



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.



# Assets workshop: Go all in on Jira Service Management



**PETER GRASEVSKI, SENIOR DEVELOPER, ATLASSIAN**



**DORO LINNEWEBER, PRODUCT MANAGER, ATLASSIAN**



# Agenda

About Assets

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Demo

Learn More



# Added value

How can asset and  
configuration management  
support ITSM practices?

IT Asset Management

Knowledge Management

Request Management

Management & Reporting

Portfolio Management

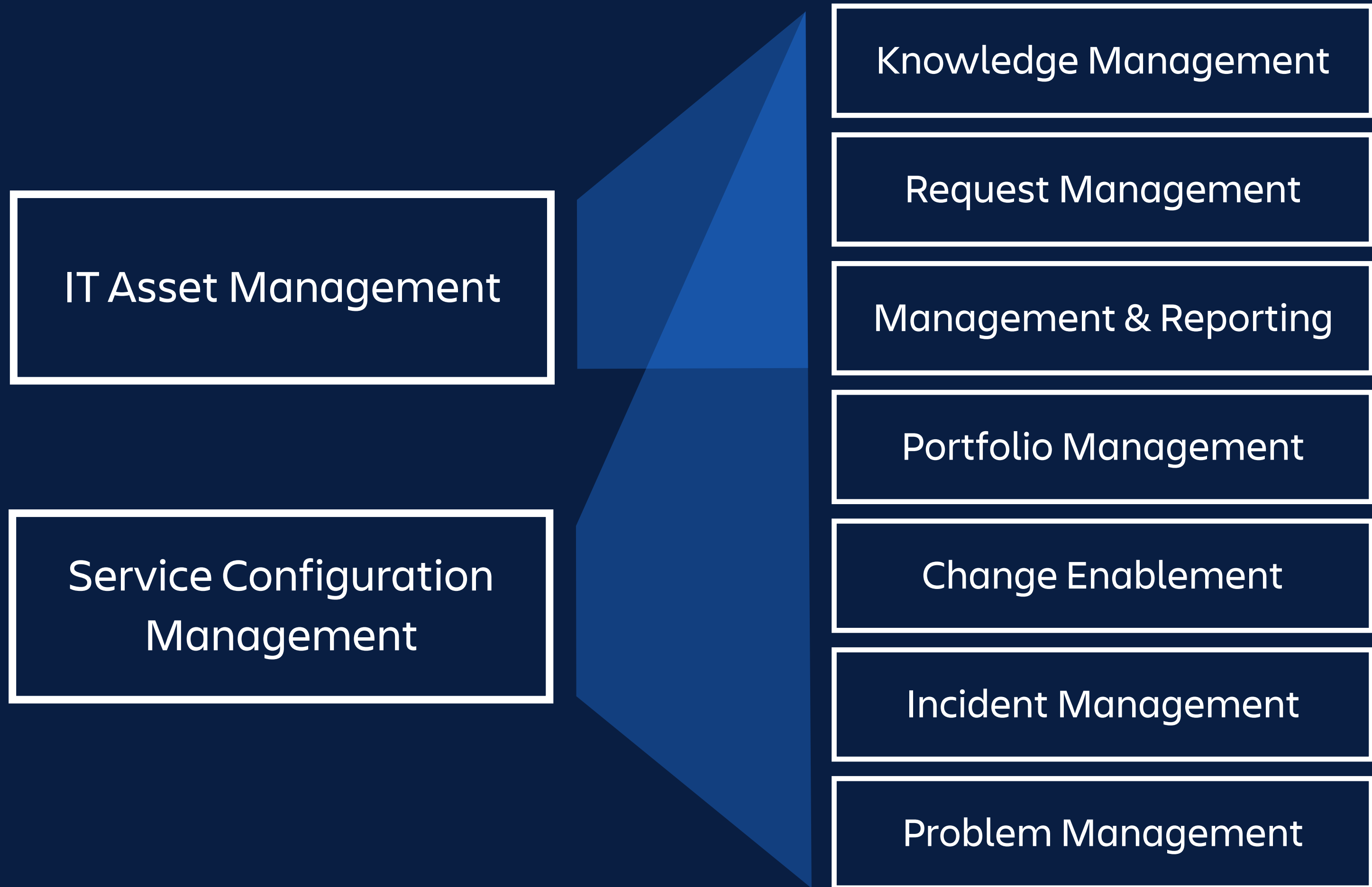
Change Enablement

Incident Management

Problem Management

# Added Value

How can asset and  
configuration management  
support ITSM practices?



