



Abordagem Atlassian para o ITSM

Lean Service Management para equipes de TI e serviços

[JULIO CESAR SILVEIRA] | [ARQUITETO DE SOLUÇÕES] | [PORTO ALEGRE-RS]



Serviço de Primeiro Mundo

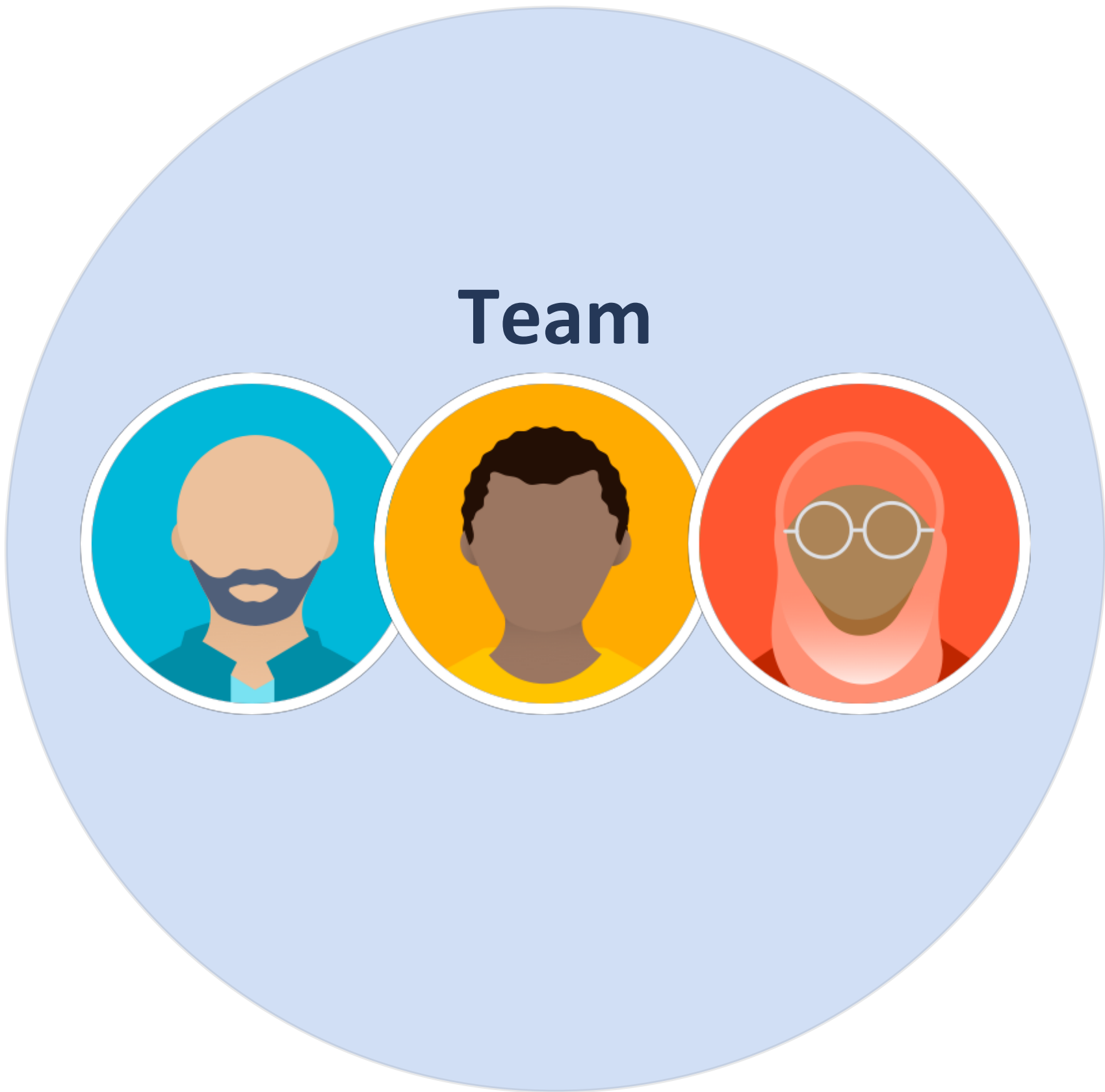
COMO A ATLIASSIAN AJUDA AS EQUIPES DE TI

Work

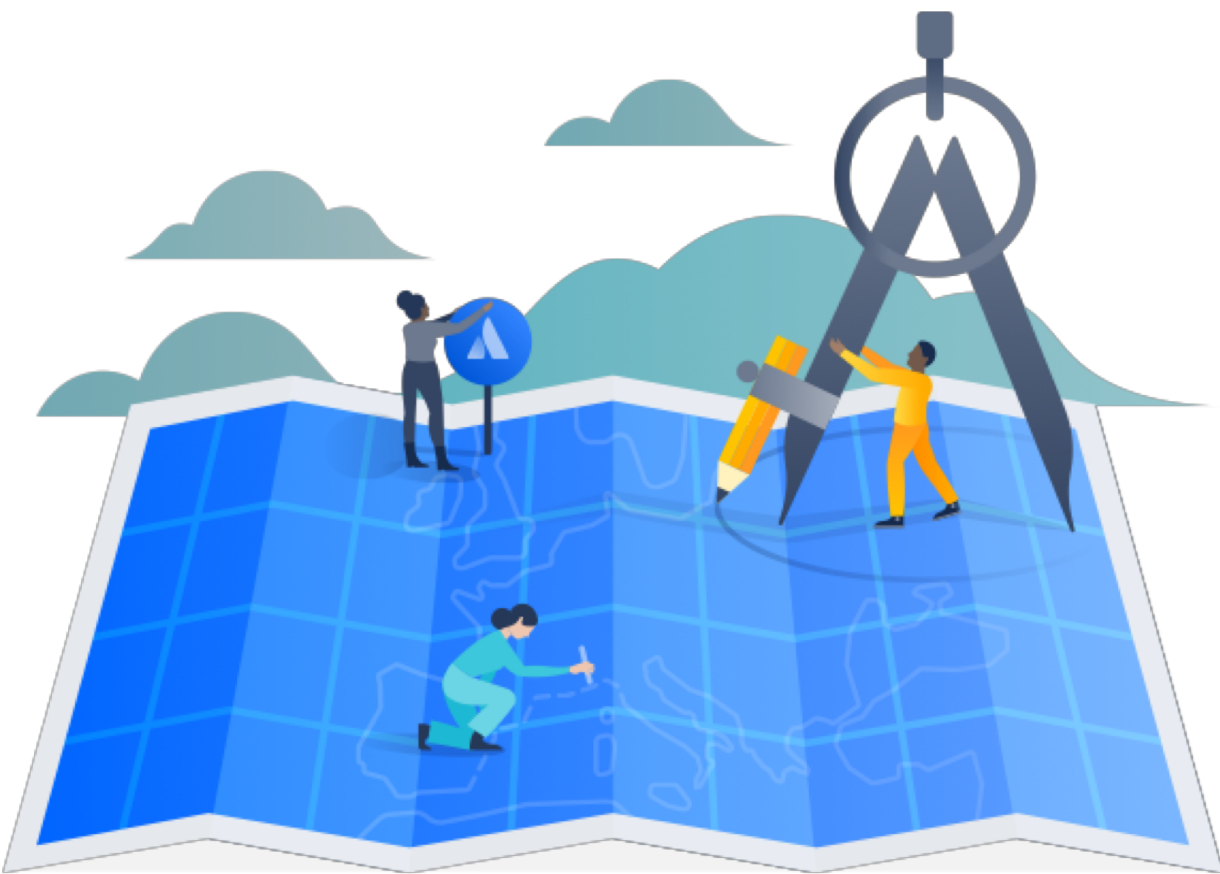


The Atlassian Team Playbook

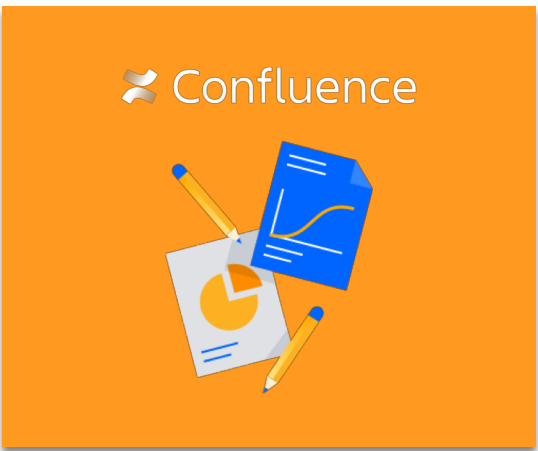
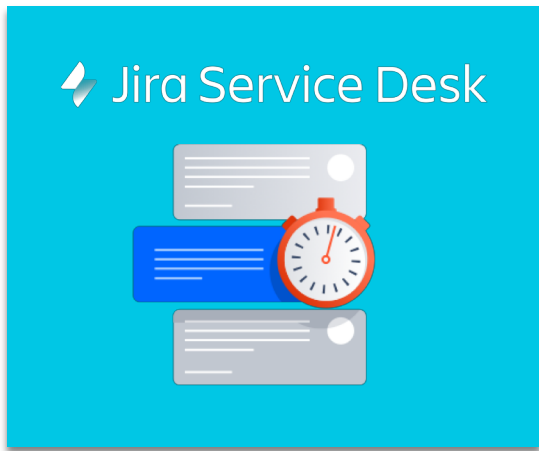
Team



