

# Incident Management Optimization

## Decrease mean-time-to-resolution by refining incident workflows

Swift and efficient incident resolution is vital for your organization. Misaligned incident management processes and a diverse range of disconnected tools can create bottlenecks and duplicate work, leading to extended resolution times. Our Advisory Services team will assist you to identify your current challenges and align leaders on objectives, allowing you to develop a plan that fosters continuous improvement.

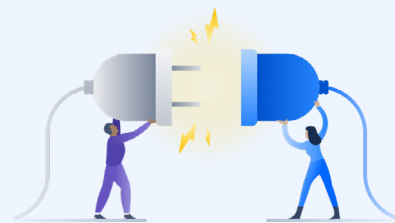
### This service is designed to:

- Establish a shared comprehension of team objectives, obstacles, and dependencies to ensure alignment
- Identify streamlined methods for categorizing, reviewing, assigning, and capturing incident details for a more efficient response
- Offer recommendations to decrease critical business incidents and improve incident deflection strategies
- Offer practical problem management insights to bolster the detection and handling of incident causes

### This service is right for your organization if you:

- Have or will be implementing Jira Service Management
- Experience delayed incident resolution

### Overall expected outcomes



### Tailored recommendations leading to:

- Higher customer satisfaction by increasing uptime and minimizing disruptions
  - Decreased critical business incidents and improved incident deflection strategies
  - Increased knowledge sharing, alignment, and visibility between teams
  - Enhanced decision-making across teams
  - Improved service level agreements (SLAs) and resolution times
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- Perceive a lack of alignment between goals, team processes, and the organization's ITSM solutions
  - Encounter difficulties in problem management practices

## Service details

Our team of Advisory Services ITSM and Jira Service Management experts will precisely carry out the following service modules.

SERVICE MODULES	ACTIVITIES	OUTCOMES
Discovery interviews	<p>Collaborate with your team to understand and document your current challenges, areas for improvement, and any tactical obstacles hindering your progress. Facets that will be examined include:</p> <ul style="list-style-type: none"><li>• Team goals and structure</li><li>• Incident identification</li><li>• Logging</li><li>• Categorization</li><li>• Prioritization</li><li>• Response</li><li>• Metrics</li><li>• Knowledge base</li></ul>	<p>In our discovery interview, we jointly explore your team's:</p> <ul style="list-style-type: none"><li>• Team goals and structure</li><li>• Incident identification</li><li>• Logging</li><li>• Categorization</li><li>• Prioritization</li><li>• Response</li><li>• Metrics</li><li>• Knowledge base</li></ul>
Report presentation	<p>Review the data collected and formulate recommendations based on the following:</p> <ul style="list-style-type: none"><li>• Industry best practices</li><li>• Lessons learned from other customers</li><li>• Expertise in deploying incident management solutions</li></ul>	<p>A tailored report serving as the basis for crafting your incident management optimization plan, including:</p> <ul style="list-style-type: none"><li>• Documented and consolidated insights from the discovery interview, useful for aligning adopting teams</li><li>• Prescriptive recommendations covering all aspects explored to accelerate time to value</li><li>• A curated selection of Atlassian plays to maximize success</li><li>• A personalized 'Jobs to be done' list of activities, enabling you to derive maximum value from your Jira request management solution.</li></ul>

The catalog 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 SILVER.

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