# Not just for IT assets



## People

Employees  
Skills & training  
Vendors & partners  
Roles & entitlements  
Departments  
ID cards & access



## Facilities

Buildings  
Offices  
Warehouses  
Vehicles  
Trains  
Automobiles



## Practices

Workflows  
Processes  
Risk levels  
Approvers  
Delegates  
Lead times



## Anything!

ECUs (engine control units in sports cars)  
Particle accelerator (used in research)  
Gurneys (in hospitals)

# Not just for IT assets



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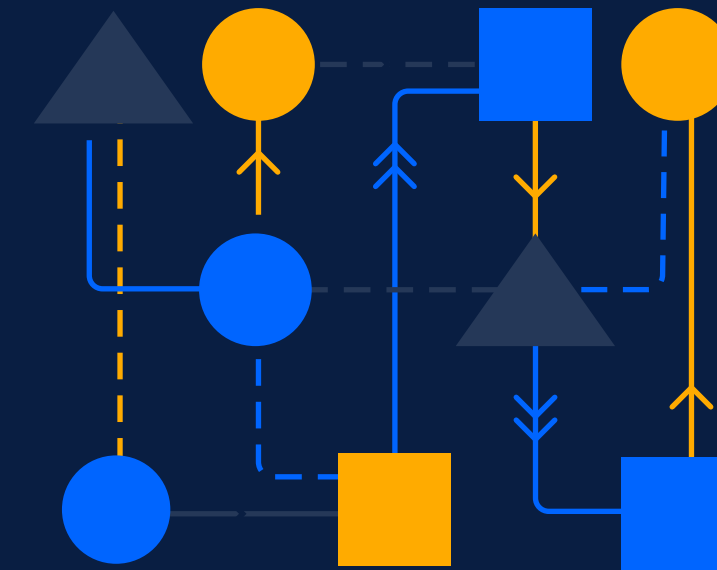
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# Agenda

