◆ Jira Software   +   ⚡ Jira Service Management

Name a better duo

6 reasons Jira Software is better
with Jira Service Management

Introduction

Teams across development and IT operations use Jira Software and Jira Service Management together to deliver value faster, make work more visible, and accelerate the flow of work. Here are six reasons to take your investment in Jira Software to the next level with Jira Service Management.
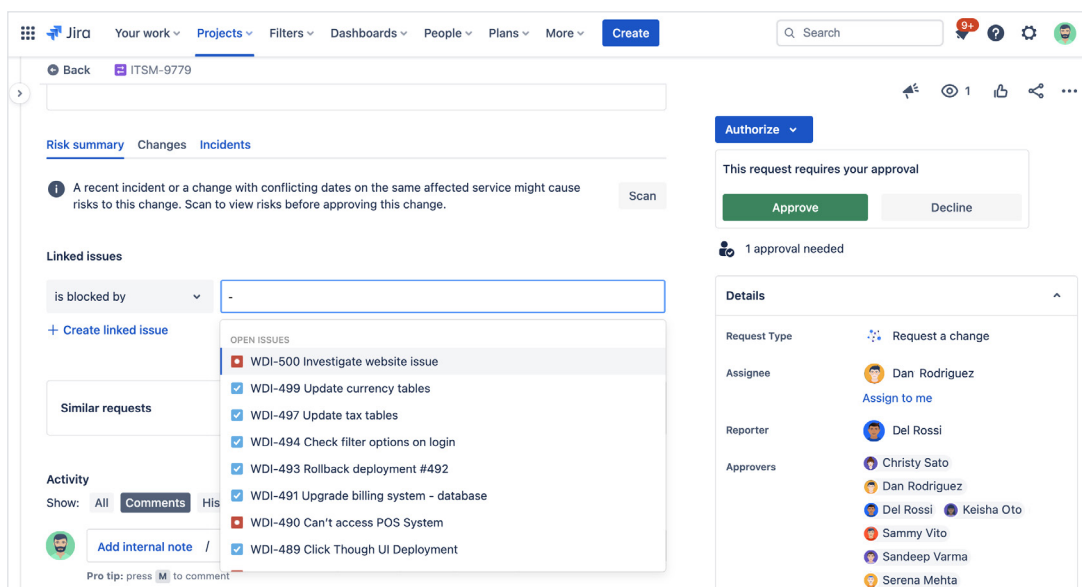
Quick start

1 One platform to unite Dev, IT Ops, and business teams

2 Intuitive customer portal and multi-channel support

3 Asset and service configuration management

4 Automated change management workflows

5 Incident management for critical services

6 The value of Jira Service Management

1 One platform to unite Dev, IT Ops, and business teams

The Jira platform empowers development, IT operations, and business teams to collaborate at scale with a single source of truth. Service teams can link customer requests in Jira Service Management to issues in Jira Software to better prioritize development work. Developers can view comments and give feedback when issues require escalation in Jira Service Management. Any team can take advantage of automation to accelerate the flow of work across the organization and reduce manual processes. Everyone has access to the same issues so you can maintain a seamless experience across employees, agents, and developers.

**Easily link issues between Jira Software and Jira Service Management projects.**

> ❝ The integration between Jira Service Management and Jira Software has allowed Operations and Development to achieve a better understanding of the workload across team borders and also support a more structured process, allowing us to efficiently manage workload and prioritize tasks.
>
> **MARIE BJØRKE**
> **HEAD OF IT SERVICE MANAGEMENT**

