Solutions Services Modules

Engage Jira Align expertise via pre-paid services, for specific activities

Predicting the evolving needs of your Agile transformation while designing for the varying levels of skills across your organization, and then budgeting for the appropriate level of consulting time required from subject matter experts on Jira Align, can be a challenging task to estimate exactly.
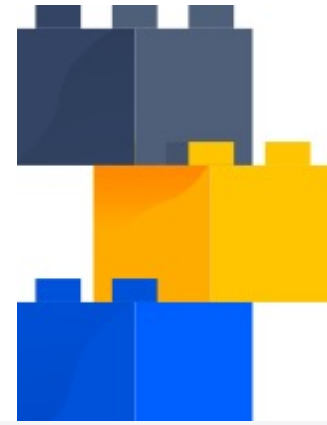
To address this challenge, Atlassian offers you assistance in estimating a general quantity of services hours required over the course of a broader Jira Align rollout, helping you budget for the overall effort, while giving you the confidence that this budget can be applied flexibly towards well-understood Jira Align professional services activities.

Introducing Atlassian Solutions Services Modules. We've designed a menu of predictable sized modules of work, with predictable estimates and a high-level definition of the work.

Working with the Atlassian Jira Align services team, we are now able to quote you a fixed set of pre-paid consulting hours, and the ability to apply those pre-paid hours against a fixed set of activities.

How it Works:

1. Connect with the Jira Align sales team to scope your overall transformation journey and services needs;
2. Purchase a fixed quantity of pre-paid Jira Align consulting hours, to be redeemed within the pre-defined service period, in accordance with a mutually agreed Program Plan, which will match the specific activities you need, to the individual modules listed in this datasheet;
3. Once you confirm that the modules selected meet your needs, the service delivery team will provide the appropriate hours mapped to those modules, to deduct from your balance of pre-paid hours, and schedule of modules and hours;
4. The services team will then connect with you to schedule a Jira Align Solutions Architect to commence delivery of the selected modules in accordance with the Program Plan.

Solution Architects

Ensure success in deploying Jira Align across the enterprise by enlisting a Solution Architect to model your organization, configure your full solution, and build an on-boarding plan for Jira Align.

Solution Architects are:

- Seasoned in Jira Align adoption and can share proven deployment patterns for the product

- Experienced in application best practices that can be shared via training

- Able to serve as an enterprise transformation advisor, and are skilled as enterprise change agents

- Certified in industry-leading scaled agile frameworks

- Ready to guide in the adoption of industry standards across the entire Atlassian ecosystem

	MODULE	ACTIVITY SUMMARY
PROGRAM MODULES	Jumpstart Product Training	Training modules to be delivered: Introduction to Jira Align Jira Align for PI Planning Jira Align for Product Managers and Product Owners Jira Align Administration
	Jumpstart Discovery Prep	Assess current Program and team agile maturity Evaluate cultural impediments and resistance to change Formulate a program agility & Jira Align implementation plan
	Discovery and Planning	Align with decision makers on the goals of the pilot launch and critical information required to configure Jira Align instance per customer context
	Jira Integration	Connect Jira Align to existing customer Jira instance.
	Jira Mapping and Optimization for Scale	Discuss Jira scalability issues and provide guidance for customer or partner reconfiguration of Jira to meet the Jira Align integration requirements Perform and/or Support JA Integration/configuration necessary to surface critical Jira Team tool data in Jira Align
	Capture Backlog	Capture the near term work in Jira Align to be used for planning, delivery and tracking
	Prioritize Backlog	Identify workflows to support decision making around work prioritization
	Build Roadmap	Communicate strategic intent and visualize the delivery of work over time
	Prep for Quarterly Planning	Align the core team on the goals for the next planning increment Load the program increments with work items
	Quarterly Planning	Demonstrate platform key views within Jira Align to support Planning Meeting
	Scrum of Scrums and PO Sync	Track the quarterly plan, remove impediments to delivery and set expectations
	Train Pilot End-Users	Perform role based end-user training on the intended workflows and use cases in Jira Align
	Ongoing Assessment	Provide guidance for end-users through weekly office hours Adjust Jira Align configuration as needed, identify operational gaps, and provide additional training as needed
	Review and Move forward plan	Facilitate workshop to review Jumpstart Program outcomes and plan for next phase of delivery Perform documented readout of the session and a plan for next steps
	Jira Software - Current Configuration Discovery	Develop a shared understanding of the current state of the Jira schemas to be connected to Jira Align Leverage JET reporting to assist in identifying potential integration risks
	Program Discovery	Gather information to define an agreed upon: - Teaming structure to support the current state of program behavior and desired future state - Outline the program launch candidates and define a timeline for appropriate integration.
	Program Launch (i.e. ART Launch)	Train program team on how to use Jira Align to understand capacity, manage dependencies, reduce the delivery risk and manage the program backlog. Configure initial set of features and stories so they are visible in program backlogs. Connect Program to Jira via the Jira Connector
PORTFOLIO MODULES	Portfolio Discovery	Develop common understanding of the current state of portfolio behaviors and the desired future state Assess the change management targets for the first 90 days Facilitate initial configuration of Jira Align Portfolio terminology, kanban and themes
	Portfolio Setup and Config	Perform portfolio structure and governance configuration in Jira Align in preparation for launch
	Portfolio Launch	Train portfolio team is on how to use Jira Align to connect to enterprise strategy, manage an epic backlog, improve visibility of planned budgets and current progress, build roadmaps, and improve business agility Prepare initial set of epics and themes so they are visible in portfolio backlogs
	Advanced Jira Align Administration	Perform training to enable basic competency with the Administration interface in Jira Align

	Jira Connector Configuration Design, Maintenance, and Governance	Aide in knowledge transfer to a new Jira Align Admin to Manifest a working knowledge of the configuration items behind the Jira Connector Administration Provide Guidance on maintaining a connected environment between Jira and Jira Align
TRANSFORMATION ADVISORY MODULES	Lean/Agile Transformation Discovery	Provide overview of key practices needed to unlock the value of Jira Align Review existing transformation plans, and provide guidance on how to leverage Jira Align to accelerate the journey Refine current state vs. future state diagrams
	Establishing a Center of Excellence	Define change management strategy to support the deployment of Jira Align
	Enable the Program Launchers	Customize program team training curriculum Provide advanced Jira connector training Facilitate customized onboarding process Prepare roadmap of next programs to be launched
TIME TRACKING MODULES	Time Tracking understanding and review	Discuss and align time tracking needs internally across the IT and finance groups, as well as other teams that might need to be involved
	Deep dive to understand how time tracking will be enabled in their environment	Develop understanding of current processes and changes that will need to be made to support Jira Align
	Time tracking training	Provide training and consulting for time admins, time entry and time approver roles
	Time setup and enablement	Perform consulting and hands-on work to enable time tracking, including: Region and city setup Rules setup (general and compliance) Blended rates, employee classification, etc Billing codes Time tracking periods
INSIGHTS MODULES	Enterprise Insights Workshop	Review Connectivity Review Data Model Characteristics Troubleshoot User Cases

Learn more at
atlassian.com/jira-align

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