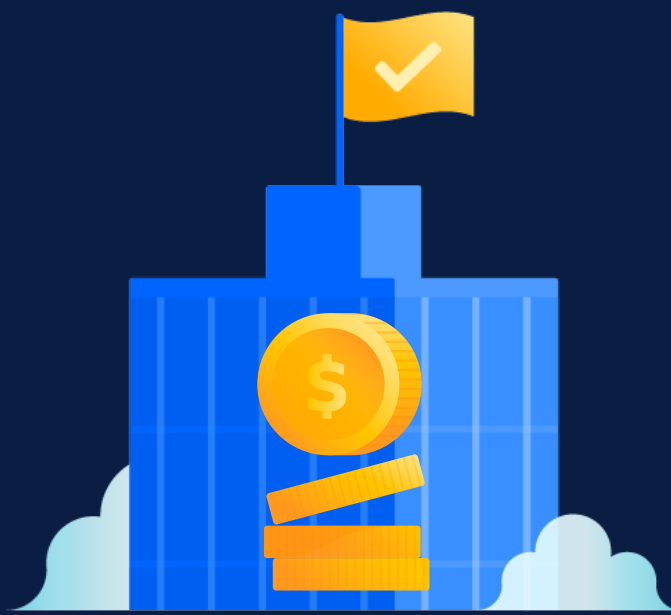
About Assets

Demo

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Learn More

# Setting the scene



The Robin  
Hood Casino



Slot  
Machines



Bob  
Slot Tech Manager

# Setting the scene



**The Robin  
Hood Casino**



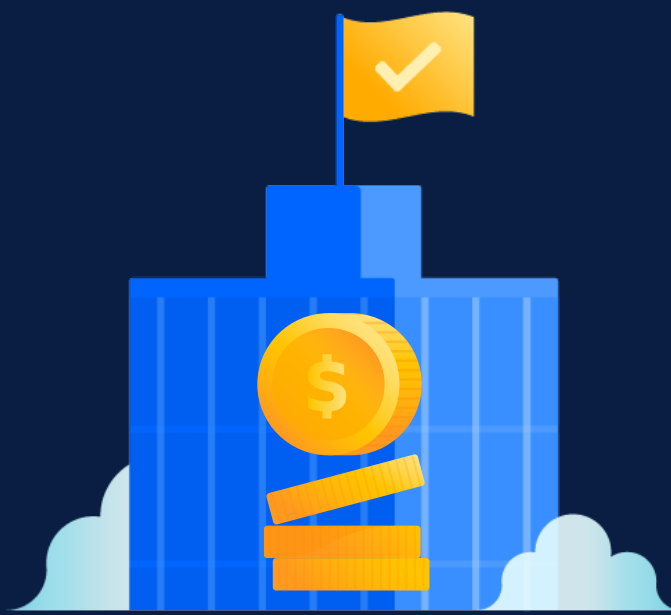
**Slot  
Machines**



**Bob**  
Slot Tech Manager



# Setting the scene



**The Robin  
Hood Casino**

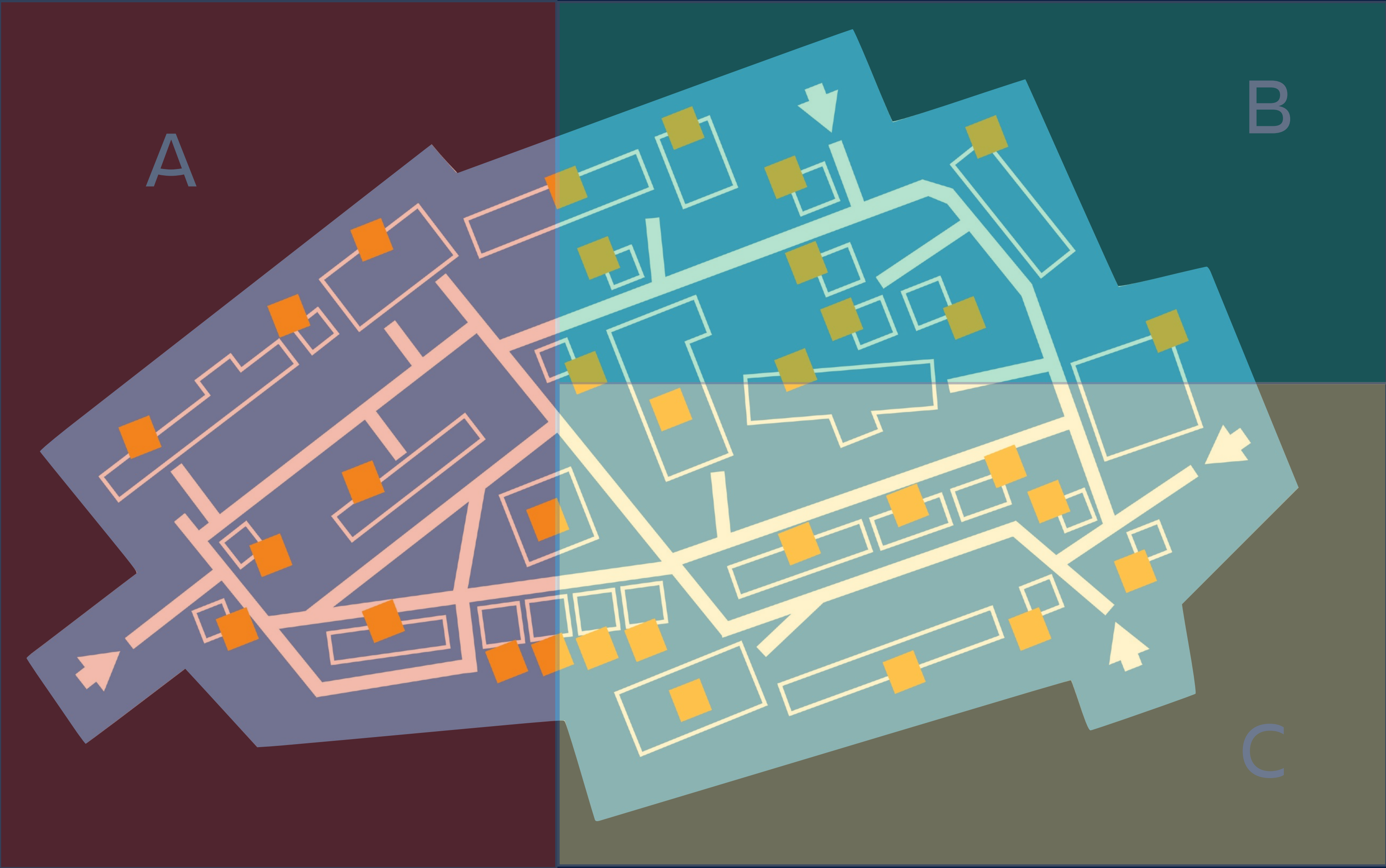


**Slot  
Machines**



**Bob**  
Slot Tech Manager

# CURRENT ARTIFACTS





# CURRENT ARTIFACTS

Slot machines							
1	Tag	Vendor	Model	Section	Last maintenance check	Purchase date	Software version
2	SLOT-1	GameTech	More Peppers	A	01/15/2022	02/04/2012	13.1
3	SLOT-2	GameTech	More Peppers	A	01/15/2022	02/04/2012	
4	SLOT-3	GameTech	More Peppers	A	04/29/2022	02/04/2012	
5	SLOT-4	GameTech	More Peppers	B	04/29/2022	02/04/2012	
6	SLOT-5	GameTech	More Peppers	B	01/15/2022	02/04/2012	
7	SLOT-6	GameTech	8 Dragons	A	04/29/2022	21/09/2012	
8	SLOT-7	GameTech	8 Dragons	A	04/29/2022	21/09/2012	
9	SLOT-8	GameTech	8 Dragons	B	04/29/2022	21/09/2012	
