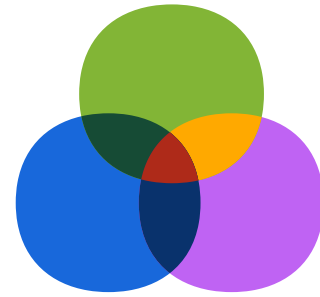**◢ ATLASSIAN** Advisory Services

Culture and practices transformation

Drive cultural shifts to boost the DevOps journey

A performance-oriented DevOps culture fosters high trust, transparency, communication, and collaboration among development and operations teams, as well as stakeholders throughout the organization. As you seek to power cultural shifts that support developer satisfaction, engagement, and productivity, it is essential to understand the challenges facing your teams. Leaders must champion the DevOps mindset and empower their teams to take ownership of the software development lifecycle and continuously improve processes.

Our Advisory Services DevOps expert will assess, together with leaders and managers, your team's existing culture and workflows. You will receive a tailored recommendations report and engage in a guided workshop, highlighting opportunities to foster a unified culture that leads to higher quality, innovation, and team satisfaction – ultimately improving your DevOps goals and metrics.

This service is designed to:

• Provide an understanding of how leaders, developers, operations, and other stakeholders view your culture and practices

• Identify opportunities and provide tailored recommendations to optimize team health and supportive workflows

• Help you achieve better outcomes with happier and more productive teams
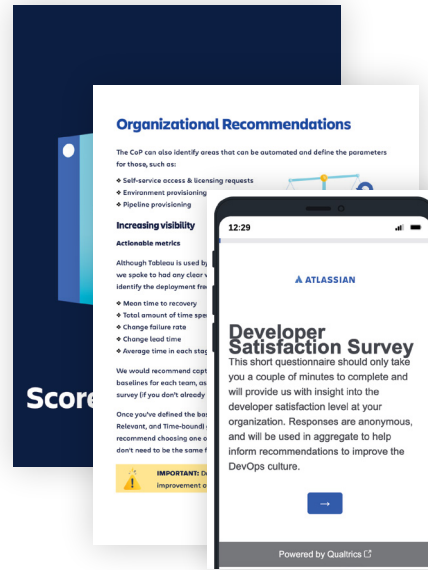
Overall expected outcomes
Tailored recommendations leading to:

• Improved team satisfaction and motivation through enhanced autonomy and a sense of value within the organization

• Improved culture of continuous learning and experimentation to shorten lead time to change

• Strengthened trust, enabling quicker and more straightforward decision-making

• Greater collaboration for prompt feedback, facilitating rapid iteration and increased product value and delivery velocity

• Better understanding of optimized product workflows for transparency and collaboration

What to expect

Assessment and strategic recommendations report, including:

- Leadership and team interviews to examine their views on culture and practices

- Recommendations based on industry research, insights we've gained from working closely with hundreds of companies, and lessons from our own Atlassian engineering teams

- Guided workshop with a DevOps subject matter expert to immediately act on one area of focus from our report

This service is designed to:

- Struggle to meet DevOps metric targets

- Experience a blame culture and limited trust, impacting collaboration and communication

- Face inadequate project visibility

- Have technical debt with limited team experimentation that hinders innovation

Maximize your impact

CULTURE AND PRACTICES TRANSFORMATION

Champion the DevOps mindset and empower your teams to take ownership of the software development lifecycle and continuously improve processes

Bronze Service

TOOLCHAIN OPTIMIZATION

Equip your teams with the vital insights to enhance your DevOps toolchain with tightly integrated and user-friendly tools to elevate your team's performance

Bronze Service

ADVISORY SERVICES SUBSCRIPTION

Embrace a mindset of continuous learning and improvement with an ongoing Advisory Services subscription and get exclusive access to all the experts have to offer

Essential/Signature/Elite

Service details

Our DevOps Advisory Services experts will precisely carry out the following service modules.

SERVICE MODULES	ACTIVITIES	DELIVERABLES
Engagement kick-off	Facilitate a discussion with leaders to: ▪ Provide an overview of the key activities and what they can expect ▪ Identify the individuals on their team we should be working with ▪ Understand how to engage with the identified team members	Established alignment between leaders and the Atlassian Advisory Services team on the next steps, and a documented plan to engage the individuals on their team we should be working with to ensure smooth execution
Discovery interviews and survey	Understand the current state of your DevOps journey by conducting: ▪ Discovery interviews with three to five line managers and a division lead across different teams ▪ A satisfaction survey for all members of the DevOps initiative to gather baseline data Facets that will be examined include: ▪ Leadership styles and their impact on teams ▪ Autonomy, trust, and candid team feedback ▪ Continuous learning and improvement feedback loops ▪ Psychological safety and job satisfaction ▪ Lean principles to define vision, flow, pull system, and pursuing perfection ▪ Retrospectives and technical debt	Documentation of your current DevOps culture strengths and areas for improvement, highlighting the varying perspectives between managers and individual contributors, along with other vital insights gleaned from the survey and interview findings This data forms the basis of our enhancement suggestions and serves as a reference point for aligning your teams as you continue to develop and enhance your DevOps culture

SERVICE MODULES	ACTIVITIES	DELIVERABLES
Report presentation	Review findings from team survey and leadership discovery interviews Present tailored guidance and next steps for implementing new methods and principles to enhance team performance and health Collaborate with your team to develop short, medium, and long-term action plans to implement these recommendations	A customized report, serving as the basis for crafting your DevOps cultural transformation plan, featuring: ▪ Findings from team survey and leadership discovery interviews ▪ A curated selection of Atlassian plays to maximize success Best practices based on: ▪ Research from industry leaders ▪ Insights we've gained from working with other customers ▪ Lessons from our own Atlassian DevOps teams and leaders ▪ Product-level optimization recommendations, including Jira and Confluence ▪ Industry standards ▪ An aligned action plan that enables you to get some quick wins and build upon them over time
Facilitated workshop	Execution of an expert-led workshop with your team, identified from the recommendations report	One live consulting session focusing on one aspect of your DevOps culture and practices journey to jumpstart your transformation plan, aligning your entire team on the strategy and goals of your culture shift efforts

Our ability to collaborate and ultimately deliver the outcomes discussed above depends on certain key factors and contributions from you, as described above, without which the engagement may be delayed, prove unsuccessful, or be impossible to complete.

The services described in this datasheet will be deemed complete on the earlier of (i) Atlassian's delivery of the service activities listed above and (ii) twelve (12) months from the start date indicated in your order for the catalog services.

As part of a signature or elite subscription plan, this service engagement is BRONZE.

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ATLASSIAN Advisory Services