

Building Change Request Workflows Webinar

JSM in Practice

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Got Questions?

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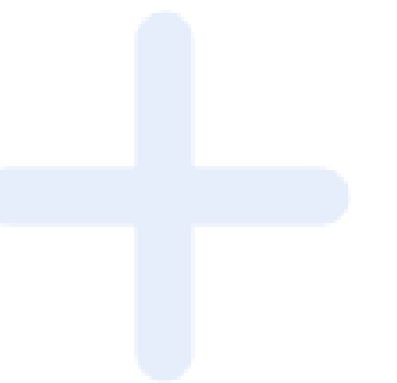
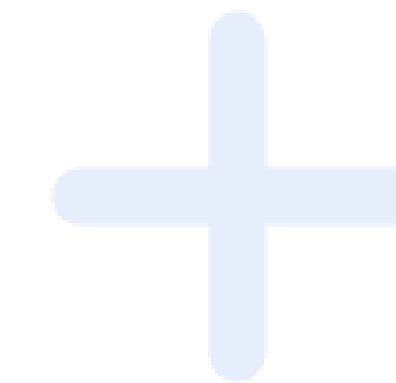
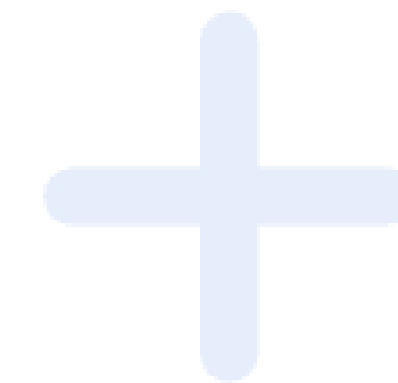
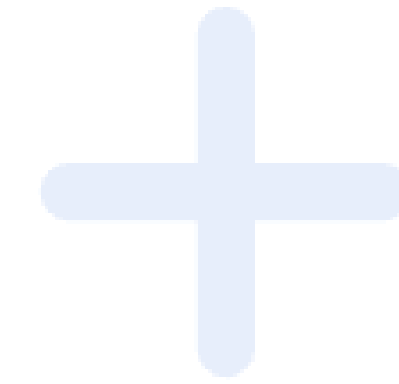
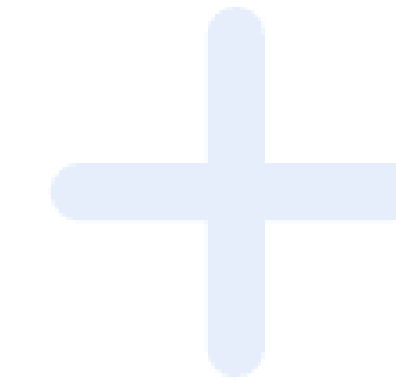
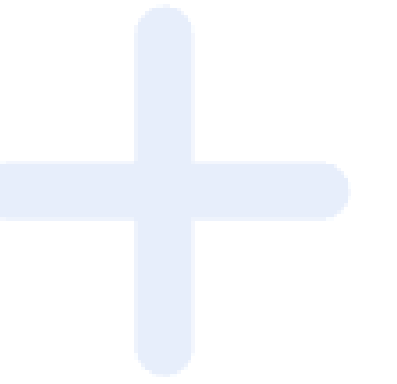
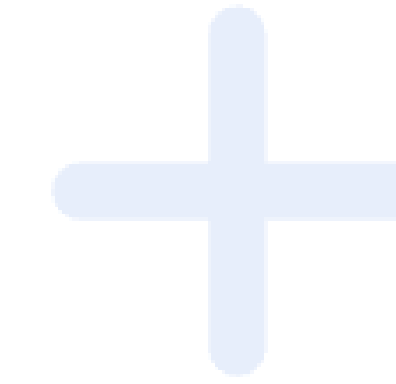
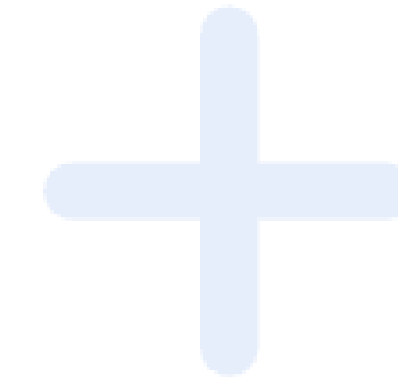
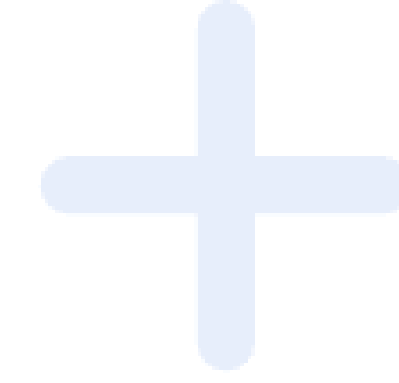
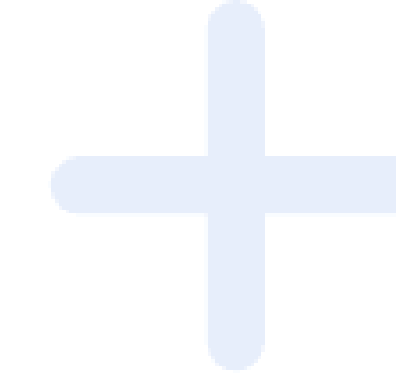
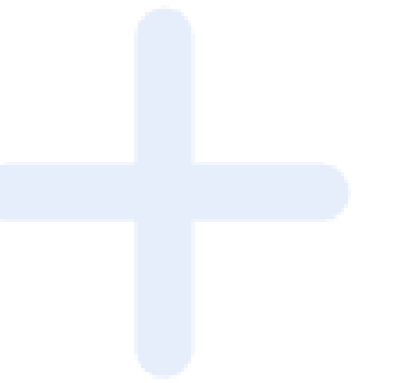
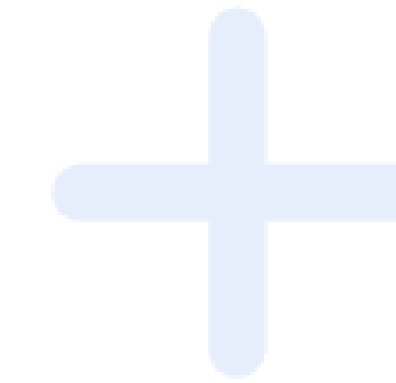
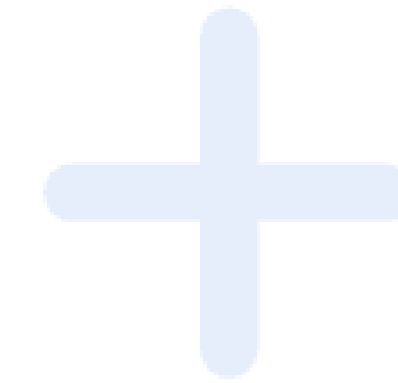
WE'LL ADDRESS QUESTIONS DURING Q&A



