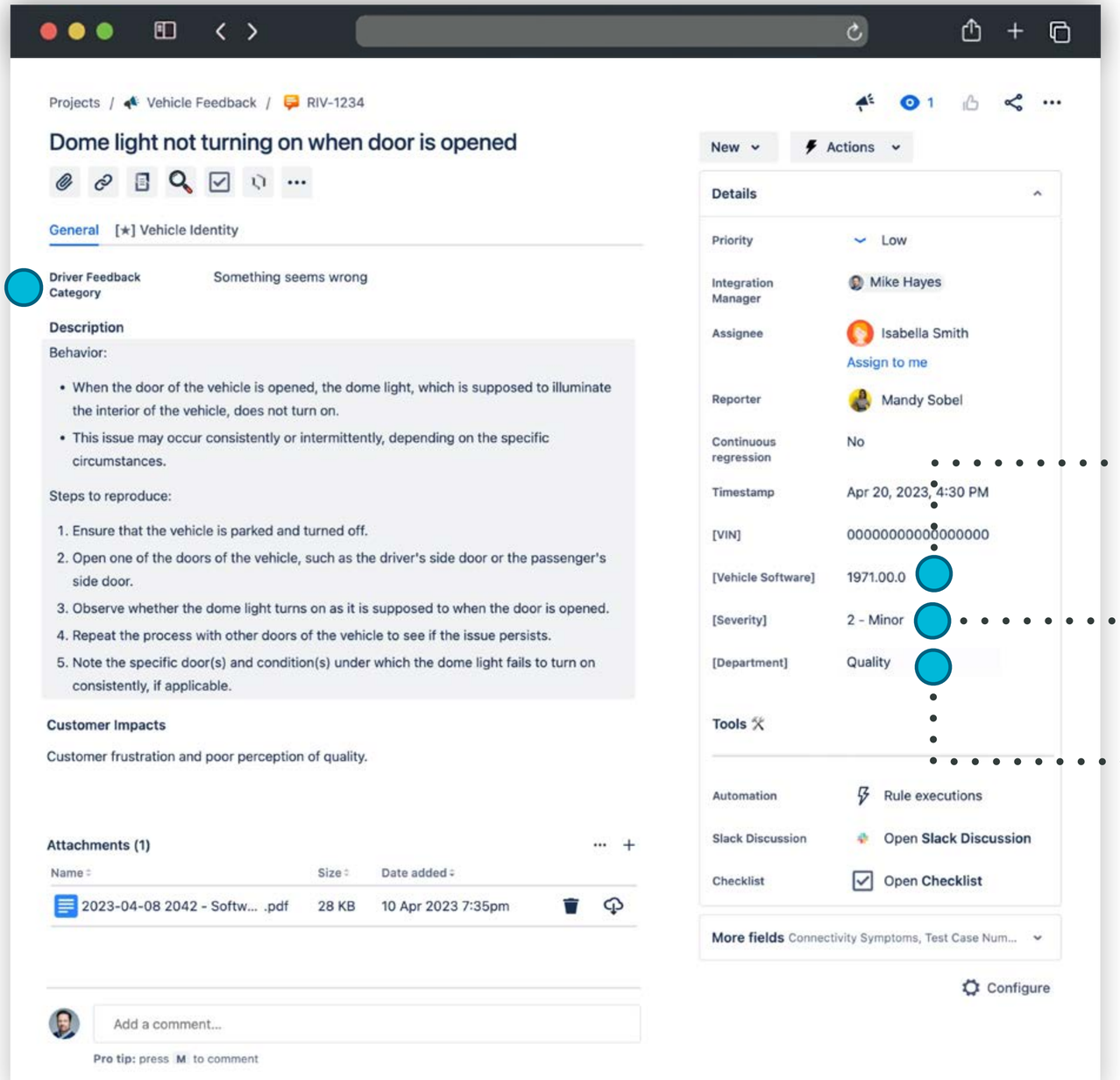
Level of impact

Department

Responsible team

FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category
Organizing issues



