

Getting Started with Jira Service Management (JSM)

SHIP-HATS x Atlassian

GOVTECH
SINGAPORE



Agenda Slide

01

Context & What's on the horizon

Quick summary why are we offering JSM, what is our long-term strategy as well as 2025 roadmap

02

What can we expect from this JSM launch

Key features, what they do and what use-cases are they suitable for

03

Atlassian – Introduction to JSM

Learn with our Atlassian Partners on Jira Service Management

04

Q & A

Share your questions

Why are we offering Jira Service Management



JSM as SHIP-HATS
ITSM and incident
management tool
(our SSD portal)



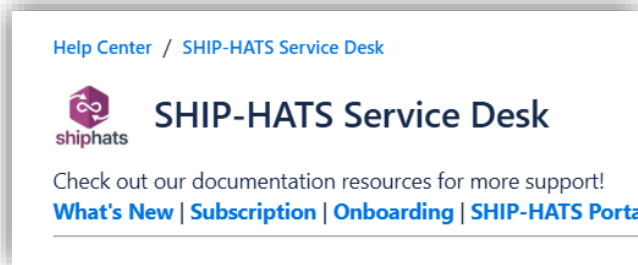
ITSM tool
within Core
Engineering Products
(CEP)



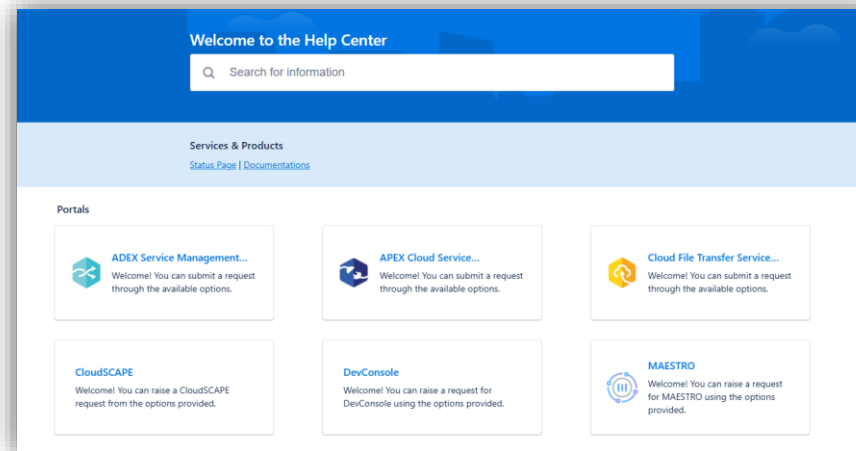
Demand from 10+
agencies for over 100
agents serving 500+
customers



JSM can help teams
quickly setup their
ITSM, is lightweight,
flexible and scalable



3



Perhaps we can
extend this capability
to development teams
in WOG

Enabling Planning, Collaboration & ITSM tools for Development Teams

Our focus for the next 1-2 years

Platform Enabling

Fostering collaboration and ease of access to information across WOG with our **Shared Model** for Jira, Confluence on Atlassian Cloud.

Empower development teams to easily setup ITSM and incident management with **JSM**

More control (and responsibility) and ability to manage your own Jira, Confluence and JSM instance with our **Dedicated Model**

Level Up Productivity

Enable **AI and Intelligence** to enable efficient usage, enhanced insights and improved productivity

Golden Templates, Integrations and Workflows to help teams jumpstart even quicker and incorporate best practices

Lower cost footprint

Consolidating demand across WOG beyond Shared and Dedicated Model (**EA**) - TBC

What is on the horizon in 2025?

FY24 Q3

Move to Cloud: Jira

Move to Cloud: Confluence

FY24 Q4

Jira Service Management (Pilot) 

Jira Service Management (GA) 

Atlassian DC Decommission 

Dedicated Model Pilot

FY25

Atlassian Intelligence (AI) Q1 FY25

SHIP on Mobile

JSM & StackOps Integration (trial)

Golden Paths for Dev Productivity

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What is available with the current JSM?

Category	JSM Capability	Availability
IT Service Management	Service Desk Portal for Request Mangement	Yes
	Agent interface for ticket management	Yes
	Help Center	Yes
	Service Level Agreement	Yes
Incident Management	Incident Management Workflow	Yes
	Alert and on-call management	Limited features - require enabling of mobile
	Slack Integration for Incident Triaging	Yes
Change Management	Change Management – Workflows	Yes
Knowledge Management	Knowledge Base Integration with Confluence	Yes
Accessibility	Public Access to portal option	Can be configured

What is not available initially with JSM?

Category	JSM Capability	Availability
AI Integration	Atlassian Intelligence	WIP
	Virtual Service Agent (Atlassian Intelligence Answers)	Partial availability, AI TBC, Intent Flow is already available
Mobile Support	Jira & JSM	TBC
	Confluence	TBC
Asset Management	ITAM	No
Configuration Management	Service Configuration Management / CMDB	No

Jira Service Management

What's in it?

Jira Service Management Roles

Role	Description	Need License?
Agents	Users that works on service requests and responds to customers on the service portal	Yes, JSM Agent License
Administrator*	Project administrators that set up the service project and manage users	Yes, JSM Agent License
Customers	Users that raise service requests to the service project	No
Collaborators	Internal teams that supports service requests by providing information to the Agents through internal comments	Yes, Jira user License

At least one Project Administrator of the subscription must have a **valid JSM Agent License assigned via the TechBiz Portal to create the JSM project via the SHIP-HATS Portal*

Pricing

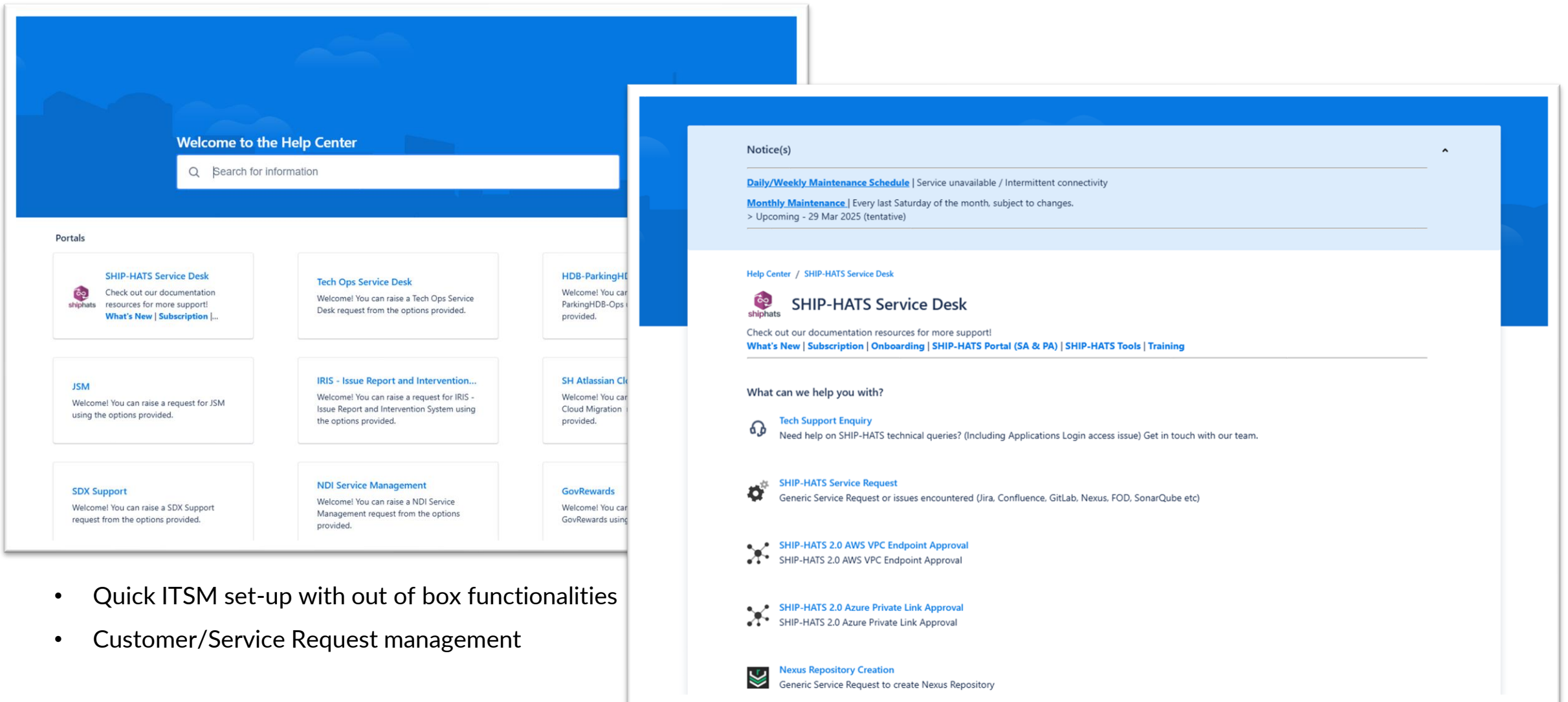
Charging starts from 01 March '25

- Pricing for JSM is available here: <https://go.gov.sg/ship-hats-pricing> (Accessible for Public officers via intranet). Charging will commence on 1st March '25 for those that have subscribed to a JSM license in their subscription accounts.
- For those on pilot, we will reach out to you independently to share the options. Charging will start on 1st April '25 for those converting from the pilot group.