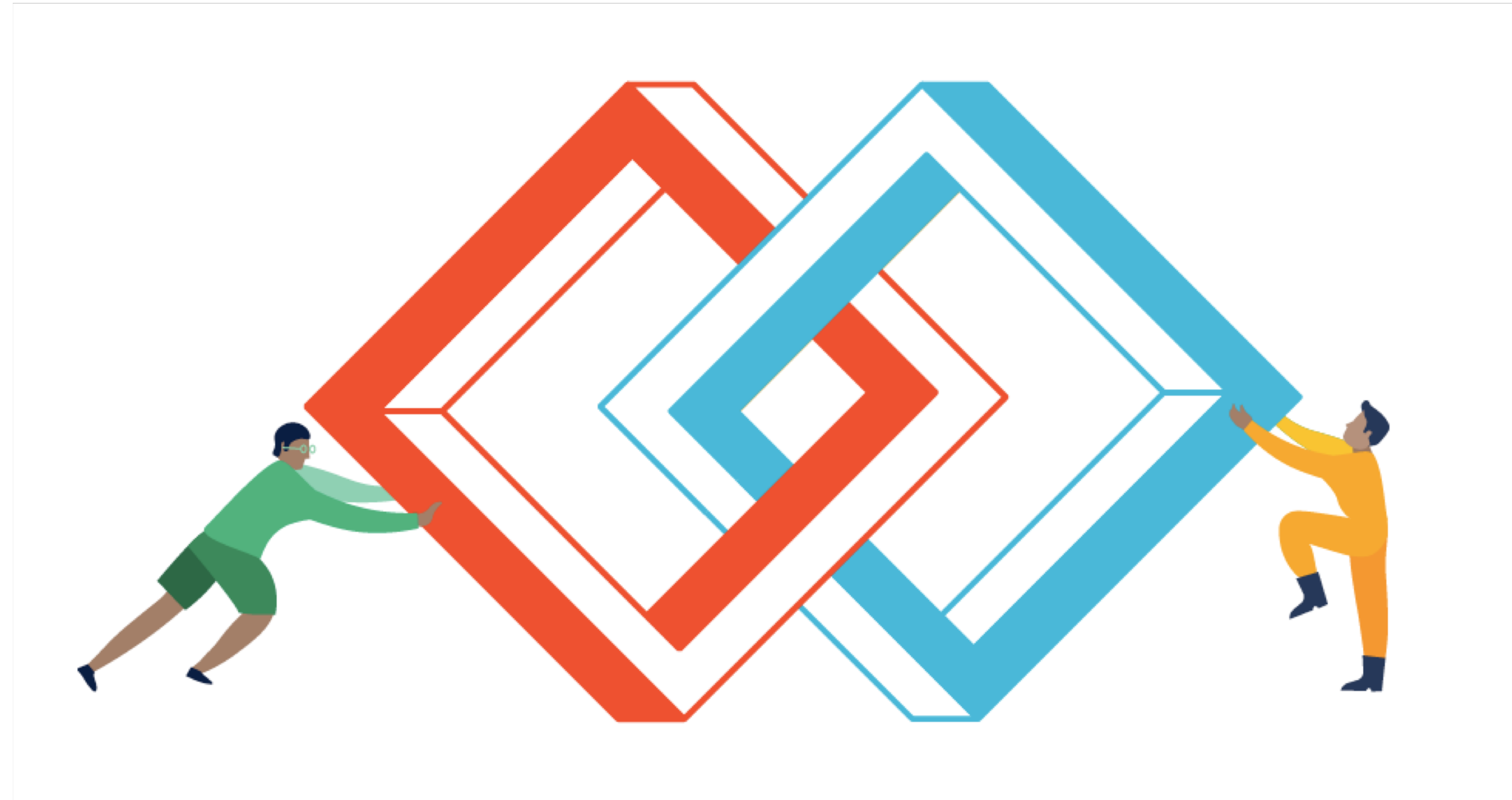
Process



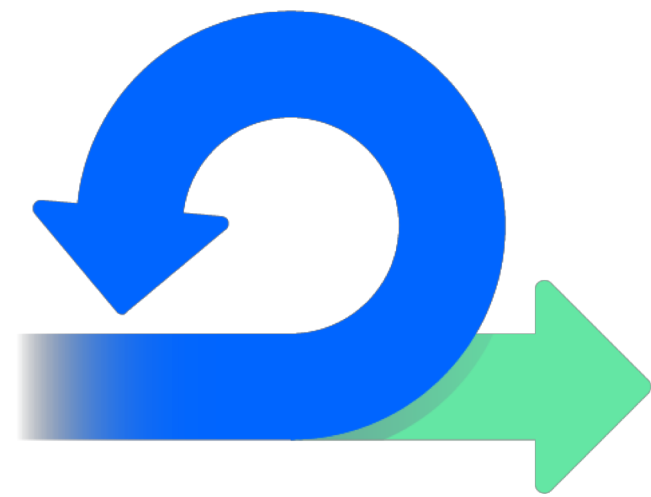
Technology



Convergência de Agile e ITSM



Agile IT Teams



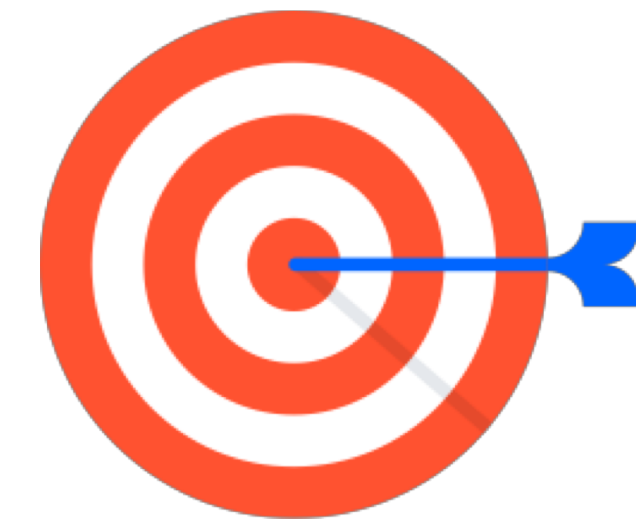
Mais flexível

Adapte-se às novas necessidades do negócio. Permaneça ágil e concentre-se nos serviços que oferecem valor comercial.



Maior velocidade

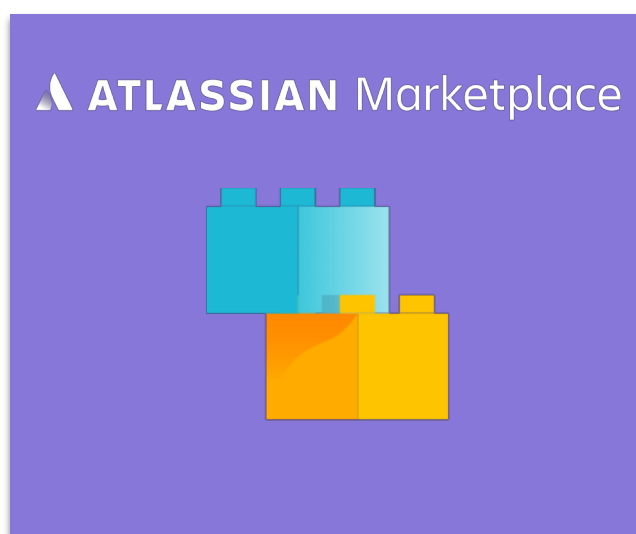
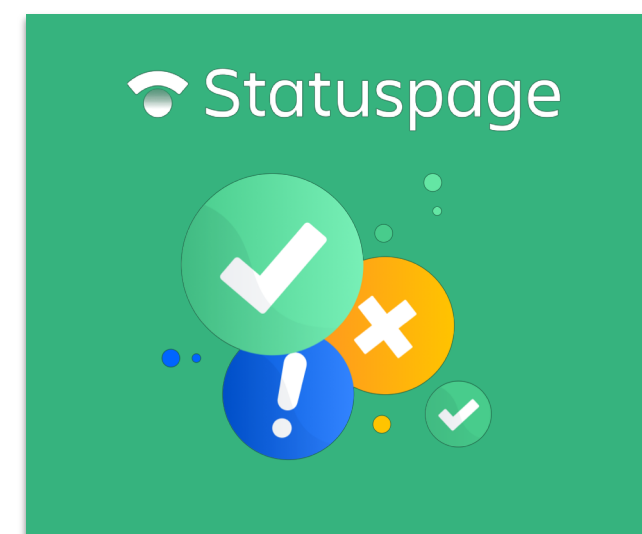
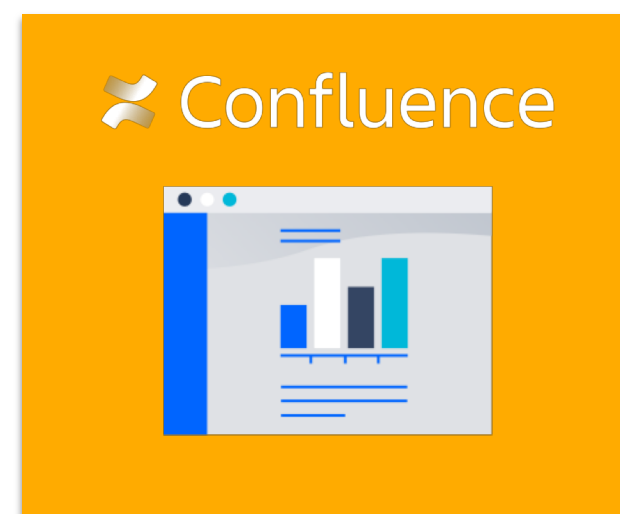
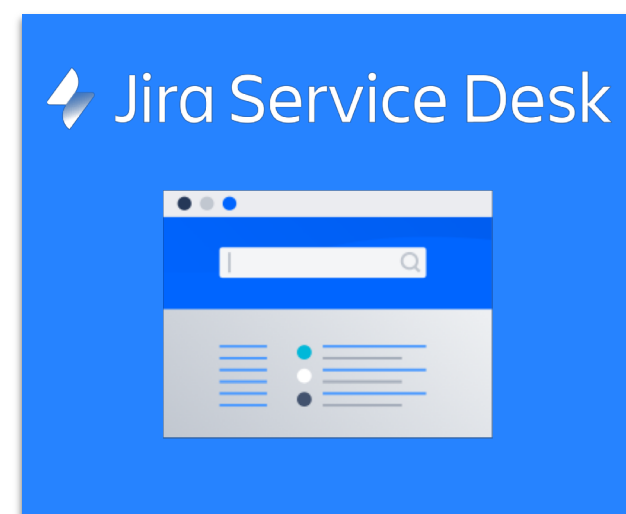
Maior eficiência e velocidade ao entregar novas tecnologias. Improvise quando confrontado com obstáculos.



Alinhamento Empresarial

Alinhar-se com as necessidades e estratégia de negócios, em vez de apenas preencher tickets e entregar SLAs

A abordagem Atlassian para o ITSM



Colaboração

As organizações têm uma solução unificada onde as equipes podem trabalhar, dando visibilidade de ponta a ponta ao gerenciamento de TI..

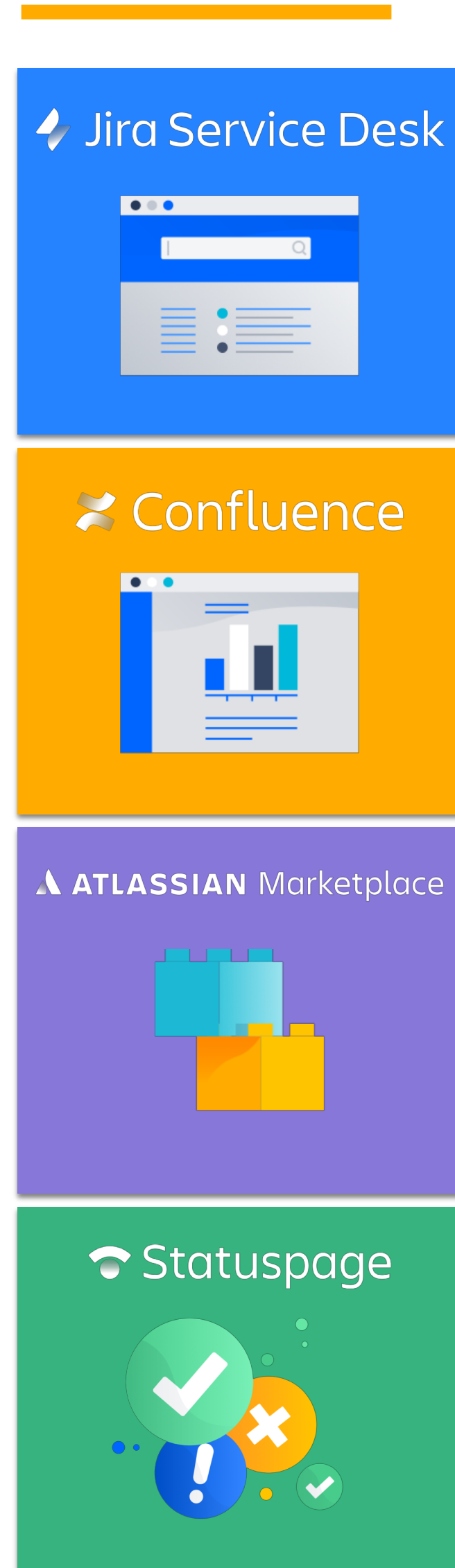
Agilidade

Avaliar o que uma empresa precisa, quão ágil essa empresa precisa ser e como você aplica o pensamento Lean e Agile para modernizar o ITSM.

