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5 tips for IT teams using Jira Service Management

Best practices to improve IT service management that delivers true value

1. Create a culture of continuous improvement

Continuously assess operations and service management processes to find incremental improvements to make. Instead of trying to enact major changes, focus on finding small pockets of possible adjustments. You can change a little but also learn a lot about how it affects your environment. And when making small changes, it will be easier to revert back to the previous state if needed, or keep building on things if you notice improvement. Make these small bets that you're not afraid to lose on!

2. Understand where you fall on the ITIL maturity map

The ITIL Maturity Model assesses the service management capabilities of your organization, and the maturity of your governance structure and management system. Regardless of which maturity level you fall into, consider what you need to do to get to the next level. Understand that you can't go from zero to four. There is no ability to skip levels with regards to ITIL maturity. Part of the process of advancing is working through the details of each level. **As your local Solution Partner with deep expertise in service management, we can help you create a strategy to work up through these levels if you need help.**

3. Enhance change enablement

Change enablement is key to avoiding critical system failures and interrupted services. You don't want to endanger your environments or customer experience by not thoroughly vetting potential changes.

IT has to strike a balance between these change enablement challenges while also finding ways to improve the change enablement processes. Enabling change means that you need to empower people to make changes, so that your business can constantly improve.

Change enablement challenges:

- Slow, heavyweight processes
- Friction between dev and ops
- Needs to balance risk with innovation

Jira Service Management helps **accelerate** the process of change enablement in two ways:

1 **Automated risk assessment capabilities**

Jira Service Management can integrate into the CI/CD pipeline so code change requests are automatically created. Using a risk assessment engine, low risk changes can be approved and deployed automatically, while high risk changes are held for approval.

Organizations can accelerate transformation by opening up change initiation to a larger audience. A self-service portal allows a wider audience to submit changes, and a dynamic form ensures the right inputs are captured on requests.

DEV CI/CD tools → **RISK ASSESSMENT AUTOMATION** → **APPROVED**, **SOAK**, **HIGH RISK**

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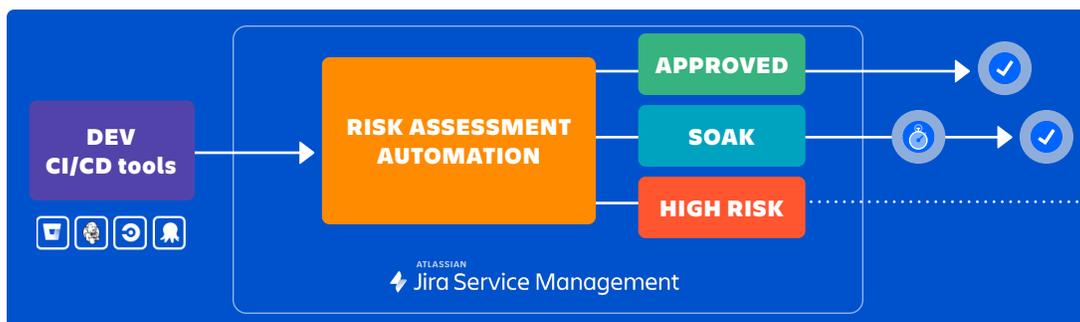
2 **Analytics for a data-driven approach to inform change management.**
There are 3 areas of analytics that can apply here:

Data classification: The type of data stored in systems is different. Systems may be holding anything from customer data, financial data, administrative data, to configuration details. Different types of data need to be treated differently.

Historic success : Take historic experiences into account and make decisions based on how things have worked previously. Sometimes a standard change can unexpectedly bring down a system, or a high risk change can go off seamlessly. Use these past situations to help determine what the risk is and remove human error.

Route automatically: What is the success rate for this type of change? If it's highly successful, route it automatically to accelerate your business without affecting risk.

4. Turbocharge your analytics

There's a wealth of knowledge hidden in your service management software data that can transform your decision making. Jira Service Management offers a few options for how to approach data analysis:

📊 Native reporting

For standard, everyday reports, the reporting and dashboards built into Jira Service Management cover most of what you need. These out-of-the-box analytics allow you to quickly pull analytics and drill down into them as needed.

🥧 Third-party options

For more complex calculations, there are a number of third-party options, including: Easy BI, Tableau and Power BI. You can pull data from the Jira Service Management environment into these systems. This is helpful if you want to incorporate your service management data into a familiar reporting format that your organization already uses.

⚛ Atlassian analytics

Built for enterprise customers on the Atlassian platform, this cross-product capability seamlessly connects to the Atlassian Data Lake, allowing users to analyze data however they want – whether with pre-built dashboards or by using the low-code/no-code editor for custom dashboards e.g. *How have service disruptions impacted revenue? What is the cost of service delivery?* By pulling together data from multiple sources, you can gather a more insightful picture and understand areas of success or problems.

4. Use apps and plugins to power up your service desk

In the world of IT, there's a consistent lack of consistency. While we all may be following standard ITIL practices, we view and approach them differently to fit our organization's unique needs. We all may be running incident management, service request, problem management, change management, but we're certainly not doing them all the same way.

That's why thousands of customers use the **Atlassian Marketplace** - where apps can be purchased for performing certain functions in Atlassian applications - like Jira Service Management.

5,000+
Apps are available in marketplace today

28,000
Apps are downloaded / used in Jira Service Management each week on average

If you need help discovering which Atlassian Marketplace apps can help take your ITSM to the next level, get in touch with us.

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