IT Service Management

Use-cases and functionalities

Service Desk Portals



The screenshot displays the SHIP-HATS Service Desk portal. The top section features a blue header with the text "Welcome to the Help Center" and a search bar labeled "Search for information". Below this, a grid of service desk portals is shown, including SHIP-HATS Service Desk, Tech Ops Service Desk, HDB-ParkingH, JSM, IRIS - Issue Report and Intervention..., SH Atlassian Cl, SDX Support, NDI Service Management, and GovRewards. The main content area is titled "SHIP-HATS Service Desk" and includes a welcome message, a list of links (What's New, Subscription, Onboarding, SHIP-HATS Portal (SA & PA), SHIP-HATS Tools, Training), and a section titled "What can we help you with?". This section lists several service requests with icons: Tech Support Enquiry, SHIP-HATS Service Request, SHIP-HATS 2.0 AWS VPC Endpoint Approval, SHIP-HATS 2.0 Azure Private Link Approval, and Nexus Repository Creation.

Notice(s)

[Daily/Weekly Maintenance Schedule](#) | Service unavailable / Intermittent connectivity

[Monthly Maintenance](#) | Every last Saturday of the month, subject to changes.
> Upcoming - 29 Mar 2025 (tentative)

Help Center / SHIP-HATS Service Desk

SHIP-HATS Service Desk

Check out our documentation resources for more support!
[What's New](#) | [Subscription](#) | [Onboarding](#) | [SHIP-HATS Portal \(SA & PA\)](#) | [SHIP-HATS Tools](#) | [Training](#)

What can we help you with?

-  **Tech Support Enquiry**
Need help on SHIP-HATS technical queries? (Including Applications Login access issue) Get in touch with our team.
-  **SHIP-HATS Service Request**
Generic Service Request or issues encountered (Jira, Confluence, GitLab, Nexus, FOD, SonarQube etc)
-  **SHIP-HATS 2.0 AWS VPC Endpoint Approval**
SHIP-HATS 2.0 AWS VPC Endpoint Approval
-  **SHIP-HATS 2.0 Azure Private Link Approval**
SHIP-HATS 2.0 Azure Private Link Approval
-  **Nexus Repository Creation**
Generic Service Request to create Nexus Repository

- Quick ITSM set-up with out of box functionalities
- Customer/Service Request management

Ticket Management - Agent interface



Jira Service Management

Your work

Projects

Filters

Dashboards

People

Plans

Apps

Create

ITSM Service Desk

Service project

Queues

Service requests

Incidents

Problems

Changes

OPERATIONS

Services

Alerts

On-call

KNOWLEDGE & INSIGHTS

Knowledge base

Reports

CHANNELS & PEOPLE

Ticket channels

Customers

Invite team

Project settings

Projects / ITSM Service Desk / All tickets

All open tickets

Request Type	Key	Summary	Reporter	Assignee	Status	Created	Time to resolu...	P
Request admin access	ITSM-1324	Admin access to Jira	Polly ProductManager	Sammy Servi...	WAITING FOR SUPPORT	24/Sep/20	-15m	
Report a system problem	ITSM-1342	Banc.ly Inc is slow	Serena ServiceDeskManager	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m	
Report a system problem	ITSM-1339	Can't access POS System	Sammy ServiceDeskAgent	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m	
Report broken hardware	ITSM-1333	Cant access webcam	Darrel DevManager	Sammy Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m	
Report a system problem	ITSM-1331	Can't access Trello	Sammy ServiceDeskAgent	Serena Servi...	WORK IN PROGRESS	25/Sep/20	3h 44m	
Request admin access	ITSM-1338	Admin access to Jira	Polly ProductManager	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m	
Get a guest wifi account	ITSM-1337	Guest access	Daria DevDirector	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m	
Request new software	ITSM-1336	Add Office to Mac	Sammy ServiceDeskAgent	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m	
Request new hardware	ITSM-1335	Need new keyboard	Sandeep ServiceOwner	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m	
Set up VPN to the office	ITSM-1334	VPN Access	Christy ChangeManager	Serena Servi...	IN PROGRESS	25/Sep/20	7h 44m	
New mobile device	ITSM-1332	Need a new iPhone	Dante Developer	Sammy Servi...	WAITING FOR APPROVAL	25/Sep/20	7h 44m	
Get IT help	ITSM-1330	Help setting up my VPN	Carly ChiefExec	Sammy Servi...	IN PROGRESS	25/Sep/20	7h 44m	
Investigate a problem	ITSM-1343	Investigate website slow response	Sammy ServiceDeskAgent	Sammy Servi...	UNDER REVIEW	25/Sep/20		

Back

JSM-456

Is it possible to get a new monitor?

Create subtask

Link issue

Hide details

Jane Rotason raised this request via Portal

View request in portal

What do you need help with?

I would like second monitor as part of my work setup. It will help me run mutple programs at the same time. 27" or larger would be great.

Location

Sydney, Australia

Forms

Onboarding form

SUBMITTED

Reason

No stock on premise, will need to place a batch order.

Activity

Show: All

Comments

History

Worklog

Newest first

Add internal note / Reply to customer

Pro tip: press M to comment

Fran Perez 1 hour ago • Internal note

Ticket can be resolved once order for new monitor is placed.

Fran Perez Feb 2, 2022, 3:33 PM Edited

Hey Jane,

Just wanted to let you know that we got your request.

Is your staff details up to date? That is the address we will use to send out your new monitor.

Thanks.

Edit • Delete •

Waiting for customer

SLAs

1h 13m ✓ Time to first response within 4h

2h 18m ⌚ Time to resolution within 8h

Details

Assignee

Fran Perez

Reporter

Jane Rotason

Request type

Emailed request

Priority

Medium

Knowledge base

3 articles

Automation

Rule executions

More fields

Request participants, Labels, reminders, pr...

