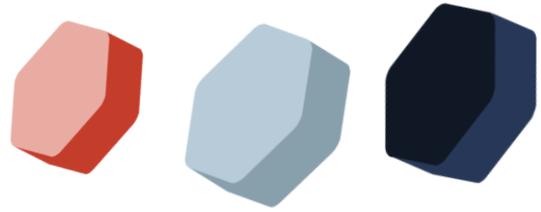




What is IT Service Management?

A brief and practical guide to ITSM explaining the process and proving that it is something your business needs.

What exactly is ITSM...



ITSM (Information Technology Service Management) defines all the IT-related activities, including creating, delivering, supporting, and managing the customized solutions, that are executed to help businesses achieve their goals.

Being an end-to-end service, ITSM isn't limited only to designing and delivering appropriate IT systems, applications, or resources, like it is in the case of regular IT support.

In fact, IT service management systems focus mainly on adopting a specific process approach into a company or a project. What's more, ITSM also involves storing and managing the knowledge base, creating process descriptions as well as choosing the equipment, like for example the right hosting solution.

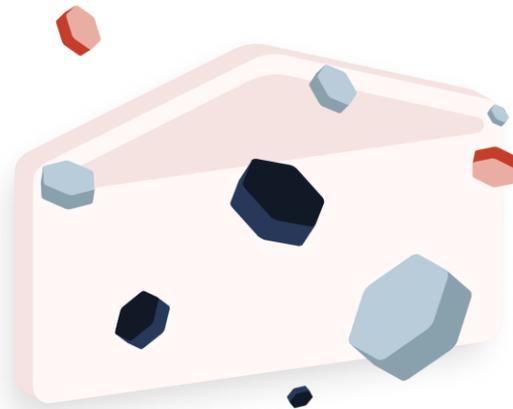
The final objectives of IT service management are always set up individually, regarding the customers' unique needs and values. Additionally, ITSM clearly defines the roles and permissions of people involved in the project, partners, and third-party providers of services, products, and new technologies.



By definition ITSM supports a wide range of key IT processes, as for example:

- Incident Management
- Problem Management
- Change Management
- Asset Management
- Service Catalogue Management
- Configuration Management
- Knowledge Management

It's a common mistake to confuse ITSM with ITIL (Information Technology Infrastructure Library). As a matter of fact, these two terms are related, but not equated. ITIL is rather an environment that describes how to effectively implement ITSM solutions in a specific company. ITSM itself, on the other hand, bases on delivering services that aren't always strictly technical.



... and why does your business need it (asap)?

-  No matter the size, the specialty, nor kind of the most often executed operations - every company, to a greater or lesser extent, benefits from ITSM solutions.
-  Efficient ITSM has a strong impact on overall performance, as it ensures that all possible issues, requests, incidents, and changes are managed in a streamlined way. The whole process from sending a request until the service delivery is clear for the team and reduces the overall time of project development. What's more, the productivity of people involved rises thanks to better cross-department collaboration.
-  The time needed to resolve tasks significantly decreases, as better organization and transparent way of dealing with the specific problems also prevents generating the new ones.



What are the other advantages of ITSM that are noticeable at a glance?

I. Costs reduction

Duplicating tasks, overwriting data, miscommunication. These examples may sound simple, but somehow they are the most common challenges that the teams have to face during their work.

Along with the waste of time spent on fixing the consequences of the situations above goes something that scares entrepreneurs even more: the unavoidable loss of money. Doing something all over again usually costs double. This is why the good organization of tasks from the very beginning makes it easy to keep on track with all the updates.

ITSM services provide its users with change management tools, as well as the intuitive and accessible platforms to store their knowledge, templates, guidelines, tutorials, know-how articles, and other useful tricks. This way, once something is done by one team member, the others are up-to-date and automatically receive step-by-step instructions on how to do it faster and smarter, without having to repeat the mistakes that possibly appeared first time around. Well-managed transfer of knowledge doesn't only speed up the internal processes but also minimizes the need for additional training for the new team members which can get quite costly.



II. Automation of repetitive tasks

Repeating the same routine over and over again can kill the enthusiasm of even the most dedicated employees. It's even worse when it comes to answering repetitive questions.

ITSM platforms make it possible to avoid or at least minimize the consequences of these issues. The most basic option that can be done is creating a functional FAQ page available for all the stakeholders. In order to do it, it's necessary to have three factors:

- a list of the most common problems,
- the group of people who know how to solve them,
- a flexible document management tool.

Gathering all the answers and guidelines in one place will surely make it easier to solve problems inside the team and long after that when a product is released. If the customers will be able to consult the FAQ page, they won't have to contact the support team in case of the minor or already fixed situations.



After some time and with the right integrations this solution can be extended even more to the implementation of chatbots and automated answers. Robots can be trained to provide specific information, so the team will have more time to focus on more problematic or time-consuming matters. The key here is to know which third-part plugins will fit the project best so that altogether they could make a consistent environment to work inside the team and with the customers later-on.