10	SLOT-9	GameTech	8 Dragons	B	04/29/2022	21/09/2012	
11	SLOT-10	Slot Time	Wheel of Destiny	C	02/17/2023	22/02/2012	
12	SLOT-11	Slot Time	Wheel of Destiny	C	02/17/2023	22/02/2012	
13	SLOT-12	Slot Time	Wheel of Destiny	C	02/17/2023	22/02/2012	
14	SLOT-13	Slot Time	Wheel of Destiny	C	12/21/2022	22/02/2012	
15	SLOT-14	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2012	
16	SLOT-15	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2012	
17	SLOT-16	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2012	
18	SLOT-17	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2012	
19	SLOT-18	Slot Time	Wheel of Destiny	G	02/17/2023	22/02/2012	
20	SLOT-19	Slot Time	Sphinx	C	12/21/2022	22/02/2012	
21	SLOT-20	Slot Time	Sphinx	C	12/21/2022	22/02/2012	
22	SLOT-21	Slot Time	Sphinx	C	12/21/2022	22/02/2012	
23	SLOT-22	Slot Time	Sphinx	C	10/12/2022	22/02/2012	
24	SLOT-23	Slot Time	Red White & Green	D	10/12/2022	31/05/2000	
25	SLOT-24	Slot Time	Red White & Green	D	10/12/2022	31/05/2000	

Vendor details - Peter Grasevs

assetsteam23.jira-dev.com/wiki/spaces/~655363d8dff7feefb74073a3cd12463ac79e1c/pages/65789/Vendor+details