Created 2 Feb 2022 2:20 PM

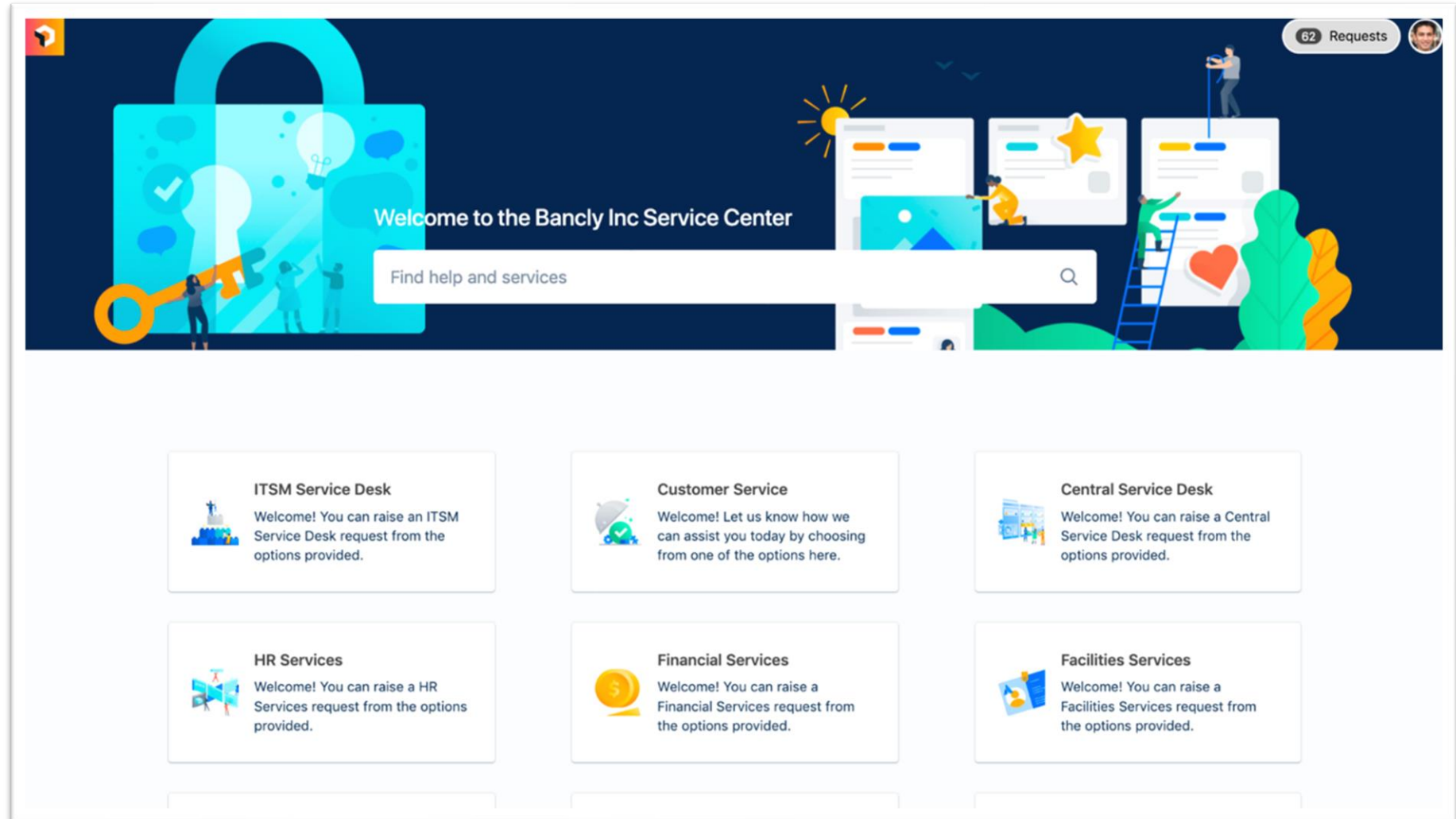
Updated 1 hours ago

Configure

Service Desk Help Center



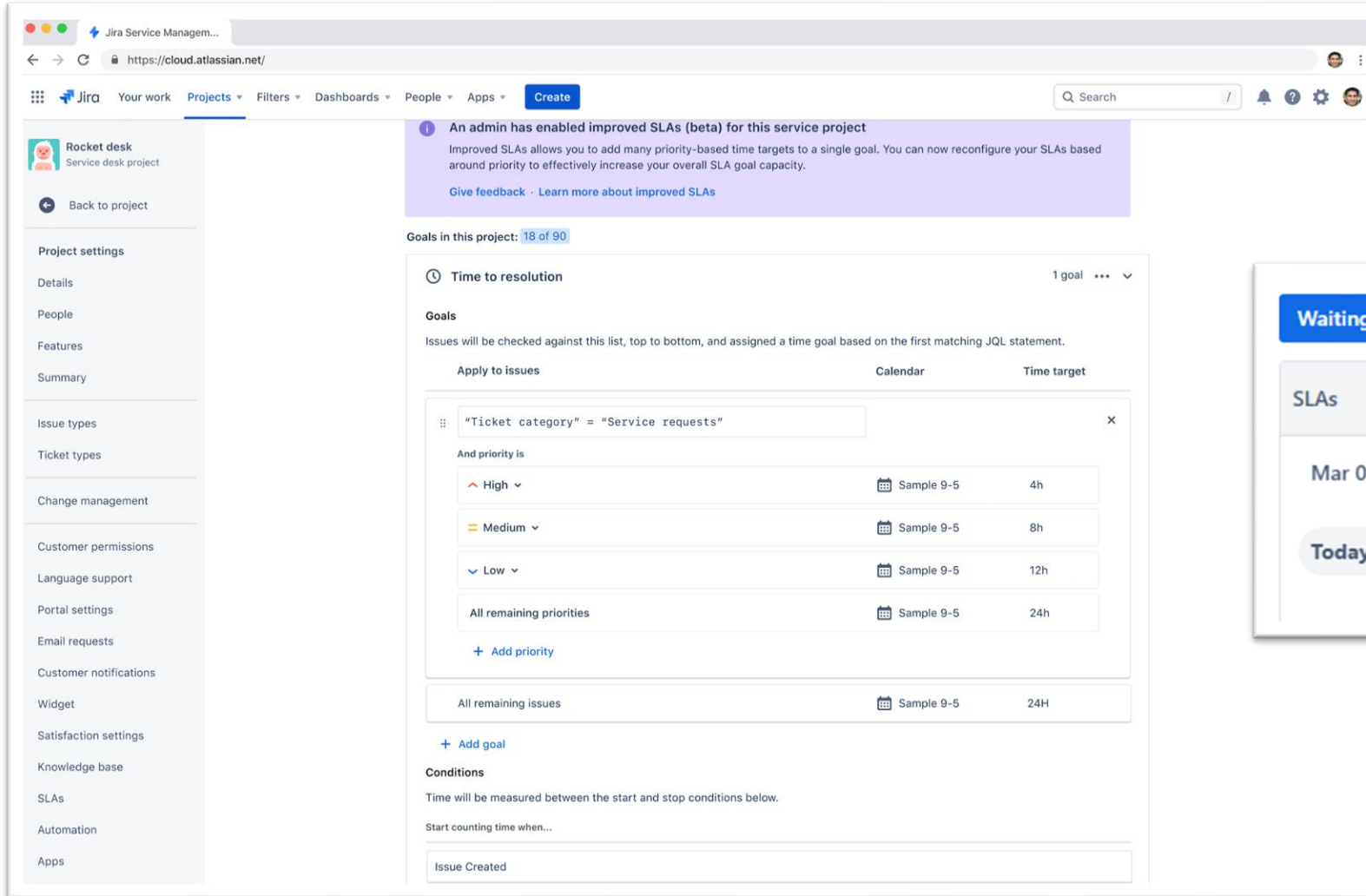
- Manage multiple service desks in one help center
- Helps customers' orientation
- *Request via SSD ticket*



Service Level Agreements



- Set up and Track SLAs for tickets

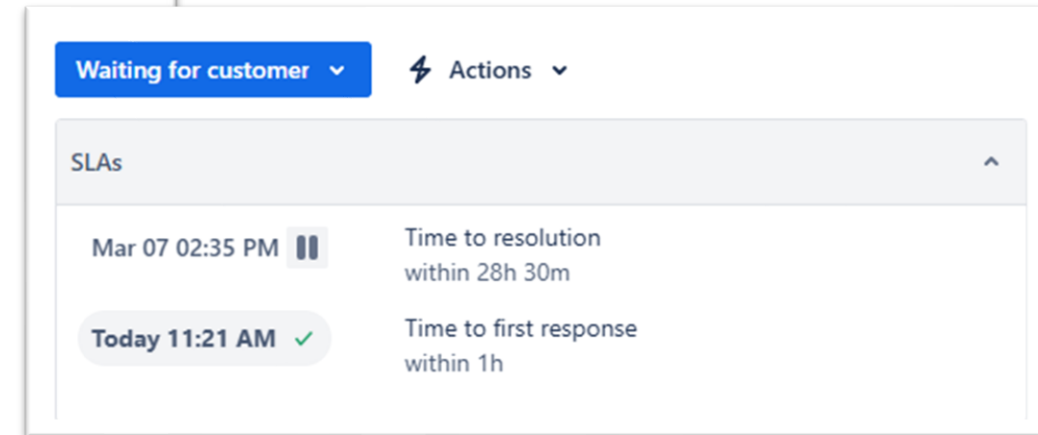


The screenshot shows the Jira Service Management interface for the 'Rocket desk' project. A notification banner at the top states: 'An admin has enabled improved SLAs (beta) for this service project. Improved SLAs allows you to add many priority-based time targets to a single goal. You can now reconfigure your SLAs based around priority to effectively increase your overall SLA goal capacity. Give feedback · Learn more about improved SLAs'.

Below the notification, the 'Goals in this project' section shows '18 of 90' goals. The 'Time to resolution' goal is selected, showing a table of priorities and their corresponding time targets:

Apply to issues	Calendar	Time target
"Ticket category" = "Service requests"		
And priority is		
High	Sample 9-5	4h
Medium	Sample 9-5	8h
Low	Sample 9-5	12h
All remaining priorities	Sample 9-5	24h
+ Add priority		
All remaining issues	Sample 9-5	24H
+ Add goal		

Below the table, the 'Conditions' section shows 'Time will be measured between the start and stop conditions below.' and 'Start counting time when...' with a dropdown menu set to 'Issue Created'.



The screenshot shows the 'Waiting for customer' status bar with a dropdown menu set to 'Waiting for customer' and an 'Actions' button. Below the status bar, the 'SLAs' section shows two SLA goals:

SLA Goal	Time Target
Mar 07 02:35 PM	Time to resolution within 28h 30m
Today 11:21 AM	Time to first response within 1h

Incident & Alerts Management

Use-cases and functionalities

Incident Management Workflow



Why is this important?

Alerts Management



- Can be integrated with monitoring tools
- Auto creation of alerts based on rules

integrationmonitoring

Turn off heartbeatClose

Heartbeat settings

Name

integrationmonitoring

Description

Integration monitoring

Assigned team

Last pinged

May 21, 2024 3:35 PM

Next ping

May 23, 2024 3:35 PM

Ping interval

2 days

Status

RESPONSIVE

Edit

Alert message

P2 X integration didn't generate alerts within X period of time, have a look if everything is fine.

