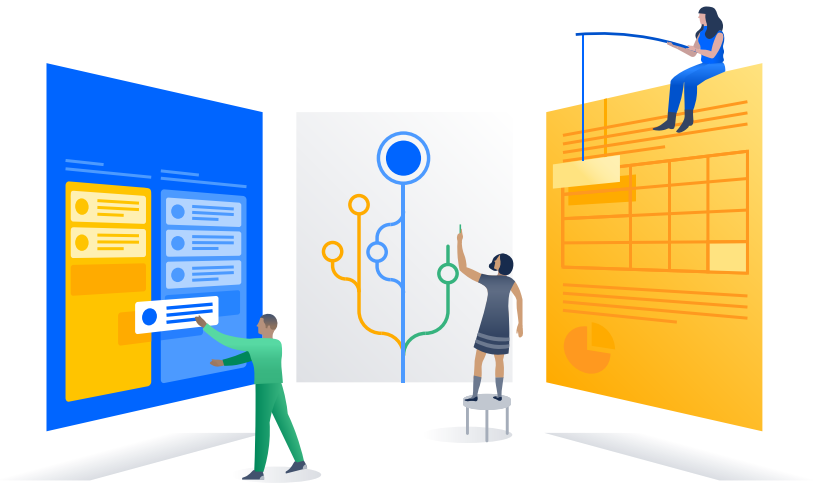




# Transform team collaboration

With service levels and citizen expectations growing quicker than offsetting revenues, agencies are looking for new ways to identify efficiencies and achieve cost savings. Atlassian provides the tools to automate processes, implement procedures, and share information. Atlassian provides products to help government organizations be more efficient and effective through agility and collaboration, enabling teams to have more time and energy to focus on mission success, enhance operations, and improve service delivery.



Atlassian solution partners can help provide agencies with specialized consulting and services, delivering innovation and streamlined workflows with Atlassian products. Atlassian partners made the following use cases a reality.

## Large scale computing project, streamlining collaboration

**PROJECT TEAM:** Atlassian Silver Solution Partner, Apnatomy, Nashville, TN

**PROBLEM:** A government agency was unable to consolidate information between 117 project teams using various legacy software systems.

**SOLUTION:** By adopting Jira Software and Confluence Data Center to merge information from different agency systems, the agency was able to standardize reporting and automate processes. Over time, the project efforts grew to include over

### COLLABORATION

Compiled insight and knowledge from 117 different project teams, and created an integrated status report for senior leaders.

800 end users across four different Atlassian applications, providing benefits to both upper management and end users. Teams were able to work more efficiently by sharing information in a centralized location with real-time chat, and by automating processes using Jira Service Management, managers could easily generate summary performance reports across all project areas.

**KEY BENEFIT:** Real-time access to project status reports across 117 project teams.

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## Multi-agency global astronomy program, simplifying project management

**PROJECT TEAM:** Atlassian Gold Solution Partner, Appnovation, San Francisco, CA

**PROBLEM:** An agency's existing legacy software couldn't expand to manage a multi-year project with shared workflows among a variety of agencies, private sector firms, and education facilities.

**SOLUTION:** The agency used Jira Software to coordinate multiple teams of users and stakeholders which included government managers, German team members, national and international universities, and contract workers. The teams used Jira Software and Bitbucket Data Center to coordinate workflows across different geographic regions and time zones. By leveraging Confluence and real time-chat, they standardized and captured communication while keeping data secure and accessible to applicable team members.

**KEY BENEFIT:** Sharing workflows among a variety of agencies, private sector firms, and education facilities at scale.

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## Agency-wide process agility at scale, modernizing IT

**PROBLEM:** A government agency's outdated legacy enterprise system couldn't keep up with department workloads.

**SOLUTION:** The initial project aimed to redevelop and integrate vital sections of the agency's legacy enterprise system. A six-



### TRANSFORMATION

Fueled a culture change, leading to 100% acceptance and adoption of a modern, flexible infrastructure capable of coordinating efforts across geographic regions and time zones.

person development team used Jira Software to accomplish that objective by tracking workflows.

The project expanded to integrate multiple Atlassian solutions to automate many of the agency's processes and systems. Through word of mouth, system adoption among end-users doubled year over year to more than 120,000 users. Staff with all levels of technical ability and generational diversity began using the new workflows and solutions. They have since expanded Jira Software to manage agency-wide HRM task management, inventory management, compliance task tracking, and operations management. The IT department migrated the agency to Data Center and set up a real time feedback loop to improve collaboration between system users, operations teams, and across intra-agency participants and contributors.

**KEY BENEFIT:** Greater efficiency and functionality agency-wide.

## AGILITY

Bridged the knowledge gap, allowing technical and non-technical users from various generations to work together via an easy to use, intuitive data display.

## Public project, boosting service desk efficiency

**PROJECT TEAM:** Platinum Partner Isos Technology, Tempe, AZ

**PROBLEM:** The agency's legacy help desk system was limited to supporting 10,000 end users and didn't provide feedback to support operational improvements.

**SOLUTION:** Under a tight time constraint of five weeks, the program's service desk was transitioned to Atlassian's easy to use customer-focused Jira Service Management. The team used Jira Software, real-time chat, and Confluence to tear down stovepipes, open communication lines, and improve overall team collaboration. The agency continues to improve customer service using feedback from Jira Service Management to drive additional operational improvements and is currently working to transition onto the Atlassian Data Center to meet even more operational requirements.

**KEY BENEFIT:** Increased productivity and customer satisfaction.

## EFFICIENCY

Increased overall productivity by 39% and customer satisfaction by 10%.