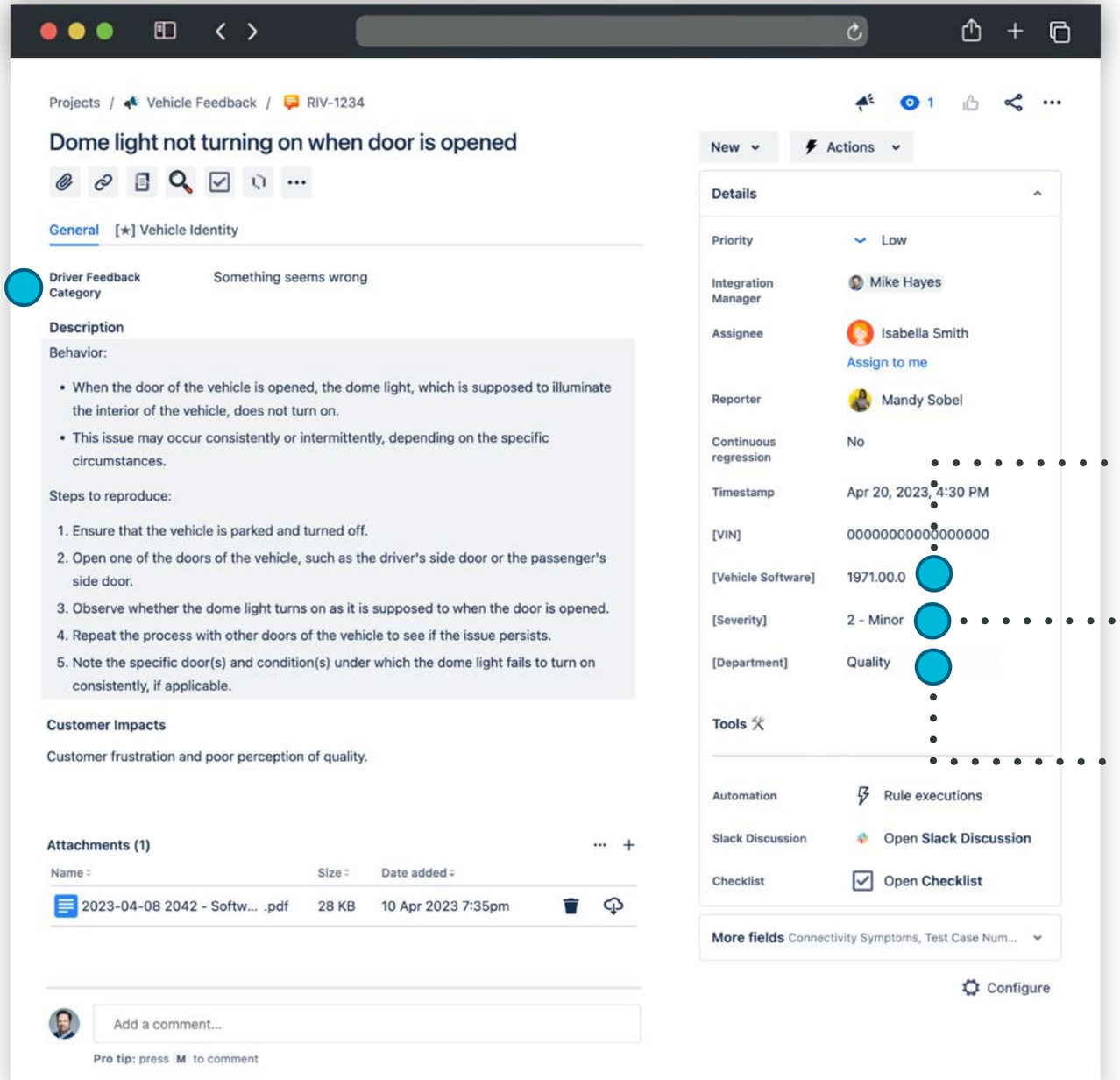
Software
At time of drive

Severity
Level of impact

Department
Responsible team

FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category
Organizing issues