## ② Intuitive customer portal and multi-channel support

Jira Service Management's self-service portal makes it easy for customers to report bugs, feature requests, incidents, and other development-related requests. Even business teams like HR, legal, and facilities can quickly spin up their own service desks with purpose-built project templates. Teams can also utilize dynamic forms to build user-friendly request screens to capture relevant information up front and eliminate time-consuming back-and-forth conversations, all while using fewer custom fields.
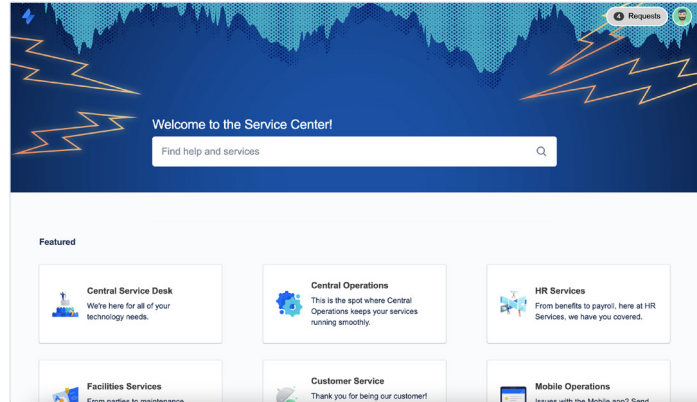

The help center portal

With a built-in knowledge base powered by Confluence, help-seekers can access FAQs and how-to articles directly from the customer portal, deflecting incoming requests.

And beyond the customer portal, Jira Service Management provides multi-channel support to make it easy for your customers and employees to ask for help. Whether through chat, email, or an embeddable widget- you can meet help-seekers where they already are.
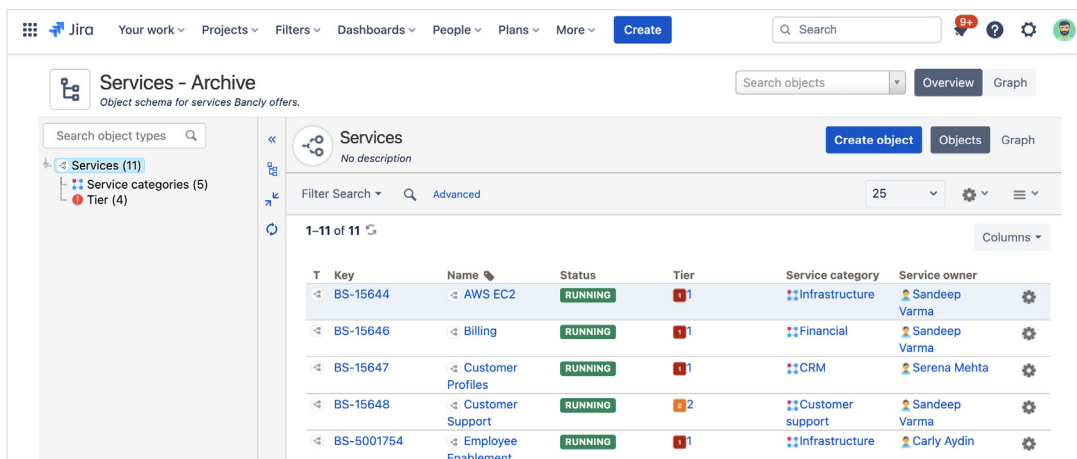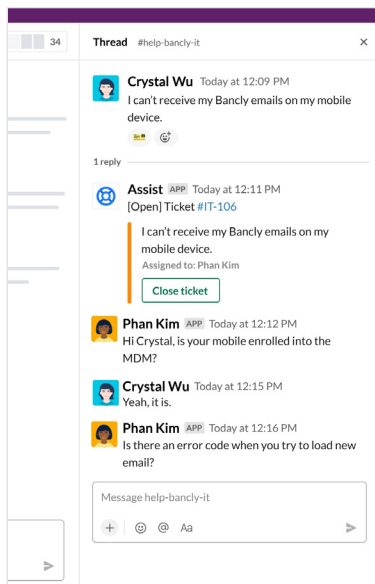

