ATLASSIAN
⚡ Jira Service Management

Incidents happen. What matters is how you handle them.

With Jira Service Management, you can bring your Development and IT Operations teams together to rapidly respond to, resolve, and continuously learn from incidents.

The challenge

Customers are increasingly dependent on your services to keep their businesses running smoothly, putting greater pressure on you to ensure uninterrupted operations. According to a Gartner study, downtime can cost an average of $5,600 per minute, translating to over $300,000 per hour depending on the size, vertical, and business model of your company. Any delay during an incident can have severe consequences for revenue, reputation, and productivity.

Now more than ever, modern IT Operations, Development, and Support teams need a reliable method to prioritize incidents, get to resolution faster, and offer better service for users. But how do these teams achieve autonomy with alignment – a balance between running fast and working the way they want, while maintaining visibility and connection to the teams around them?

The solution

Only Jira Service Management puts all service teams together on the same platform, accelerating the flow of work between Development and IT Operations while empowering teams across the enterprise to adopt a service-oriented mindset and deliver exceptional experiences for employees and customers.

With Jira Service Management organizations are empowered to:

- Restore service rapidly – because in our always-on world, every minute counts

- Increase visibility and pace of work between Development and IT Operations teams

- Practice people-centric incident management for continuous improvement

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Key benefits

1 platform
to unite Dev and Ops teams to supercharge incident management

200+
monitoring and alerting integrations for best in class incident response

115 hours
per month saved by IT operations teams*

167 hours
per month saved by Engineering teams*

10%
reduction in service requests and a 15% decrease in resolution time*

* Forrester Consulting's Total Economic Impact™ of Atlassian Jira Service Management

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Gartner.

Atlassian is a market leader for IT Service Management and DevOps platforms

Leader in the 2022 Gartner® Magic Quadrant ™ for IT Service Management Platforms
**Learn more**

Leader in the 2023 Gartner® Magic Quadrant ™ for DevOps Platforms
Learn more

Key incident management features in Jira Service Management

Simplify incident reporting and promote self-service for your customers

Multi-channel support

Jira Service Management empowers customers to report incidents across multiple channels, providing a single source of truth for incident managers. Using the service catalog or portal, customers have access to streamlined forms that route incidents directly to the teams that support them. And with Jira Service Management Chat, customers can submit incidents and get status updates directly from Slack or Microsoft Teams.
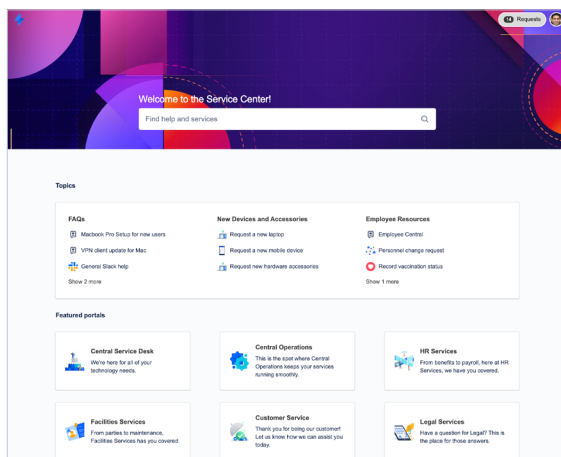
The help center with AI-powered smart search

Integrated knowledge base

Jira Service Management's integrated knowledge base, powered by Confluence, helps deflect incidents by providing relevant articles and documentation directly from the help center. Teams can easily make a knowledge base that works for them by setting up article suggestions powered by AI, categorizing and labeling articles for easier navigation, and linking multiple knowledge bases to a service project.

Enable world-class alerting and incident routing capabilities

Incident management integrations

Jira Service Management's native integrations give you access to over 200 of the best monitoring, ITSM, ChatOps, and collaboration tools enabling world-class alerting and incident routing capabilities. These integrations can automatically create, alerts, incidents, or even restart a server to resolve an incident without human involvement. Additionally, the Heartbeats feature ensures that alerting works end-to-end by checking that monitoring tools are active and connected, and that custom tasks are completed on schedule.

Alerts and on-call schedules

Jira Service Management centralizes, filters, and enriches alerts across all your monitoring, logging, and CI/CD tools to ensure your teams respond to issues quickly while avoiding alert fatigue. Teams can automatically combine related alerts, and add attachments, notes, and links to maximize available information about incidents. And with customizable on-call schedules, routing rules, and escalation policies, teams can handle alerts differently based on their source and urgency.
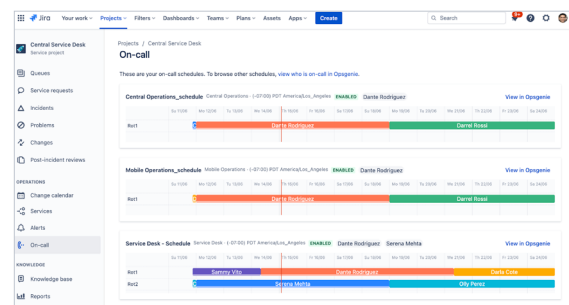
On-call schedules across multiple service desks

Effectively swarm major incidents and provide efficient stakeholder communication

Stakeholder notifications

When major incidents occur, agents can link support tickets directly to major incident records, offering real-time visibility into status changes and enabling better communication with customers. Easily keep stakeholders aware of updates using multiple notification channels, including SMS, email, voice, chat, and mobile push. Plus incident managers can share status information with both internal and external users via direct integration with Statuspage.

