



Hvad kan Atlassian, indenfor Service Management?

“Enterprise Service Management”





En webinar serie af digitale indspark



VELKOMMEN

DIGITALE
indspark

FORSKELLIGE
emner

SKIFTENDE
oplægsholdere

35 + 10
minutter



Lidt praktik inden start



Har du spørgsmål

kan du stille dem i chat-funktionen, og de vil blive besvaret efter 'talk'en'



Vil du gerne gense slides

bliver denne DevoTalk optaget og gjort tilgængelig på sitet devotalks.dk

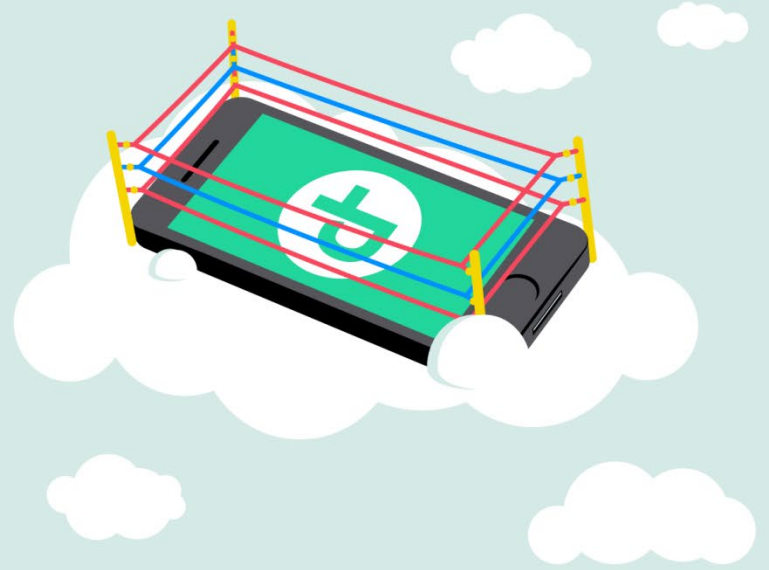


Generer "video-vinduet"

af dagens taler i fht. at se slides, kan du selv drag'n'drop'e vinduet til et passende sted



Jira platformen



Hvorfor Atlassian?

- ⦿ Største spiller i Devops-til-ITSM området med fokus på **Agile-teams (Spotify-modellen)**
- ⦿ JIRA er en "proven platform" (siden 2002)
 - > Top Performer i Gartners **Magic Quadrant** for "Agile Planning tools"
 - > Nu **Leader** ved Forrester.
- ⦿ Atlassian **investerer** massivt i JIRA platformen indenfor ITSM og ESM området (opkøb af Trello og OpsGenie)
- ⦿ Ikke kun som **Cloud**, men også som en stærk **On-Premise** platform
- ⦿ Mere kost-effektivt end andre lignende platforme
- ⦿ Stort 3. part markedsplads økosystem