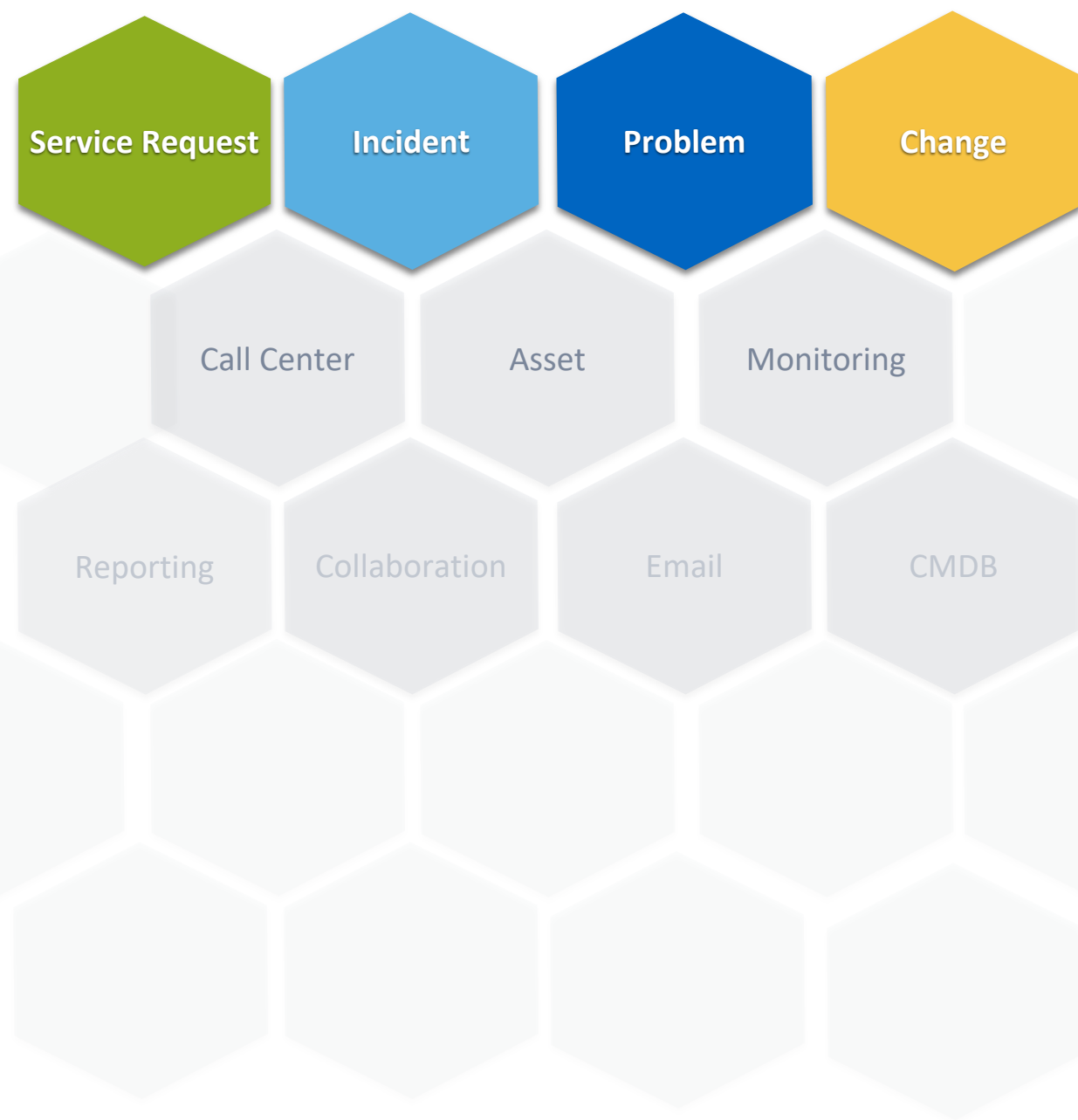
Valor

Encontre abordagens que funcionem melhor à medida que seus negócios evoluam e garanta que cada movimento organizacional se traduza em energia.

ITSM QUE SE ENCAIXA NA EQUIPE E MISSÃO



SOFTWARE ITSM QUE É ADAPTÁVEL ÀS SUAS NECESSIDADES



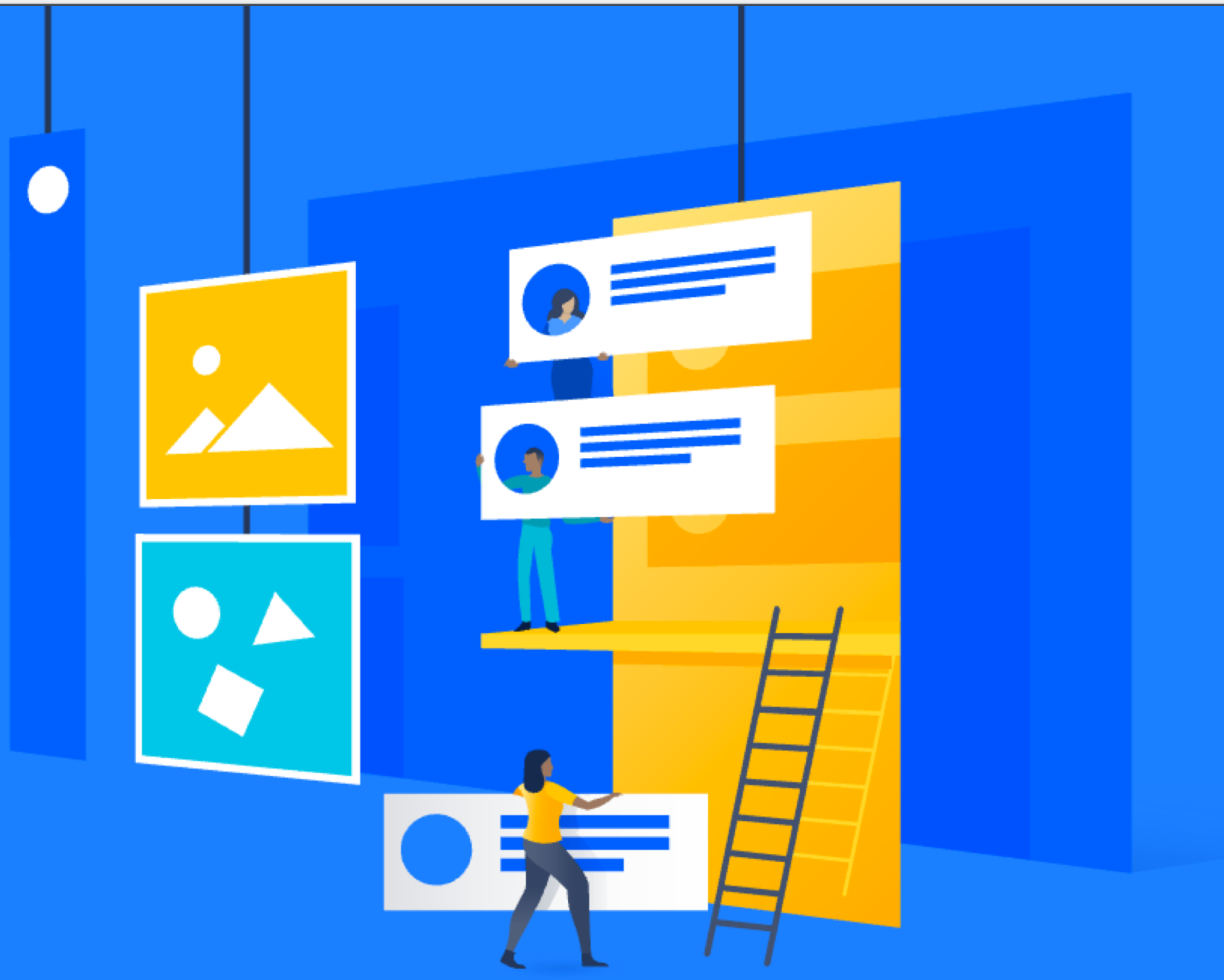
600+

Apps & integrações
compatíveis com times de IT



Explore add-ons for JIRA Service Desk

 Search for add-ons



DISCOVER

Top rated

Top trending

Top selling

Newest

PRODUCT

All

JIRA (1,284)



Tempo Planner for JIRA

Tempo Planner offers visualized resource management for team and project planning seamlessly in JIRA

Project management, Dashboard gadgets

★★★★☆ (49) 5.4k installs



Timesheet Reports and Gadgets for JIRA

Extends JIRA time tracking means with Time Sheet and Pivot reports and

Time tracking, Dashboard gadgets

★★★★☆ (163) 6.9k installs



Tempo Timesheets for JIRA

Painless time tracking, flexible reporting, better overview of work spent for billing and payroll, and account management

Time tracking, Dashboard gadgets

★★★★☆ (163) 11.6k installs

✓ JIRA Service Desk (335)

