

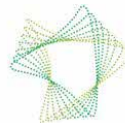
# Enabling Service Management for Dev Teams



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GOVTECH

SINGAPORE



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## **Agenda**

**High Velocity Service  
Management**

**Service Management for  
Developers**

**Jira Service Management Demo**

**Q&A**

# **New realities call for always-on services and support**



**Rise of digital  
businesses**

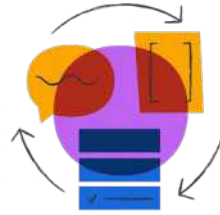


**Growth in  
distributed work**

# Traditional ITSM gets in the way



**Siloed tools  
and teams**

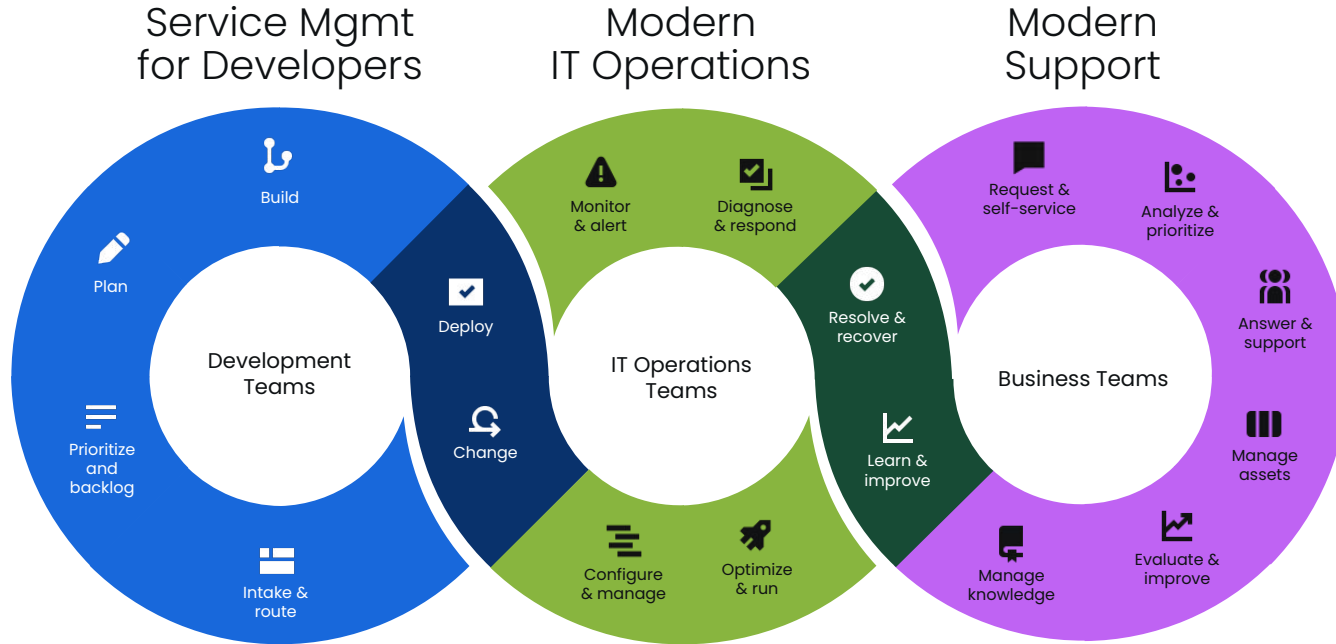


**Outdated  
experiences**

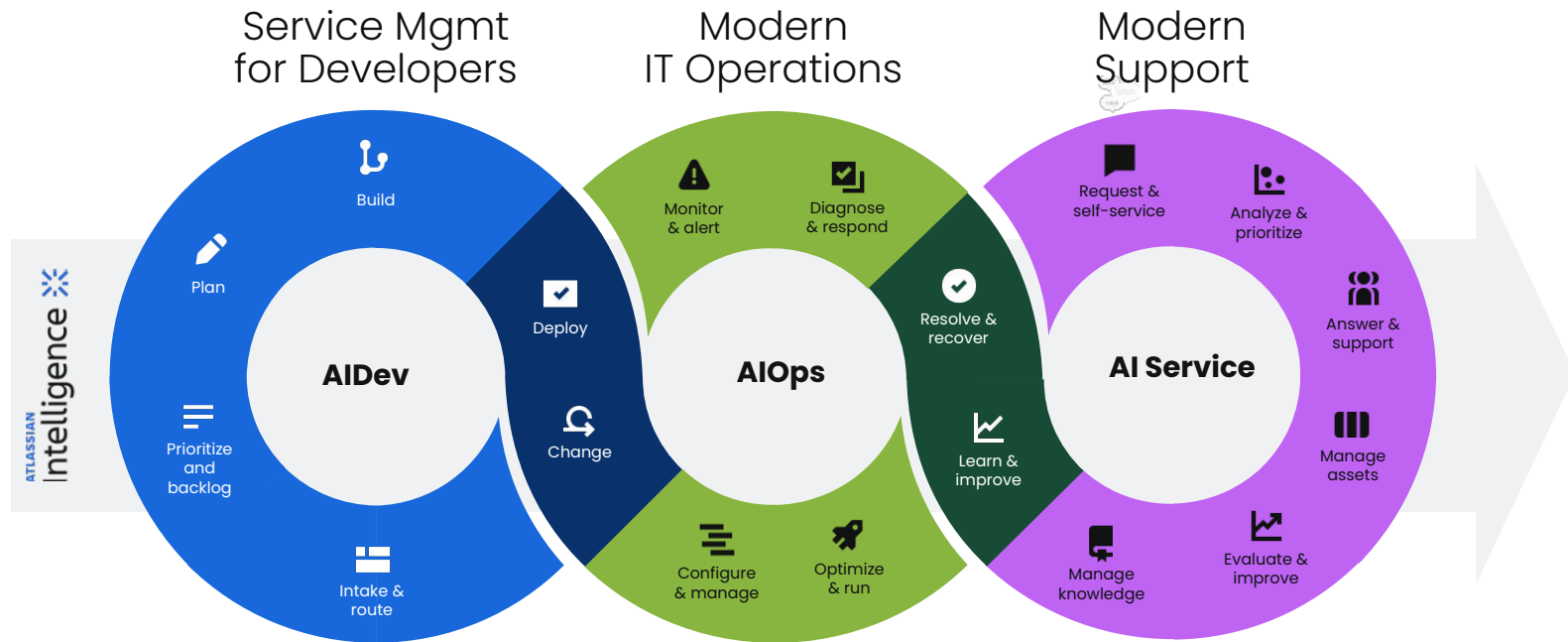


**Costly, complex  
solutions**

# High Velocity Service Management



# High Velocity Service Management





# **Service Management for Developers**

Giving Developers autonomy, while  
staying aligned with IT Operations

A large, stylized graphic of the number 61% in a multi-colored, blocky font. The digits are composed of various colored segments: green, blue, orange, and dark green.

of developers say manual  
processes is the top bottleneck  
to application delivery

A large, stylized graphic of the number 52% in a multi-colored, blocky font. The digits are composed of various colored segments: blue, orange, purple, red, and green.

of developers say siloed teams  
is among the top 3 bottlenecks  