Chat in Jira Service Management
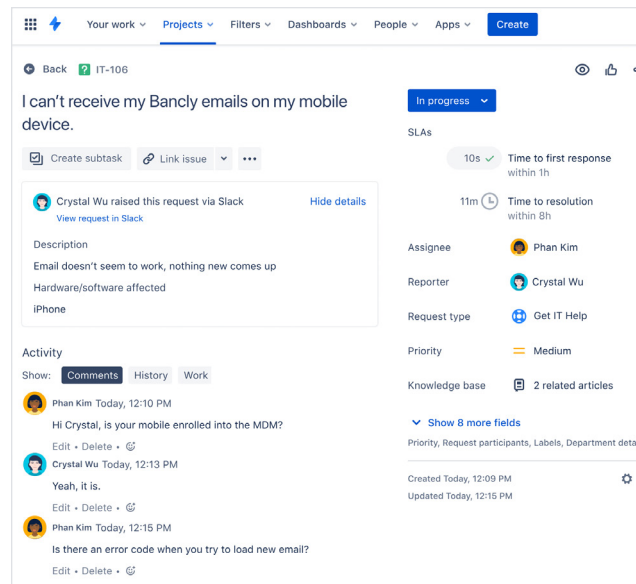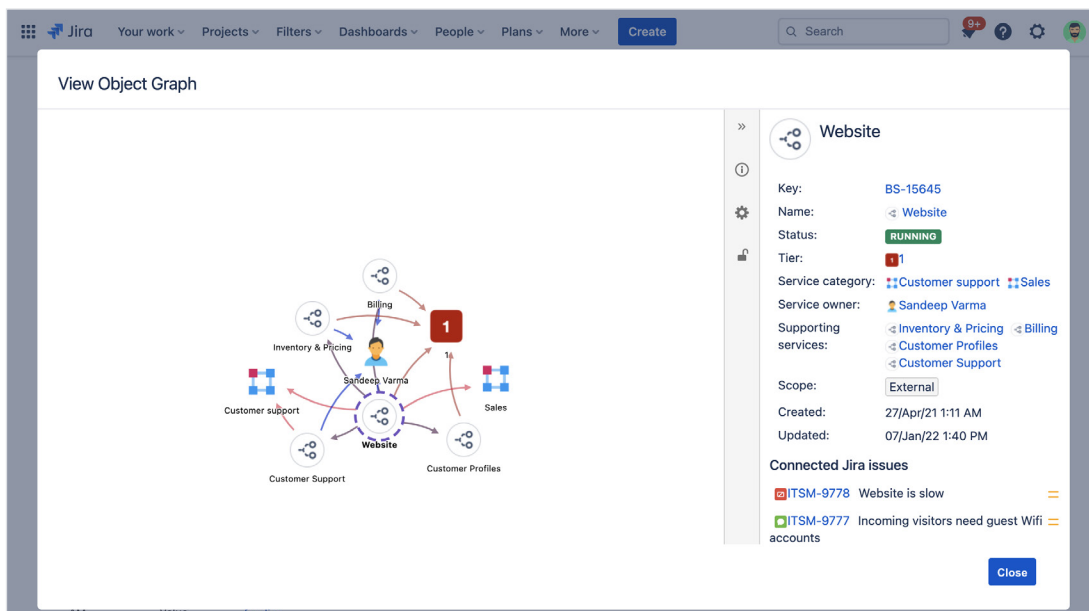
③ Asset and service configuration management

With Jira Service Management, teams can easily track assets, configuration items, and resources to gain visibility into critical relationships between applications, services, and underlying infrastructure. Effectively anticipate the downstream impact of changes so your dev and ops teams can manage risk for more frequent and seamless deployments (available with Jira Service Management Premium and Enterprise plans).

Objects in a services object schema

An object graph displaying dependencies and connections

4 Automated change management workflows

Lighten your team's workload with features like automated change risk assessments and advanced approval workflows. Deployment tracking automatically creates change requests when your team initiates deployments to selected services. And with deployment gating, teams can allow or prevent deployments at specific points in the change management process by connecting a CI/CD tool such as Bitbucket or Jenkins to Jira Service Management.

Configure deployment tracking and deployment gating with a connected CI/CD tool.