Alert tags

JiraYour workProjectsFiltersDashboardsTeamsPlansAssetsAppsCreate

T1OperationsGo back

StarredSelect the star icon next to your queues to add them here.

Default FiltersAllOpenClosedUnacknowledgedNot seenAssigned to meShared with meSaved searches

Teams / T1Alerts

BASICADVANCEDSearch alerts

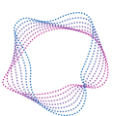
RespondersServicesPriorityStatusTime

Tiny ID	Summary	Services	Tags
#373	P3 x1 R SLO-FOD-Report has failed THRICE.		
#372	P3 x1 R Incident Flow Process for L1 - Alerts Management		
#371	P3 x1 R SLO-FOD-Report has failed THRICE.		
#370	P3 x1 R Unable to access JIRA and Confluence from GoMax device		
#369	P3 x1 R SLO-FOD-Report has failed THRICE.		
#368	P3 x1 L Sample Alert		

RespondersAssigneeCreatedStatus

		04/Mar/2025 05:01 PM	CLOSED	Delete
MH		04/Mar/2025 04:03 PM	OPEN	AckClose
PD		04/Mar/2025 12:30 PM	CLOSED	Delete
ALX		04/Mar/2025 12:23 PM	ACKNOWLEDGED	CloseAssign
RA		04/Mar/2025 10:36 AM	CLOSED	Delete
		03/Mar/2025 01:09 PM	OPEN	AckClose

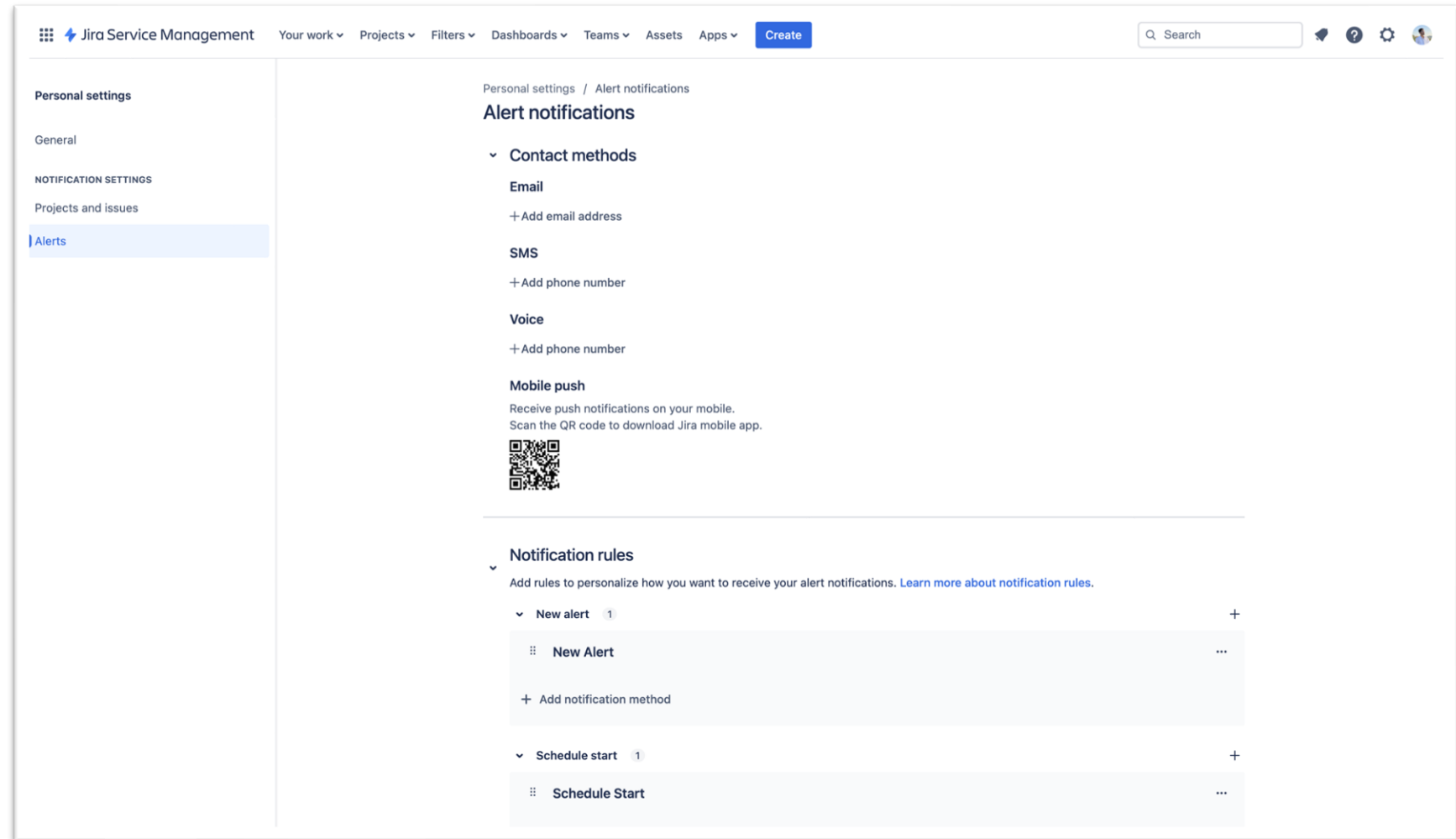
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Alerts Management – Notifications



- Email 
- SMS 
- Voice (Phone call) 
- Mobile push 



The screenshot shows the 'Alert notifications' settings page in Jira Service Management. The left sidebar contains 'Personal settings' with sub-items 'General', 'NOTIFICATION SETTINGS', 'Projects and issues', and 'Alerts'. The main content area is titled 'Alert notifications' and includes a breadcrumb 'Personal settings / Alert notifications'. Under 'Contact methods', there are sections for 'Email' (+Add email address), 'SMS' (+Add phone number), 'Voice' (+Add phone number), and 'Mobile push' (Receive push notifications on your mobile. Scan the QR code to download Jira mobile app. A QR code is displayed). Below this is the 'Notification rules' section, which includes a link to 'Learn more about notification rules.' and two existing rules: 'New alert' and 'Schedule start', each with a '+ Add notification method' button.

Alerts Management – On-call Scheduling

- Set schedules for on-call responders
- Auto escalation to next responders

Schedules 2

Schedule2 Asia/Singapore (UTC +08:00)

Add override Take on-call

March 3 - March 16
2 weeks
Timeline view

Final

	M 3	T 4	W 5	T 6	F 7	S 8	S 9	M 10	T 11	W 12	T 13	F 14	S 15	S 16
Rotation 1	ASM		A	A	A	A	A	A	A	A	A	A	A	A
Rotation 2			J	J	J			J	J	J	J	J		

Override

	M 3	T 4	W 5	T 6	F 7	S 8	S 9	M 10	T 11	W 12	T 13	F 14	S 15	S 16
Rotation 1														
Rotation 2														

Base

	M 3	T 4	W 5	T 6	F 7	S 8	S 9	M 10	T 11	W 12	T 13	F 14	S 15	S 16
Rotation 1	A	A	A	A	A	A	A	A	A	A	A	A	A	A
Rotation 2	J	J	J	J	J			J	J	J	J	J		

Escalation policies 1

T1_escalation

0 m On call users in T1_schedule, if not acknowledged

5 m Next user in T1_schedule, if not acknowledged

10 m All members of T1, if not acknowledged

Show fewer layers

Incident Management

Jira

Your work

Projects

Filters

Dashboards

People

Plans

Insight

Apps

Create

Central Service Desk

Service project

Queues

Service requests

Incidents

Problems

Changes

Post-incident re... NEW

OPERATIONS

Change calendar

Alerts

On-call

KNOWLEDGE

Knowledge base

Reports

CHANNELS & PEOPLE

Channels

Customers

Invite team

Projects / Central Service Desk / ITSM-6851

MAJOR INCIDENT

Mobile app is down

Create subtask

Investigate

Link issue

Add Form

Cindy Chiu raised this request via Jira

View request in portal

Hide details

Affected service(s)

Mobile

Affected application(s)

Mobile

Affected infrastructure

ubuntu-srv-16

Select or search for objects

Description

Mobile app is down. Users cannot log in to their accounts.

