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From legacy to launch: SEB's journey to Jira Service Management



Darko Jakimovski, IT Team Manager, SEB

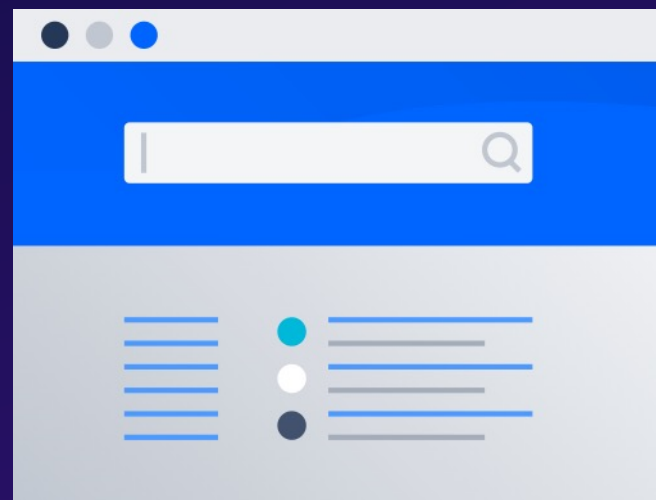
Michael Santos, Senior ITSM Pre-Sales Solution Engineer, Atlassian

About SEB

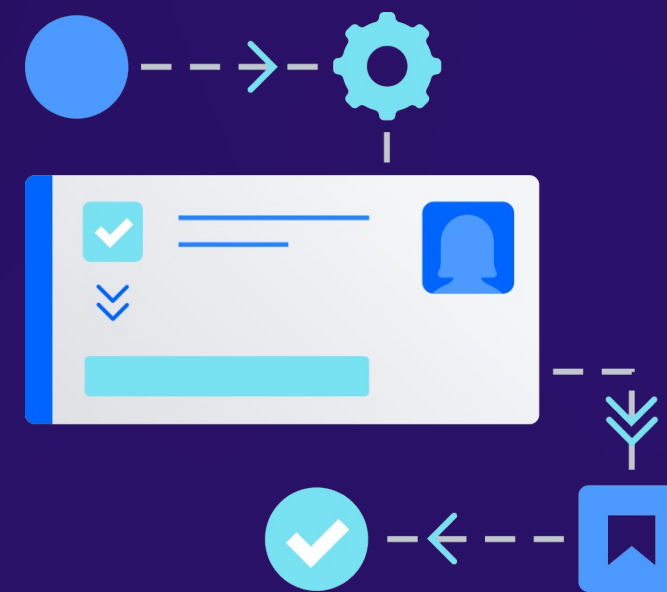
SEB is a leading northern European financial services group, with a history dating back to 1856. Innovation, entrepreneurship, and an international perspective are part of our DNA. Our vision is to provide world-class service. We do this through long-term relationships, personal advice, and digital services – and by supporting our customers in the transition to a more sustainable world.



Migrating from BMC remedy



700 request forms
From the portal



350 automations
Behind these request forms



4,000 agents
Migrated from BMC

MyRequests



Enter a keyword or find popular forms in the topics below

Welcome to **MyRequests** where you can request access rights and other services that you need for your daily work. From this portal you can find requests from different support groups such as Access management team, HR Requests, Procurement support etc.

Forms previously found in **MyIT** have been moved here.

Find your needed request form by searching in the search field above or browse by popular topics below. Find a support group page through search or in the bottom of this page.



Set alternate approver

Redirect approval requests to another person in Jira.

CONTEXT

Popular form topics



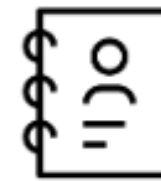
Access rights



HR Requests



Email



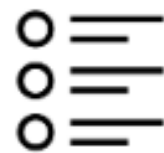
Employee Onboarding



Get help



Install Software



Mainframe services



Manage account



Microsoft Teams, Sharepoint and
OneDrive



Office



Telephony and mobile



Working from home

CONTEXT

Asset Management

CMDB

Search objects

Overview

Graph

Object Schema

Search object types

Foundation Data

Company (1)

Organization (305)

Department (4186)

Domain (28)

CMDB

Software

Hardware (56996)

Servers (11715)

Storage (169)

UPS (70)

Card (571)

Client computers (22828)

Monitors (20626)

Printers (1017)

Network (17412)

