

IT service management that unlocks high-velocity teams

KEY BENEFITS

Jira Service Management offers business agility to deliver value fast—without the cost, complexity, and one-size-fits-all approach of legacy ITSM solutions.

- **Empower all teams** across IT, development, and business with intuitive, flexible workflows.
- **Make work visible** through the open and collaborative Jira platform.
- **Connect development and IT** on a single platform to accelerate the flow of work.
- **Gain 246% ROI*** with competitive pricing on features you'll actually use.
- **Faster time to value**, by implementing a full ITSM solution in just two months*.
- **Lower total cost of ownership** without the high cost of ongoing maintenance and upgrades.
- **Broad ecosystem** of over 4,000 best-in-class apps and integrations.

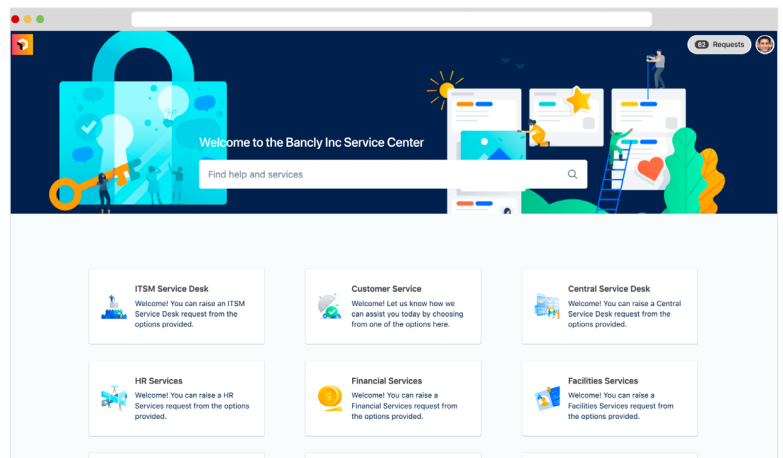
** Forrester Consulting's Total Economic Impact™ Of Atlassian For ITSM*

Challenge

IT is in the midst of a rapid transformation to build capabilities that enable the rapid delivery of high-quality services, while managing cost and risk. But, old ways of working constrain progress. Rigid processes limit team agility and speed. Disconnected tools interrupt the flow of information needed to make quick, sound decisions. Development and operations teams continue to fight through siloed tooling critical to enabling a high-performing digital business.

Solution

Jira Service Management is Atlassian's IT service management (ITSM) solution that unlocks teams at high-velocity. Built on Jira, it enables modern practices across request, incident, problem, change, asset, and configuration management, so teams can deliver value fast, make work visible, and streamline collaboration between IT operations and development teams. Over 30,000 customers of all sizes, including in the Fortune 100, rely on Jira Service Management to deliver exceptional service.



ANY TEAM CAN EASILY CONFIGURE A SELF-SERVICE PORTAL FAST

Key Features

REQUEST MANAGEMENT FOR ALL TEAMS

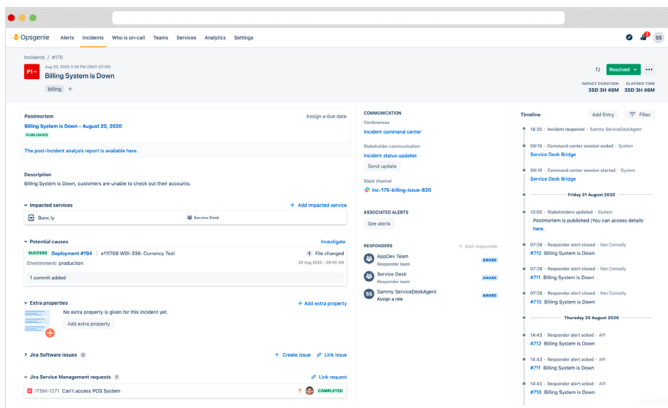
Make it easy for diverse teams—from IT to business to development and beyond—to manage, route, and triage work.

- Self-service portal
- Streamlined, collaborative agent queues
- Powerful SLAs and reporting
- Configurable workflows
- No code automation
- Jira platform integration
- Native mobile app

MODERN INCIDENT MANAGEMENT

Bring your development and IT operations teams together to rapidly respond to, resolve, and continuously learn from incidents.

- Powerful alerting and on-call management
- Major incident collaboration and communication
- Investigation and response automation
- Correlate incidents to code deployments
- Exportable postmortem reports with Confluence



FULL CONTEXT FOR RAPID MAJOR INCIDENT RESPONSE WITH INCIDENT TIMELINE AND COMMAND CENTER

CHANGE MANAGEMENT FOR THE DEVOPS ERA

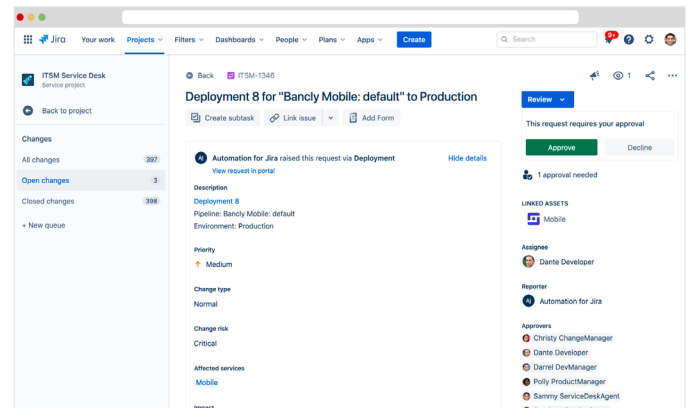
Empower teams with richer contextual information around changes from software development tools so they can make better decisions and minimize risk.

