

Meet the Jira Power Duo



ATLASSIAN
 Jira Service Management

6 Ways to Supercharge Developer Workflows with Jira Service Management







Introduction

As every business is becoming digital-centric, high-quality software development is more important than ever. Development and engineering teams play a critical role in delivering customer value, revenue growth, and competitive differentiation.

However, while they are under pressure to ship more digital products and services faster, teams face challenges such as inefficient handoffs, extended lead times, and limited visibility from pipeline stages to final delivery.

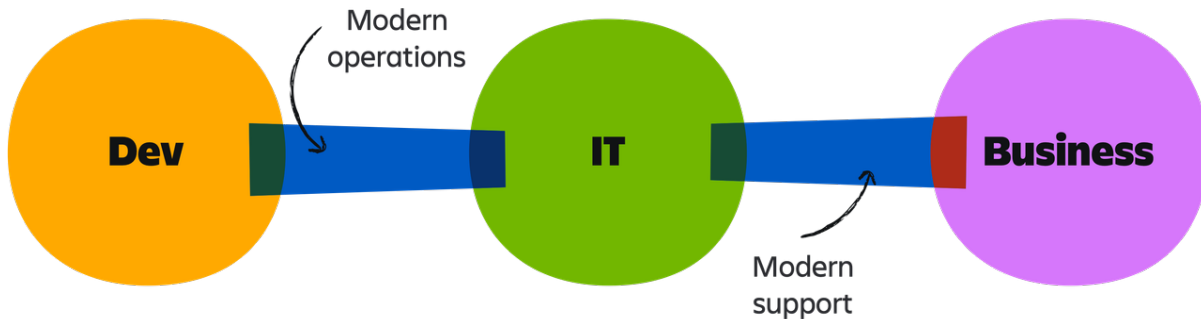
To improve productivity, decrease time to market, and respond to incidents faster, development and engineering teams must prioritize and streamline the flow of work that matters while increasing visibility and collaboration with other teams, especially IT operations. Here are six ways to supercharge developer workflows with Jira Service Management:

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Unite development, IT, and business teams on one industry-leading platform



For many organizations, Atlassian has become the platform that unifies and accelerates work across development, IT operations, and business teams. Built on the same platform as Jira, Jira Service Management is uniquely positioned to help development teams provide more value to their customers by streamlining the intake of work, deploying faster while minimizing risk, and accelerating incident response with IT operations.

And because you're on a single platform, developers, IT operations, and support teams have a shared view of every issue from start to finish. Collaboration is made easy—all issue context is visible, so there's no need to hunt down details in other tools.



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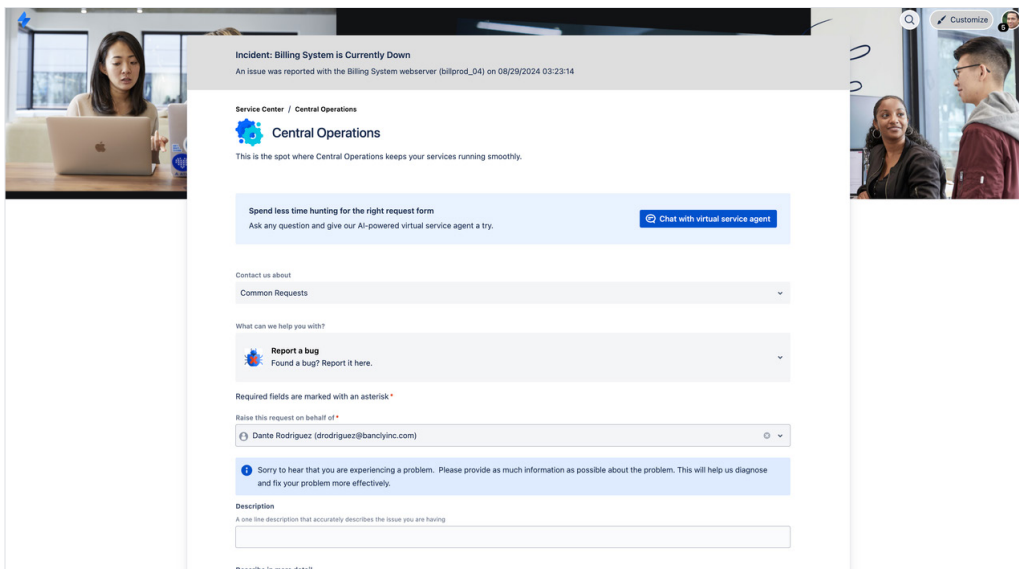
We've really seen the value of being able to funnel requests into a central location, from both recording it to see trends and to streamline the workflow. It's been a really positive cultural shift.”