TODAY'S SESSION

What We'll Cover

- 1 A Story About Change Management**
- 2 Understanding Change Types**
- 3 Introduction to Jira Service Management**
- 4 Licensing & Permissions**
- 5 Live Demo: End-to-End Workflow**
- 6 Q&A**



SECTION 01

A Trip to the Mechanic

How a routine car service relates to change management

THE STORY

Meet the Kia Carnival

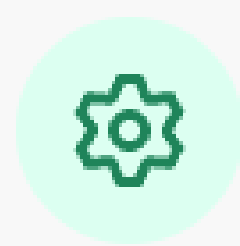


THE STORY

The Conversation at the Shop



Three Types of Car Service



Routine Oil Change

Scheduled, predictable, low risk. You book it in advance and know the cost.

STANDARD CHANGE



Three Types of Car Service



Brake Pads & Filters

Found during inspection. Needs assessment and approval before proceeding.

NORMAL CHANGE



Three Types of Car Service



Bald Tyres

Safety-critical. Must be fixed immediately before the car can leave.

EMERGENCY CHANGE



Three Change Types in Change Management

Standard Change

Pre-approved, low-risk, repeatable. No CAB review needed. Examples: routine patching, config updates with known playbooks.

Normal Change

Requires assessment and CAB approval. Medium risk with a defined change window. Examples: new service deployment, infrastructure upgrades.

Emergency Change

Bypasses standard approval. Immediate action required for critical incidents. Post-implementation review is mandatory.



