ATLASSIAN

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Empower anyone to be a Jira Service Management admin

JEHAN GONSALKORALE | SENIOR PRODUCT MANAGER | @JEHAN_GONSAL

Spot the Jira admin

Q: Which person can be a Jira admin?

A: All of them.

Darth Vader	**Grand Moff Tarkin**	**General Veers**	**Moff Gideon**
Head of IT	*Marketingmanager*	*Senior data scientist*	*CFO*

ANYONE CAN BE A JIRA SERVICE MANAGEMENT ADMIN

BE THE ENABLER, NOT THE ADMIN.

LET'S LOOK AT AN EXAMPLE

Captain Piett is a Jira Service Management admin struggling with his workload.

You are in command now, Admiral Piett!

I want my service desk, not excuses!

Don't make me call Heisenberg!

IT admins

Marketing

IT support

Analytics

Finance

But sharing admin rights is dangerous.

Too many custom fields

This can slow down your instance.

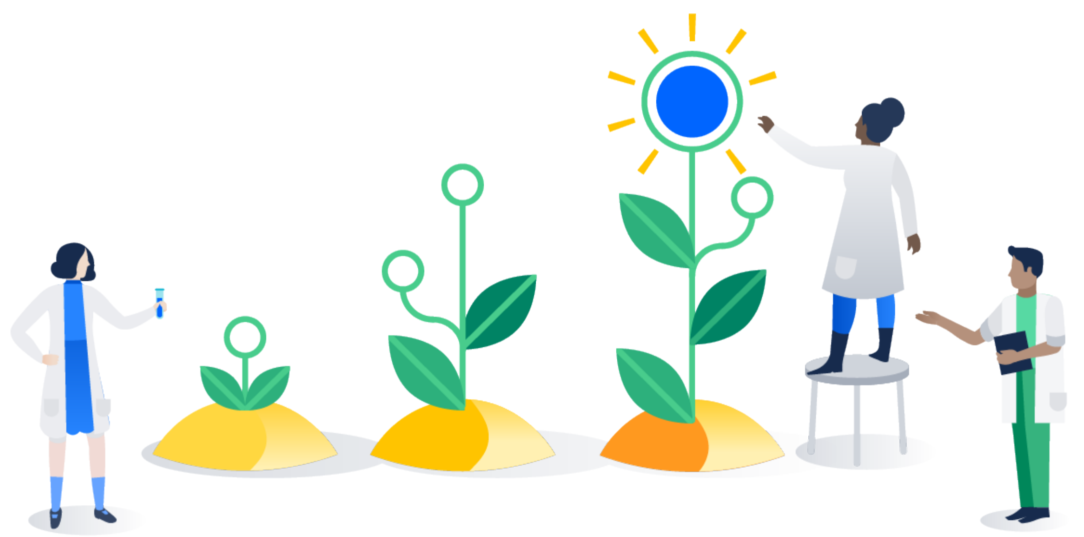
Breaking things

Do you want a bull in a china shop?

Creating mess

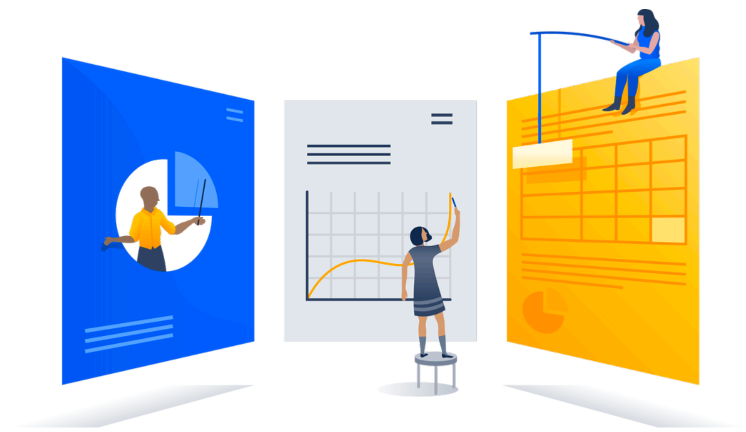
Chaos is hard to step back from.

Three ways to enable your stakeholders

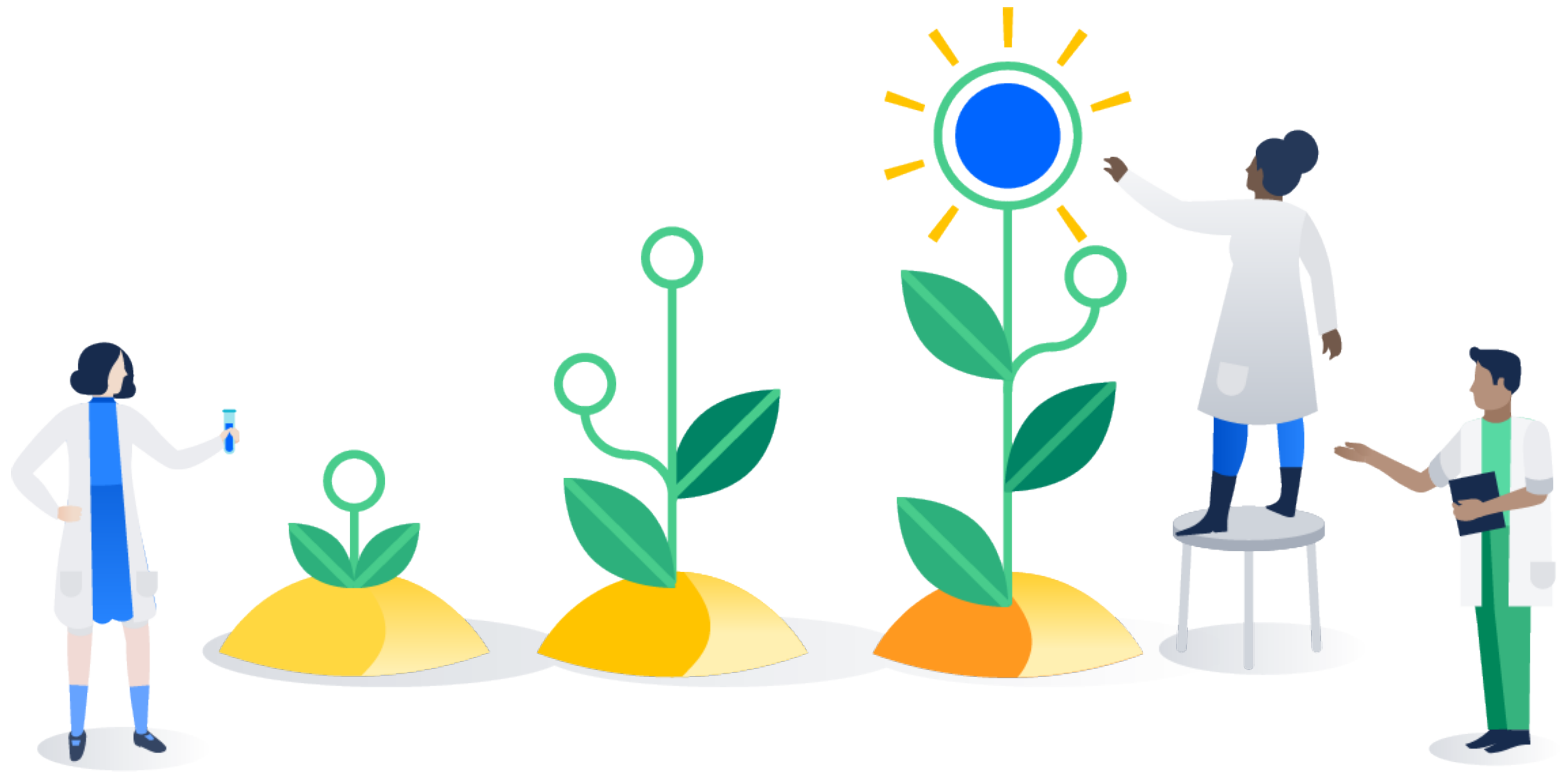


Create a seed project

Make them Jira admins



Give them a team-managed project



Creating a seed project

When is this the right approach?