Jeff Lai - Internal Infrastructure - Canva.



Streamline development work intake and prioritization

Developers use Jira Service Management as a single source of truth to streamline work intake. This enables them to classify and prioritize work before it hits their backlogs and allows for proper resource allocation. Jira Service Management's customizable self-service portal makes it easy for customers to report bugs, feature requests, incidents, and other development-related requests. Teams can also utilize dynamic forms to build user-friendly request screens to capture relevant information up front and eliminate time-consuming back-and-forth conversations.



Beyond the customer portal, Jira Service Management provides multichannel support to make it easy for your customers to ask for help. Whether through chat, email, or an embeddable widget, you can meet people where they work every day. And by adding the AI-powered virtual service agent and integrated knowledge base to their service desk, developers can automate support interactions and provide exceptional service at scale.

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Create shared visibility into customer requests

Collaborators play a crucial role in enhancing the efficiency and effectiveness of development teams working alongside IT operations. A collaborator is a licensed Jira user who does not have a Jira Service Management license, but they can provide invaluable support by facilitating communication and collaboration between internal teams. By allowing developers to view issues, comments, and attachments and add internal comments in Jira Service Management, they can share insights on customer requests and help streamline the troubleshooting process, leading to improved service delivery and customer satisfaction. [Learn how to add a Jira user as a collaborator in Jira Service Management.](#)



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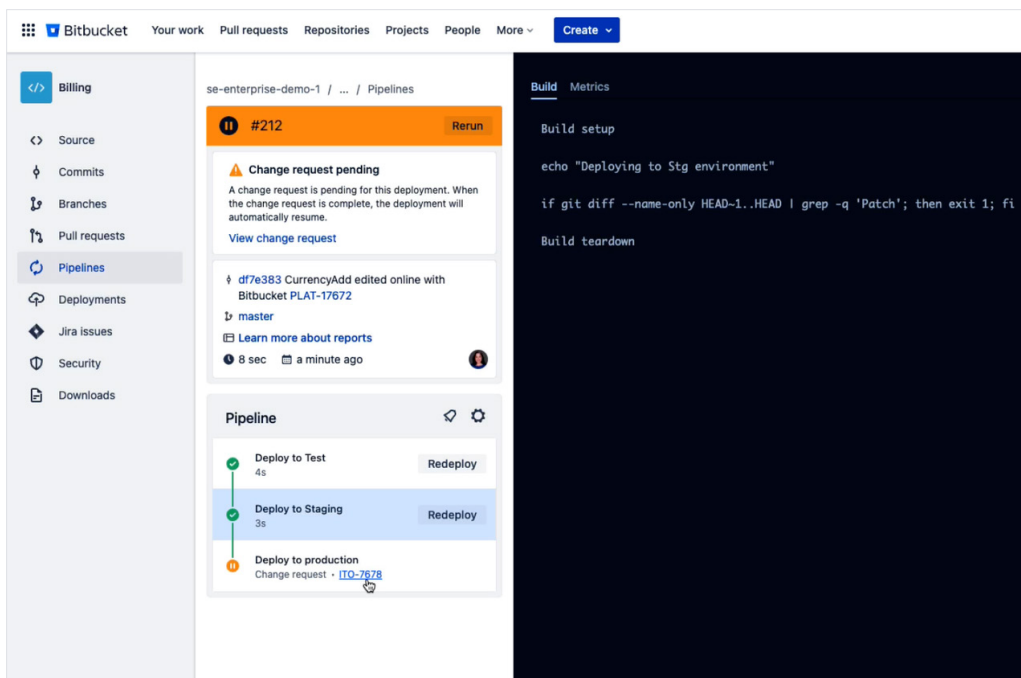
I knew tickets would need to switch back and forth from the DevOps team to Engineering. [The new solution] also needed to be easy to set up and flexible to customize. The developers are already using Jira, so it didn't make sense to use another tool for service requests that needed integrations.”

Ken Siskind - Engineering Program Manager - Toast



Deploy changes faster while minimizing risk

Lighten your development team's workload with automated change risk assessments and advanced approval workflows. With Jira Service Management, teams can increase the visibility of deployments by automatically surfacing recent changes to operations teams, enhancing efficiency and collaboration while reducing risk to the business. Dev teams can use deployment tracking to automatically create change requests when initiating deployments to selected services, and with deployment gating, teams can allow or prevent deployments at specific points in the change management process by connecting a CI/CD tool such as Bitbucket, Jenkins, or GitLab.



