ATLASSIAN Advisory Services

Service Request Modernization

Streamline processes to achieve a faster time to value

Crucial to your team's success is aligning your Jira Service Management implementation with your goals, team processes, and service catalog. Gaps, big or small, can escalate implementation costs, delay go-live, and impact expected productivity and customer satisfaction gains. Atlassian's Service Request Modernization service delivers tailored recommendations to optimize your implementation.

This service is designed to:

- Establish a shared comprehension of team objectives, obstacles, and dependencies, fostering alignment while facilitating standardization and decision making

- Align team processes with Jira Service Management configuration to reduce time fulfilling requests

- Identify opportunities for tool integration and automation to boost productivity

- Offer service catalog suggestions for cost reduction and enhanced user experience

This service is right for your organization if you:

- Have or will be implementing Jira Service Management

Overall expected outcomes

Tailored recommendations leading to:

- Faster time to value

- Higher team member satisfaction and retention

- Improved customer satisfaction

- More effective decision-making

- Improved service catalog

- Believe there may be a misalignment between goals, team processes, and Jira Service Management configuration

- Require a reassessment of your services catalog

Service details

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

SERVICE MODULES	ACTIVITIES	OUTCOMES
Discovery interviews	Facilitate a discovery session 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: • Team goals & structure • Request catalog • Request response • Fulfillment (knowledge, automation & asset/policy) • Communication & measurement • Metrics	In our discovery interview, we jointly explore your team's: • Existing workflows • Aspirational goals • Challenges to tackle • Current value delivery This information is a foundation for our enhancement recommendations and a benchmark for aligning your teams as you evolve and refine your service request management practices.
Report presentation	Discuss the documented analysis of the data collected and provide tailored recommendations for enhancing your service request management practices based on the following: • Industry best practices • Lessons learned from other customers • Expertise in deploying ITSM solutions • Knowledge gained from similar engagements	A tailored report, serving as the basis for crafting your service management optimization plan, featuring: • Documented and consolidated insights from the discovery interview, useful for aligning adopting teams • Prescriptive recommendations covering all aspects explored to accelerate time to value • A curated selection of Atlassian plays to maximize success • A personalized 'Jobs to be done' list of activities, enabling you to derive maximum value from your Jira request management solution

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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