Atlassian ITSM & ESM Platform



Jira Platform



Jira Service Desk



Jira Software



Confluence

CMDB

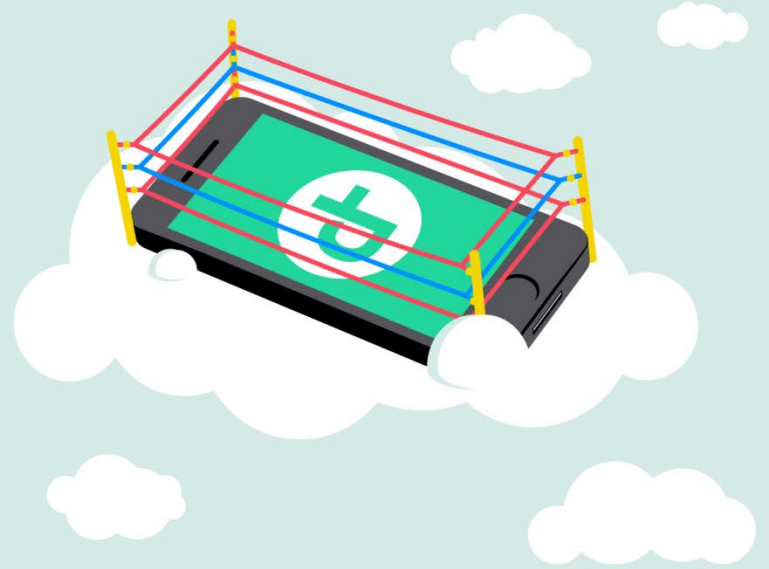
Atlassian
Marketplace



Jira Core

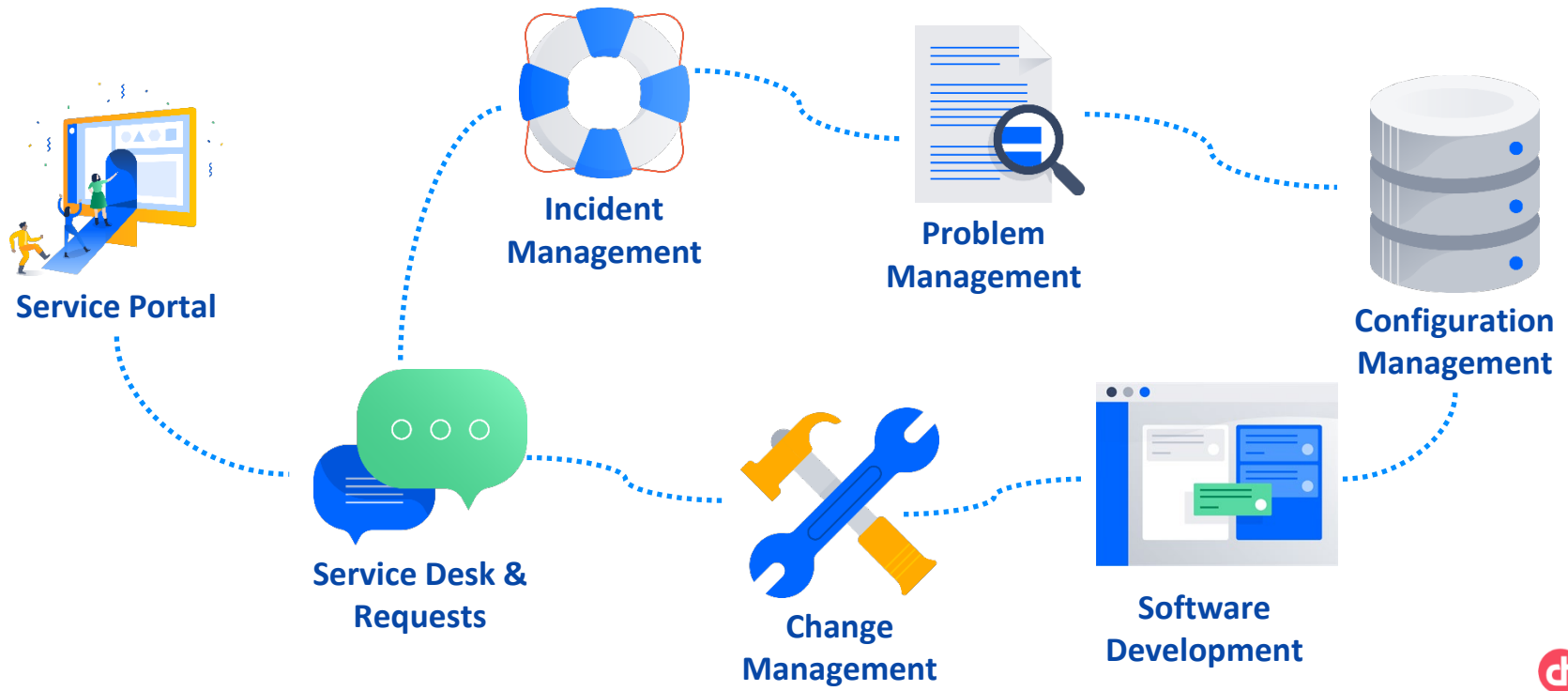
Procesunderstøttelse

i Jira



IT Service Management

⚡ Jira Service Desk



Enterprise Service Management

← Jira Core



Human Resources



... Management



Facility Management

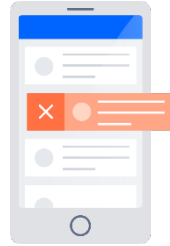


Governance, Risk & Compliance

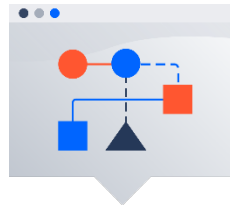
Platform Support



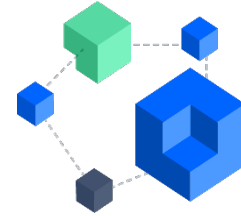
Email



Mobile Support



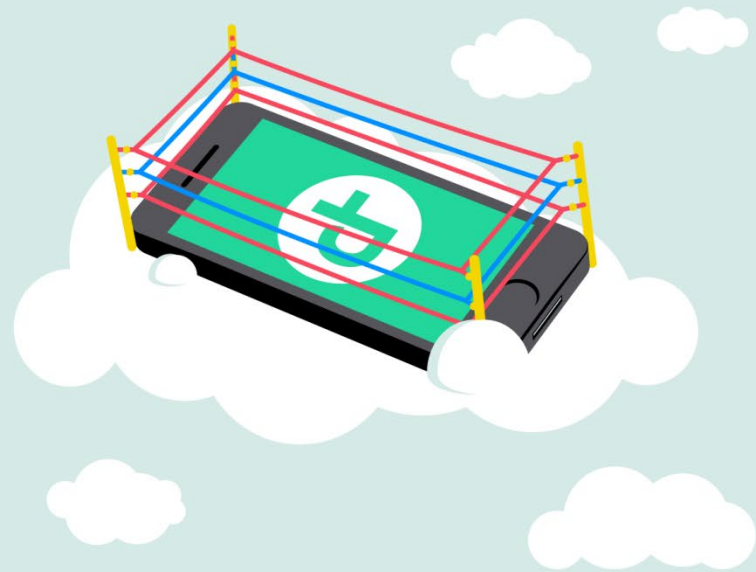
Workflow & Automation



API & Integrations

Implementerings approach

Kom hurtigt i gang med ITSM



Alm. Brand

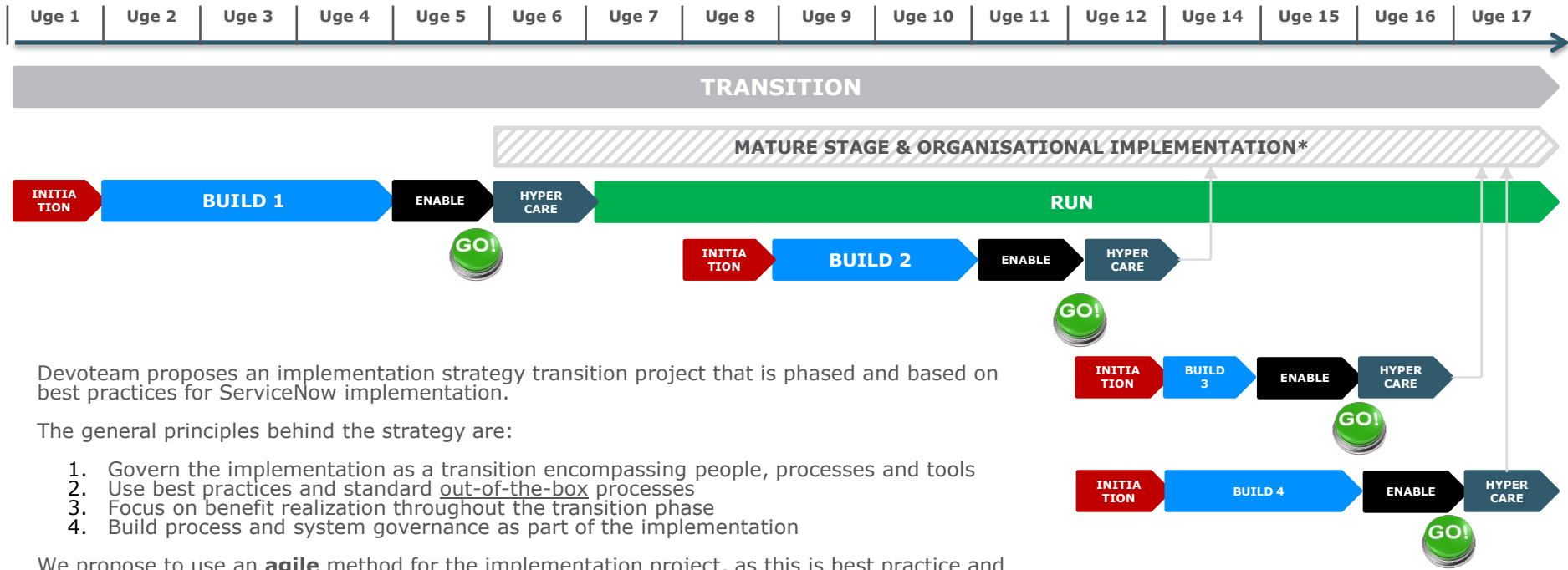