Urgency

High

Add internal note

Reply to customer

Update stakeholders

Pro tip: press M to comment

Work in progress

SLAs

Today 01:00 PM Time to resolution within 4h

Today 04:51 AM Time to first response within 2h

Details

Major incident

Priority Medium

Request Type Report a system problem

Reporter Cindy Chiu

Assignee Sammy Vito

Knowledge base 3 related articles

Linked alerts View

Stakeholders Manage

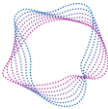
Chat channel Create channel

Conference call Start call

Responders 2 Responders

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SINGAPORE



Incident Management – Slack Integration



Details

Major incident

☒

Priority

Critical

Request Type

Report a system problem

Reporter

Cindy Chiu

Assignee

Sammy Vito

Knowledge base

3 related articles

Linked alerts

View

Stakeholders

Manage

Chat channel

Create channel

Conference call

Join call

Responders

2 Responders

Automation

Rule executions

Team swarming for incident resolution

incident-rtd-490

Messages Pins

incident-rtd-490

@Jira Service Management ChatOps created this channel today. This is the very beginning of the # incident-rtd-490 channel. test incident - to repage multiple times - <https://sgtechstack-cep.atlassian.net/browse/RTD-490>

Today

Jira Service Management ChatOps

 10:22 AM
joined #incident-rtd-490.

Jira Service Management ChatOps

 10:22 AM
set the channel description: test incident - to repage multiple times - <https://sgtechstack-cep.atlassian.net/browse/RTD-490>

Ren Fa KAY

 10:22 AM
was added to #incident-rtd-490 by Jira Service Management ChatOps.