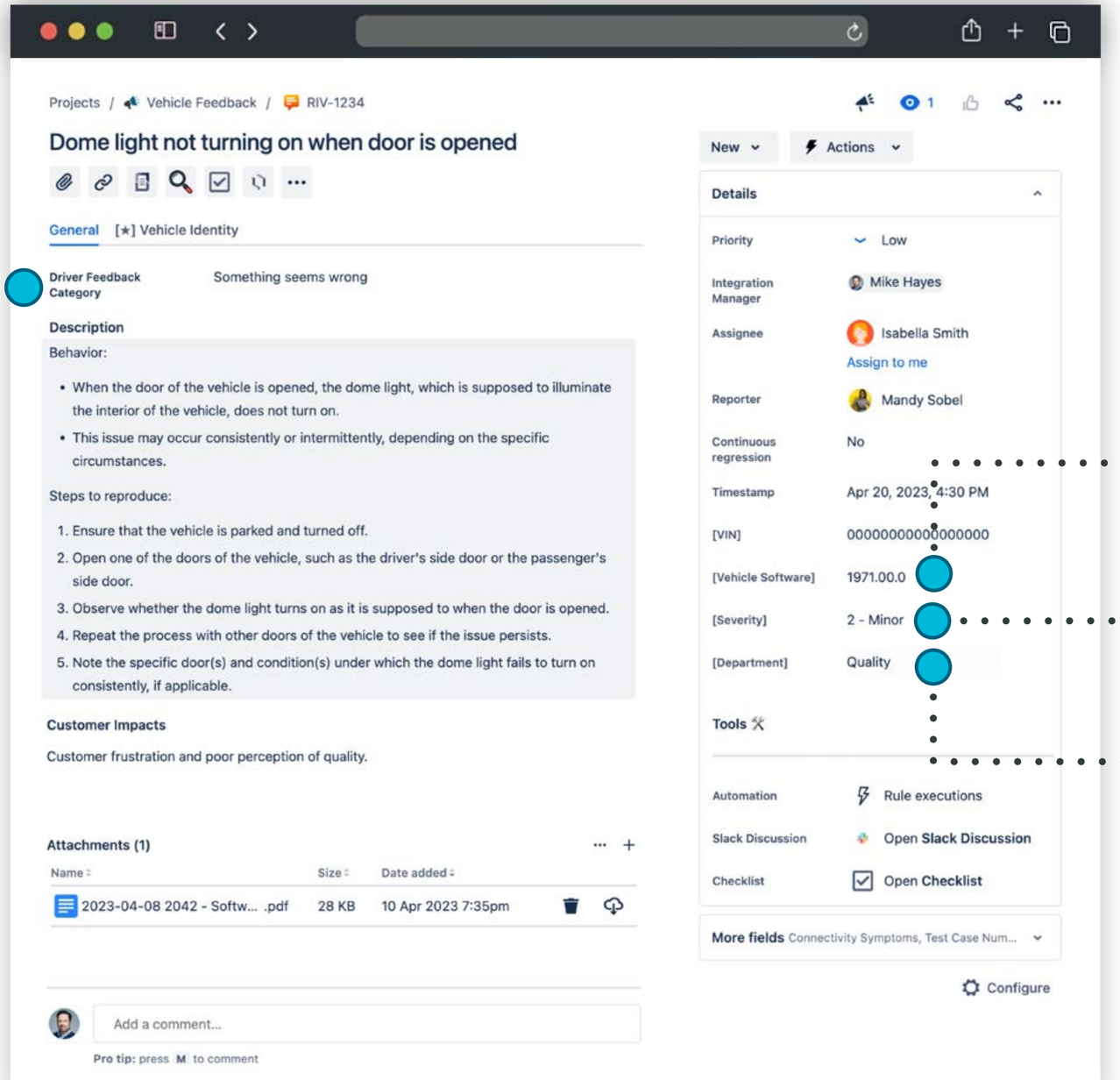
Software
At time of drive

Severity
Level of impact

Department
Responsible team

FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category