Et par ord om Alm. Brand casen

The logo for Alm Brand, featuring the word "Alm" in a white serif font above the word "Brand" in a white sans-serif font, both set against a solid blue square background.

- *Henvendelse fra Alm. Brand ultimo oktober om at skifte fra eksisterende Service Desk til Jira*
- *Gik live december 2019*
- *Agil implementering baseret på ITILs 9 guiding principles*
- *Udgangspunkt i CMDB*
- *Gået fra Push til Pull mindset*

Proposed High-Level Timeline

Phased approach



Devoteam proposes an implementation strategy transition project that is phased and based on best practices for ServiceNow implementation.

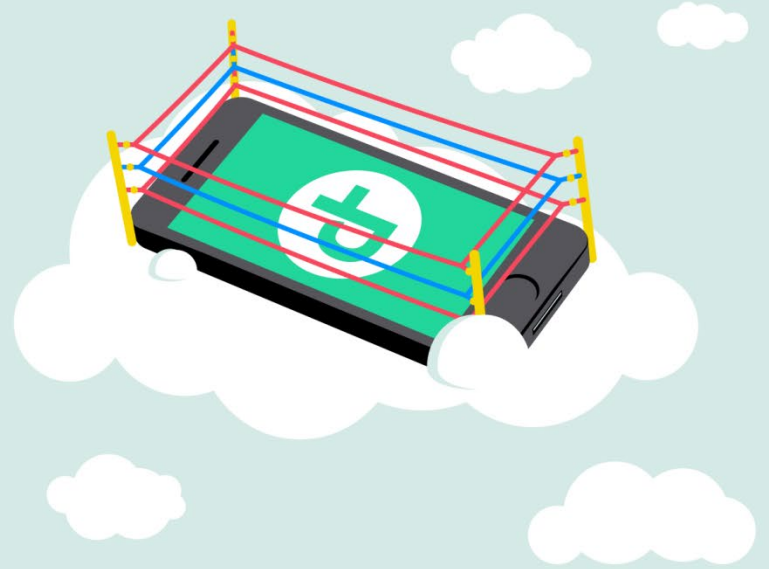
The general principles behind the strategy are:

1. Govern the implementation as a transition encompassing people, processes and tools
2. Use best practices and standard **out-of-the-box** processes
3. Focus on benefit realization throughout the transition phase
4. Build process and system governance as part of the implementation

We propose to use an **agile** method for the implementation project, as this is best practice and allows for a more time- and cost efficient project. In regards to project management and governance, Devoteam proposes to use a PRINCE2 based model.

**Consultancy for mature and organizational implementation is not included. Devoteam can assist with this service also upon request.*

Automatisering af processer



Hvor vigtig er Service Management?

Undersøgelse lavet af Christina Biangslev – Devoteam Management Consulting

Undersøgelse: Hvordan måler vi på service management?