CAPACIDADES ITSM COM ATlassian

 Jira Service Desk

**Service Request
Management**

**Incident
Management**

**Problem
Management**

**Change
Management**

**Configuration
Management**

UM AMBIENTE DE SUPORTE QUE SE ENCAIXA NA EQUIPE

IT Support



 Jira Service Desk



Workflows



Queues



SLAs



Portal



Automation

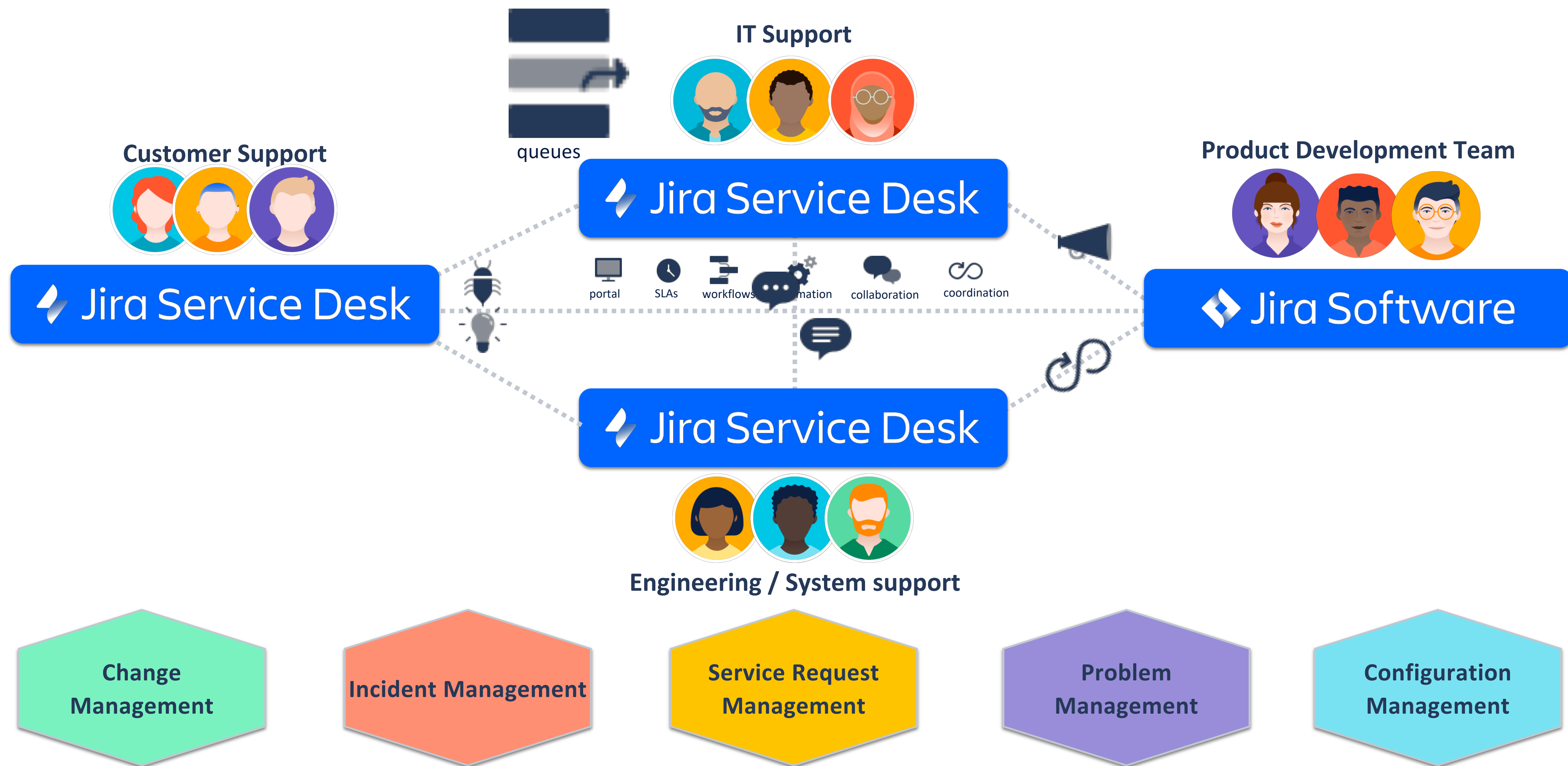


Collaboration



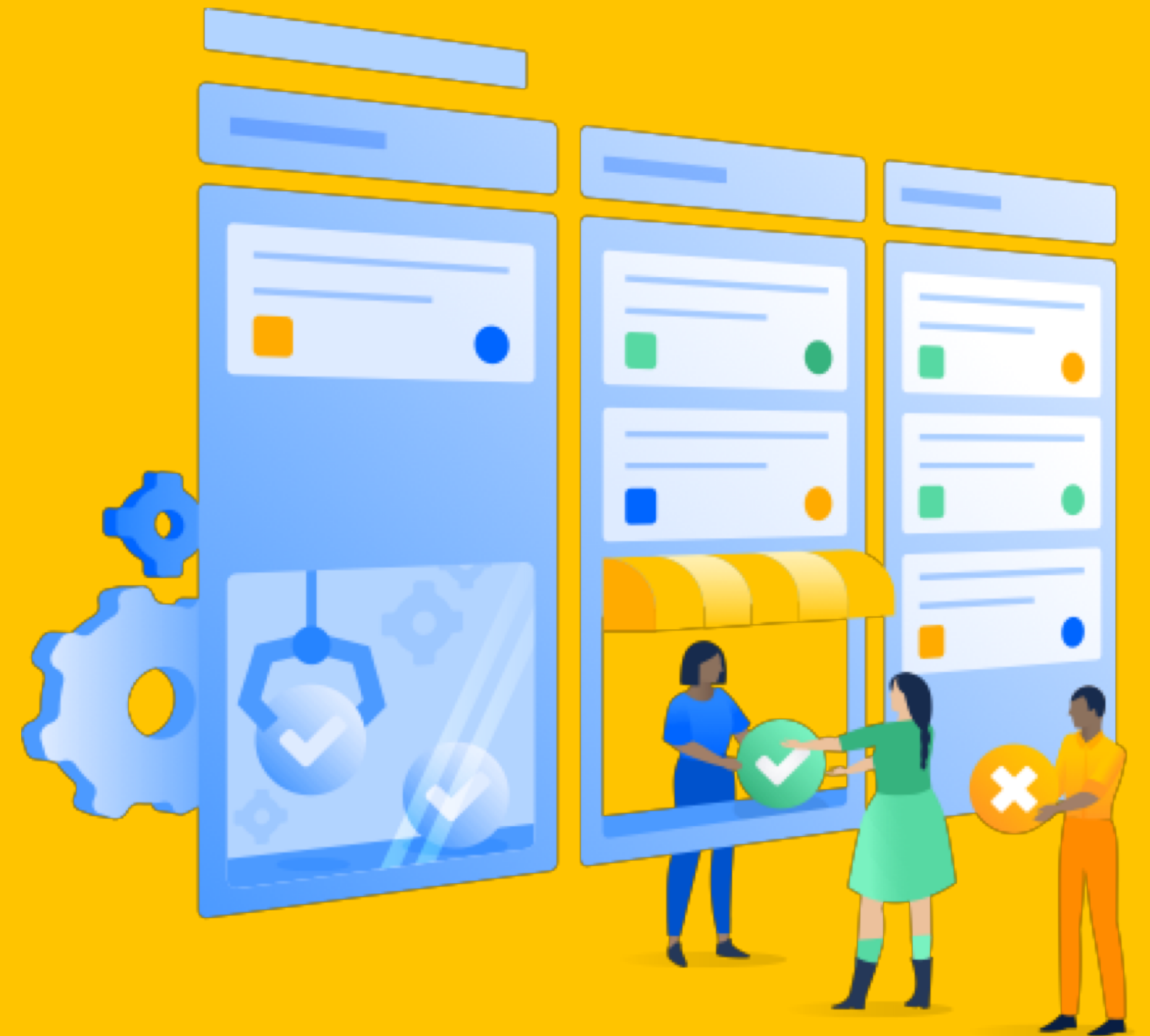
Coordination

ESCALANDO O GERENCIAMENTO DE SERVIÇOS EM TODAS AS EQUIPES



Service Request Management

MELHORANDO A ENTRADA DE SOLICITAÇÕES E
REQUISIÇÕES DE SERVIÇOS



MELHORANDO O GERENCIAMENTO DE SOLICITAÇÕES

Aumento dos custos de suporte

*Suporte Nível
Zero*

*Suporte de
nível um*

*Suporte Nível
Dois*

*Suporte de
nível três*

Direcione para esquerda

Abordagem da Atlasssian ao Gerenciamento de Serviços



Focado no cliente

Entende que precisa estabelecer uma estratégia multicanal



Base de conhecimento

Vá para esquerda para entregar maior valor ao cliente



Simplificada

Aproveite a automação para criar uma oferta de serviços atraentes

PORTAL DO CLIENTE PROJETADO EM TORNO DA PESQUISA

Smart-Graph Search

Os usuários simplesmente procuram o que desejam solicitar ou perguntar.

Confluence

Recomenda artigos da base de conhecimento com base em termos de pesquisa.

Tipos de solicitação de serviço recomendados com base nos termos de pesquisa.

Help Center

Requests 43

Add announcement

Help Center

IT Support

Welcome! You can raise a IT Support request from the options provided.

Mac

Solutions from the knowledge base

Mac OS X: How to add a corporate network printer

it on, it should be recognized by your **Mac**. OS X includes printer drivers for most USB printers you can buy today. To see if your printer is recognized ... at the bottom of the window will become active and you can click on it to add the printer. printer **mac**

VPN client update for Mac

Describe when someone would need this information. For example "when connecting to wifi for the first time". Having issues with your **Mac** VPN. Try a reinstall to clear a know issue with version 2.1 Stepbystep guide **Mac** OS X Upgrade To launch the AnyConnect client, open the Finder and navigate to Applications > Cisco

VPN client connectivity troubleshooting (mac)

Problem I'm having issues connecting my **mac** to the corporate network using the Cisco VPN client. Solution This document answers frequently asked questions about Cisco's VPN Client solutions available on **Mac** OS X. Tip: Cisco recommends that you migrate to the AnyConnect VPN Client for both Secure Sockets Layer (SSL

Can't find what you need? Raise a request

 New Notebook

Request a new Dell, Lenovo or Macbook notebook for work. Please refer to IT policy for comput...

 Request new desktop hardware

For example, a new mouse or monitor.

TORNAR MAIS FÁCIL PARA OS USUÁRIOS ENCONTRAREM RESPOSTAS



Fácil acesso a artigos de conhecimento para que os usuários possam encontrar as respostas necessárias enquanto refletem os tickets de suporte

Knowledge Base Articles

Artigos de conhecimento contextualizados e ricos que a equipe de TI pode publicar com facilidade para que os usuários encontrem suas pesquisas

Meça quais artigos da KB são úteis

Help Center

Requests 43

[Back to results](#)

How to add an email account to your to iPhone

There are two ways you can set up an email account in the Mail app on your iOS device—automatically or manually. Learn which option is best for you.

Set up your email account automatically

If you use an email provider like iCloud, Google, or Yahoo, Mail can automatically set up your email account with just your email address and password. Here's how:

1. Go to Settings > Accounts & Passwords and tap Add Account. If you're using iOS 10.3.3 or earlier, go to Settings > Mail > Accounts and tap Add Account.
2. Tap your email provider. If you don't see your email provider, tap [Other to add your account manually](#).
3. Enter your email address and password.
4. Tap Next and wait for Mail to verify your account.
5. Choose information from your email account, like Contacts or Calendars, that you want to see on your device.
6. Tap Save.

Did this solve your problem? [Yes](#) [No](#)

FACILIDADE DE PREENCHER UM PEDIDO DE AJUDA

Help Center

Requests 43

 Help Center / IT Support
New Notebook

Raise this request on behalf of

 Ryan Lee

Reason for request

Joining the sales team. Requesting a new Mac book air. This will make it easier for travel. thanks!

Provide a reason for requesting a new notebook and the model you are request. For Macbooks refer to this list of approved models

Office (optional)

 Austin

Notebook (optional)

 Macbook Air - CG2S644DC8PB

Please select the model of the notebook you are requesting

Approving Manager / Director

 Mitch Davis

Plesse select your approving manager or director.

Attachment (optional)

 Drag and drop files, paste screenshots, or
browse

Create

Cancel

ATENDIMENTO SIMPLIFICADO DE SOLICITAÇÕES PARA EQUIPES DE SUPORTE

Detalhes da solicitação de serviço e SLAs

Acesso fácil ao KB para os agentes de suporte

Melhore a colaboração da equipe

Jira

Dashboards

Projects

Issues

Boards

Insight

Create

Search

QUEUES

All open32

Unassigned issues20

Assigned to me3

Waiting on me2

Service requests32

Desktop/Laptop sup...18

Waiting approval6

Due in 24h0

Amsterdam5

London5

Austin8

Seattle3

San Diego5

Sydney1

Tokyo1

Recently resolved0

New queue

ITS-300

Notebook computer (approval required)

Edit

Comment

Assign

More

Cancel request

Admin

Details

Type:Service Request with Approvals

Priority:Low

Component/s:None

Labels:None

Impacted Service:Workplace Services

Office:Amsterdam

Notebook:Macbook Air - CG2S644DC8PB

Status:ACTIVE

Description

Request a new Macbook air to use for sales travel. My old Dell laptop is about finished.