When standardization is important

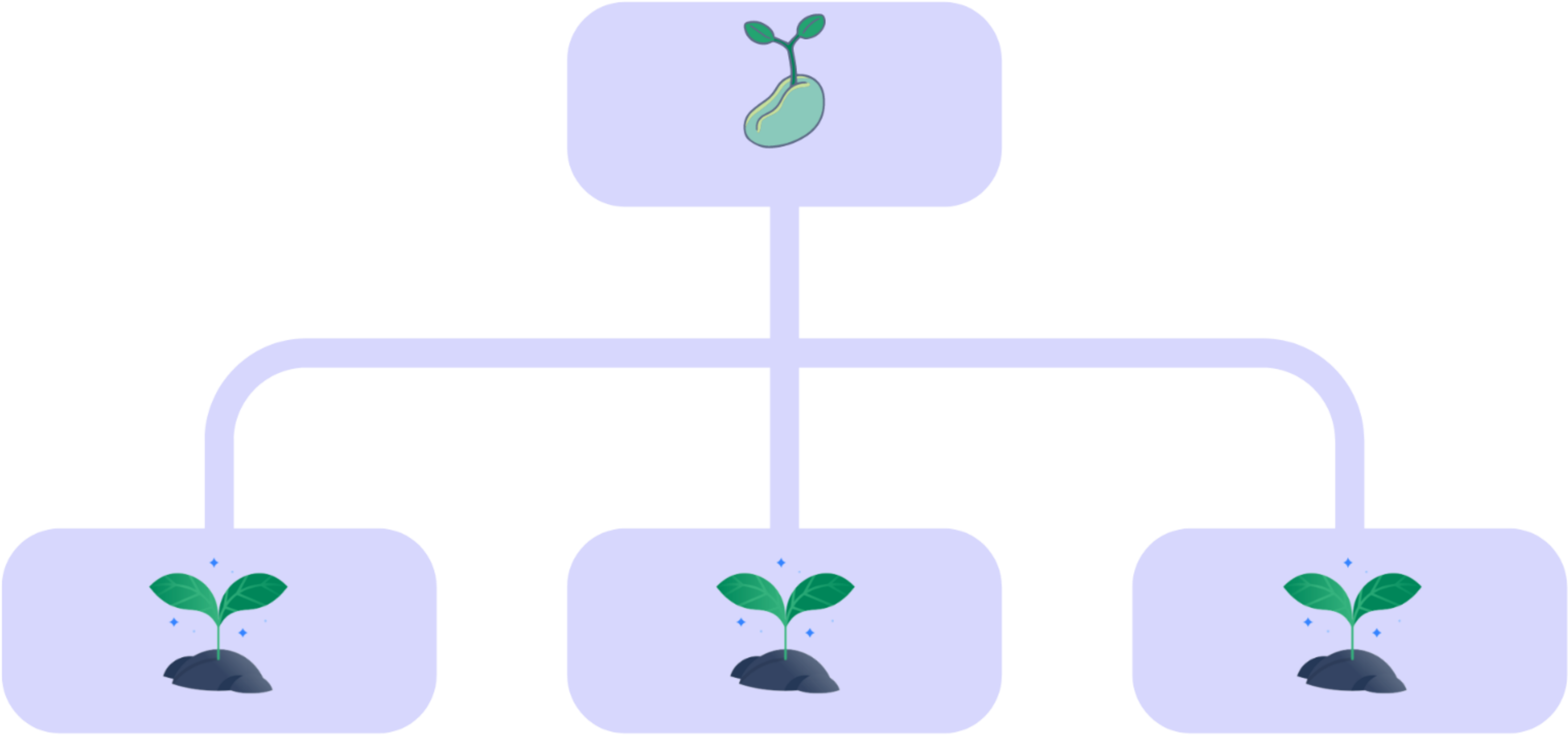
When people may not follow your guidelines

When people are less willing to learn

BOTTOM LINE: YOU SHOULD USE A SEED PROJECT…

When you are worried about consistency.

Configure one project to rule them all



Chrome File Edit View History Bookmarks Profiles Tab Window Help

zoom Tue 28 Feb 7:09 pm

Customer Next Gen - Queues

jehangonzales.atlassian.net/jira/servicedesk/projects/CNG/queues/custom/757

Centrify portal | Home - Confluence | Data Portal | Atlassian Style Gu... | ADG Presentation... | ARMOR board - A... | Welcome to SHIEL... | Issue Navigator -... | [JSDCLOUD-8001... | STAGING | 2020 08 19 - ITS... | Issue layout scala... | Bento opt-out req...

Your work | Projects | Filters | Dashboards | People | Plans | Assets | Apps | Create | Search

Customer Next Gen
Service project

- Queues
- Raise a request
- Sheets

KNOWLEDGE

- Knowledge base
- Reports

CHANNELS & PEOPLE

- Channels
- Invite team
- Customers

SHORTCUTS

- Add shortcut

- Project settings

You're in a team-managed project

Give feedback Learn more

Projects / Customer Next Gen / Queues

All open

Your queue is empty but what is empty?

Time to ponder the mysteries of the Universe.

PRO TIPS

Simple config

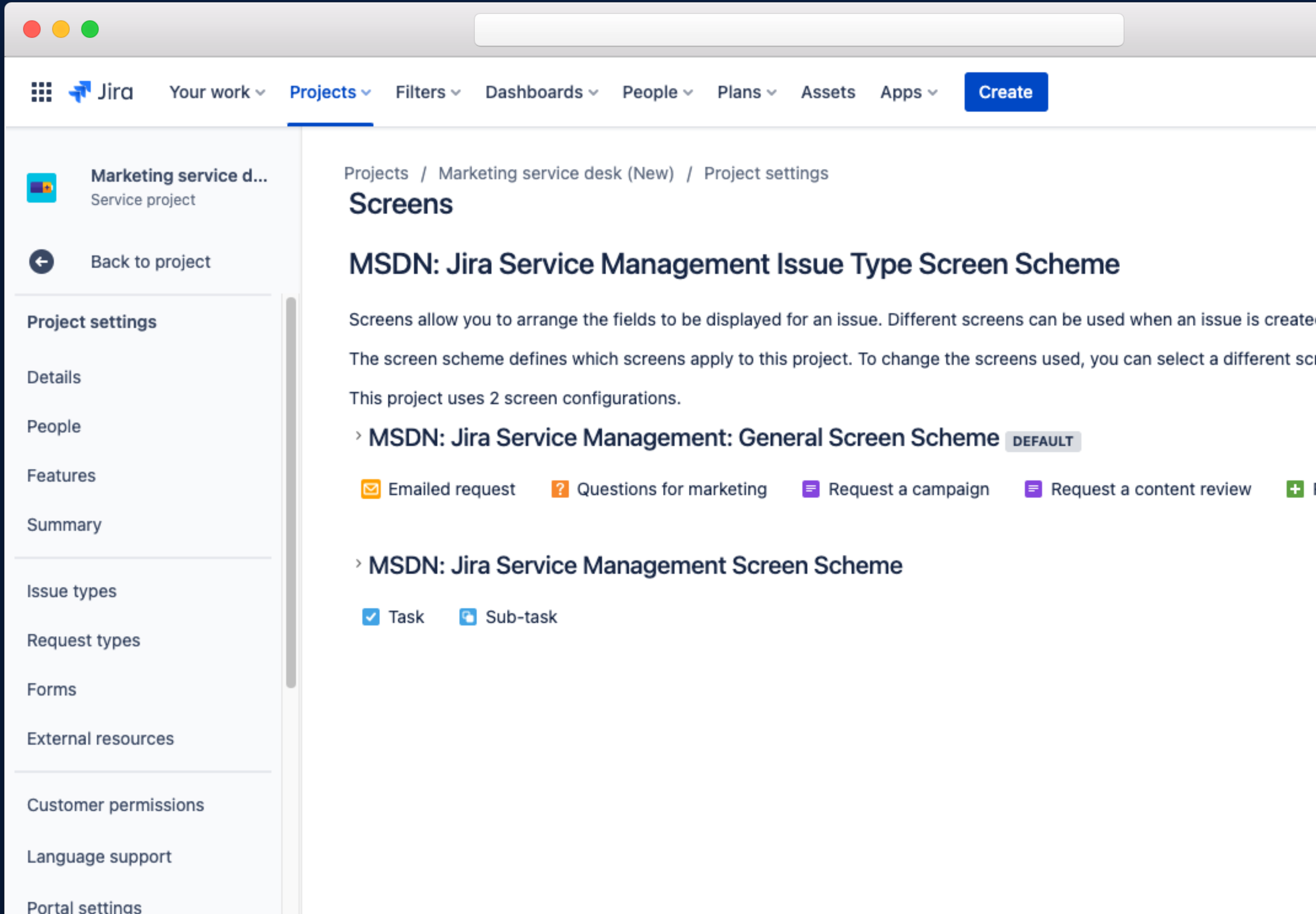
One screen for all request types.