Pinned by Jira Service Management ChatOps

Jira Service Management ChatOps

 10:22 AM

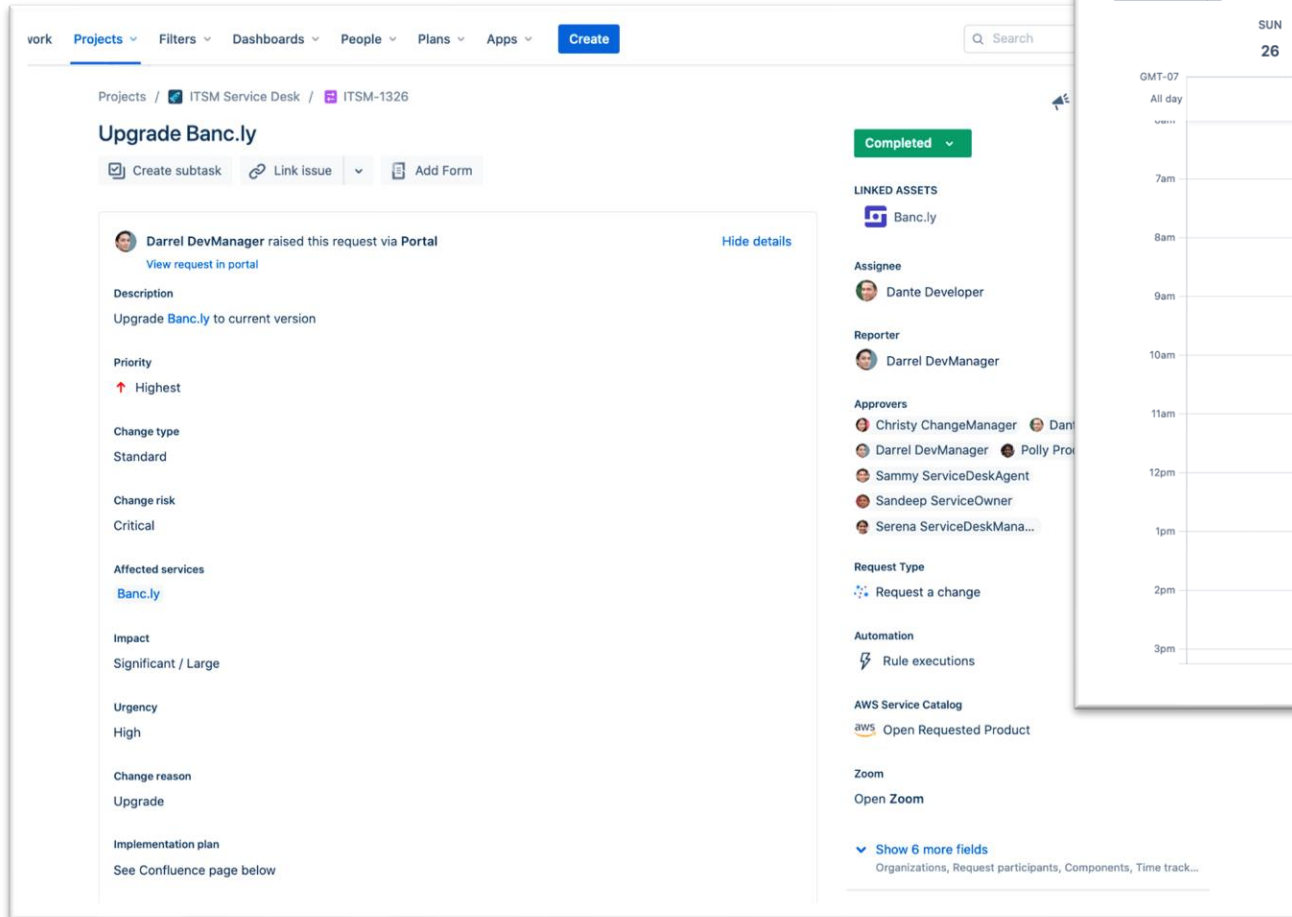
**Requires prior set up to Slack*

Change Management

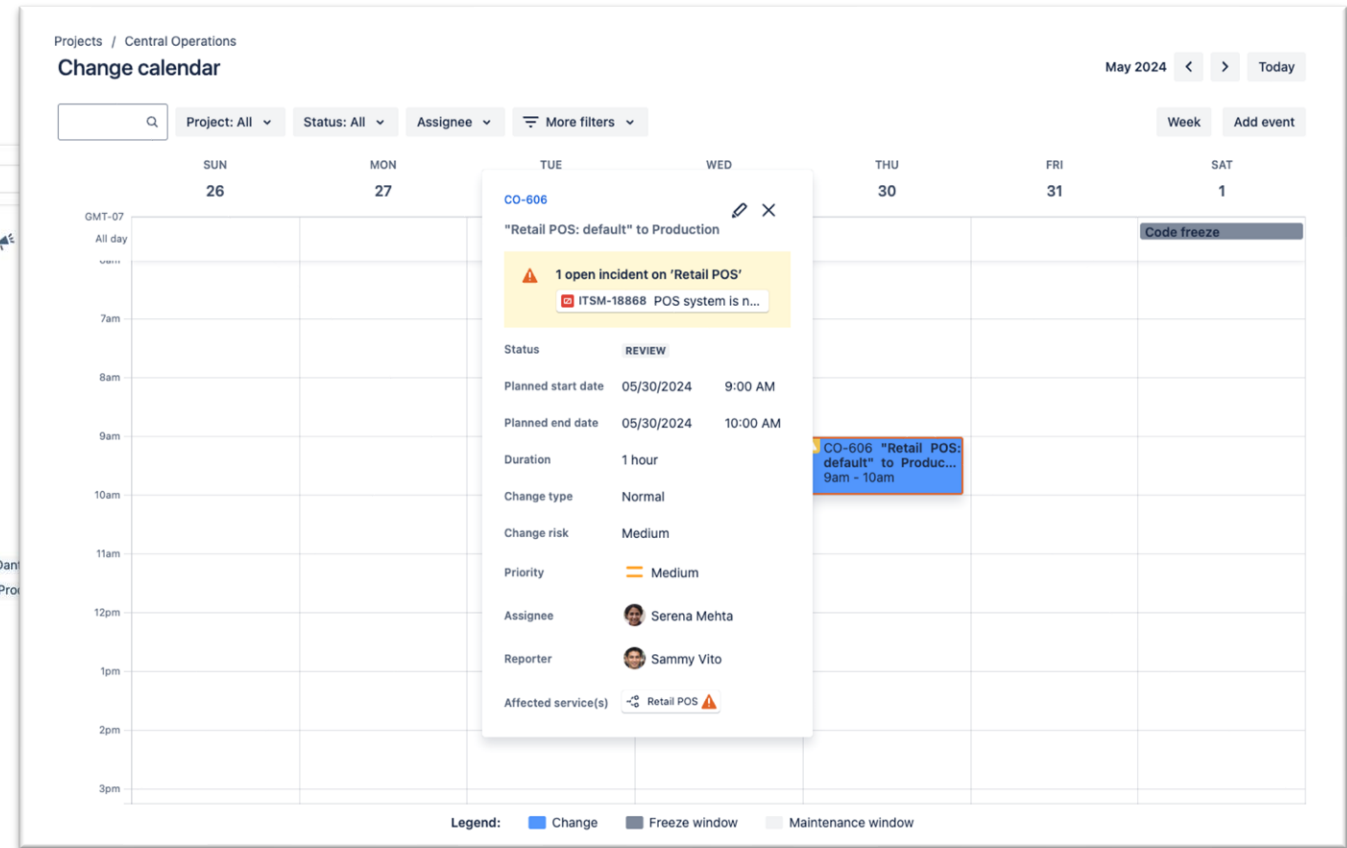
Use-cases and functionalities

Change Management

- Can be integrated with CI/CD tools
- Track change details on single ticket



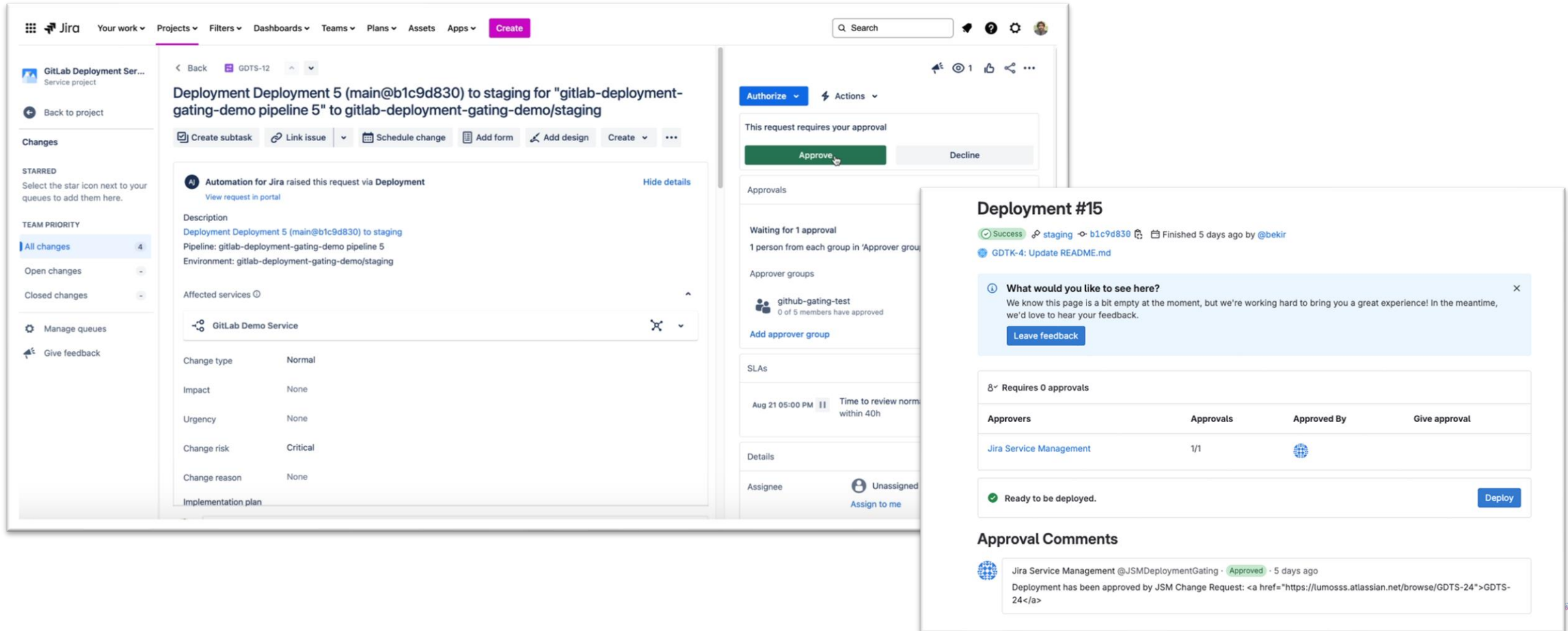
The screenshot displays the ITSM Service Desk interface for a change request titled "Upgrade Banc.ly". The interface includes a navigation bar with options like "Projects", "Filters", "Dashboards", "People", "Plans", and "Apps". The main content area shows the change request details, including the description "Upgrade Banc.ly to current version", priority "Highest", change type "Standard", change risk "Critical", affected services "Banc.ly", impact "Significant / Large", urgency "High", change reason "Upgrade", and implementation plan "See Confluence page below". A sidebar on the right lists "LINKED ASSETS" (Banc.ly), "Assignee" (Dante Developer), "Reporter" (Darrel DevManager), "Approvers" (Christy ChangeManager, Darrel DevManager, Polly Pro, Sammy ServiceDeskAgent, Sandeep ServiceOwner, Serena ServiceDeskMana...), "Request Type" (Request a change), "Automation" (Rule executions), "AWS Service Catalog" (Open Requested Product), "Zoom" (Open Zoom), and a "Show 6 more fields" link.



Change Management – Deployment Gating



- Automate deployment approvals using deployment gating



The screenshot displays the Jira interface for a deployment request. The main panel shows the request details for "Deployment Deployment 5 (main@b1c9d830) to staging for 'gitlab-deployment-gating-demo pipeline 5' to gitlab-deployment-gating-demo/staging". The request is created by "Automation for Jira" and is currently in the "Waiting for 1 approval" state. The "Approver groups" section shows the "github-gating-test" group, which has 0 of 5 members approved. The "SLAs" section indicates a review time of 40 hours, starting on Aug 21 05:00 PM. The "Details" section shows the assignee as "Unassigned".

On the right, a modal window titled "Deployment #15" provides a summary of the deployment. It shows the deployment is successful, targeting the staging environment, and was finished 5 days ago by @bekir. The modal also includes a feedback section and a table of approvers.

Approvers	Approvals	Approved By	Give approval
Jira Service Management	1/1		Give approval

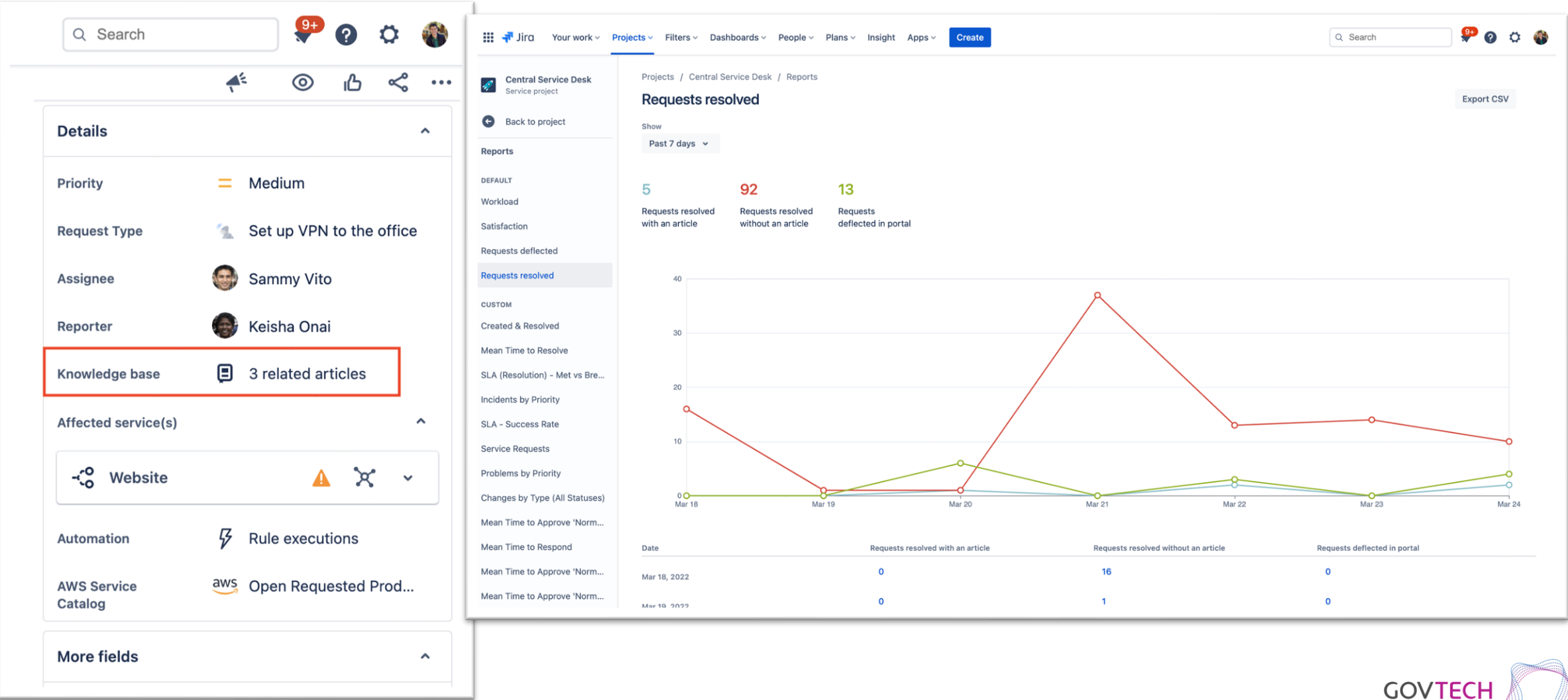
Below the table, a green checkmark indicates the deployment is "Ready to be deployed." with a "Deploy" button.