Attachments

Related knowledge base articles

New Lenovo Thinkpad Setup (Notebook)

New Lenovo Yoga Ultrabook request - process an...

New MacBook Pro request - process and system ...

Didn't find a suitable article? Search knowledge base or create an article.

Activity

SLAs

1dTime to resolution within 1d

4hTime to first response within 4h

People

Assignee:Unassigned

Reporter:Kevin Campbell

Request participants:None

Approvers:Alana Grant

Organizations:None

Votes:0

Watchers:0

Approvals

1 approval needed

Alana Grant

Service Desk request

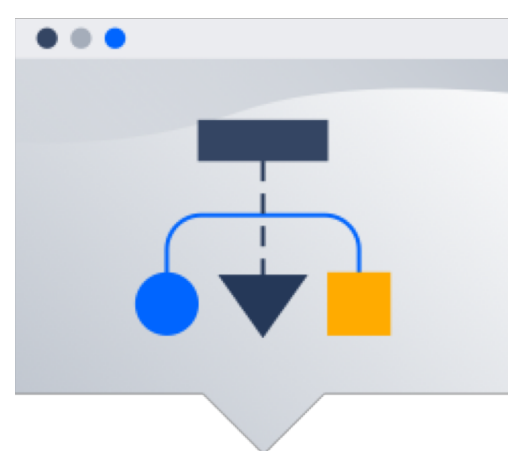
Request type:New Notebook

Customer status:Waiting for approval



Gerenciamento de solicitações de serviço

Permitindo que a equipe de TI forneça um serviço incrível



Auto-serviço
poderosamente
simples



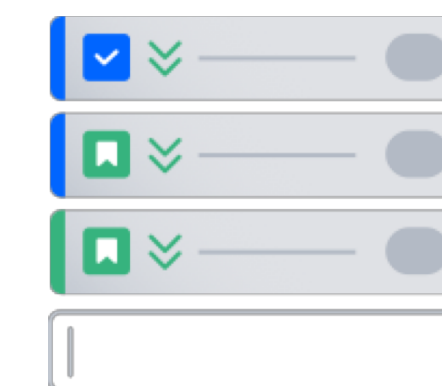
Buscas Integradas



Melhore a
colaboração



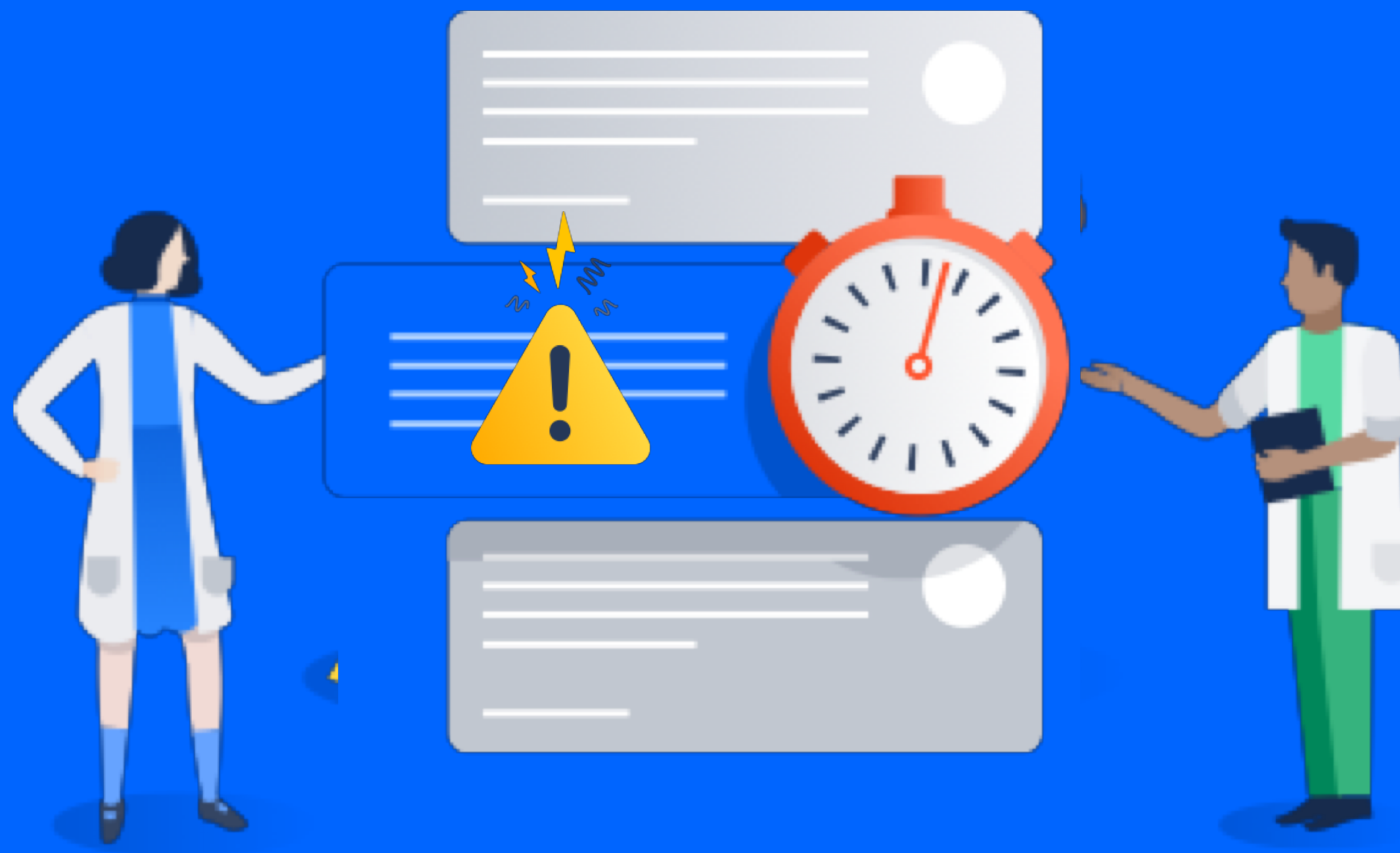
Simplifique o
cumprimento de
solicitações



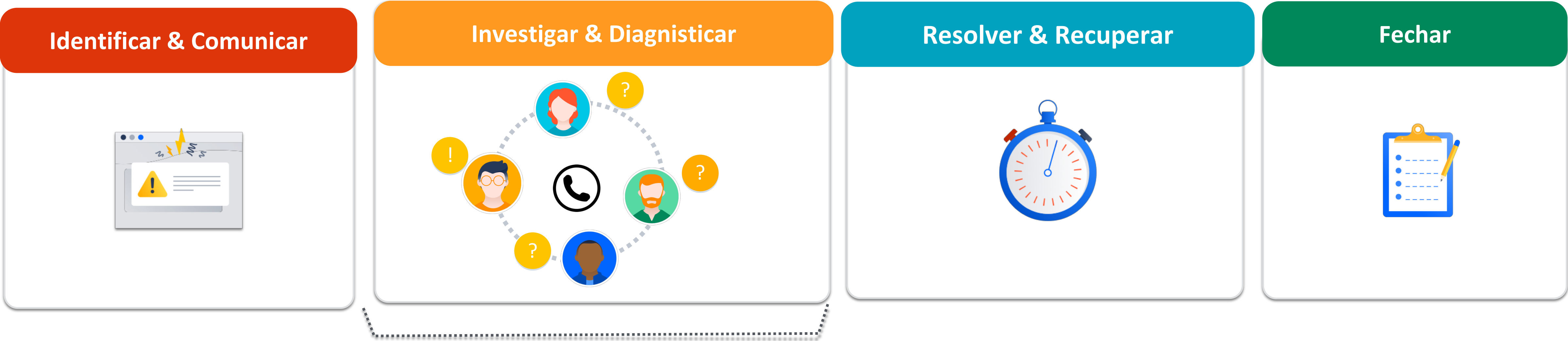
Simple para expandir o
catálogo de pedidos

Gerenciamento de Incidentes e Problemas

MELHORANDO A RESPOSTA À
INTERRUPÇÕES E A QUALIDADE DO
SERVIÇO



CONSIDERANDO O MTTR DE INCIDENTE



Mean Time to Diagnose (MTTD)
70% of time

Abordagem da Atlassian ao gerenciamento de Incidentes



MTTR Rápido

Estabelecer um plano de trabalho para incidentes que acelere a resposta a grandes interrupções



Comunicações Eficazes

Conquistar confiança e melhorar as comunicações com os clientes durante interrupções de serviço



Colaboração aberta entre as equipes

Aproveite o trabalho aberto, o compartilhamento de conhecimento e o ChatOps



Melhoria contínua

Aproveite as revisões pós-incidentes para aprender com as principais interrupções

MELHORE A RESPOSTA DAS OPERAÇÕES DE TI AOS PRINCIPAIS INCIDENTES

Aproveite a automação para priorizar grandes incidentes e SLAs para permanecer no caminho certo.

Entenda serviços e sistemas impactados usando aplicativos do Atlassian Marketplace, como o Asset Insight da Riada

Jira | Dashboards ▾ Projects ▾ Issues ▾ Boards ▾ Insight ▾ Create

IT Operations / ITOPS-49
TIS Webstore customers purchases failing

Edit	Comment	Assign	More ▾	Investigate	Pending	Workflow ▾	Admin ▾
------	---------	--------	--------	-------------	---------	------------	---------

Details

- Type: Incident
- Priority: Critical
- Status: OPEN (View Workflow)
- Resolution: Unresolved
- Component/s: None
- Labels: major_outage
- Impact: Extensive / Widespread
- Urgency: Critical
- Product categorization: Software
- Operational categorization: Break / Fix
- Source: Phone
- Impacted Service: TIS Webstore

IN SERVICE

Service Owner Harvey Jennings
- Office: Austin

Description

we are recieving calls and emails from customers the North America webstore is down.

> Attachments

Issue Links

SLAs

- Time to first response within 2h 📅
- Time to resolution within 4h 📅

People

- Assignee: Max Taylor
[Assign to me](#)
- Reporter: Alana Grant
- Request participants: Sara Simmons
- Organizations: None
- Assigned Group: service-desk-agents
- Votes: 0 [Vote for this issue](#)
- Watchers: 1 [Stop watching this iss](#)

Service Desk request

- Request type: Report a production sy...
issue.
- Customer status: Open
- Channel: Jira
- [View customer request](#)

0

IT Operations

Pages

Blog

Questions

Calendars

SPACE SHORTCUTS

Troubleshooting articles

PAGE TREE

Major Incident Runbooks

- RB - Logstash monitoring
- RB - Logstash monitoring app
- RB - Production Backup_monitor_p...
- RB - TIS Webstore Billings Service**
- RB - TIS Webstore common purch...
- RB - TIS Webstore Product Catalo...

