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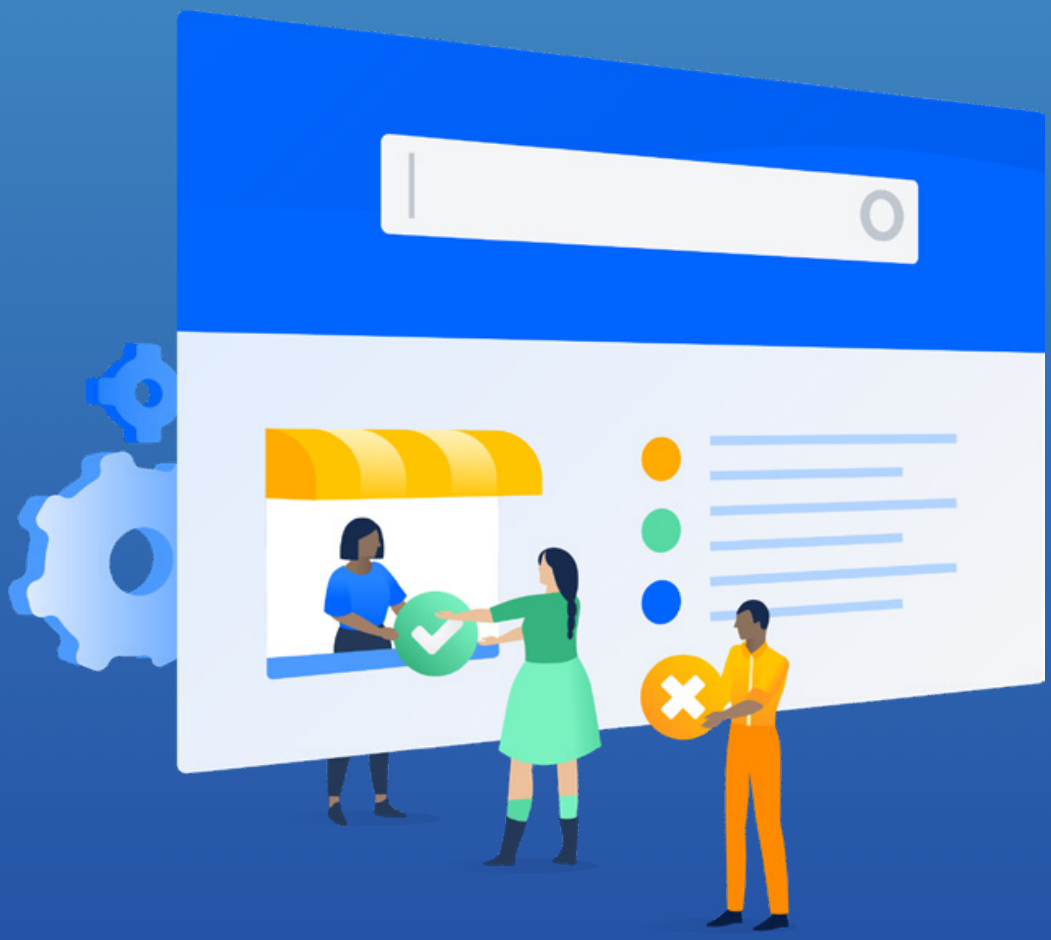
DevOps Tool Specialists

The Jira Service Management Solution Brief



Jira Service Management

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Jira Service Management

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Transform your company with high-velocity service management

With the rise of digital business and distributed teams, traditional norms of team structure and ways of working are being challenged. Modern operations, support, and business teams now must come together to deliver great digital service experiences. Yet, traditional service management is full of rigid systems and processes that prevent the cross-team collaboration needed for modern enterprises.

Organizations need “autonomy with alignment” – a balance between running fast and working the way they want while maintaining visibility and connection to the teams around them.

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

DELIVER VALUE FAST

Instead of complex and costly to deploy tools, Jira Service Management enables organizations to get started fast and scale with a shorter implementation schedule, transparent pricing, and a powerful yet easy-to-use platform.