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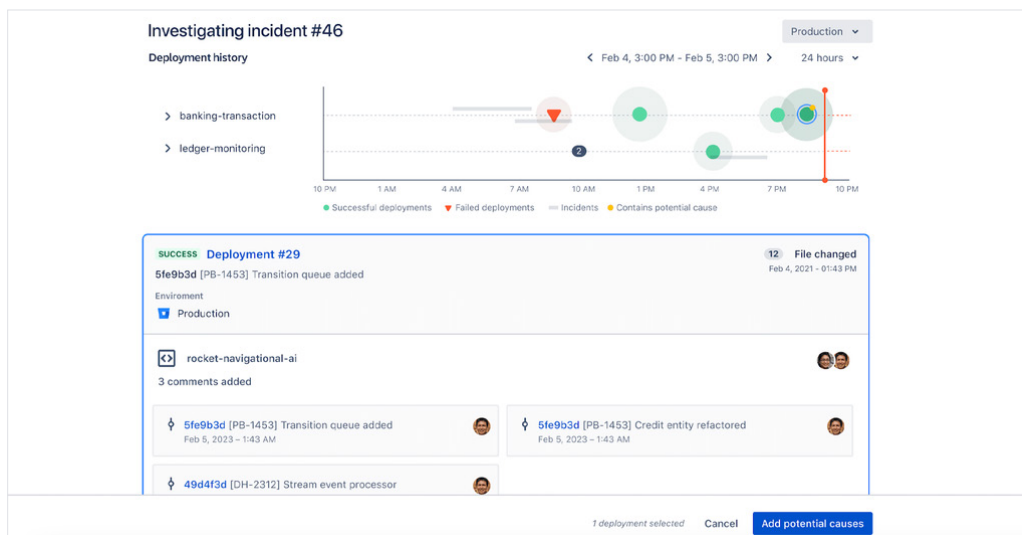
Jira Service Management gives us more automated change management workflows that are well connected to development work. It's one of the more elegant workflows that I've seen.”

Josh Costella - Senior Atlassian Solutions Specialist - Nextiva



Accelerate incident response and collaboration

Empower dev and ops during an incident by centralizing alerts, notifying the right people, and enabling them to swarm and take rapid action. Jira Service Management offers customizable on-call schedules, alert routing rules, and escalation policies so teams can handle alerts differently based on their source and urgency. Major incident escalation in Jira Service Management enables dev and ops teams to swarm via incident conference calls and ChatOps integrations with Slack and Microsoft Teams. And with the incident investigation view, incident responders have a single source of truth where they can review recent code deployments from integrated CI/CD tools to further aid in identifying potential root causes of deployment-related incidents.



Plus with new AIOps features in Jira Service Management, teams can prioritize critical alerts through AI alert grouping, involve relevant dev and ops members using AI-generated incident summaries and timelines, and streamline post-incident review generation to facilitate learning and prevent future incidents.



Unlock visibility across teams with asset and configuration data

Jira Service Management Assets helps development, IT operations, and business teams manage their assets and related configurations in one central location. It uses a federated approach by integrating multiple data sources into a comprehensive and adaptable repository that evolves alongside your business needs, ensuring your asset information remains accurate and up-to-date. This versatile solution helps prevent system disruptions, maintains security and compliance, and optimizes costs. Assets empowers organizations to streamline their operations, make data-driven decisions, and stay ahead in today's dynamic business landscape.

The screenshot displays the Jira Service Management Assets interface. On the left, a sidebar shows the 'Engineering Support' section with a 'SCHEMA TREE' containing 'Product Family', 'Product', 'Feature', 'Team', 'Service Offering', and 'Projects'. The main area is titled 'Object details' and shows a central node 'Billing 2.0' connected to various other assets and teams. The 'Billing 2.0' node is highlighted in blue. The 'Object graph' shows connections to 'Fleet Management v4.8', 'Logistics Mobile v3.7', 'Track2Go eTrace Mobile v2.5', 'Fleet Mobile v3.0', 'Dashloop Transportation Management v3.5', 'Revenue Engineering', 'Duncan Idaho', 'Mitch Davis', and 'Alam Torant'. A 'Billing' icon is also connected to the central node. On the right, a 'Billing 2.0' details panel is open, showing the following information:

Billing 2.0	
Object details	
Key	ENGS-1792
Name	Billing 2.0
Created	Apr 28, 2024, 3:27 PM
Updated	Apr 28, 2024, 3:33 PM
Stage	DEVELOPMENT
Project Manager	Duncan Idaho
Engineering Team	Revenue Engineering
Status	ON TRACK
Service	Billing
Milestone-1	Mar 14, 2023
Milestone-2	Jul 21, 2023
Milestone-3	Dec 01, 2023
Stakeholder Signoff	Pending more detail
Go Live Date	Mar 20, 2024
Project Risk Score	8
Project Value Score	46
Products	Dashloop Transportation M...

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