Give them options

Add the fields and workflows most teams use.

Not too many

They will need your help.



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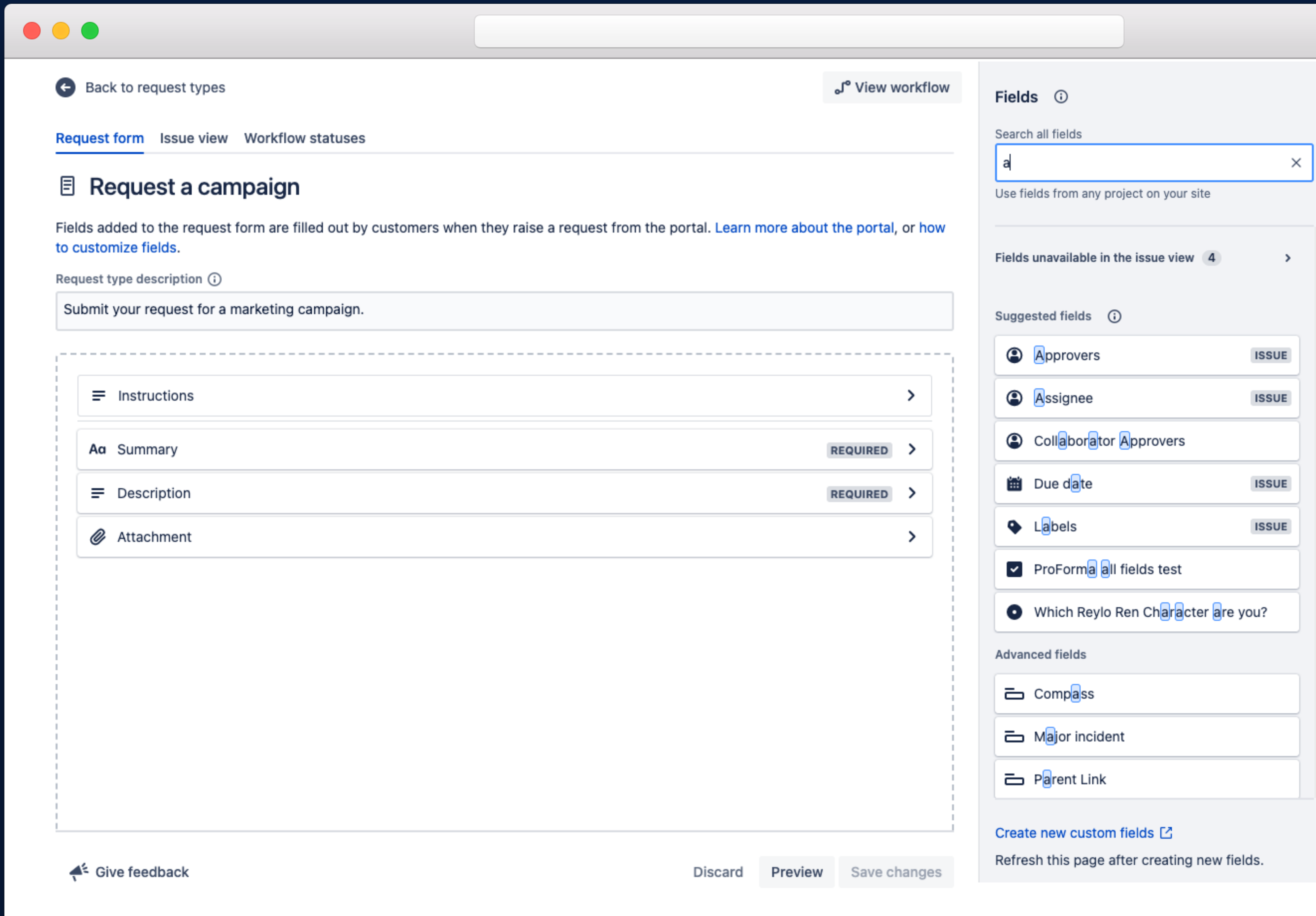

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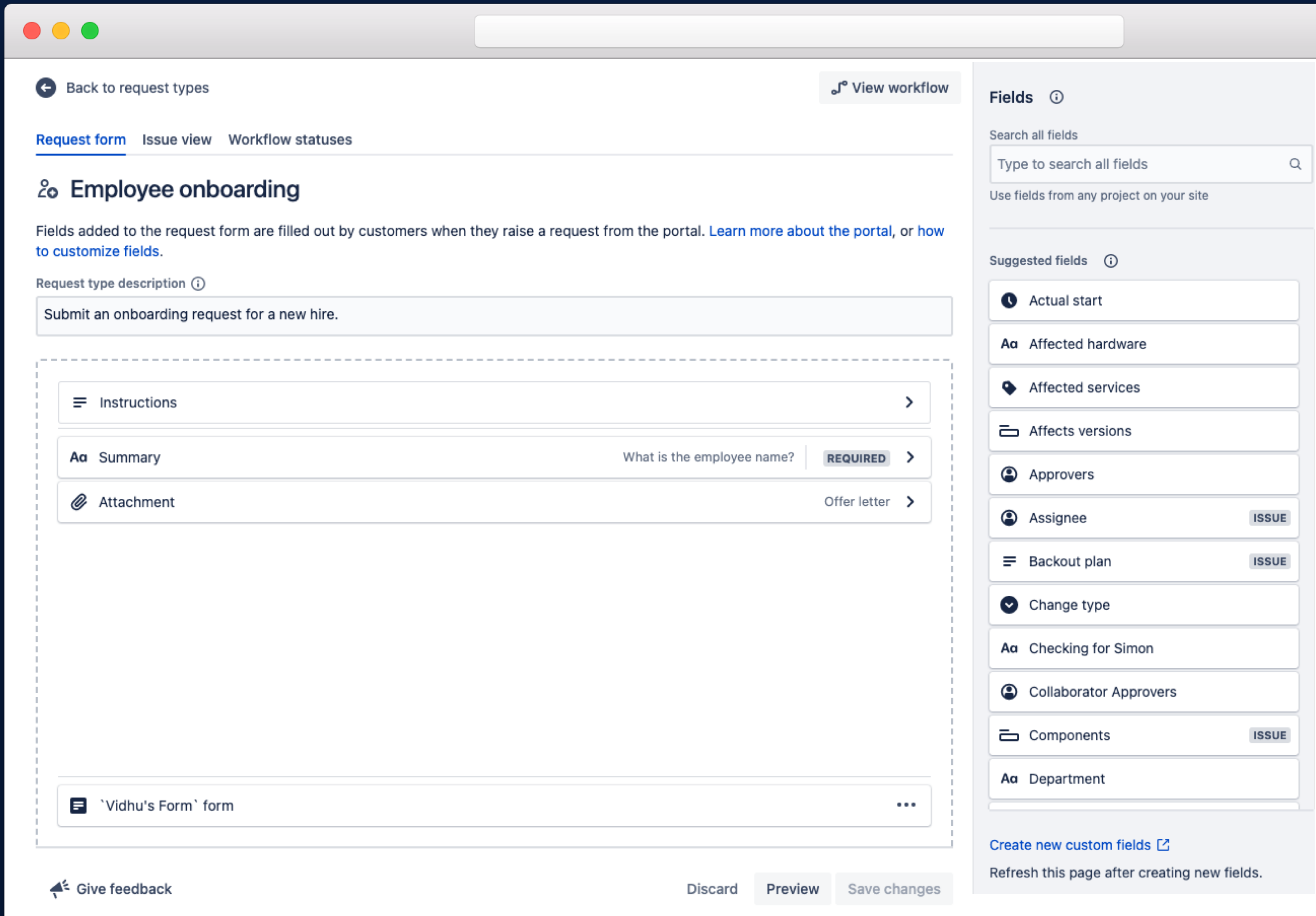