PIRs - FY18

Retrospectives

Service Level Management

Troubleshooting articles

Dashboard / IT Operations / Major Incident Runbooks

Edit Save for later

RB - TIS Webstore Billings Service

Created by Mitch Davis, last modified on Aug 22, 2018

[What is the Billing Service?](#) | [Billing Health Endpoint](#) | [Service Catalog](#) | [Datadog](#) | [Logging in to AWS](#) | [Viewing Splunk Logs](#) | [Making Frequent Failure Scenarios](#) | [Rotating JWT key pairs](#) | [Performance Limitations](#) | [Dependencies](#)

Status	CURRENT
Service Owner	@Hiro Kaito
Document Owner	@Chris Davis
Last revision	16 Mar 2016

What is the Billing Service?

The billing service that exposes a set of REST APIs that provides the information **required for the in-app customer purchases from** provides information for the billing related pages and also allows admins to activate/deactivate products. This guide provide quick a **Service logging** and common errors for troubleshooting.

Billing Health Endpoint

Splunk dashboard access

splunk> App: Splunk App for AWS

CloudTrail Config Billing Reports Alerts Search

Config Overview

62 CREATES

266 UPDATES

39 DELETES

367 TOTAL CHANGES

Changes by Resource Type

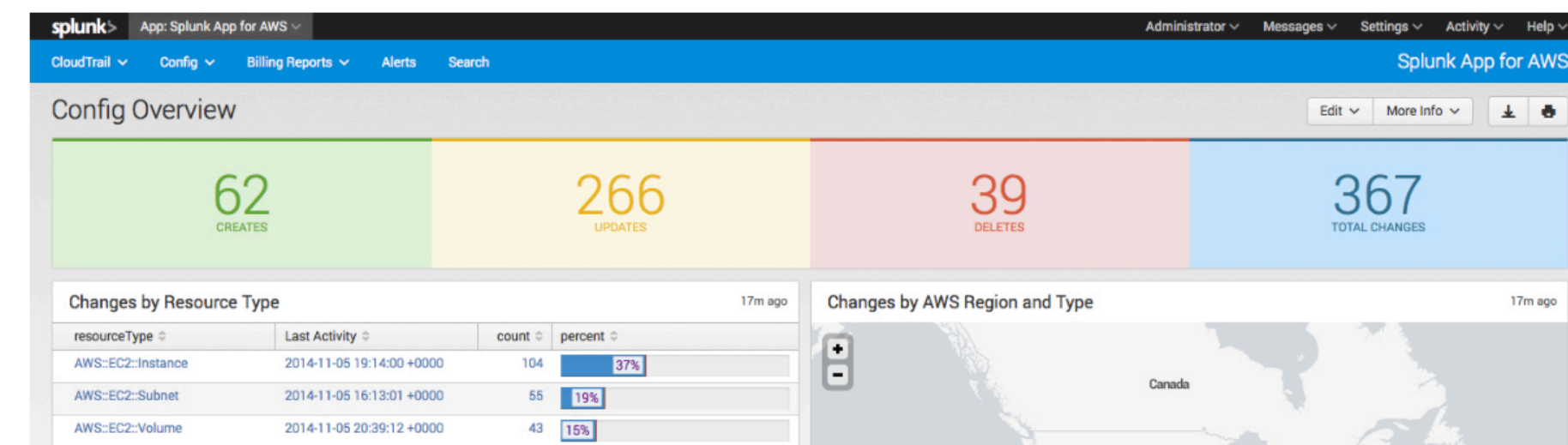
resourceType	Last Activity	count	percent
AWS::EC2::Instance	2014-11-05 19:14:00 +0000	104	37%
AWS::EC2::Subnet	2014-11-05 16:13:01 +0000	55	19%
AWS::EC2::Volume	2014-11-05 20:39:12 +0000	43	15%

Changes by AWS Region and Type

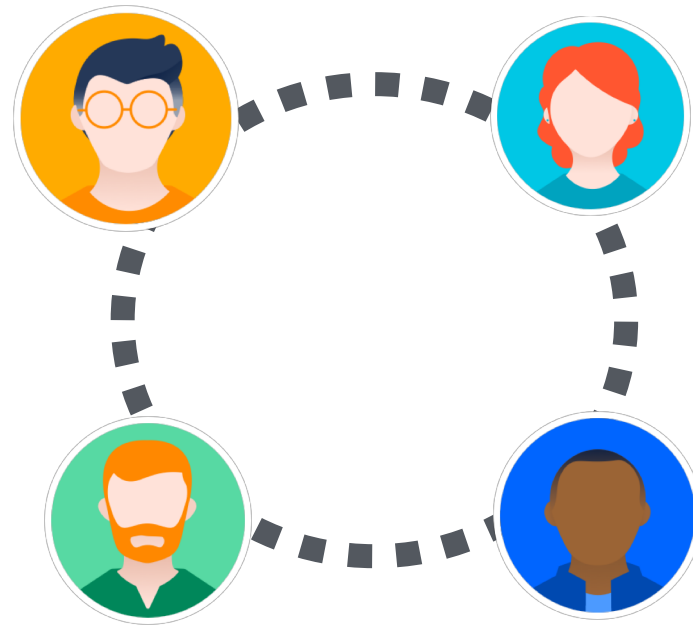
Status	CURRENT
Service Owner	@ Hiro Kaito
Document Owner	@ Chris Davis
Last revision	 16 Mar 2016

The billing service that exposes a set of REST APIs that provides the information **required for the in-app customer purchases from Google Play**. This service provides information for the billing related pages and also allows admins to activate/deactivate products. This guide provide quick a **Service logging** and common errors for troubleshooting.

Splunk dashboard access



RESOLVA AS INTERRUPÇÕES MAIS RAPIDAMENTE COM O CHATOPS



**Coloque ferramentas
no meio da conversa**



**Aproveite o
conhecimento da
equipe**



**Colabore em tempo
real**



Baixe o MTTR

 **Jira Service Desk**   **slack**  **Análise de Incidentes**

SIMPLIFIQUE O SUPORTE DE TI COM AUTOMAÇÃO

Escolha regras de automação predefinidas ou crie regras personalizadas para simplificar processos

- Email is received
- System is down
- SLA due
- Jira issue resolved
- Ticket status changed
- Ticket is approved

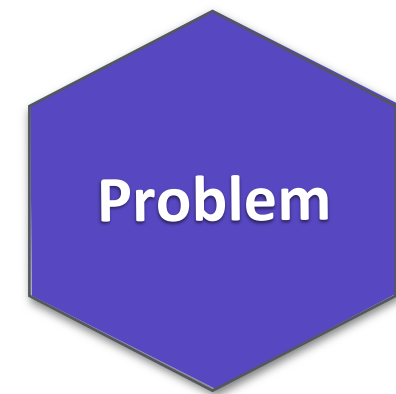


- Create a ticket
- Change priority
- Escalate ticket
- Add comment to request
- Update incident
- Send reminder
- Grant access

Capture insights críticos para documentar o que deu errado e compartilhe lições aprendidas entre as equipes.

11

- Login (Identity - Customer Account) stopped working - affecting all TIS web store capabilities.
- Users trying to access sites(account creation and signup) & list available sites features failed.



Gerenciamento de Problemas

Atlassian ajuda equipes de TI a melhorar a qualidade do serviço



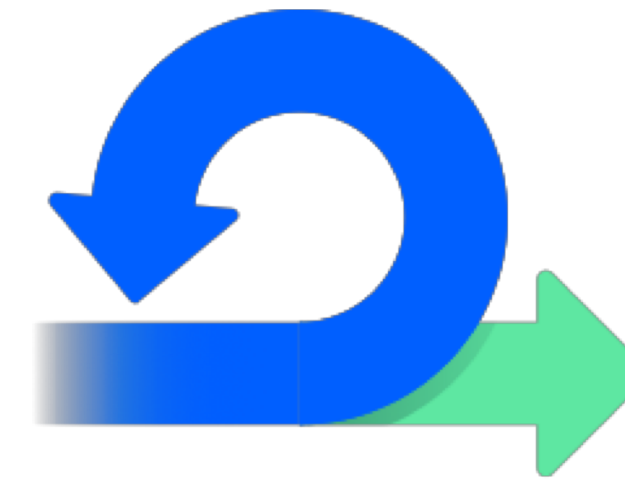
Reduzir Incidentes

Melhore a qualidade e a disponibilidade do serviço com o Gerenciamento proativo de problemas



Maior visibilidade

Encontre a causa raiz de um problema mais rapidamente



Feedback Contínuo

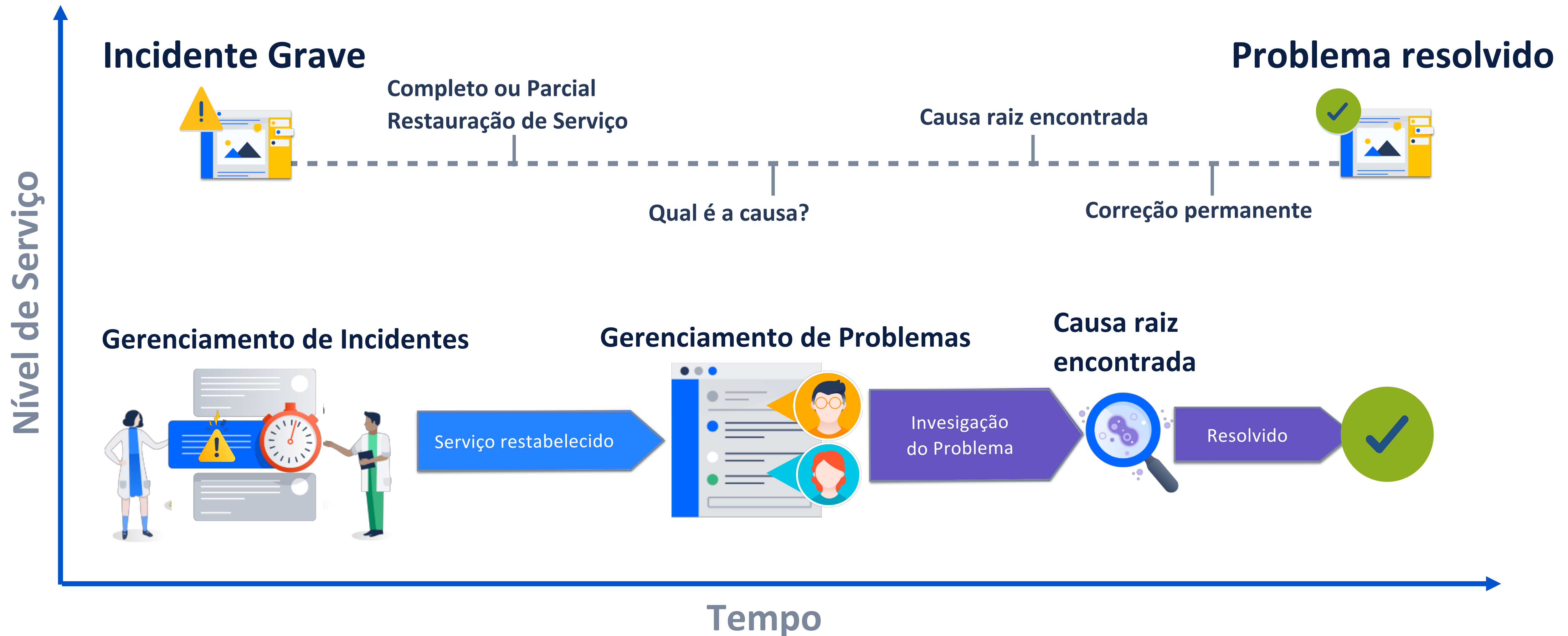
Aproxime a TI e o Dev com a capacidade de vincular problemas ao backlog de desenvolvimento.