ACCELERATE DEVELOPMENT AND OPERATIONS

Traditional service management tools reinforce siloes between teams. Jira Service Management unites Development and IT Operations teams on a single platform, enabling collaboration, visibility, and flow of the work.

EMPOWER ALL SERVICE TEAMS

Traditional tools make it difficult and costly for teams outside of IT to deliver service with urgency and speed. With Jira Service Management, easily extend service management to all teams with intuitive workflows and the ability to work autonomously.

> We chose Jira Service Management to deliver a future-proof service management experience we can grow with.

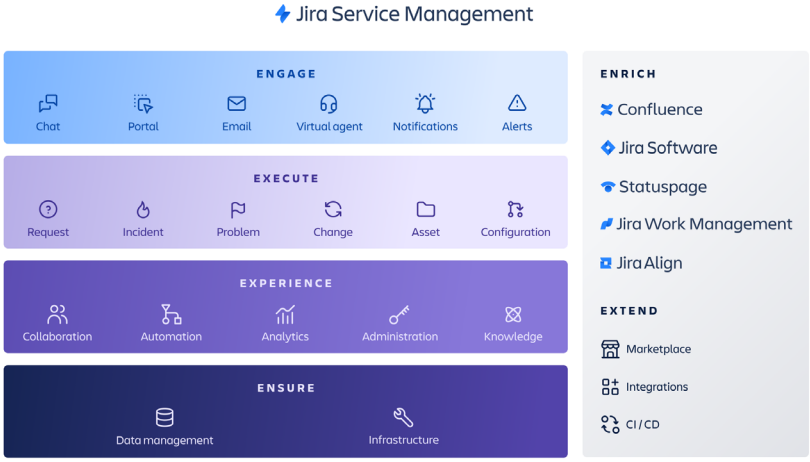
JOHANNES SIEBZEHNRÜBL
COO, MultiCloud and Infrastructure at Arvato Systems

> Jira Service Management supports our processes so we all work in the same tool, in the same way. Now we have a single place of truth...which provides us with a better overview and a common understanding throughout the organization.

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

Unlocking high-velocity teams

Jira Service Management is Atlassian's IT Service Management (ITSM) solution. Built on the same foundation as Jira Software, it addresses core ITIL use cases, as well as business-centric use cases, known as Enterprise Service Management (ESM). Teams use Jira Service Management to centralize and respond to service requests, respond to incidents, streamline changes, collect and maintain knowledge, manage assets and configuration items, and more.



Unlike traditional service management solutions, Jira Service Management connects teams across Development, IT Operations, and the broader business on a single platform. In doing so, Jira Service Management unlocks high-velocity teams by accelerating the flow of work, providing faster time to value, and enabling agility and collaboration to respond to changes and deliver great service experiences.

45,000 customers trust Jira Service Management

Gartner

Leader in the 2022 Gartner® Magic Quadrant for IT Service Management Platforms

FORRESTER WAVE LEADER 2021 Enterprise Service Management

Leader in The Forrester Wave: Enterprise Service Management, Q4 2021

KEY PRODUCT AREAS

- Service Request Management
- Incident Management
- Problem Management
- Change Management
- Asset & Configuration Management
- Knowledge Management
- Enterprise Service Management
- Analytics & Reporting

KEY BENEFITS

- ✓ Single, unified platform for development, IT, and business teams
- ✓ Easily extend service management to teams beyond IT
- ✓ Fast time to value and high return on investment with a right-sized approach
- ✓ Improved user experience through modern UI and practices
- ✓ Intuitive implementation and automated upgrades
- ✓ Unified view of work through integrations with Atlassian portfolio and third party tool

THE TOTAL ECONOMIC IMPACT OF JIRA SERVICE MANAGEMENT

277%

ROI

$4.2M

in benefits over 3 years

4 months

to implement

<6 months

payback

Key features

GENERAL SERVICE MANAGEMENT

- Self-service portal
- Forms
- Configurable workflows
- Customizable queues
- SLA management
- Reporting and analytics
- Automation
- IT service management project template
- Multi-language support
- Apps and integrations
- Mobile app support
- Chat
- Global and multi-project automation