III. Additional data gathered in one place

Analyzing the problems which may pop up during the early stages of development is the best way to predict the possible customers' struggles in the future. What's more, ITSM solutions enable to engage all the stakeholders from the very beginning of the production. The right Service Management systems provide companies with platforms to cooperate in real-time, as well as with customizable reporting tools, which help everyone keep track of the project every step on the way.



Thanks to the flexibility of these solutions product owners, developers, and potential clients can work together in order to achieve the project's goals. Of course, there are interviews, Q&A sessions, and Demo presentations after the release which serve for improving the final release, but all can agree that it's always better to know all the answers to the questions before they're even asked.

The screenshot shows a Jira Service Desk ticket interface. On the left is a blue navigation sidebar with icons for home, favorites, search, and a plus sign. The main content area displays the ticket details for 'Loan application system - upgrade' (ID ICM-52). The ticket was raised by Jordi Santiago via the Portal. The description is 'Upgrade system to address performance related incidents'. The change reason is 'Upgrade' and the change plan includes a link to a Confluence page. Below the description, there is a 'Linked issues' section showing two related issues: 'JIRA-66 Test new system' and 'JIRA-67 Upgrade loan application DB to PostgreSQL 11.'. A search box for linking issues is currently set to 'JIRA-67'. On the right side, the 'Status' is 'Waiting for approval', and it indicates that 3 approvals are needed. The assignee is Gabriel Pires and the reporter is Jordi Santiago. The risk level is 'High'. The change start date is 'May 23, 2019 9:00am' and the change completion date is 'May 24, 2019 9:00am'. There is one linked asset, 'Loan processing'. At the bottom, there is a section for 'Reply to customer / Add internal note'.

ITSM systems like Jira Service Desk enable the whole team to work together, connect tasks, and update their statuses to make sure all stakeholders are up to date



5 top qualities a good Service Management system must provide

1. Data accuracy

Data accuracy of the provided information is necessary when it comes to functional ITSM solution. Considering that the most often supported processes include Incident Management, Security, Change Implementation, and Configuration, the database represents the quality of the whole business performance. All the attributes mentioned above strongly influence the final customer satisfaction.

2. Completeness

Working on incomplete data or an environment that is out-of-date usually results in a significant increase of operational time, at least. Synchronized and complete ITSM system lets the team stay up-to-date with all the changes, and usually automatically updates the information in all places once it's somehow modified. Complete ITSM services deliver tools and equipment for a logical and fully integrated process, along with all kind of benefits which fit the project's needs.



3. Usability

Modern enterprises often have to work under time-pressure in complicated environments. The IT Service Management systems have to be able to correctly determine possible issues, solve problems, and deal with different kinds of complexity. Not only they should be entirely usable and intelligent, but also user-friendly. The intuitive, efficient tools help economize money spent during IT and production operations.

4. Productivity

The effectiveness of ITSM solutions is also measured in scalability and productivity. Functional systems need to handle the workload, a great amount of data, and associated costs. Running a successful business often requires working repeatedly, in high volumes, and this is why customers expect to minimize the effort whilst maintaining the maximum quality.



The future is Self-Service - don't fall behind!

Enhanced Customer Portal in Jira Service Desk

Providing ITIL-certified incident, problem, change, and service request management templates that you can use out-of-the-box or customize, Jira Service Desk allows your teams to create requests without complex approvals, leverage workflows and automations, and link incidents to problems in one click.

Starting from ITIL best practices, your team can then begin to adapt and customize your service management processes to match the way it works.

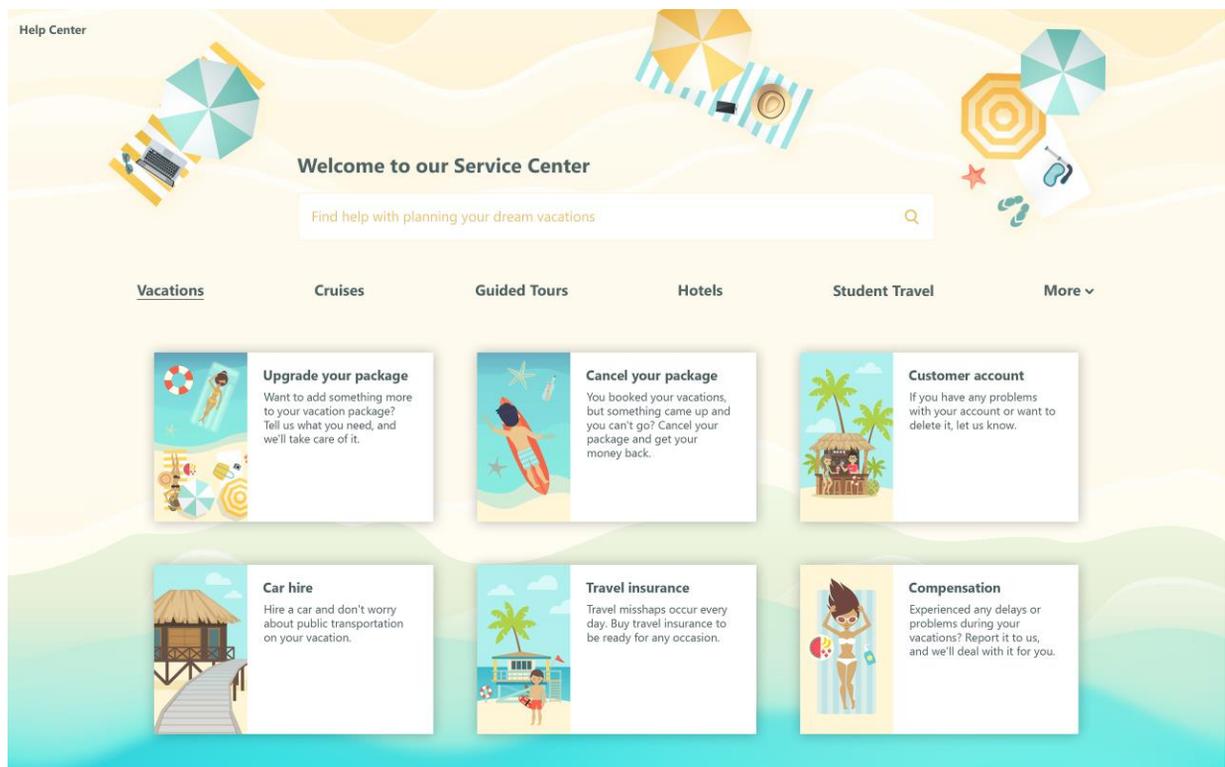
Additionally, Jira Service Desk allows organizations to bring development, operations, support teams, and speed up solving service requests by providing solutions that can work with your existing Jira Software and Jira Core teams.