Aprenda e compartilhe

Melhore o suporte de TI com facilidade para compartilhar conhecimento do Gerenciamento de Problemas

GERENCIAMENTO REATIVO DE PROBLEMAS



GERENCIAMENTO PROATIVO DE PROBLEMAS

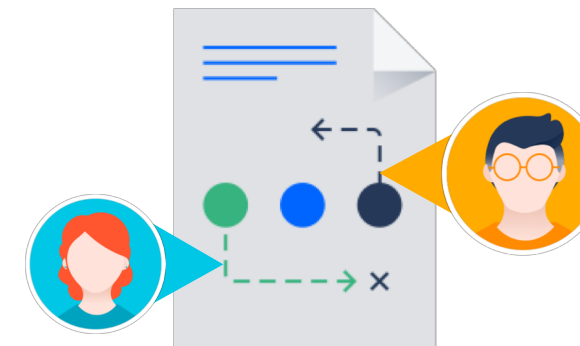


Entrada de Dados

- Entradas principais de interrupções
- Análise pós morte
- Software releases
- Informações do fornecedor
- Monitoramento de eventos
- Consiência da situação pelo time
- Experiência do Time



Ger. do Problema.



- Colaboração entre times
- Análise de tendência do problema
- Causa raiz identificada
- Melhorias Priorizadas



Melhoramento Contínuo de Serviço

Feedback do serviço

RFC / Bug reportado

Erro conhecido publicado

Nível de Serviço

Time

ENCONTRE A CAUSA RAIZ MAIS RAPIDAMENTE

**Problema
investigação**



 **Jira Service Desk**

- Mudanças recentes
- Incidentes comuns
- Grandes interrupções

 **Confluence**

- PIR
- Planos de Mudanças
- KBs

 **Jira Software**

- Recentes releases
- Bugs Abertos

MAIOR VISIBILIDADE COM AUTOMAÇÃO

IT support issue

.... vinculado ao backlog de desenvolvimento de software

JIRA

Dashboards

Projects

Issues

Boards

Create

IT Service Desk

Queues

Customers

Reports

Raise a request

Knowledge base

Customer channels

Invite team

Welcome guide

PROJECT SHORTCUTS

Known Error DB

ITIL process documentation

Add shortcut

Project settings

SD-158

DB error 721 when running finance report

Edit

Comment

Assign

Pending

Cancel

Resolve

Admin

Details

Type: Problem

Priority: High

Component/s: TIS_Purchasing

Labels: billing-apps

Impact: Significant / Large

Urgency: High

Customer Request Type: Report a system problem

Status: WORK IN PROGRESS

Resolution: Unresolved

Description

Attachments

Issue links

causes

TDEV-4 finance report plugin error - DB 721

JIRA

Dashboards

Projects

Issues

Boards

Create

TDEV board

Kanban board

QUICK FILTERS

Only My Issues

Recently Updated

2 Backlog

3 Selected for Development

1 In Progress

Max 1

0 Done

Expedite 1 issue

TDEV-4

finance report plugin error - DB 721

Everything Else 5 issues

TDEV-3

webstore server memory allocation rewrite

TDEV-2

webstore translation processing update

TDEV-1

TIS shopping cart update

TDEV-5

webstore server performance issue - Apache Tomcat

TDEV-6

TIS shopping cart refresh issue

TIS Webstore Development / TDEV-4

finance report plugin error - DB 721

Details

Status: SELECTED FOR DE...

Priority: Critical

Component/s: None

Labels: billing-apps

Affects Version/s: None

Fix Version/s: None

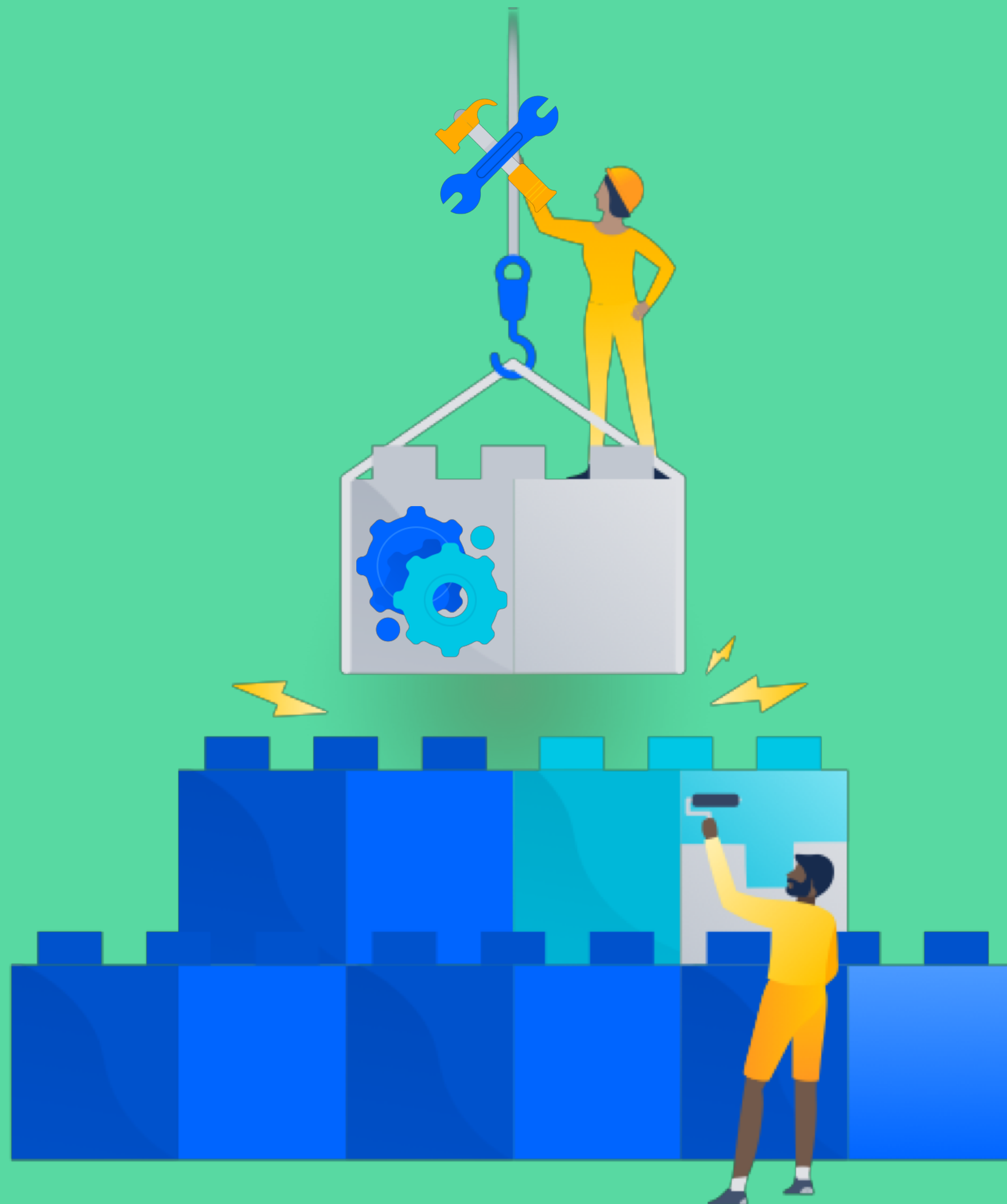
Epic Link: None

People

Reporter: Paul Buffington

Assignee: Martin

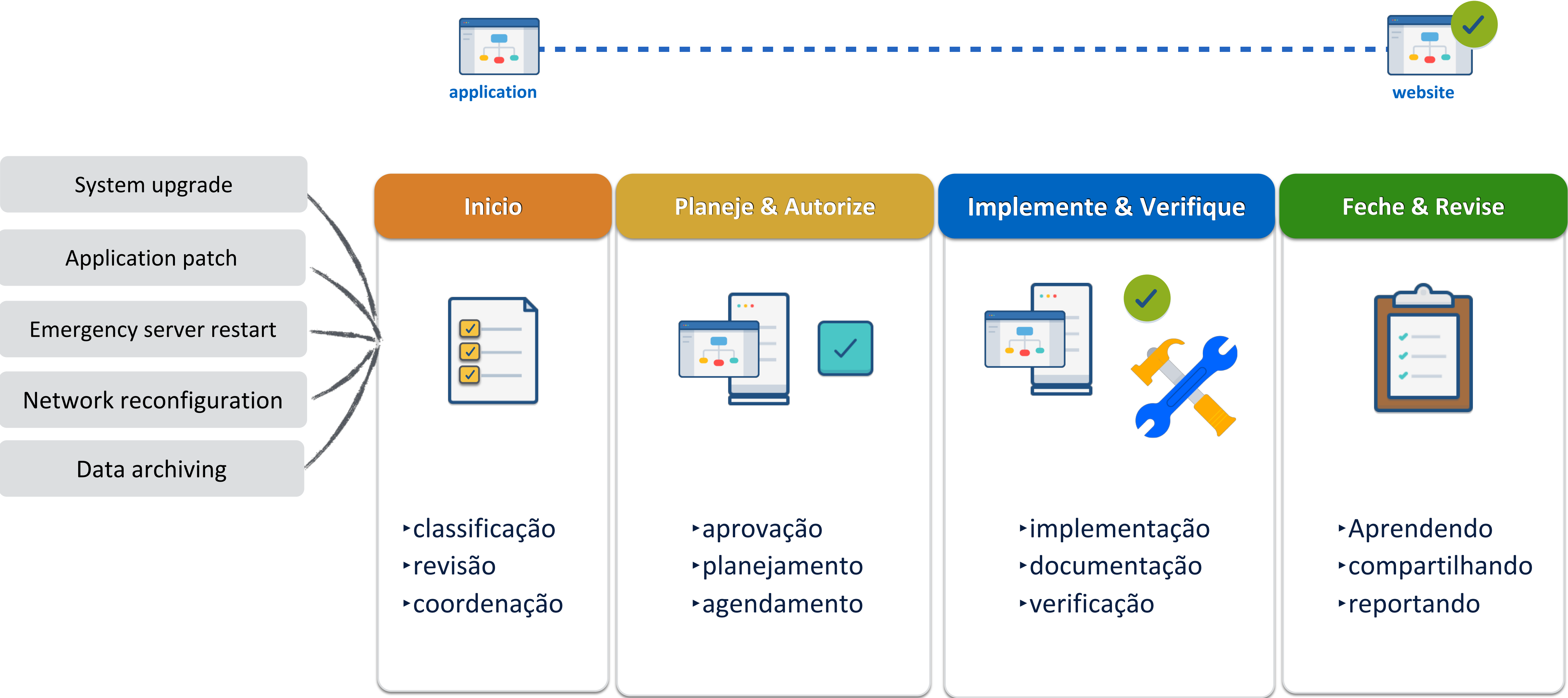
Update Linked Issue Automation Rule



Gerenciamento de Mudança

O GERENCIAMENTO DE MUDANÇAS É UM PROCESSO CRÍTICO PARA A MAIORIA DAS EQUIPES DE TI.