INCIDENT & PROBLEM MANAGEMENT

- Unlimited alerts
- Unlimited alert notifications: email, SMS, and voice
- Incident creation: manual, automatic, API, and template
- Internal stakeholders
- Monitoring and ChatOps integrations
- Post-incident reviews
- On-call management
- Advanced alert integrations
- Incident conference calls
- Incident investigation
- Heartbeat monitoring

ASSET & SERVICE CONFIGURATION MANAGEMENT

- Asset and service repository
- Asset discovery
- Dependency mapping
- Dynamic object fields

CHANGE MANAGEMENT

- Multi-user/group approvals
- Change risk assessment engine
- Change calendar
- Deployment tracking
- Deploying gating

KNOWLEDGE MANAGEMENT

- Embedded knowledge base
- Knowledge base reports
- Smart article suggestion
- Featured articles

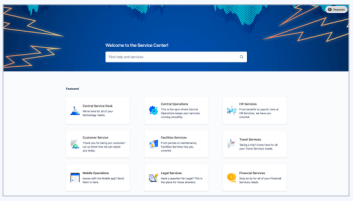
ENTERPRISE SERVICE MANAGEMENT

- HR service management template
- Facilities service management template
- Legal service management template
- General service management template
- Customer service management template

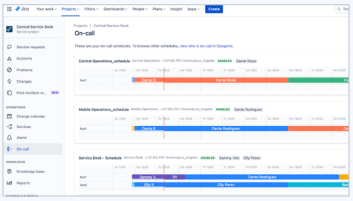
SECURITY & CONTROLS

- Password policies
- Domain verification and account capture
- Session duration management (desktop)
- Encryption in transit and at rest
- Business continuity and disaster recovery
- Mobile device management
- Audit logs
- Data residency
- Admin Insights
- IP allowlisting
- Sandbox
- Release tracks

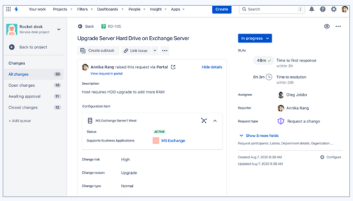
*Features included in Jira Service Management Cloud Premium plan



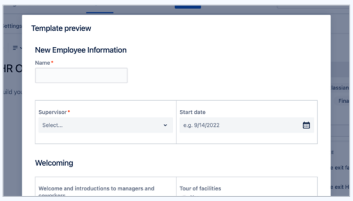
A single simple, intuitive portal



Customizable on-call schedules and routing rules

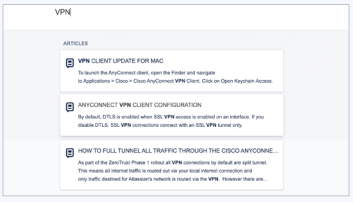


Contextual change requests and approvals



No-code/low-code dynamic form builder

Visual asset and dependency mapping



Smart, self-service knowledge articles

Powered by the Atlassian Platform

Jira Service Management is built on Atlassian's unified cloud technology platform that powers open and efficient collaboration between teams, information, and workflows across your enterprise.

ANALYTICS

Speed up decision making and gain insights across IT, Development, and external data sources. Visualize data with a low-code/no-code tool and template dashboards.

AUTOMATION

Enable powerful cross-product automation without manual work. Easily orchestrate support, incident, and operations processes with rule-based workflow automation.

COLLABORATION

Empower open collaboration and surface work across teams, not individuals. Create visibility through smart links, predictive cross-product search, mentions, and reactions.

ADMINISTRATION

Access a centralized mission control across the Atlassian product portfolio to empower admins with advanced features for visibility, control, and ease of use.