WHAT IF YOU WANT TO GIVE THEM MORE FREEDOM?

Make them Jira admins

When is this the right approach?

When autonomy trumps standardization

When you trust your team will do the right thing

When people really want to do it themselves

BOTTOM LINE: YOU SHOULD GIVE THEM JIRA ADMIN PERMISSIONS…

When you trust them and they are keen to learn.

Chrome File Edit View History Bookmarks Profiles Tab Window Help

Tue 28 Feb 7:38 pm

HR Service Desk for Darth Vad

jehangonzales.atlassian.net/jira/servicedesk/projects/HSDFDV/settings/request-types/request-type/797/request-form

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Project templates

- Software development
- Service management
- Work management
- Product management
- Marketing
- Human resources
- Finance
- Design
- Personal
- Operations
- Legal
- Sales
- Analytics
- IT
- Facilities

PRODUCTS

- Jira Software
- Jira Service Management

IT service management

Handle service requests, resolve incidents, approve changes and fix problems using ITSM best practices.

See details

General service management for IT teams

Manage your everyday IT service requests in one location and help your employees get the answers they need.

See details

General service management for business teams LAST CREATED

Manage your incoming requests and collect the information needed to respond to them at scale.

See details

Customer service management

Deliver great service experiences fast with a template designed to help your external customers.

See details

HR service management

Manage onboarding and offboarding, answer questions, and facilitate change requests for your staff.

See details

Finance service management

Manage budget and spend requests, respond to questions, and share guidelines and insights.

See details

Facilities service management

Easily manage requests for maintenance, moving, and event planning.