Organizing issues



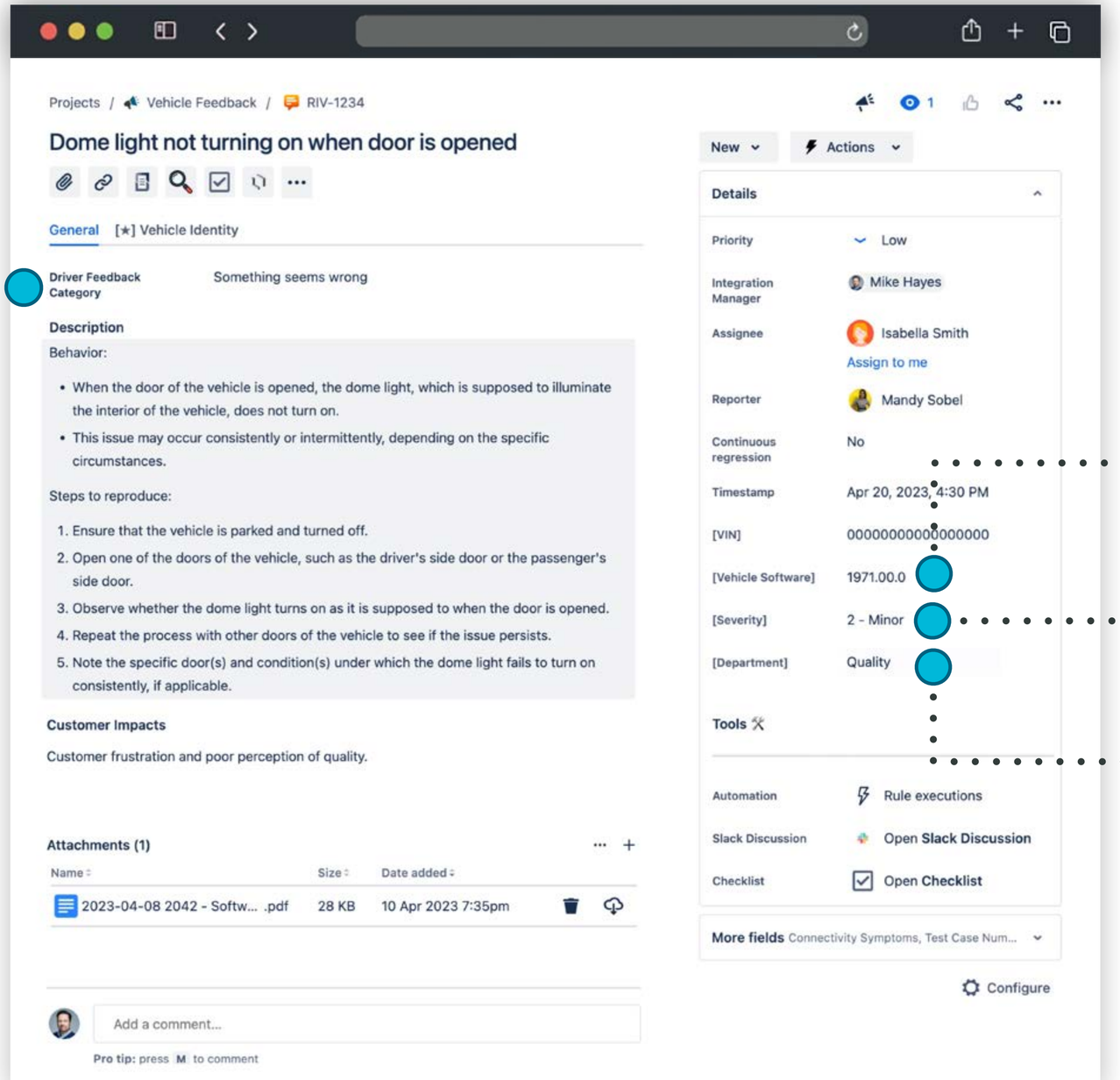
Software
At time of drive

Severity
Level of impact

Department
Responsible team

FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category