EXTENSIBILITY

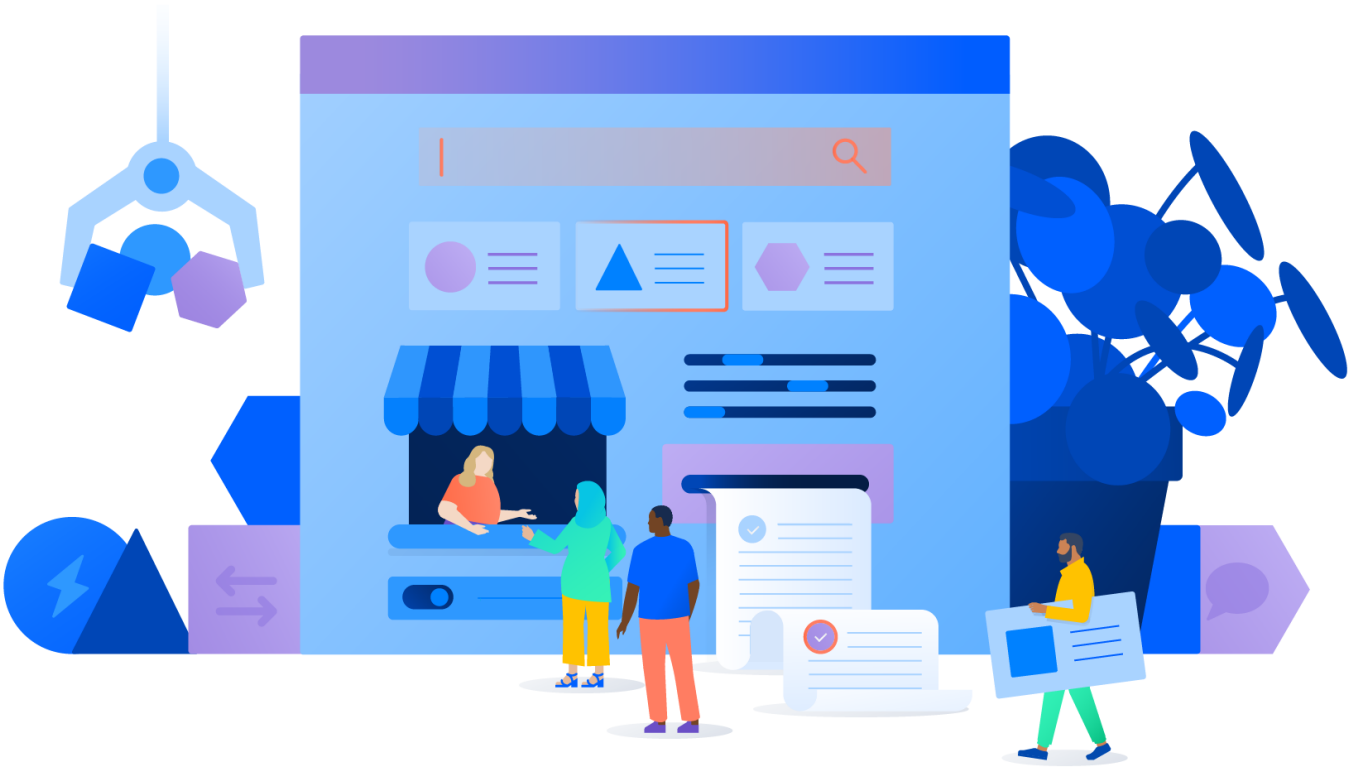
Meet your enterprise's evolving needs by adding, integrating, customizing, and building new functionality with marketplace apps, our hosted app development platform, and integrations.

DATA MANAGEMENT

Maintain control of your data across your Atlassian suite with a wide variety of data governance capabilities to ensure you meet the highest security and ompliance requirements.

INFRASTRUCTURE

Scale your service management with confidence on our world-class cloud infrastructure, built on a foundation of scale, performance, and reliability.



Ready to unlock high-velocity service management?

Speak to one of our Atlassian Experts for more information, or to schedule a demo today.

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