See details

PRO TIPS

Use a project template

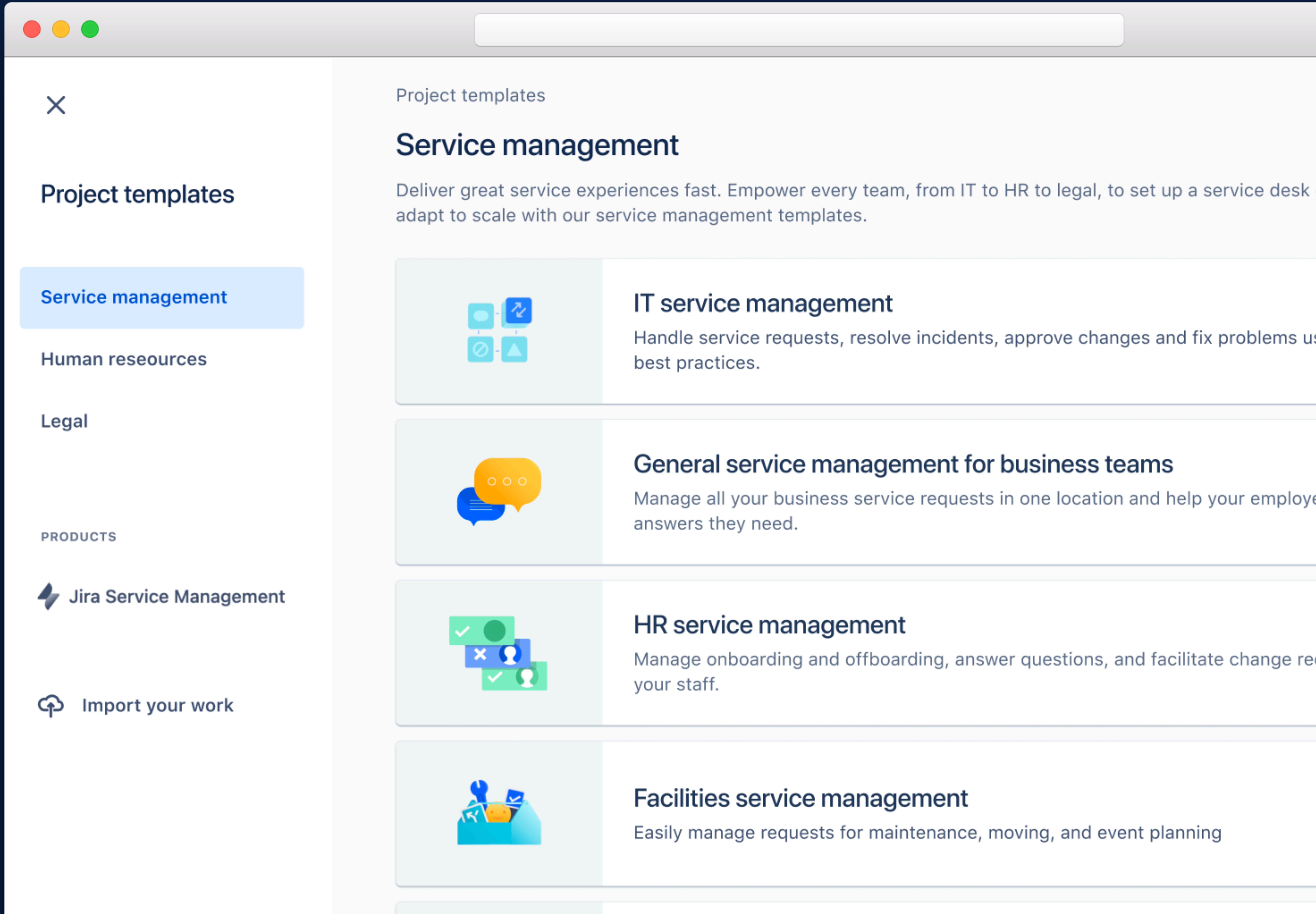
Ensure no configuration is shared

Hold a training session

Teach them how to get started

Set guidelines

Be clear on what they can and can't do



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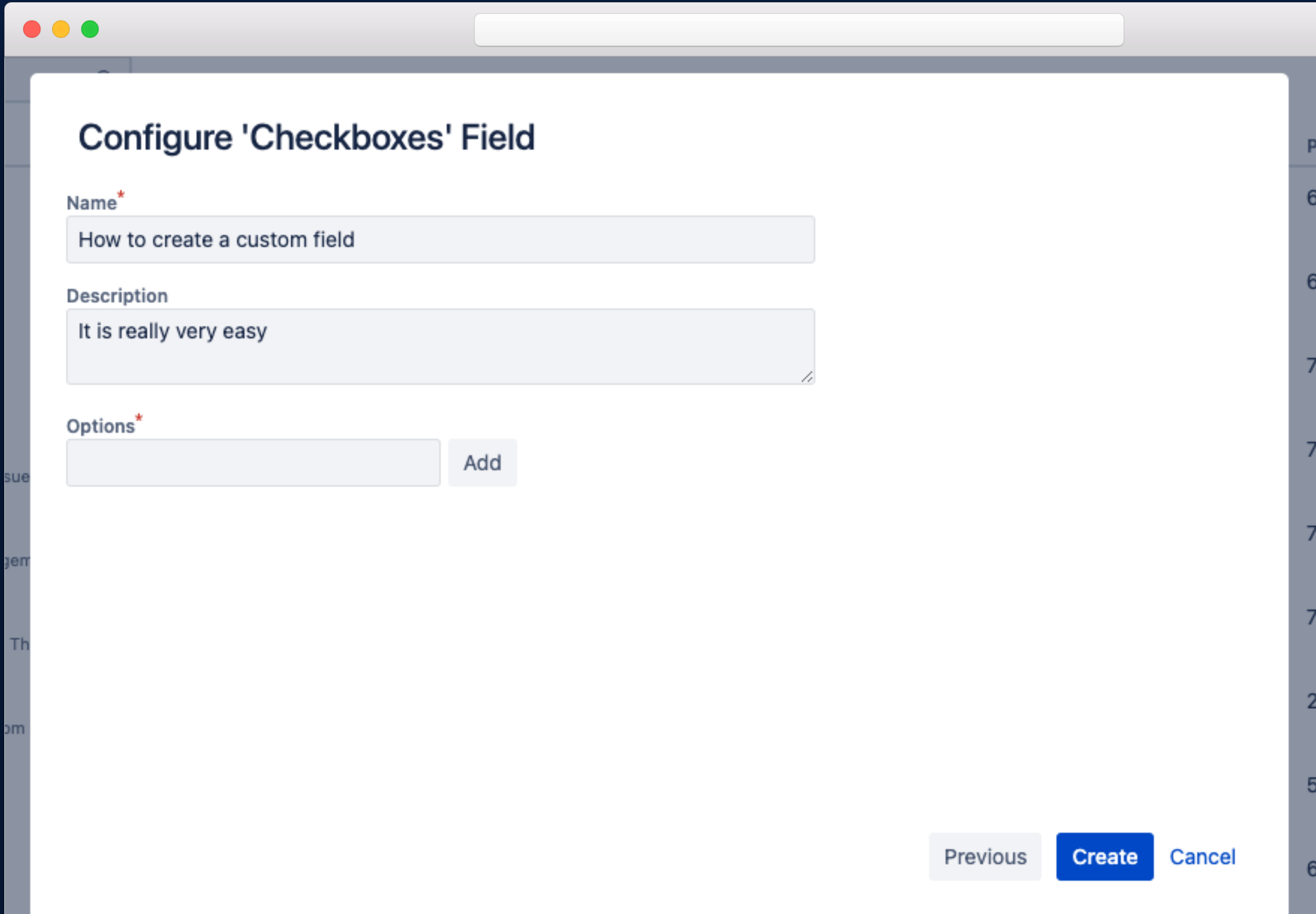

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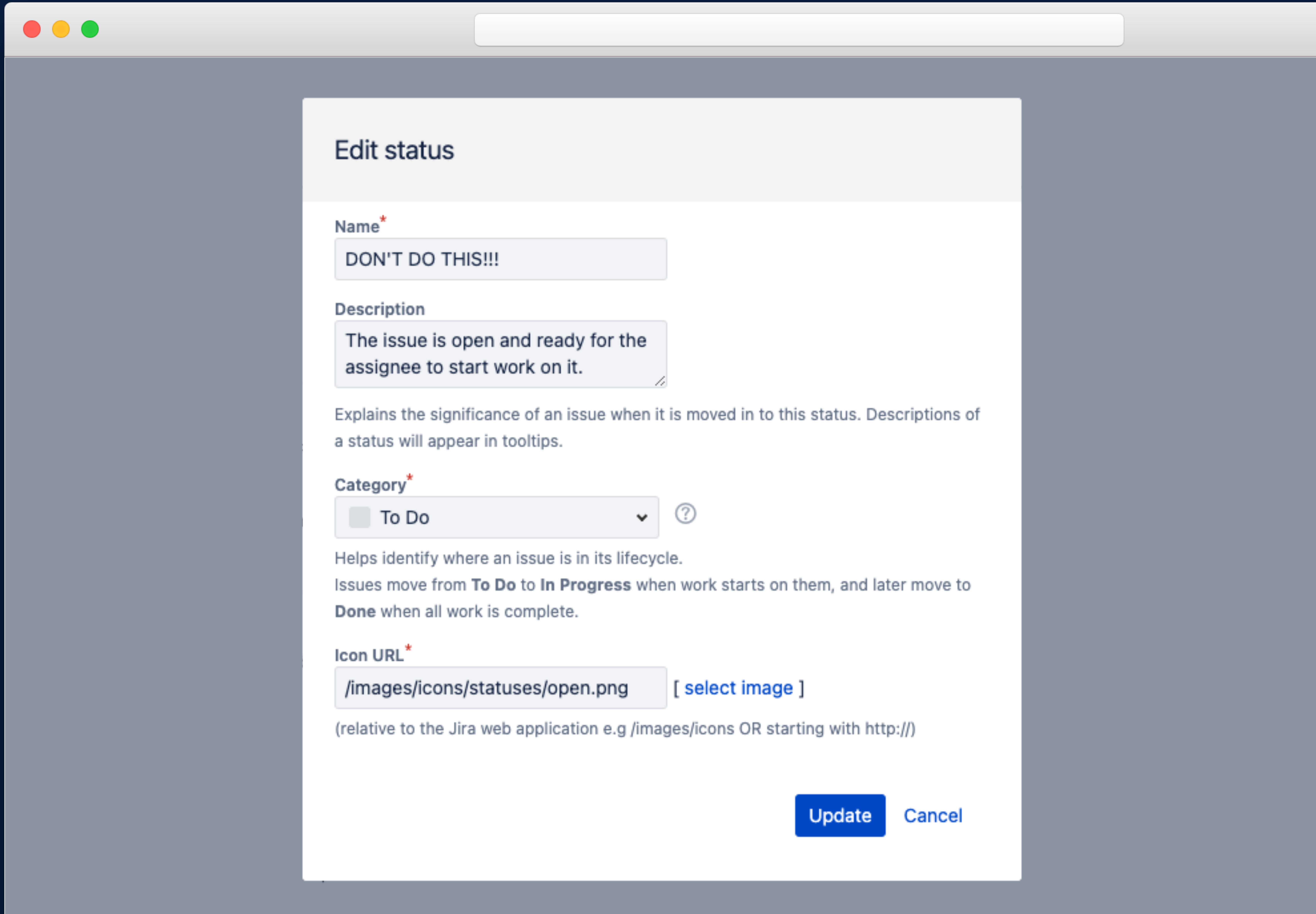