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WE'LL ADDRESS QUESTIONS DURING Q&A



Jira Service Management

- Built on Jira with ITSM capabilities: help portal, queues, alerting, and change management
- Out-of-the-box ITIL workflows for incident, problem, and change processes
- Integrates with CI/CD tools, Assets (CMDB), and Operations for end-to-end visibility
- Distinct from Jira Software: purpose-built for service teams, not dev backlogs

Key Differentiators

- 👤 Customer portal for external requesters at no license cost
- ⚡ Automated SLA tracking and escalation rules
- 📅 Change calendar and risk assessment engine built in

JSM Licenses

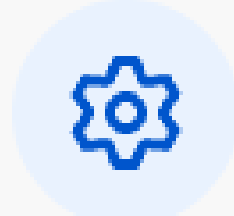
Free (No License)

- ✔ Raise change requests via the Customer Portal
- ✔ Approve changes via portal or email notification
- ✔ View request status and add comments

Agent License Required

- 👤 Triage, assign, and work on change tickets
- ⚙️ Configure workflows, automation, and risk rules
- 📅 Access queues, change calendar, and reporting

JSM Roles



Space Administrator

Manages project settings, workflows, and permissions for the service project



Service Team Member

Works on tickets, triages requests, and manages queues without full admin access



Customer

Raises requests via the portal and tracks status. No agent license required.



Stakeholder

Approves changes and views progress. Free access via portal or email notifications.

New Jira Naming Conventions

Spaces

Formerly Projects

Project → **Space**

Project settings → **Space settings**

Classic project → **Company-managed space**

Next-gen project → **Team-managed space**

Work Items

Formerly Issues

Issue → **Work item**

Issue type → **Work type**

Sub-task → **Child work item**

Issue collector → **Work item collector**

Automation

Formerly Rules

Rule → **Flow**

Component → **Step**

Rule actor → **Flow actor**

Rule editor → **Flow editor**

Views & Platform

Formerly mixed terminology

Roadmap → **Timeline**

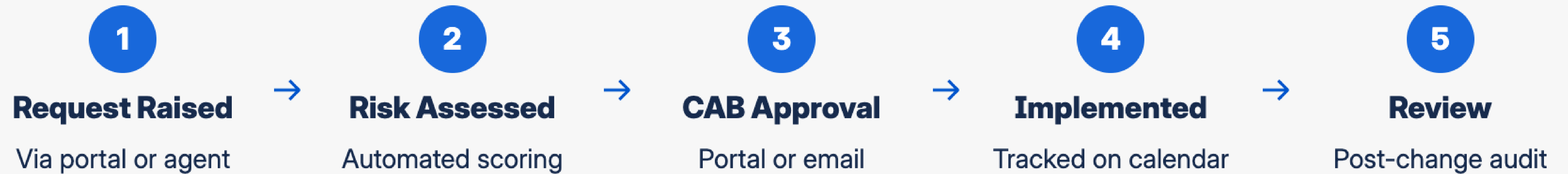
All work → **List view**

Product → **App**

Board name → **View name**

WORKFLOW

How a Change Moves Through JSM



Automated Risk Calculation



Change Window

Proposed timing and lead time factor into risk scoring. Short lead = higher risk.



Affected Services

Assets and CMDB entries linked to the change determine blast radius and criticality.



Risk Score Output

Engine produces Low, Medium, or High risk. Routes to the right approval path automatically.



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What You'll See in the Demo

The Request Experience

- ✔ Submit Normal & Standard changes via portal
- ✔ Trigger approval via email and portal
- ✔ Link incidents and assets to changes

The Agent & CAB View

- ✔ Queues, change calendar, and 3rd-party sync
- ✔ Workflow configuration walkthrough
- ✔ Automated risk scoring in action

The Engine Behind It

- ⚡ Approval workflow configuration and multi-stage gates
- 📊 Asset and time-based automated risk calculation

SUMMARY

What to Remember

- 1 Requesters and approvers are free**
No agent license needed to raise or approve changes via the portal
- 2 Three change types cover every scenario**
Standard, Normal, and Emergency map to real-world risk levels
- 3 Risk scoring is automated**
Change window and affected assets drive the risk calculation
- 4 Change calendar keeps everyone aligned**
Subscribe via iCal to sync with Outlook or Google Calendar

Thank You

Questions, feedback, and open discussion

Clement Fung · Atlassian