Organizing issues



Software
At time of drive

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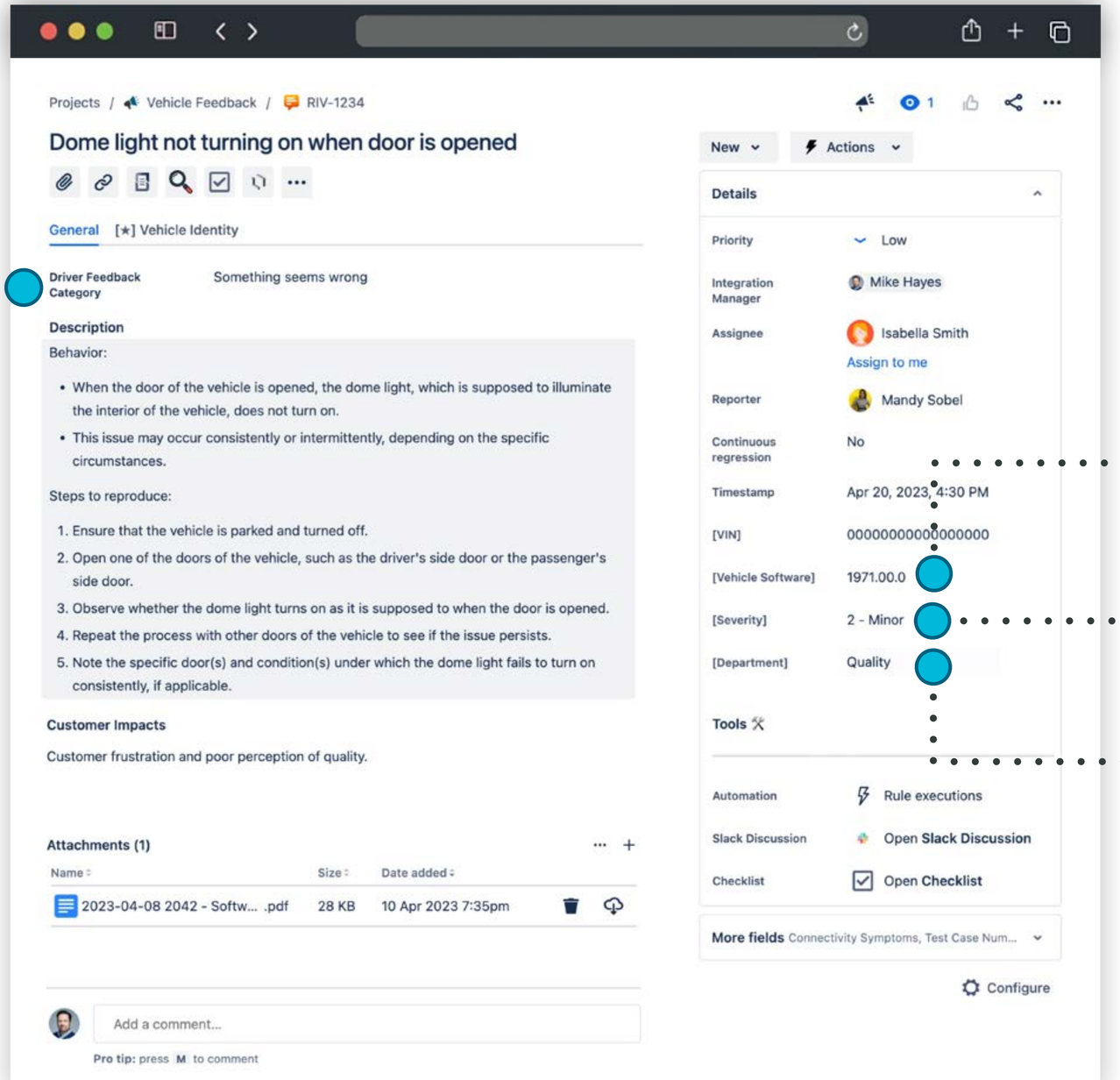
FEEDBACK PROCESS | TRIAGE | VIEW