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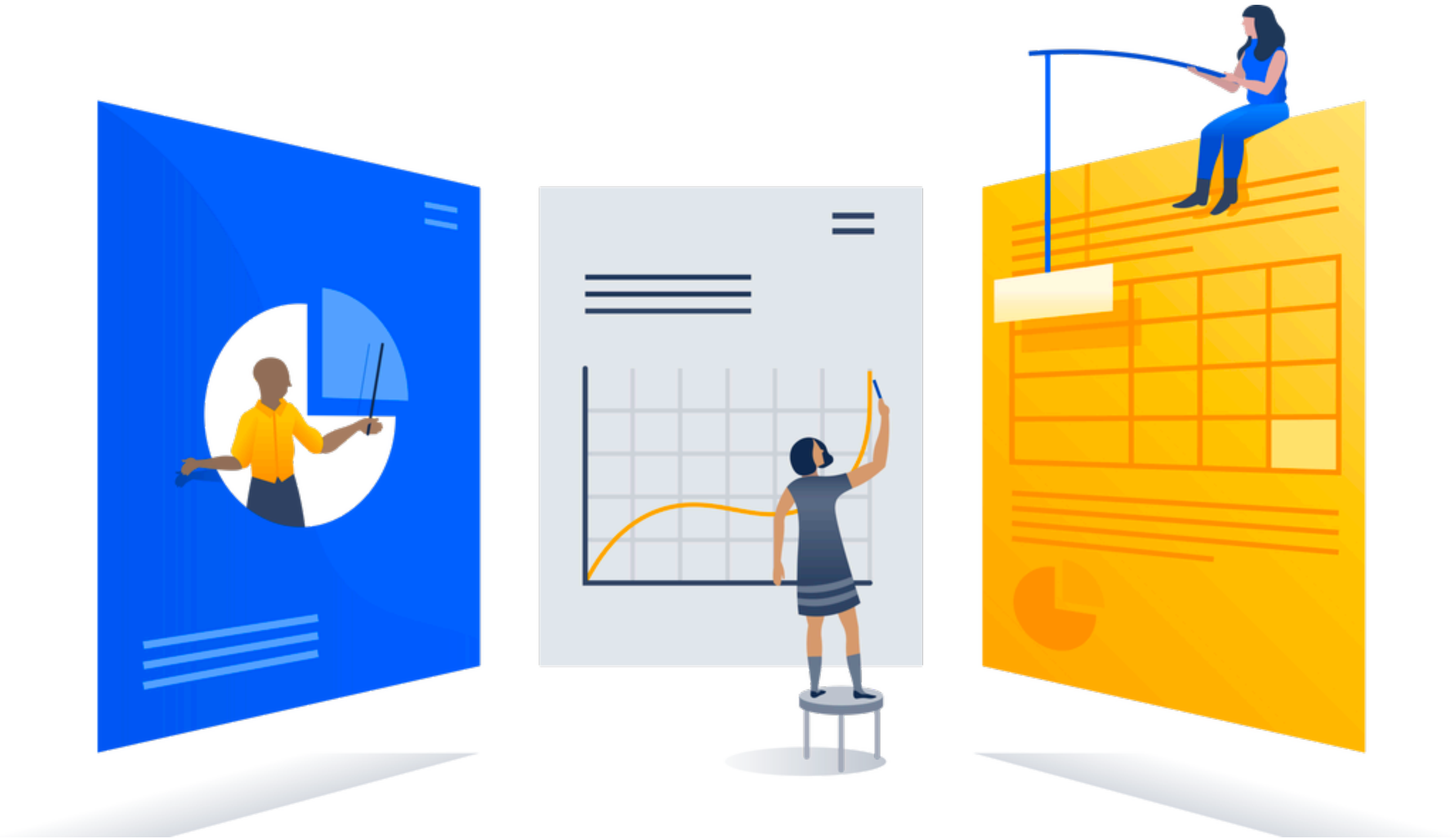

Give them a team-managed project

When is this the right approach?

When you don't want other projects impacted

When they really want to run their own service desks

When the team is less technical

BOTTOM LINE: YOU SHOULD CREATE A TEAM-MANAGED SERVICE DESK…

When ease of use and autonomy matter most.

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- **Service management**
- Work management
- Product management
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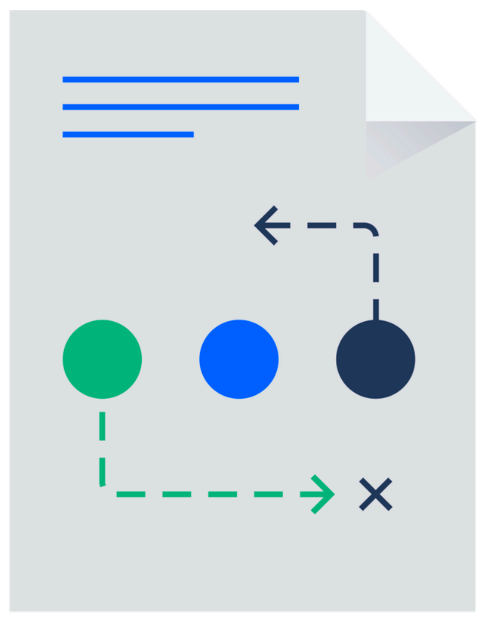
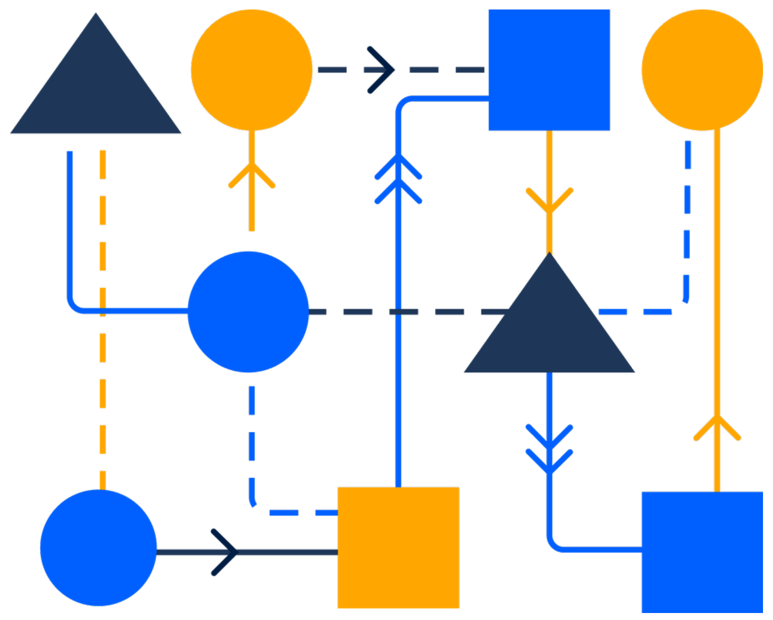
Facilities service management