Confluence

HomeRecentSpacesTeamsAppsTemplates

Invite peopleCreate

Bob Bobson

OverviewBlogSpace Settings

SPACE SHORTCUTS

Add shortcut

Pages

Sample Pages

Vendor details

Bob Bobson

Vendor details

Created by Bob Bobson

Last updated: just a moment ago • 1 min read

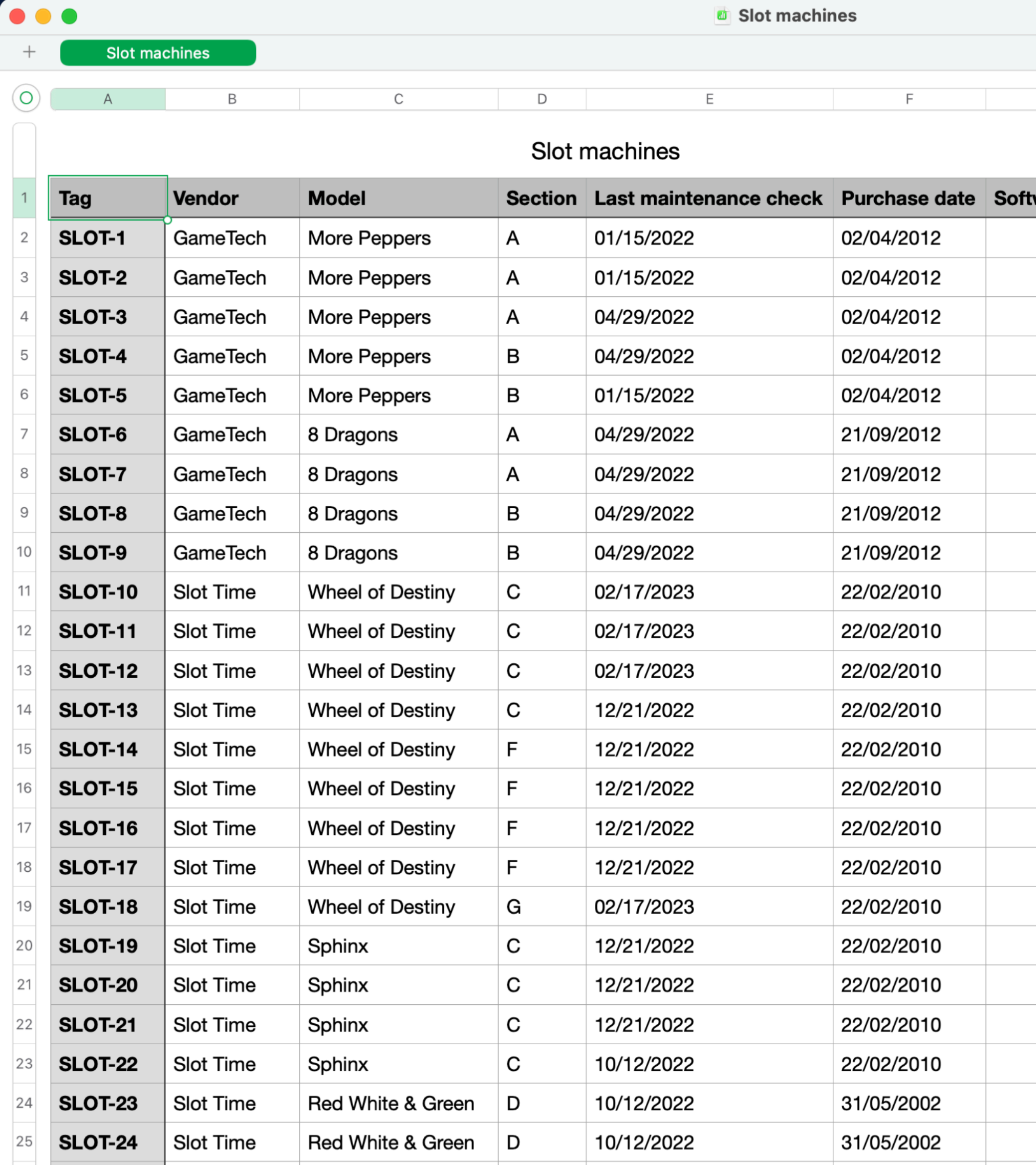
Here are the details for our slot machine vendors if you need to organise any repairs

Vendor	Contact email	Phone number	Address
GameTech	repairs@gametech.com	+618 416 2521	48 15th S
Slot Time	support@st.com	+812 512 6217	16 Frankli
Labby	contact@labby.com	+126 612 2232	232 Main



# CURRENT ARTIFACTS

- Related information is “somewhere else”
- No single source of truth
- History and auditing is difficult
- No simple way to query data
- No reminders or automations



The screenshot shows a spreadsheet application window titled "Slot machines". The spreadsheet contains a table with 24 rows of data. The columns are labeled A through F, with the last column (G) partially visible. The table has a header row with the following columns: Tag, Vendor, Model, Section, Last maintenance check, Purchase date, and Software. The data rows are numbered 1 through 24. The first 10 rows (SLOT-1 to SLOT-10) have a Vendor of "GameTech". The remaining 14 rows (SLOT-11 to SLOT-24) have a Vendor of "Slot Time". The models include "More Peppers", "8 Dragons", "Wheel of Destiny", "Sphinx", and "Red White & Green". The last maintenance check dates range from 01/15/2022 to 12/21/2022. The purchase dates range from 02/04/2012 to 31/05/2002.

	A	B	C	D	E	F	G
	Slot machines						
1	Tag	Vendor	Model	Section	Last maintenance check	Purchase date	Softw
2	SLOT-1	GameTech	More Peppers	A	01/15/2022	02/04/2012	
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4	SLOT-3	GameTech	More Peppers	A	04/29/2022	02/04/2012	
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15	SLOT-14	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2010	
16	SLOT-15	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2010	
17	SLOT-16	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2010	
18	SLOT-17	Slot Time	Wheel of Destiny	F	12/21/2022	22/02/2010	
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21	SLOT-20	Slot Time	Sphinx	C	12/21/2022	22/02/2010	
22	SLOT-21	Slot Time	Sphinx	C	12/21/2022	22/02/2010	
23	SLOT-22	Slot Time	Sphinx	C	10/12/2022	22/02/2010	
24	SLOT-23	Slot Time	Red White & Green	D	10/12/2022	31/05/2002	
25	SLOT-24	Slot Time	Red White & Green	D	10/12/2022	31/05/2002	

# Bob is struggling





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# Where to learn more



## Atlassian University

Courses and continued  
learning for Assets



## Getting started guides

Comprehensive tips to all things  
Assets – available on our website



## Demos

New demo video  
available on-demand

**Thank you!**