Feedback Category
Organizing issues



Software
At time of drive

Severity
Level of impact

Department
Responsible team

FEEDBACK PROCESS | TRIAGE | JXL SHEETS

Sorting

Order data based on field values

Filtering

Filter data based on filed data

Groupin

Combine data by field val

Conditional Formatting

Format data based on field values

Combine filters, sorts, groupings, etc.

Copy and paste

Bulk update data

FEEDBACK PROCESS | CLONE

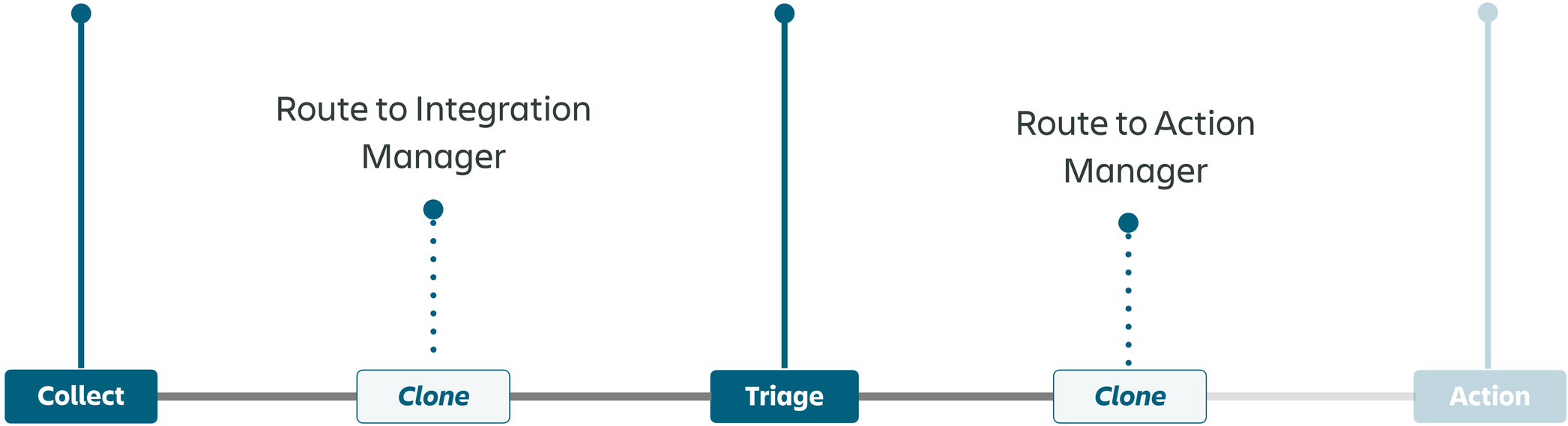
Collect details about the driver experience