85%

adspurgte siger, at ITSM er vigtigt
eller kritisk

84%

bruger et professionelt værktøj

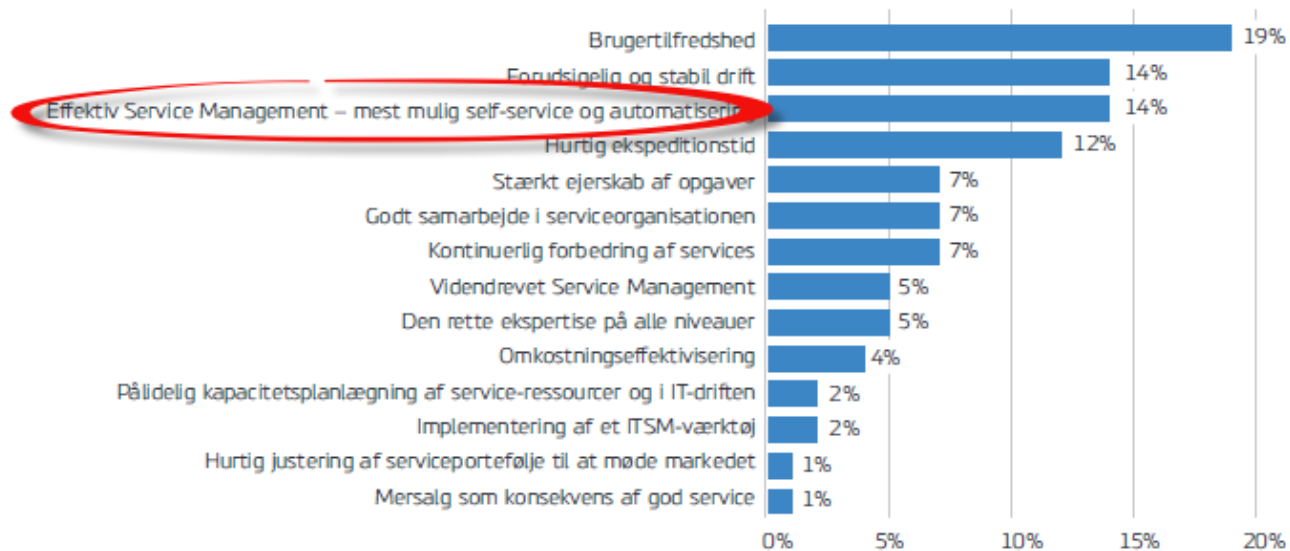
Kun 26%

knytter strategi og måling i
service management.



Hvad er de vigtigste performance parametre for ITSM

Undersøgelse lavet af Christina Biangslev – Devoteam Management Consulting



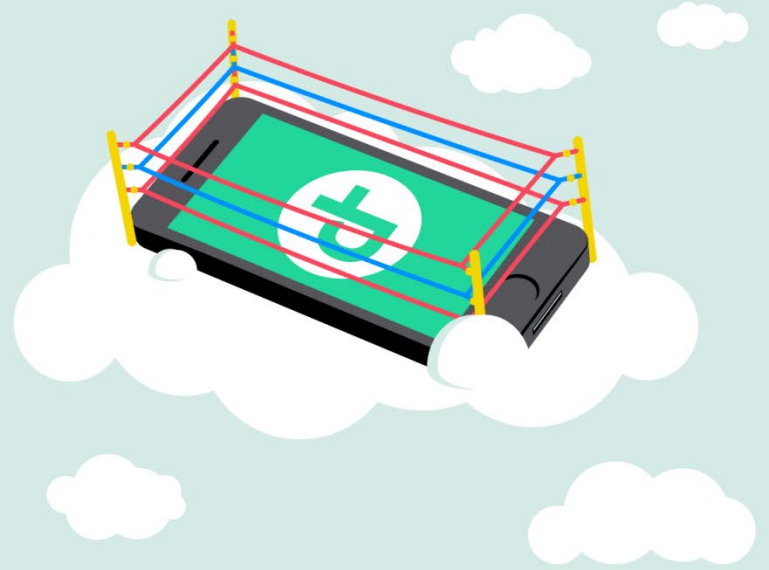
Man kan ikke lave målinger uden data

Statements fra gårsdagens Devotalk

- › Uden valide data - ingen effektiv automatisering
- › Cost per ticket - vigtig parametre i fremtiden
- › Undgå "Cykelsager" – hjælp, ikke skabe arbejds gange
- › Dashboards som stemmer overens med KPI
- › Data på tværs af organisationen (HR, IT, Legal etc.)
- › Mere end blot et ticketing tool

Activity	Week Commencing	Example template	Related GDPR Article	Lead	May	June
1	13	Gain senior management commitment		Project Manager, Project Lead		
2	14	Review policies with applicable resources and budget		Project Manager		
3	15	Establish document control	Accountant/Control Spreadsheet	Project Manager		
4	16					
5	17					
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50	31					

Demo



Konklusioner



Tre hovedbudskaber

- Datakvalitet er vigtigt...
- Nervebane i stedet for ticketing system
- Atlassian er Enterprise ready!



Spørgsmål

- Får vi mest muligt ud af potentialet i vores ITSM system?

Kontakt

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