- Automatic change requests from CI/CD tools, such as Bitbucket Pipelines
- Automated risk assessment engine
- Deployment gating and control from change requests
- Integration with AWS Service Catalog
- Asynchronous task collaboration through Confluence

COLLABORATIVE PROBLEM MANAGEMENT

Group incidents to problems, fast-track root cause analysis, and record workarounds to minimize the impact of incidents.

- Link incident and problem tickets to post-mortem reports
- Root cause investigation and documentation
- Change procedures for problem resolution



SEAMLESS CHANGE MANAGEMENT INITIATED FROM BITBUCKET PIPELINES

FLEXIBLE ASSET MANAGEMENT

Discover and track assets, and resources to manage inventory efficiently, link directly to requests, and reduce costs.

- Store, track, and manage any CI or asset
- Automatic CI and asset discovery
- Third-party imports and integrations

OPEN KNOWLEDGE MANAGEMENT

Leverage Confluence to foster team collaboration and provide a self-service knowledge base to resolve requests quickly.

- Self-service knowledge base with smart search
- Templates for changes, PIRs, runbooks, known errors, and major incident reports
- Federated knowledge base
- Knowledge reports and scoring

DYNAMIC CONFIGURATION MANAGEMENT

Get full visibility and context into the infrastructure that supports critical applications and services to minimize the downstream impact of changes.

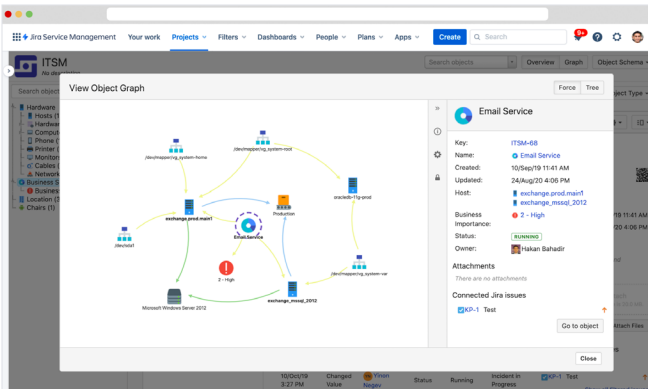
- Dependency mapping
- Automation for alerts, issue routing, and dependency updates
- Infrastructure discovery and configuration

ENTERPRISE SCALABILITY & SUPPORT*

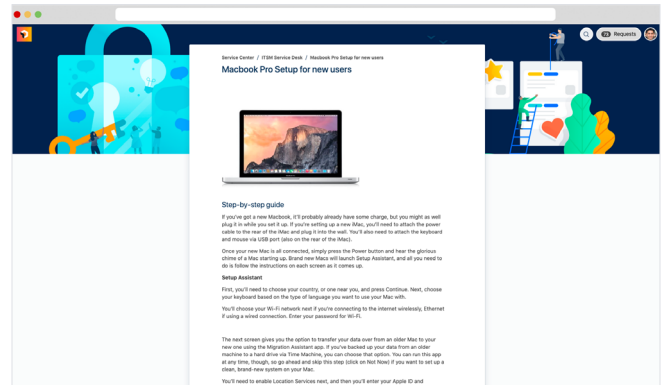
Confidently and reliably scale across your enterprise with visibility, control, and platform support.

- Up to 99.5% uptime SLA
- 24/7 support with 30-minute critical response
- Unlimited storage and instances
- SAML single sign-on (SSO) with Atlassian Access

**Availability varies by plan*



STORE, TRACK, AND MAP ANY ASSET OR CONFIGURATION ITEM



SHARE KNOWLEDGE THROUGH SUPPORT ARTICLES, RUNBOOKS AND POST INCIDENT REVIEWS

USE CASES

- **IT & Employee Support:**
Manage and fulfill service and support requests for IT teams and employees.
- **IT Operations:**
Provide infrastructure support, major incident response, application changes, and developer support.
- **Engineering Support:**
Improve work intake for developer teams for bugs, enhancements, and feature requests.
- **Enterprise Service Management:**
Enable business teams, such as HR, Facilities, and Legal, to manage and deliver service.
- **Technology Business Management:**
Improve work intake and management of new business requests for technology projects.
- **Customer Support (B2B):**
Support requests from external customers, such as vendors who resell or use your services.

Learn more at
atlassian.com/software/jira/service-management

About Atlassian

Atlassian is on a mission to unleash the potential of every team. Our collaboration software helps teams organize, discuss, and complete shared work. Teams at more than 200,000 customers, across large and small organizations – including General Motors, Walmart Labs, Bank of America Merrill Lynch, Lyft, Verizon, Spotify, and NASA – use Atlassian’s project tracking, content creation, and sharing, and service management products to work better together and deliver quality results on time.

www.atlassian.com