> ❝ Jira Service Management gives us more automated change management workflows that are well connected to development work. It's one of the more elegant workflows that I've seen.
>
> **JOSH COSTELLA**
> **SENIOR ATLASSIAN SOLUTIONS SPECIALIST**
>
> nextiva

5. Incident management for critical services

Empower IT and DevOps during an incident by centralizing alerts, notifying the right people, and enabling them to swarm and take rapid action. Agents in Jira Service Management can quickly escalate major incidents as an alert to the on-call IT Operations team to minimize downtime for critical services.

On-call schedules

Through the differentiated incident investigation view, agents also have a holistic view of code changes so they can quickly analyze the root cause of an incident. No more jumping between service tools and your monitoring and alerting system.
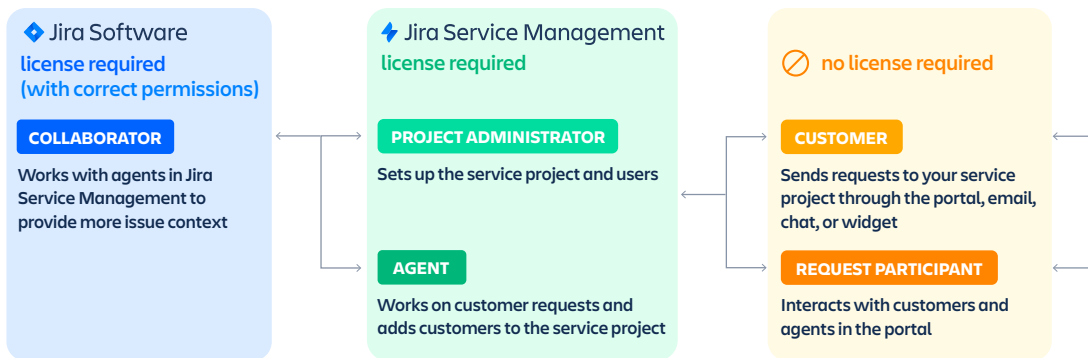

The incident investigation view

6 The value of Jira Service Management

At a fraction of the cost of legacy vendors, you'll never experience sticker shock or additional module fees with Jira Service Management. And with a variety of plans available, Jira Service Management can meet the unique needs of diverse teams.

Best of all, Jira Software licensed users can view Jira Service Management issues and attachments, add internal comments, watch issues for updates, and share issues without having to purchase a Jira Service Management license.

◆ **Jira Software**
license required (with correct permissions)

COLLABORATOR

Works with agents in Jira Service Management to provide more issue context

⚡ **Jira Service Management**
license required

PROJECT ADMINISTRATOR

Sets up the service project and users

AGENT

Works on customer requests and adds customers to the service project

⊘ **no license required**

CUSTOMER

Sends requests to your service project through the portal, email, chat, or widget

REQUEST PARTICIPANT

Interacts with customers and agents in the portal

A licensed Jira Software user can collaborate internally with Jira Service Management agents for free. No additional license is needed. Customers are also unlimited and free with Jira Service Management.

❝ I knew tickets would need to switch back and forth from the DevOps team to Engineering. [The new solution] also needed to be easy to set up and flexible to customize. The developers are already using Jira, so it didn't make sense to use another tool for service requests that needed integrations.

KEN SISKIND
ENGINEERING PROGRAM MANAGER

◻ **toast**

❝ With Jira Service Management, everything started to flow… We could finally link projects and use dashboards between our service management solution and Jira Software. This high-level cockpit view helped us deal with the rollout and improved the productivity of everyone.

RACHID LAGHZAOUNI
PMO TOOLS MANAGER

SAINT-GOBAIN

Jira Service Management is trusted by over 45,000 organizations worldwide

airbnb · iss · puppet · nextiva · SAINT-GOBAIN

Sotheby's · Square · The Telegraph · toast

Learn more

ⓘ **Jira Service Management on-demand and weekly demo**

🎥 **Webinar: Jira Service Management for software development teams**

📖 **Product Guide: How Jira Service Management and Jira Software work together**

$ **Jira Service Management plans and pricing**

**Already have a Jira Software license?
Add Jira Service Management
free for 30 days!**

▲ ATLASSIAN