

Configuration health check and optimization

Simplify and scale with streamlined platform configuration

Organizations often suffer from poor performance, frustrated users, inadequate delivery and reporting, and cumbersome customizations due to outdated platform setup. This usually occurs because many still operate within an environment that mirrors the original implementation. Consequently, exciting new features and potential use cases are overshadowed by an outdated framework. By updating your configuration, you can achieve significant improvements in productivity, efficiency, and overall performance.

Through a comprehensive health assessment, we will identify crucial steps to optimize your platform setup, aligning it with present and future needs using best practices and our vast experience with enterprise customers across the Atlassian ecosystem. We'll review key workflows, project types, delivery methods, user groups, business goals, and admin skills to create targeted recommendations for updating your configuration for long-term support. This effort is about giving your team the tools they need to better plan, develop, and deliver products while fostering effective feedback loops and strategic configurations that maintain high user satisfaction.

This service is designed to:

- Create a scalable configuration strategy for organizational flexibility and support for future needs
- Improve application performance to enhance planning, building, and delivery, enabling faster communication
- Boost data quality for reporting at all levels, including team insights and executive summaries
- Set up best practices for continuous configuration management

Overall expected outcomes

Tailored recommendations leading to:

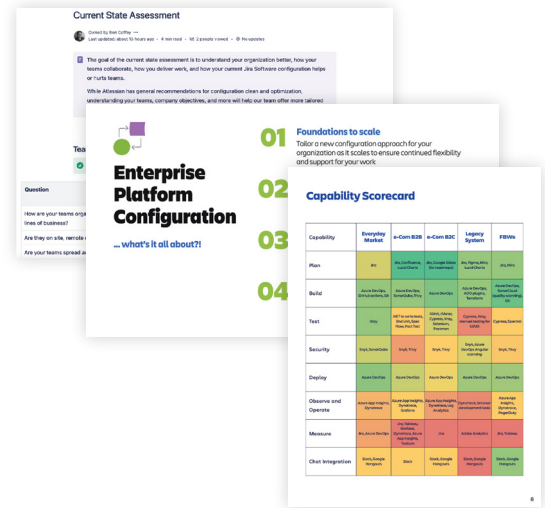
- Greater efficiency and productivity through renewed, streamlined configuration leveraging best practices and customized according to your priorities
- Strong platform foundation upon which to build and scale as you grow
- Improved end-user satisfaction and autonomy with a system adapted to your changing processes and ways of working



What to expect

Assessment and strategic recommendations report, including:

- Prioritized recommendations for configuration changes and enhancements to support new ways of working and future growth
- Documentation of dependencies, resources, and training guidance
- High-level architectural diagrams for enterprise instance alignment



The service is right for your organization if you:

- Experience diminished end-user satisfaction resulting from complex customizations that obscure clarity and hinder access to new features
- Are considering a migration to cloud but want to “clean your house” before the move
- Face challenges with the platform or instance maturity as you grow, leading to a decline in performance
- Implemented Atlassian tools more than a year ago and haven’t conducted a reassessment since then, or have only made minimal enhancements to meet the changing needs of users

Maximize your impact

DEPLOYMENT STRATEGY GUIDANCE

Minimize risks and disruptions while maximizing value return with tailored guidance and strategic insights that help you effectively navigate deployment

Silver Service

CONFIGURATION HEALTH CHECK & OPTIMIZATION

Achieve improvements in team productivity, efficiency, and overall performance by streamlining and optimizing your product configuration, processes, and workflows

Silver Service

ADVISORY SERVICES SUBSCRIPTION PLANS

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 team of Advisory Services experts will precisely carry out the following service modules.

SERVICE MODULES	ACTIVITIES	DELIVERABLES
Discovery	<p>Facilitate initial discussions with project stakeholders to:</p> <ul style="list-style-type: none"> ▪ Set clear engagement expectations ▪ Gain a base understanding of the current configuration through the following mechanisms: <ul style="list-style-type: none"> ▪ System metrics as compared to platform guardrails ▪ App analysis ▪ Custom field audit ▪ Architecture review ▪ Desired future state and solution requirements 	<p>Established working agreements and documented alignment on execution milestones, current state architecture, configuration metrics, and solution use cases and requirements</p>
Assessment	<p>We will review your current configuration and instance metrics with organization stakeholders and, if applicable, your Solution Partner. This includes:</p> <ul style="list-style-type: none"> ▪ Preparing a gap analysis ▪ Consulting on product guardrails ▪ Examining core workflows, project types, delivery methodologies, user groups, apps, integrations, and Administrator expertise <p>Execute a survey to identify priorities and objectives to document upcoming initiatives. This encompasses assessing:</p> <ul style="list-style-type: none"> ▪ Scale opportunities ▪ Onboarding requirements ▪ Value drivers while also analyzing technical details 	<p>Survey and initial assessment providing a clear understanding of your current configuration, organizational priorities, use cases, and upcoming initiatives</p> <p>Documentation of dependencies, resources, and training guidance, establishing end-user feedback loops for future configuration changes</p> <p>High-level architectural diagrams for enterprise instance alignment</p>

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SERVICE MODULES	ACTIVITIES	DELIVERABLES
Recommendations report and strategic brief	<p>Receive a detailed report and strategic brief that provides Atlassian's evaluation of your current configuration, along with recommendations for the next steps in updating your setup, including but not limited to:</p> <ul style="list-style-type: none"> ▪ Security considerations ▪ Reducing configuration clutter ▪ Analysis of major solution gaps <p>Recommendations are designed to pave the way for long-term success, offering valuable insights on:</p> <ul style="list-style-type: none"> ▪ Developing a governance strategy ▪ Strategizing for Solution Partner execution ▪ Crafting and implementing training plans <p>Discuss these high-level findings on a strategic brief call with organization stakeholders and your Solution Partner, if applicable, for total alignment as you move forward to the next steps in your optimization work</p>	<p>Finalized report outlining product-level recommendations, prioritizing high-impact, low-effort changes to optimize your configuration</p> <p>A strategic brief presentation highlighting your highest priority next steps to align organization stakeholders and, if applicable, Solution Partners</p>

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 SILVER.

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