CONSIDERANDO O PROCESSO DE GERENCIAMENTO DE MUDANÇAS



A abordagem da Atlassian para o Gerenciamento de Mudanças



Na velocidade do negócio

A velocidade é a nova segurança.
Automatize as mudanças padrão



Agilize as aprovações

Implemente revisões por pares aumente a colaboração e melhore as aprovações



Reduzir risco; facilite o valor

Equilíbrio, risco, segurança e qualidade



Melhoria continua

Aproveite as revisões do PIR Change para aprender e melhorar

FACILIDADE DE TRABALHAR COM UMA SOLICITAÇÃO DE MUDANÇA

Change

Facilite a equipe de TI a gerenciar uma solicitação de alteração com acesso fácil a:

- Aprovações
- Alterar tarefas
- Documentação
- Calendários
- Conhecimento
- Colaboração em equipe

Para mudanças complexas, as equipes podem vincular tarefas / bugs relacionados ao JIRA com a mudança

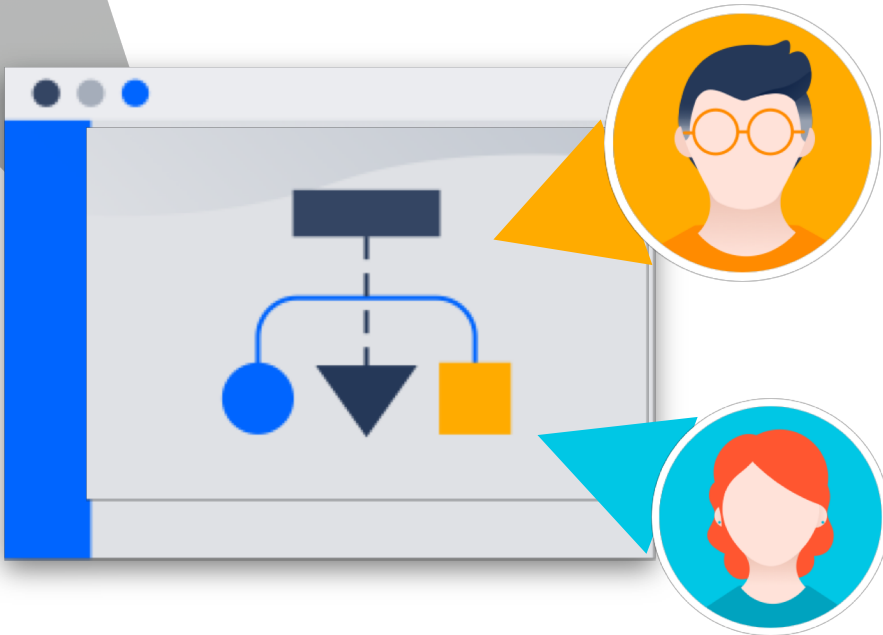
Os planos de mudança documentados no Confluence estão ligados à mudança

The screenshot displays the Jira Change Management interface. The top navigation bar includes 'Jira', 'Dashboards', 'Projects', 'Issues', 'Boards', 'Insight', and a 'Create' button. A search bar is on the right. The left sidebar shows a 'QUEUES' section with filters like 'All open' (7), 'Unassigned issues' (4), 'Assigned to me' (6), 'Waiting on me' (1), 'Critical' (0), 'Change' (7), 'Ready for imple...' (3), 'Emergency change' (2), 'Completed last 3...' (0), and 'Recently resolved' (1). The main content area shows a change request titled 'TIS Webstore upgrade - Product Catalog Server Cluster' (ICM-4). It includes buttons for 'Edit', 'Comment', 'Assign', 'More', 'Start implementation', 'Pending', 'Cancel', and 'Admin'. The 'Details' section lists attributes: Type (Change), Priority (Low), Component/s (None), Labels (None), Impact (Significant / Large), Urgency (High), Change type (Normal), Change reason (Upgrade), Change risk (High), Impacted Configuration Items (PostgreSQL, Apache Web Server, Dell PowerEdge T20), and Impacted Service (TIS Webstore). The 'Description' section provides a detailed explanation of the change. The 'Attachments' and 'Issue Links' sections show related items. The right sidebar contains 'SLAs' (4d), 'People' (Assignee: Mitch Davis, Reporter: Harvey Jennings), 'Service Desk request' (Request type: Upgrade or change a service, Customer status: Awaiting implementation), and 'Dates' (Created: 10/May/18 12:26 AM, Updated: 1 minute ago, Change start date: 07/Jun/18 7:25 AM, Change completion date: 09/Jun/18 7:25 AM).

ENTENDENDO O SERVIÇO E O IMPACTO DA CONFIGURAÇÃO



CMDB



Requested Change

JIRA

Dashboards

Projects

Issues

Boards

Portfolio

Insight

Create

Search

?

IT Assets

No description

Search object types

Network Assets

Host (3)

Connected Device

Device

Asset Details

Scanning Information

Network Interface (1)

Operating System (1)

CPU (1)

File System

License

Application (4)

Database (2)

Application Service (9)

Patch (1)

Search objects

Overview

Reports

Graph

Object Schema

Application Service

Create Object

Objects

Attributes

Graph

Object Type

View Object Graph

Elastic Search Clusters

Elastic Search

Dell PowerEdge T20

Mongo DB

TIS purchasing

PostgreSQL

Intel® Xeon processor E5-2600 v4

4005-12

PowerEdge M630 Blade

Apache Web Server

Red Hat® Enterprise Linux

TIS webstore - product catalog

TIS Webstore

PowerEdge M630 Blade

10Gb Base-T network adapter

TIS Webstore

Details

Key: IA-5

Name: TIS Webstore

Created: 24/Jan/18 7:27 PM

Updated: 24/Jan/18 7:37 PM

Service Type: business

Started: false

Status: IN SERVICE

Host: PowerEdge M630 Blade Server

Attachments

There are no attachments

Connected JIRA issues

ITS-199 TIS ecomm purchasing upgrade PLANNING

ITS-198 TIS web-store - Apache web-server error OPEN

Go to object

Close

MELHORANDO O PLANEJAMENTO DE MUDANÇAS E COLABORAÇÃO

Change

Mova o planejamento de mudanças para fora dos silos de documentos.

Melhore a colaboração da equipe

Melhore a visibilidade

Infrastructure Change Management

Pages

Blog

Questions

Calendars

SPACE SHORTCUTS

How-to articles

PAGE TREE

How-to articles

2018 - RFC implementation plans

- AWS migration for Arizona dat...
- FinServer Major Application U...
- HR analytics and reporting sys...
- RFC-04/29/18 -TIS Webstor...

Dashboard / Infrastructure Change Management / 2018 - RFC implementation plans

1 Jira link

Edit

Save for later

Watching

Share

RFC-04/29/18 -TIS Webstore Product Catalog upgrade (TIS datacenter)

Created by Mitch Davis, last modified on Aug 13, 2018

Summary

This major change addresses the previous performance issues related to the TIS Web Store catalog product lookup that was identified by our problem investigation team after several major outages in Januray. We've completed the E-comm services business review and we have sign-off from the business and security to processed with this change.

Change Details | Testing & Support Contacts | Communications | Implementation Steps

Change Details

Change Request & Status	ICM-4 - TIS Webstore upgrade - Product Catalog Server Cluster AWAITING IMPLEMENTATION
Driver	addressing this major incident to prevent further issues ITS-177 - TIS Webstore DB lookup error - impacting product info retrieval CLOSED
Technical Reviewers	19 Apr 2018 ☒ @ Max Taylor ☒ @ Mitch Davis
Service Owner Review	☒ @ Harvey Jennings
Informed / Stakeholders	@ Admin Istrator @ Alana Grant @ Ryan Lee
Impacted Services	TIS Web Store, TIS Purchasing, TIS Product Catalog, TIS Store Analytics
Time for Schedule Change	Day / Date / Timezone Start: 09 Jun 2018 12am PST Stop: 11 Jun 2018 5am PST

Change Plans

This section captures Pre to Post detailed Migration plans

View detailed change plans...

Change implementation Tasks

Task Type	Description
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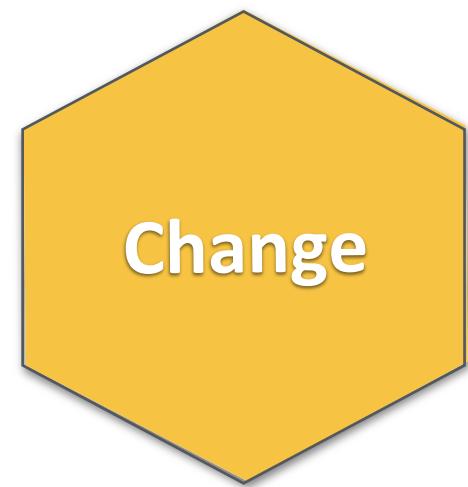
APROVEITE A AUTOMAÇÃO PARA MELHORAR O FLUXO DE MUDANÇA



- Standard change
- High risk change
- Change SLA due
- Change implemented
- Emergency change



- Automated approval
- Set risk level
- Notify service owner
- Transition change
- Webhook – AWS provision server
- Add comment to change



Gestão de Mudança

Atlassian agiliza o modo como as equipes de TI gerenciam a mudança de infraestrutura



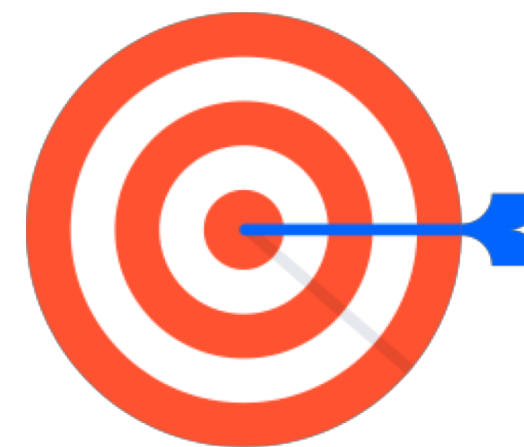
Balanceada & Enxuta

Forneça às equipes de TI uma abordagem equilibrada que ofereça uma abordagem enxuta e ágil para mudar sem comprometer riscos



Aprovações simplificadas

Implemente aprovações que não atrasam o processo de aprovação. Adotando revisões por pares para tornar as aprovações do CAB rápidas e simples



Coordenação Aprimorada

Quebre Barreiras para melhorar o gerenciamento de mudanças com equipes conectadas



Melhoria continua

Aprenda com implementações de mudanças para melhorar o processo e as formas como a equipe planeja e implementa mudanças na infraestrutura

CONSTRUINDO DE FORMA MODERNA O ITSM COM O ATLASSIAN

⚡ Jira Service Desk



✂ Confluence



📶 Statuspage



▲ ATLASSIAN Marketplace