The "Approval Comments" section shows a comment from "Jira Service Management @JSMDeploymentGating" stating "Approved" 5 days ago, with a link to the deployment request.

Knowledge Management

Knowledge Management

Integrate with Confluence to allow users to self-help

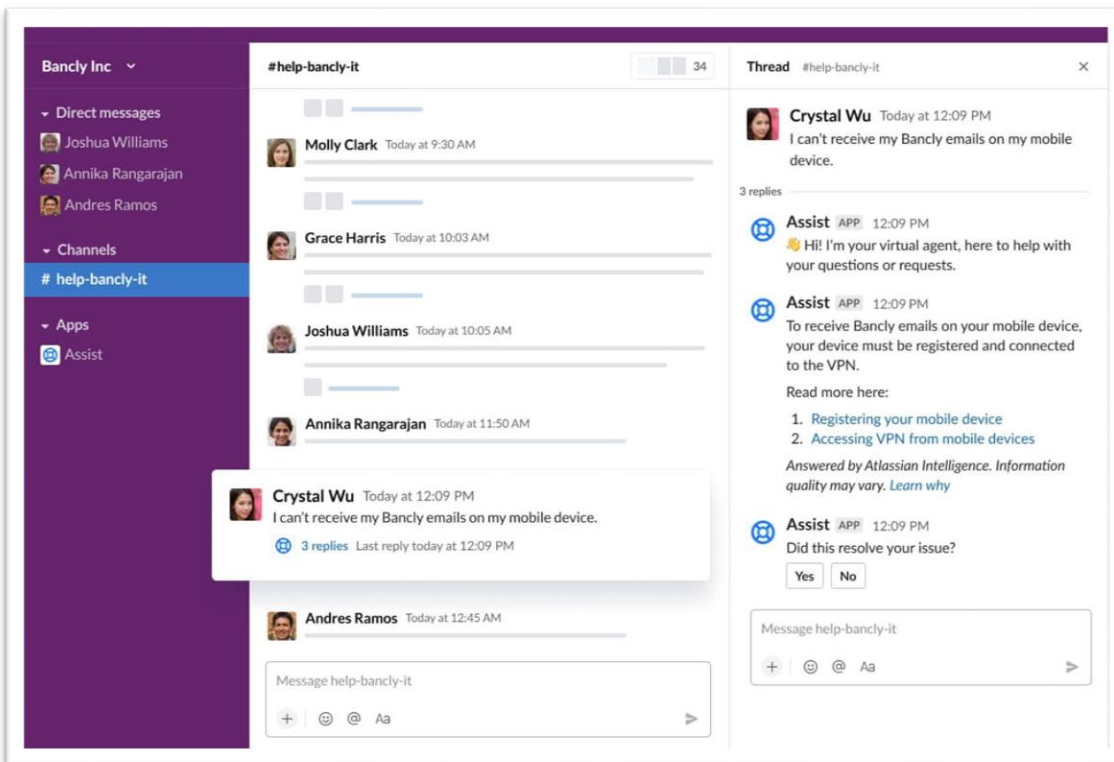


Jira Service Management

What's Coming soon!

Atlassian Intelligence

Virtual Agent Chatbot



Bancy Inc ▾

- Direct messages
 - Joshua Williams
 - Annika Rangarajan
 - Andres Ramos
- Channels
 - # help-bancy-it
- Apps
 - Assist

#help-bancy-it 34

Thread #help-bancy-it

Molly Clark Today at 9:30 AM

Grace Harris Today at 10:03 AM

Joshua Williams Today at 10:05 AM

Annika Rangarajan Today at 11:50 AM

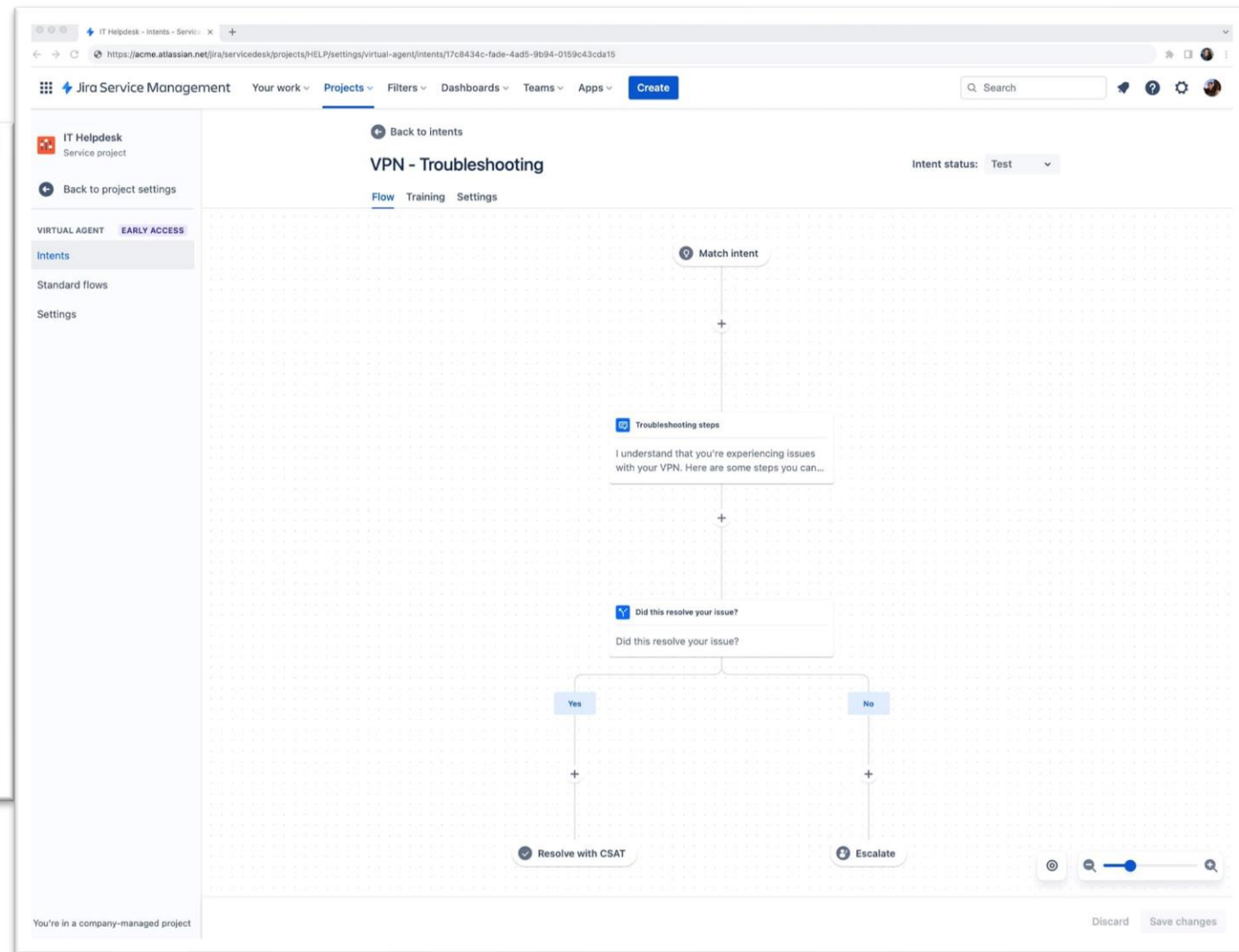
Crystal Wu Today at 12:09 PM
I can't receive my Bancy emails on my mobile device.
3 replies Last reply today at 12:09 PM

Assist APP 12:09 PM
Hi! I'm your virtual agent, here to help with your questions or requests.