to application delivery

Source: IDC

# Challenges faced by Developers



## Lower developer productivity

Caused by inconsistent and inefficient work intake, prioritisation, and routing



## Longer time-to-market

Because of siloed tools, manual efforts, and difficulty collaborating with IT Ops



## Slower incident response

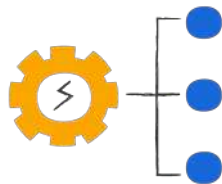
Due to the lack of visibility into the services affected and on-call schedules

# Service Management for Developers



## Increase developer productivity

Streamline the intake, prioritisation & routing of dev & change requests. Create one source of truth



## Deploy faster, while minimizing risk

Automate change management processes and improve collaboration with IT Ops



## Accelerate incident response

Gain visibility into impacted services and on-call schedules to respond faster



# A single platform for Dev + Ops

Capturing feedback directly from customers, Jira Service Management enables Dev and Operations teams at **Canva** to collaborate effectively with shared incident and change management workflows.

## 5,000

TICKETS FULFILLED  
IN 1 YEAR

## 150

HOURS SAVED PER MONTH  
WITH AUTOMATION

# Support for JSM

## Standard Support

- Available via SHIP-HATS Service Desk

## *New!* Atlassian Office Hours

- **19 March** and **2 April**
- **2 – 3 PM**
- Walk-in session to ask all about JSM
- [Join via Zoom Link](#) [Same for both sessions]

