

# Change Management Optimization

## Minimize service delivery disruptions with standardized change management

There are numerous teams involved in implementing change within your organization. Without a robust change management practice, you may face increased failure rates that can negatively impact your overall success. Our Advisory Services Team will help you establish effective change management processes and guidelines. This allows teams to execute changes with greater confidence and reduced risk.

### This service is designed to:

- Establish a shared comprehension of team objectives, obstacles, and dependencies to safeguard alignment
- Streamline change management and decision-making processes to minimize failure rates
- Equip teams with best practices for developing change controls, enabling them to assess and plan change implementations efficiently
- Offer effective communication strategies to ensure all relevant stakeholders are well-informed

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

- Have or will be implementing Jira Service Management

### Overall expected outcomes



#### Tailored recommendations leading to:

- Reduced potential risks and adverse effects of implemented changes
  - Enhanced communication and time-to-delivery on crucial organizational changes
  - Improved team productivity and decision-making process
  - Better alignment and visibility between business and IT teams
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- Recognize that IT and business operations changes can be risky and may lead to extensive impacts
  - Experience a general lack of trust from service consumers
  - Possess limited or no standard operating procedures for executing changes

## 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.</p> <p>Facets that will be examined include:</p> <ul style="list-style-type: none"><li>• Team goals and structure</li><li>• Roles and responsibilities</li><li>• Metrics and reporting</li><li>• Communication practices</li><li>• Classification of changes</li></ul>	<p>In our discovery interview, we jointly explore your team's:</p> <ul style="list-style-type: none"><li>• Existing workflows</li><li>• Aspirational goals</li><li>• Business challenges to tackle</li><li>• Current value delivery</li></ul> <p>This information serves as a foundation for our enhancement recommendations and a benchmark for aligning your teams as you evolve and refine your change management practices.</p>
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 ITSM solutions</li></ul>	<p>A tailored report serving as the basis for crafting your change 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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