Route to Integration Manager

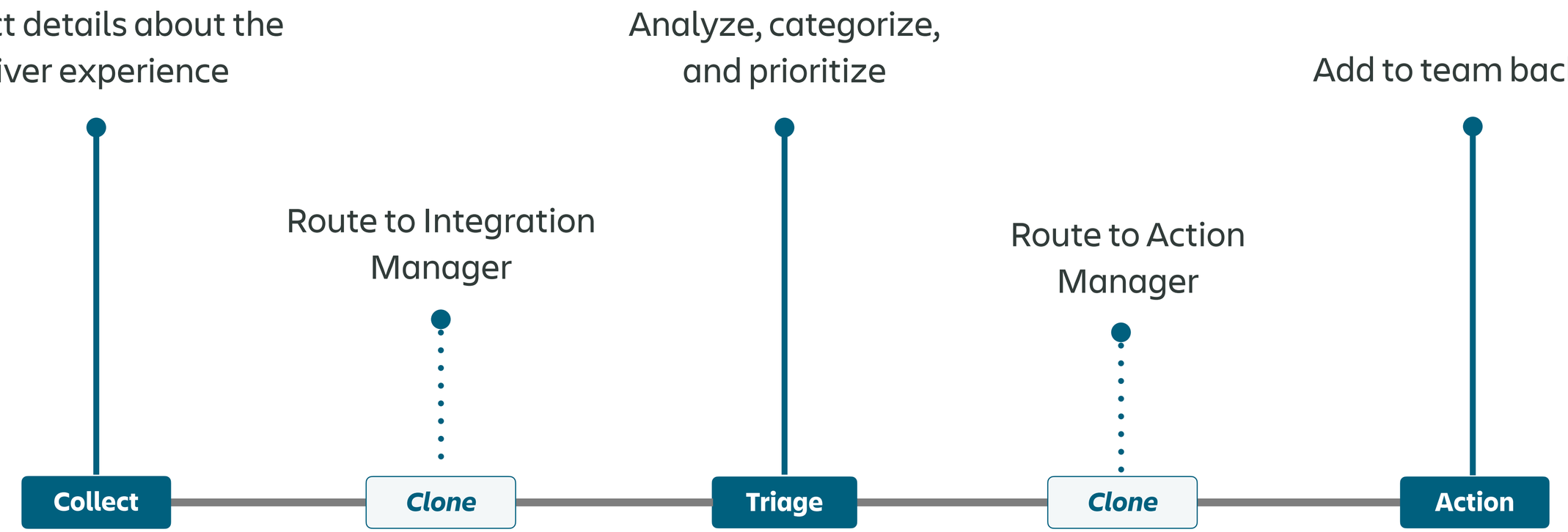
Analyze, categorize, and prioritize

Route to Action Manager

Add to team backlog



FEEDBACK PROCESS | ACTION



Action personas

Software Project Manager

Manage software development projects for vehicle related systems

Vehicle Program Manager

Manage end-to-end process of developing new vehicles

Technical Program Manager, Body Exteriors

Manage programs related to body exterior components or systems of vehicles

Action Personas

Software Project Manager

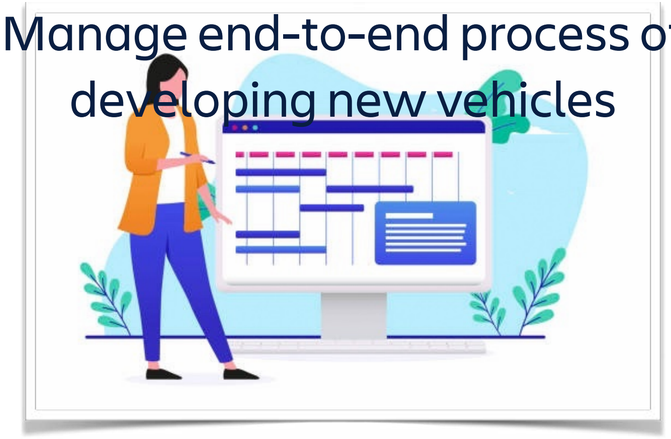
Manage software development projects for vehicle related systems

Emilia Taylor

Vehicle Program Manager

Vehicle Program Manager

Manage end-to-end process of developing new vehicles



Technical Program Manager, Body Exteriors

Manage programs related to body exterior components or systems of vehicles

Agenda

Rivian + Forever

Goal + Challenges

Solution

Lessons Learned

What did we learn?

16,500

Key learnings

Solid processes can become standards

ServiceNow and Jira *can* co-exist

Jira products are better together

Collaboration makes us smarter

RIVIAN

Key learnings

Solid processes can become standards

ServiceNow and Jira *can* co-exist

Jira products are better together

Collaboration makes us smarter

RIVIAN

Charge up!
Here are some tips for you!

Charge up!
Here are some tips for you!

Questions?

Thank you!