Incident conference calls and ChatOps

Major incident escalation in Jira Service Management prompts the right Dev and Ops teams to immediately swarm and begin resolution. Incident managers can set up video conferencing via a native video bridge or Zoom to accelerate collaboration and quickly get a handle on an incident. Chat integrations with Slack and Microsoft Teams bring together responders and incident details in a dedicated channel that records all actions in Jira Service Management's incident timeline.


Incident conference call in action

Automate change records and CI/CD integrations for faster incident investigation

The incident investigation view

Through the incident investigation view, incident responders have a single source of truth where they can review recent code deployments from your CI/CD tool to further aid in identifying potential root causes of an incident. These changes can be code deployments, infrastructural changes, config changes, feature flag state changes, or manual change requests created during change management processes.
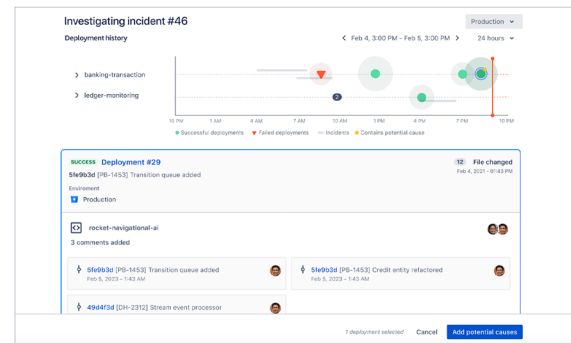
The incident investigation view in Jira Service Management with recent deployment history

Change visibility

With deployment tracking in Jira Service Management, teams can automatically create change requests when deployments are initiated to selected services, providing automated and accelerated approvals, along with seamless insight for incident responders. And with the change calendar, teams have a full picture of past and future changes that could potentially be the cause of an incident.

Gain visibility into the infrastructure that supports applications and services

Asset and configuration management

Assets in Jira Service Management helps you anticipate the downstream impact of changes, so your dev and ops teams can manage risk for more frequent, seamless deployments. When incidents do occur, Assets lets you quickly view the dependencies between configuration items or assets and services to resolve incidents and uncover the root cause of problems.
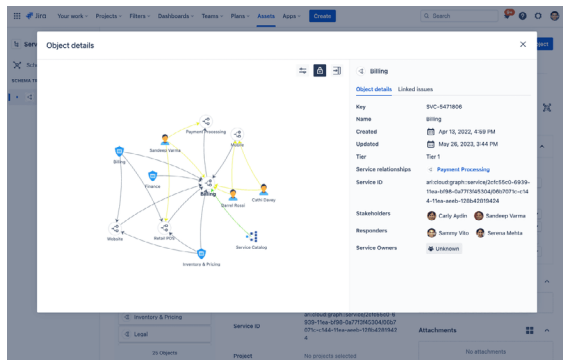
An object graph showing key billing service dependencies, stakeholders, and incident responders

Atlassian Analytics

Take advantage of advanced reporting dashboards with Atlassian Analytics. Quickly analyze objects within Assets, their related issues, and projects, as well as time spent on them. Monitor trends in change request resolution over time across different change request risks, types, and services. And better understand trends in incident creation, responses, and resolution timelines.

Learn from incidents and maintain customer trust with post-incident reviews and problem management

Post-incident reviews (PIRs)

Teams can automatically create a post-incident review to document why an incident happened, what impact it had, what actions were taken to resolve it, and how the team can prevent it from happening again. PIRs can then be exported to share with stakeholders such as engineering teams, PR, marketing, and even customers for complete incident transparency.