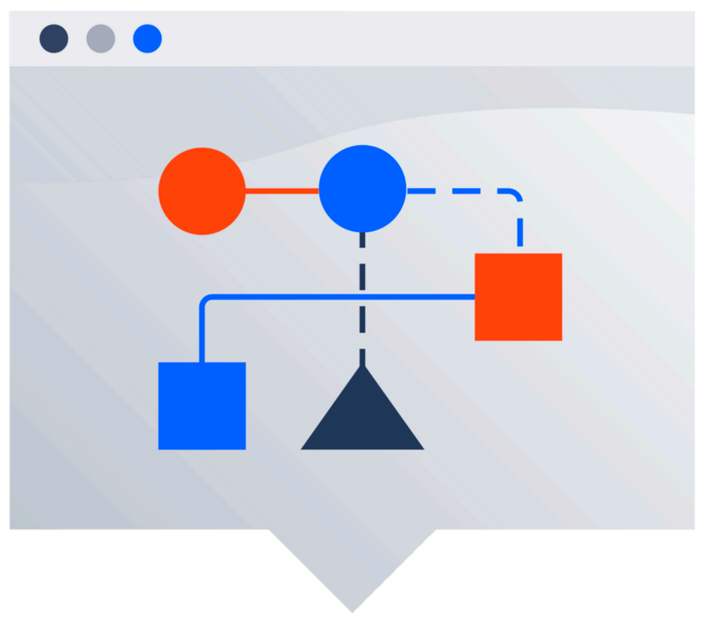
New team-managed project features



CMP/asset fields



Customer transitions



Copy workflow within project

PRO TIPS

Walk them through it first

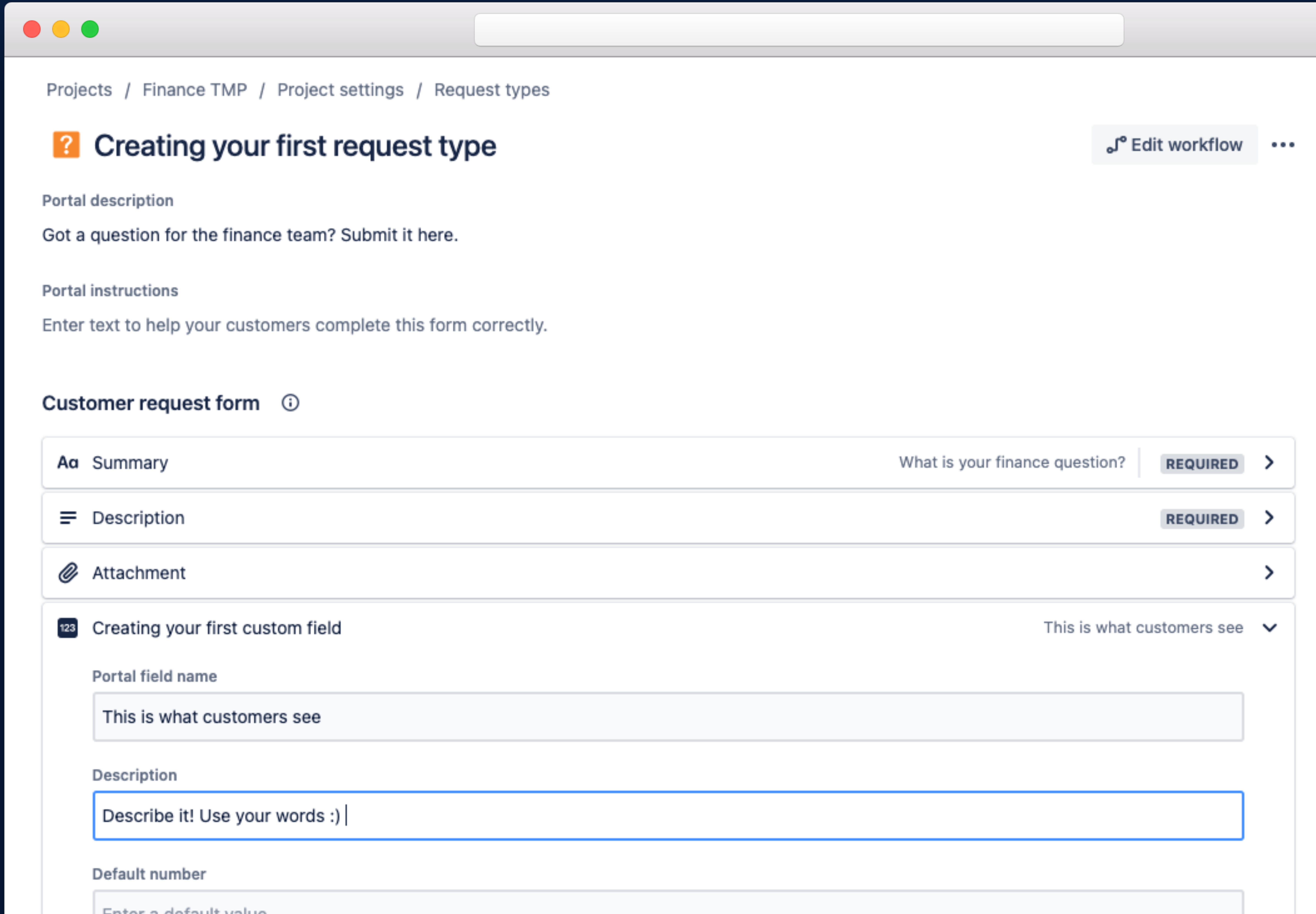
Get them across the basics

Encourage independence

Let them create their service desk on their own

Check in before go-live

Make sure the release is a success



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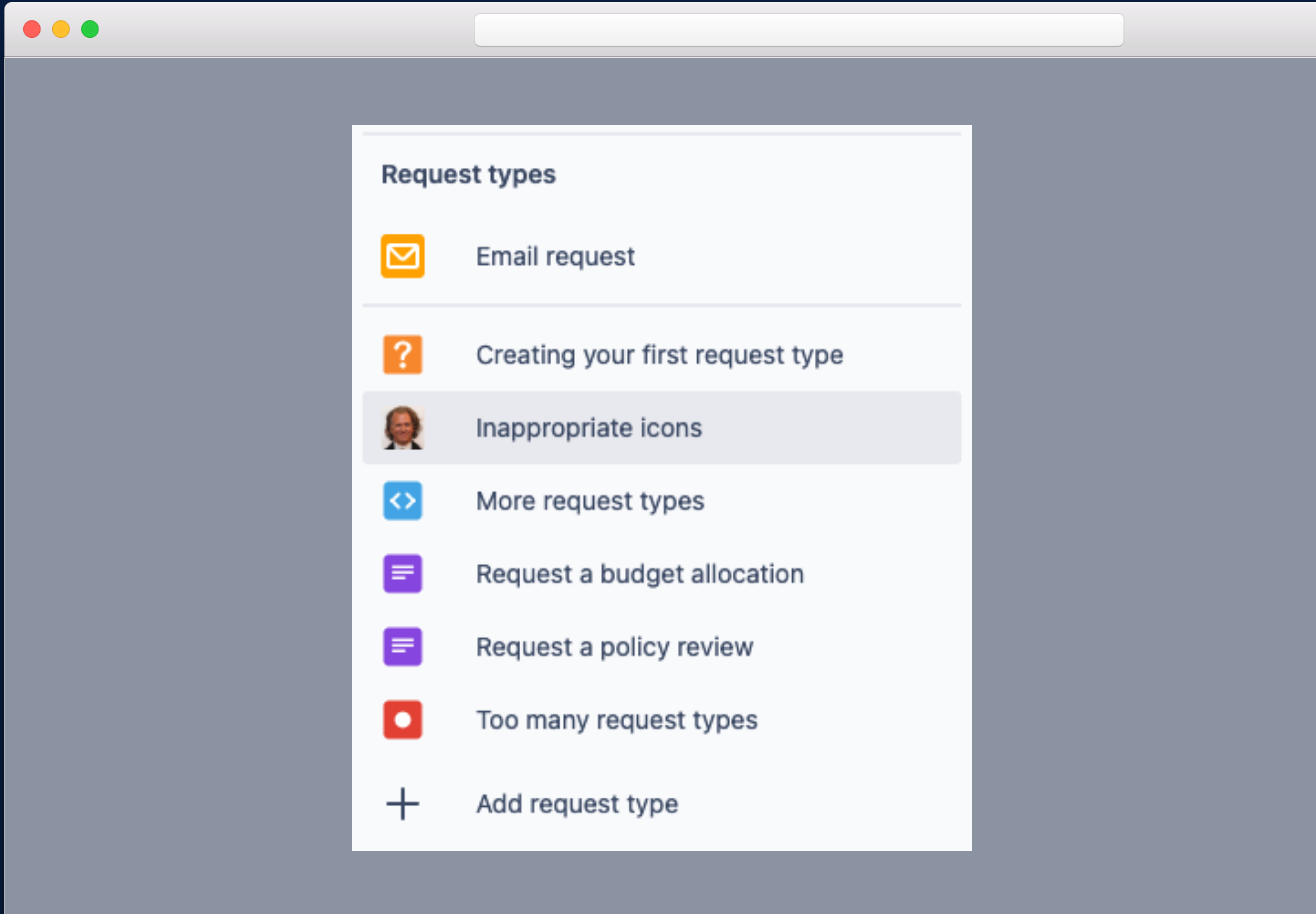