This incredible flexibility helps tie teams together where previously there were silos. The wide range of customization possibilities of the Service Desk portal can turn out to be crucial for some team members in their everyday work. This is why it often constitutes a decisive factor when it comes to choosing a company the specialists decide to work in. In a competitive market such as Software Development, it can't be underestimated.



What else does Atlassian's product enable?

1. Creating a knowledge base with article scoring option,
2. Supports organizing and categorizing tasks, connecting problem tickets to incidents,
3. Smart search, that looks across all request types and integrated knowledge base
4. Can be extended with Marketplace apps (for example with Theme Extension for Jira Service Desk, which makes it possible to personalize the panel so that it could fit each project perfectly)



The example of a customized Customer portal made with Theme Extension for JSD

Advanced content approvals in Confluence

By pairing Jira Service Desk with Confluence and Comala Document Management, you can take Self Service to the next level. Confluence allows for the easy documentation of knowledge for your users, while Comala Document Management handles the oversight and handling of that knowledge to ensure it's not stale or riddled with errors.

By adding a workflow to your Confluence pages, you can rest easy knowing that your defined publication process will be followed through the publication process. With reviews and approvals, content can get an official sign-off from however many individuals you need to ensure that your content is correct and error free. You can also notify groups and individuals when content potential grows stale, reminding them to recheck it and republish it to keep everything current and fresh.

It's easy to use both for users with a simple clickable interface that keeps clutter to an absolute minimum while also being unobtrusive in your Confluence pages. For admins, there's an easy to use [Workflow Builder](#) that makes building custom workflows to match your process a breeze.



Some of the key advantages:

- Getting approvals in Confluence before publishing → users can assign reviewers, technical reviewers, set deadlines, get notifications, and set up two-factor authentication to keep the information safe.
- Tracking the whole review process (Full Audit Trail) → the user is able to control what's happening with the particular page in Confluence every step on the way.
- Helps to meet ISO 9001 or FDA Title 21 CFR Part 11 Compliance

Dashboard / ITSM Self-Service Knowledge Base / Troubleshooting Guides    Edit  Save for later

Troubleshooting a Paper Jam

Created by Caroline Adams, last modified just a moment ago  Review

Problem

When working with any printer, it's inevitable that you'll encounter paper jams in more locations. Although most modern printers are similar in design, they vary in the way they handle paper. Although most modern printers are similar in design, they vary in the way they handle paper. Although most modern printers are similar in design, they vary in the way they handle paper.

Solution

 You'll want to avoid pulling the stuck paper out from the printer or paper tray.

 Read through all the following sections to avoid damage to your printer.

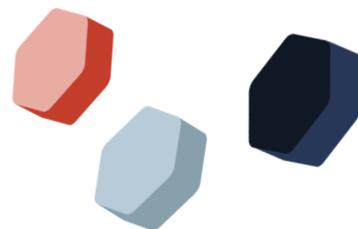
Review

Add comment

Approve Reject

Next:  Approved Final:  Approved

Comala Document Management Approval Dialog for a simple Content Review process



About



Silver
Solution Partner

At Hexygen we implement ready-to-use processes with the help of Atlassian tools and dedicated extensions. No matter if your business requires a full-scale project implementation or just additional resources, our team of experts is ready to assist and deliver in both cases.

As an Atlassian Silver Solution Partner, we're able to get your processes, people, and tools in sync so you can achieve the results you've been searching for. Count on us to complete your projects as smoothly as possible. Our company also creates apps available on Atlassian Marketplace, which were designed to improve customer experience in Jira Service Desk, as well as put requirements and test management right inside your Jira.



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