ATLASSIAN Advisory Services

Service Planning Optimization

Streamline demand-to-delivery

Accelerating the development of new and improved services is crucial for achieving your organization's goals and driving transformation. To achieve this, effective service planning is necessary to streamline the process. You can better support the organization by optimizing how your team captures, evaluates, and executes demands aligned with the highest-value strategic and operational needs. Our Advisory Services team will assist you in streamlining demand-to-delivery to accelerate the value technical teams provide to users, ultimately leading to success across the organization.

This service is designed to:

- Equip you with a shared understanding of how new demand flows through your organization to eventual deployment

- Share Atlassian plays to enhance team practices to improve collaboration

- Provide the optimal solution design for integrating Jira Service Management with Jira Product Discovery, Jira Software, and/or Jira Align to improve flow

- Identify opportunities for third-party integrations that will enhance flow

Overall expected outcomes

Tailored recommendations leading to:

- Improved collaboration across cross-functional service/software delivery teams

- Improved flow that prioritizes demand based on impact

- Enhanced team productivity and decision-making process

- Greater visibility of all work necessary to produce solutions

- Improved transparency of delays, bottlenecks, and handoffs

- Better alignment and visibility between organizational stakeholders and IT teams

What to expect

Assessment and Strategic Recommendations Report, including:

- Guided discussion with leaders and subject matter experts

- Shared understanding of challenges and opportunities

- Tailored framework for your service planning optimization plan

- Prescriptive recommendations and next actions

This service is right for your organization if you:

- Need to improve demand-to-delivery flow metrics

- Want to integrate Jira Software and/or Jira Align with Jira Service Management

- Lack a team-oriented model to capture demand for maximum benefit of individual teams

Maximize your impact

SERVICE REQUEST MODERNIZATION

Enhance customer and team satisfaction while reducing time to value, optimizing Jira Service Management.

Silver Service

CHANGE MANAGEMENT OPTIMIZATION

Streamline change management and decision-making processes to lower failure rates.

Silver Service

INCIDENT MANAGEMENT OPTIMIZATION

Achieve a unified understanding of team objectives and minimize business-critical incidents.

Silver Service

Service details

Our Service Management and Atlassian software Advisory Services experts will precisely carry out the following service modules.

SERVICE MODULES	ACTIVITIES	OUTCOMES
Discovery interviews	Facilitate a discovery session with leaders and subject matter experts to understand and document: • Current challenges • Areas for improvement • Any tactical obstacles hindering your progress Facets that will be examined include: • Team goals and structure • Ideation/demand capture, qualification and priorization • Development execution process • Development and Operation team's collaboration and "hand over" process • Metrics • Continual improvement processes	Shared understanding of your: • Existing workflows • Aspirational goals • Challenges to tackle • Current value delivery This information is a foundation for our enhancement recommendations and a benchmark for aligning your teams as you evolve and refine your service planning practices.
Report presentation	Review the data collected and formulate recommendations based on the following: • Industry best practices • Lessons learned from other customers • Expertise in deploying service planning solutions	Tailored report serving as the basis for crafting your service planning optimization plan, including: • Documented and consolidated insights from the discovery interview, useful for aligning adopting teams • Prescriptive recommendations covering all aspects explored to accelerate time to value • A curated selection of Atlassian plays to maximize success • A personalized 'jobs to be done' list of activities, enabling you to derive maximum value from your Atlassian service planning solution

The catalog services described in this datasheet will be deemed complete on the earlier of (i) Atlassian's delivery of the service activities listed above and (ii) twelve (12) months from the start date indicated in your order for the catalog services.

As part of a signature or elite subscription plan, this service engagement is SILVER.

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