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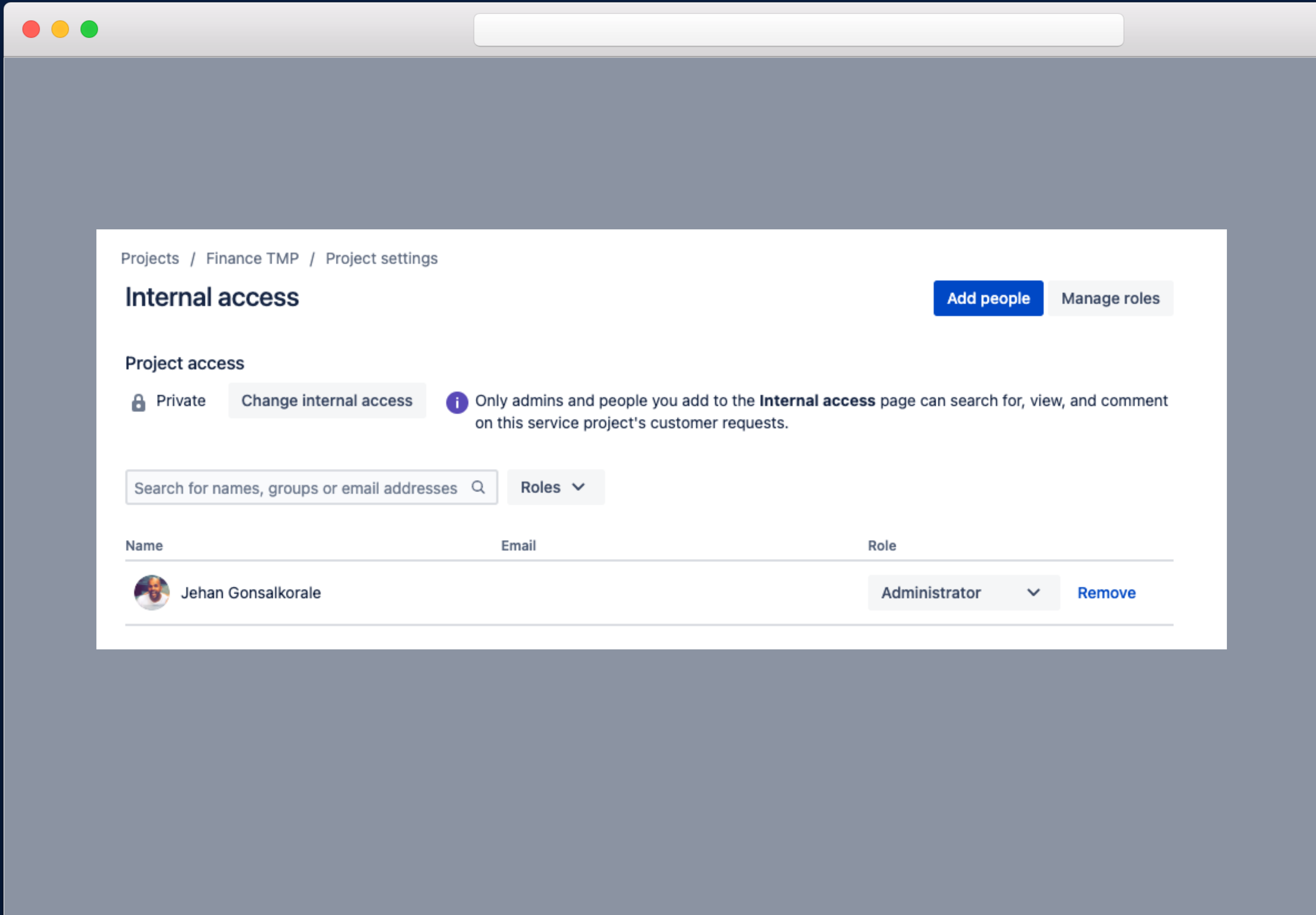
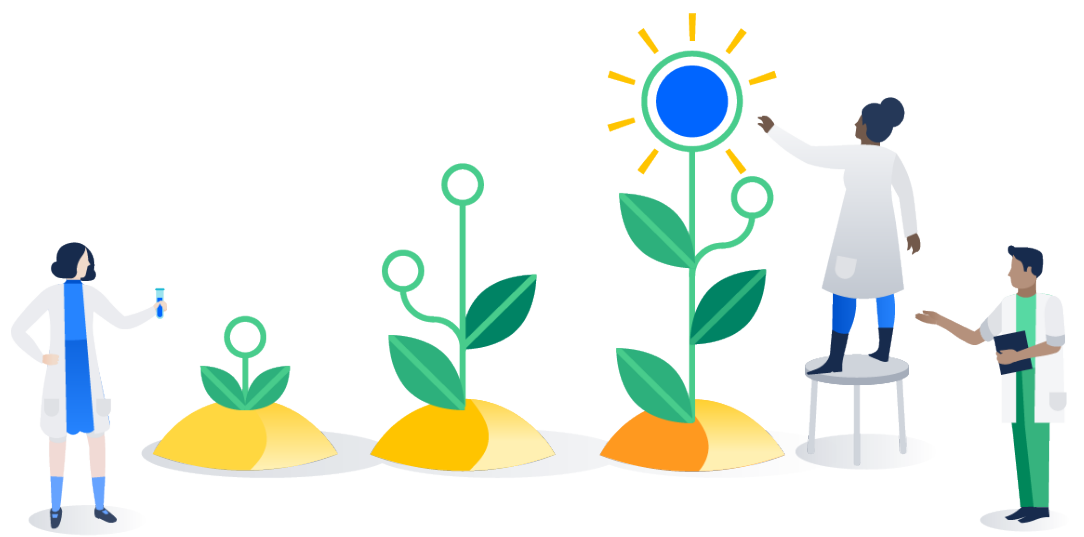


Let’s recap

Three ways to enable your stakeholders



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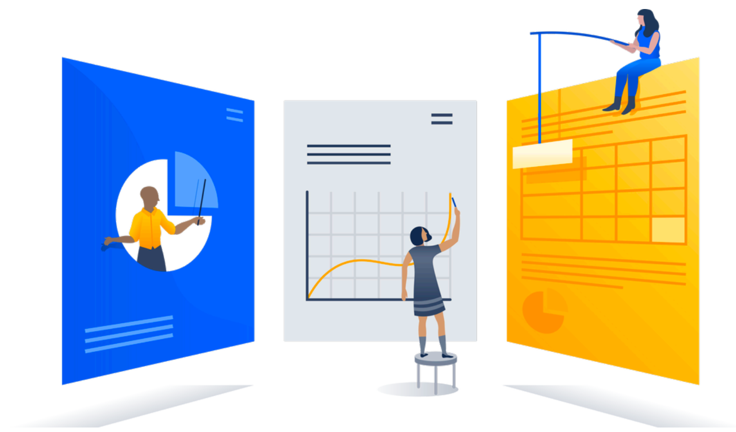

Give them a team-managed project

Stakeholders? No, these are admins.

IT admins

Marketing

IT support

Analytics

Finance

Thank you

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