Jira Service Management

IT service management that unlocks high-velocity teams

Business Challenges

In the midst of rapid transformation, IT teams need to build capabilities that enable the rapid delivery of great services, while managing costs and risk. But, progress is constrained by the old ways of working. Rigid processes limit team agility and speed. Disparate, disconnected tools interrupt the flow of information that accelerates good decision making. Development and operations teams continue to fight through siloed tooling that's critical to enabling a high-performing digital business.

Solution Overview

Jira Service Management unlocks IT at high velocity. Rapidly bring together development, IT operations, and business teams to deliver, operate, and support exceptional service experiences

Deliver value fast with empowered teams

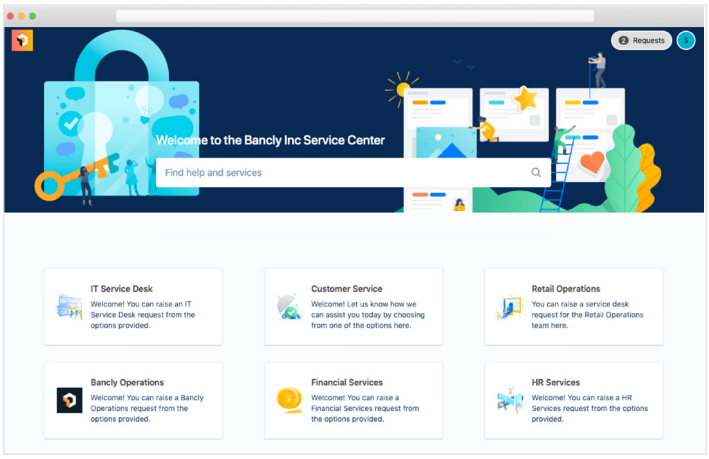
Deliver value fast without the cost, complexity, and one-size-fits-all approach of legacy ITSM tools. Empower teams with flexible processes and intuitive workflows that match the way they work, while still being standardized on a global platform for the business.

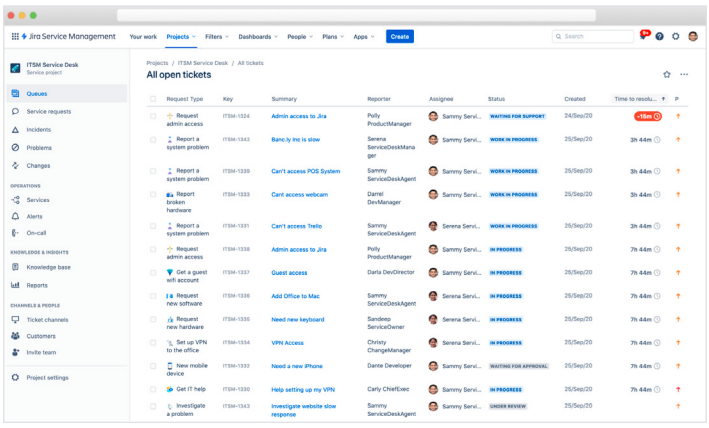
Make work visible

Bring visibility to work with an open, collaborative platform across IT operations, development, and business teams. Get rich, contextual information for better teamwork and faster decision making for requests, incidents, problems, changes, and more.

Increase flow from Dev to Ops

Break down silos and accelerate the flow of work by putting development and operations on an integrated platform – built on Jira – to speed requests from delivery to support.





Key Capabilities

Request management, for all teams

Make it easy for diverse teams – from IT to HR, Facilities, Legal, and beyond – to manage, route, and triage work.

- Self-service portal
- Streamlined, collaborative agent queues
- Powerful SLAs and reporting
- Configurable workflows
- No code automation
- Integrated to the Jira platform
- Native mobile app

Collaborative incident and problem management

Modern workflows to proactively respond, swarm, resolve, and learn from every incident.

- Powerful alerting & on-call management
- Major incident collaboration and communication
- Investigation and response automation
- Incident investigation dashboard
- Postmortem reports and export to Confluence

Change management for the DevOps era

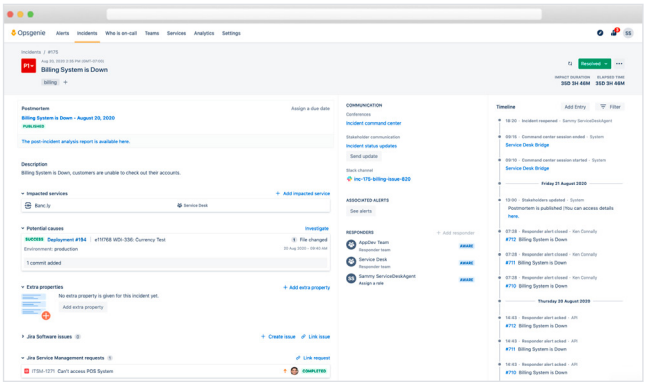
Understand changes and innovate faster with integrations into modern software workflows.

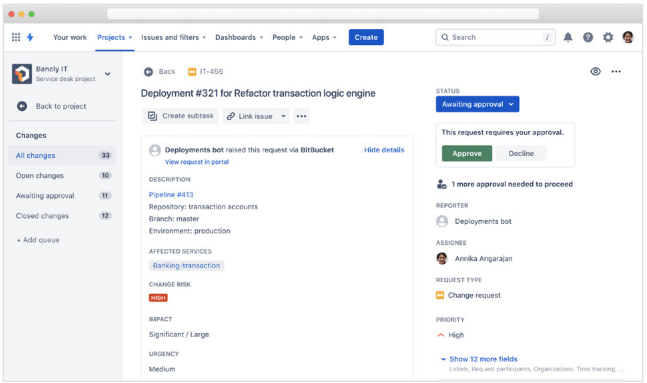
- Automatic change requests from CI/CD tools, such as Bitbucket Pipelines
- Automated risk assessment engine
- Deployment gating and control from change requests
- Integration with AWS Service Catalog

Flexible configuration and asset management, built on Jira

Get full visibility and context to minimize the downstream impact of changes, troubleshoot incidents, and manage assets.

- Store and manage any CI or asset
- Automatic CI and asset discovery
- Dependency mapping
- Automation for alerts, issue routing, and more





Why Jira Service Management

According to Forrester Consulting's Total Economic Impact™ report, organizations get value out of Jira Service Management from day one.

- **Increased ROI:** 246% return on investment
- **Faster time to value:** Average implementation time of 2 months
- **Improved efficiency:** 61% improvement in agent productivity

> **Atlassian supports our processes so we all work in the same tool, in the same way... Now we have a single place of truth from which we can extract data and base our reports. This provides us with a better overview and a common understanding throughout the organization.**

MARIE BJØRKE
Head of IT Service Management at ISS World

Ready to unlock high-velocity teams?

Learn more at atlassian.com/software/jira/service-management

About Atlassian

Atlassian is on a mission to unleash the potential of every team. Our collaboration software helps teams organize, discuss, and complete shared work. Teams at more than 150,000 customers, across large and small organizations – including General Motors, Walmart Labs, Bank of America Merrill Lynch, Lyft, Verizon, Spotify, and NASA – use Atlassian's project tracking, content creation, and sharing, and service management products to work better together and deliver quality results on time.

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