Problem management

In the event incident responders are dealing with recurring related incidents, Jira Service Management offers problem management features out of the box including a preconfigured problem workflow. Linking incidents and PIRs to a single problem keeps the issue prioritized so teams can investigate, diagnose, and ultimately eliminate future incidents.
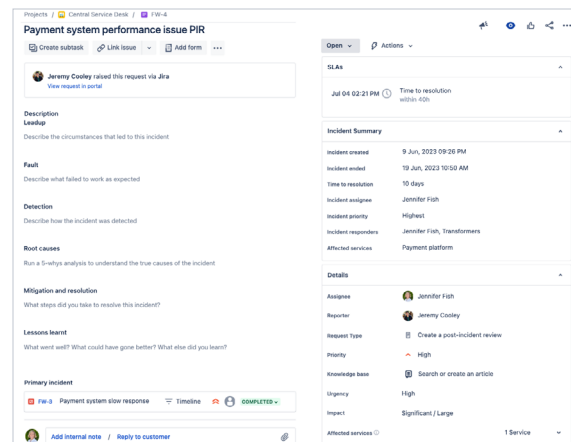
A PIR linked to a primary incident

Organizations trust Jira Service Management for incident management

> **"** We have been able to reduce the CRITICAL and HIGH incidents greatly, as we have clear insight to what is going on in the different support teams. That way, we can pursue any ticket that might need attention and make sure it reaches the correct resolution as fast as possible. This has reduced the time to resolution on those incidents from several days to a matter of hours.

MARIE BJØRKE
Head of IT Service Management at ISS World A/G

Read the story

> **"** In the beginning, it could take three days to close an alert. Now, the average is three minutes before they see the alert, close it, and start working on the issue. We're also seeing fewer incidents and improved fix times with older products.

RENATO KLARIĆ
Site Reliability Manager at Infobip

Read the story

> **"** We are now capturing requests from the business in a much more consistent manner through the customer portal. We've managed to reduce the volume of emails for requests and incidents by over 95% in the nine months since we launched.

DEREK SUTTON
Director of Infrastructure and Enterprise Architecture at SickKids Foundation

Read the story

About Atlassian

Atlassian unleashes the potential of every team. Our agile and DevOps, IT service management, and work management software helps teams organize, discuss, and complete shared work. The majority of the Fortune 500 and over 250,000 companies of all sizes worldwide – including NASA, Kiva, Deutsche Bank, and Salesforce – rely on our solutions to help their teams work better together and deliver quality results on time. Learn more about our products, including Jira Software, Confluence, Jira Service Management, Trello, Bitbucket, and Jira Align at **www.atlassian.com**.
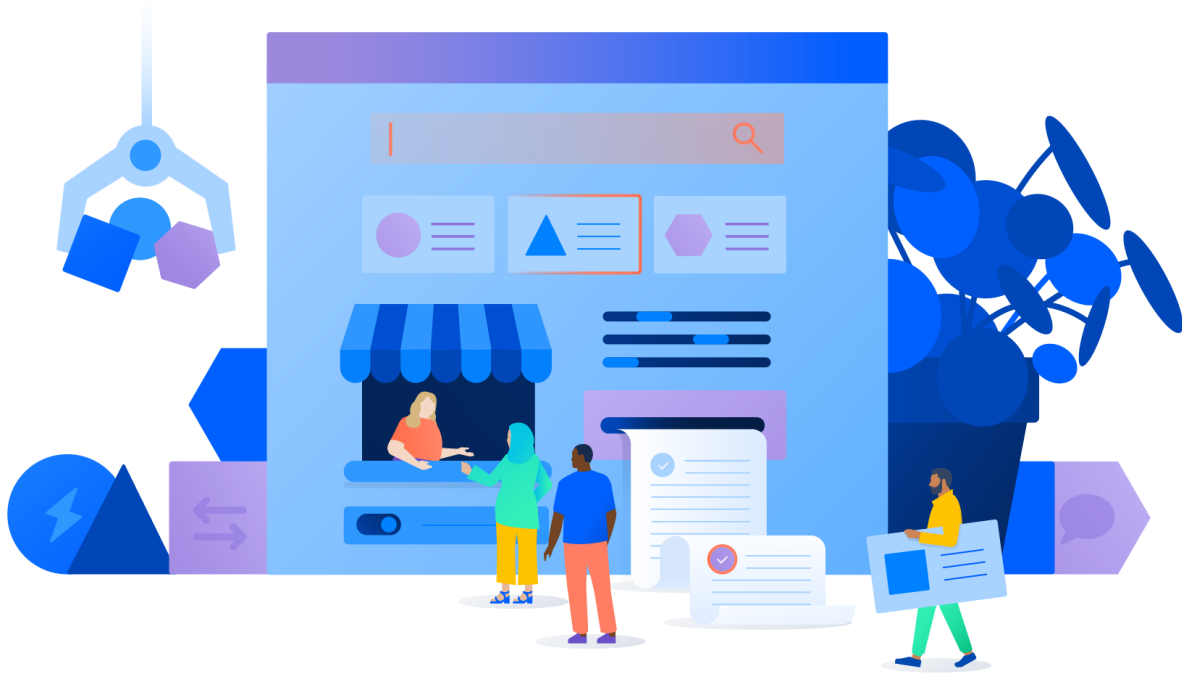
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