Documents

Hardware

No description

Create Object

Objects

Attributes

Graph

Object Type

Filter Search

Advanced

25

Columns

T	Key	Name	Created	Updated	Type	Manufacturer
	AM-815259	000673522562	2023-03-01 12:32	2023-03-01 12:32	Desktop	Microsoft
	AM-810911	00373330061912725002	2023-02-15 11:32	2023-02-15 11:32	Laptop	Hewlett Packard
	AM-551944	005664721357	2022-05-18 11:17	2023-03-02 15:36	Laptop	Microsoft
	AM-812385	030750623657	2023-02-22 15:36	2023-03-02 15:42	Laptop	Microsoft
	AM-582745	04YDHNFM800398	2022-05-20 00:24	2022-05-20 00:24	Monitor	Samsung
	AM-583171	04YDHNFM800414	2022-05-20 00:27	2022-05-20 00:27	Monitor	Samsung
	AM-583337	07R5HS0GA01450	2022-05-20 00:28	2023-01-23 17:39	Monitor	Samsung
	AM-570054	07R5HSOH300005	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung
	AM-570058	07R5HSOH300007	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung
	AM-570065	07R5HSOH801246	2022-05-19 18:30	2023-01-23 17:41	Monitor	Samsung
	AM-573239	09JDHSLHB00289	2022-05-19 20:23	2022-05-19 20:23	Monitor	Samsung
	AM-573279	0ATRHSLJ700079	2022-05-19 20:24	2022-05-19 20:24	Monitor	Samsung
	AM-569951	0LB2HTRFC01132H	2022-05-19 18:29	2022-05-19 18:29	Monitor	Samsung
	AM-570045	0LCLHTRFC00492R	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung
	AM-570049	0LCLHTRFC00494K	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung
	AM-570050	0LCLHTRFC00497P	2022-05-19 18:30	2022-05-19 18:30	Monitor	Samsung
	AM-812495	104WDK3	2023-02-22 15:37	2023-02-27 16:31	Laptop	Dell Inc.
	AM-809941	10G5FK3	2023-02-09 16:34	2023-03-03 10:34	Laptop	Dell Inc.
	AM-813332	10GWDK3	2023-02-28 07:30	2023-02-28 07:30	Laptop	Dell
	AM-812416	11GR0T3	2023-02-22 15:36	2023-02-22 15:36	Laptop	Dell Inc.
	AM-792608	11MM1T3	2022-11-30 11:32	2023-02-06 16:33	Laptop	Dell Inc.
	AM-809936	1245FK3	2023-02-09 16:34	2023-02-09 16:34	Laptop	Dell Inc.
	AM-798053	12B13T3	2022-12-23 10:29	2023-02-16 15:35	Laptop	Dell Inc.

CONTEXT

SEB

Start page > HR Requests



Welcome to HR Requests

Choose country



Sweden



Lithuania GSV



Other countries



Norway



Finland



Luxembourg

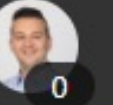


United Kingdom


CONTEXT

SEB

Start page > HR Requests > HR Requests Sweden



Welcome to HR Requests for Sweden

 Enter a keyword or navigate using the categories

Find the needed form by searching in the search field above or by using the categories below.
You can find answers to common questions in [HR Self-service \(SoFi\)](#)

Categories

Working hours & Absence

Learning & Development

Licenses

Remuneration, Salary, Benefits & Pension

Recruitment, Consultants & Employment Changes

HR Online technical support

International assignments



SWE Request return from parental leave

Use this for to inform HR about a return from parental leave



SWE Apply for vacation during parental leave

Use this form to apply for vacation during a parental leave



SWE Submit sick leave documents to HR

Use this form to submit sick leave documents



SWE Request return from a long term sick leave

Use this form to inform HR about your return to work from a Sick leave longer than 90 days



SWE Correct or cancel already approved absences

Use this form to request correction or cancellation of absences that were registered by HR Admins




SWE Request FTE change for employees on CCC schedules (24/7)

For employees currently working on a CCC schedule (24/7): Use this

CONTEXT


Categories

- Working hours & Absence
- Learning & Development
- Licenses
- Remuneration, Salary, Benefits & Pension
- Recruitment, Consultants & Employment Changes
- HR Online technical support
- International assignments
- HR Staff only




SWE Apply for full time schedule


HR Forms



Raise this request on behalf of


 Jakimovski, Darko

Requested for

 Jakimovski, Darko

Change if you as e.g. manager or assistant want to place the request on behalf of someone else

REQUIRES MANAGER'S APPROVAL



- For employees currently working part time
- Use this form to **request your schedule to be changed to full time.**

The (*) symbol indicates that the field is mandatory to fill in.

Are you currently part of the 62+ Benefits program? *

☐ Yes

☐ No

[Formatting Help](#)

Cancel

Create

SWE Request return from a long term sick leave

Use this form to inform HR about your return to work from a Sick leave longer than 90 days

SWE Apply for part-time schedule

For employees currently working full time: Use this form to change your schedule to part time

SWE Request return from unpaid or study leave

Use this form to inform HR about your return to work from a Study leave or an unpaid leave longer than 60 days

SWE Remove overtime lock

Use this form to remove an overtime lock from one of your employees (it will be sent to the employee for approval)

Use this form to apply for an unpaid leave longer than 60 days in a row

leave longer than 60 days in a row

lock to one of your employees (it will be sent to the employee for approval)

▲ ATlassian
team^{'23}

Thank you



Darko Jakimovski, IT Team Manager, SEB

Michael Santos, Senior ITSM Pre-Sales Solution Engineer, Atlassian