Assist APP 12:09 PM
To receive Bancy emails on your mobile device, your device must be registered and connected to the VPN.
Read more here:
1. [Registering your mobile device](#)
2. [Accessing VPN from mobile devices](#)
Answered by Atlassian Intelligence. Information quality may vary. [Learn why](#)

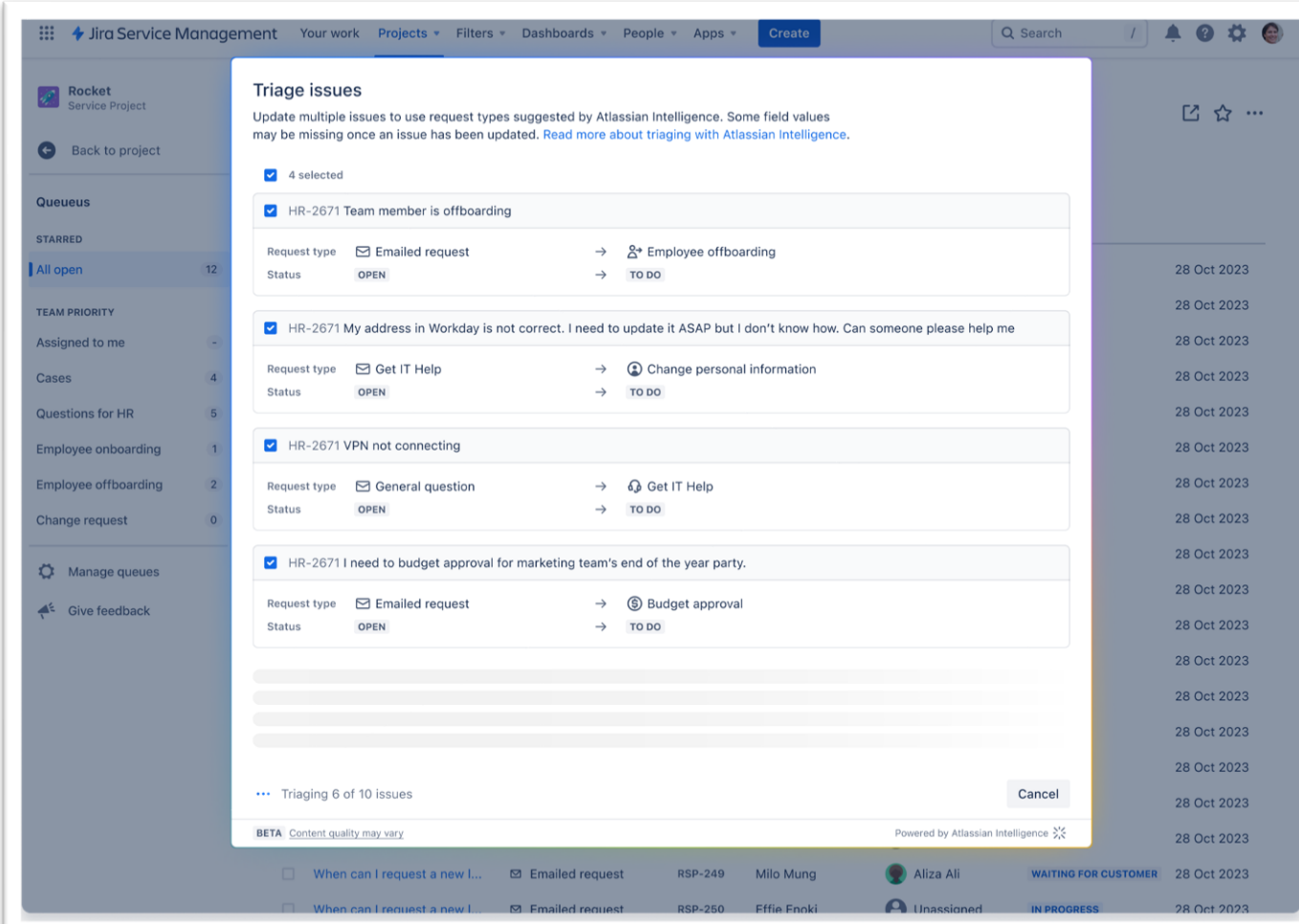
Assist APP 12:09 PM
Did this resolve your issue?

Message help-bancy-it



Atlassian Intelligence

Triaging of issues with suggestions



Triage issues

Update multiple issues to use request types suggested by Atlassian Intelligence. Some field values may be missing once an issue has been updated. [Read more about triaging with Atlassian Intelligence.](#)

☒ 4 selected

Issue	Request type	Status	Suggested request type	Suggested status
☒ HR-2671 Team member is offboarding	Emailed request	OPEN	Employee offboarding	TO DO
☒ HR-2671 My address in Workday is not correct. I need to update it ASAP but I don't know how. Can someone please help me	Get IT Help	OPEN	Change personal information	TO DO
☒ HR-2671 VPN not connecting	General question	OPEN	Get IT Help	TO DO
☒ HR-2671 I need to budget approval for marketing team's end of the year party.	Emailed request	OPEN	Budget approval	TO DO

... Triaging 6 of 10 issues

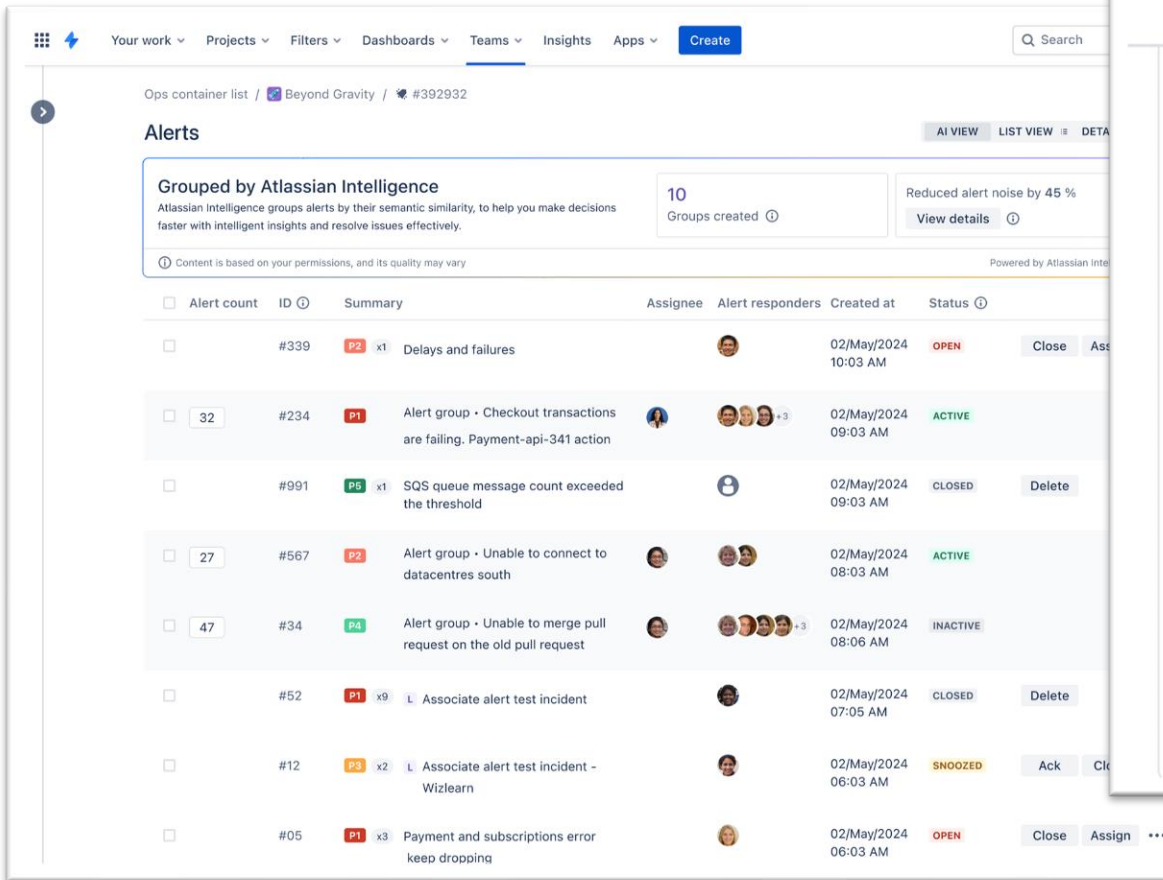
Cancel

BETA Content quality may vary

Powered by Atlassian Intelligence

Atlassian Intelligence

Alert grouping



The screenshot shows the 'Alerts' section of the Atlassian Intelligence interface. It features a table of alerts grouped by semantic similarity. The table includes columns for Alert count, ID, Summary, Assignee, Alert responders, Created at, and Status. A summary box at the top indicates that 10 groups were created, reducing alert noise by 45%.

Alert count	ID	Summary	Assignee	Alert responders	Created at	Status
	#339	P2 x1 Delays and failures			02/May/2024 10:03 AM	OPEN
32	#234	P1 Alert group - Checkout transactions are failing. Payment-api-341 action			02/May/2024 09:03 AM	ACTIVE
	#991	P6 x1 SQS queue message count exceeded the threshold			02/May/2024 09:03 AM	CLOSED
27	#567	P2 Alert group - Unable to connect to datacentres south			02/May/2024 08:03 AM	ACTIVE
47	#34	P4 Alert group - Unable to merge pull request on the old pull request			02/May/2024 08:06 AM	INACTIVE
	#52	P1 x9 Associate alert test incident			02/May/2024 07:05 AM	CLOSED
	#12	P3 x2 Associate alert test incident - Wizlearn			02/May/2024 06:03 AM	SNOOZED
	#05	P1 x3 Payment and subscriptions error keep dropping			02/May/2024 06:03 AM	OPEN

Create post-incident review

Incident summary

An email was received from the payroll this morning containing salary information that did not belong to the recipient. This incident raised concerns as it was not expected, and investigations were initiated to address the issue.

Priority: Medium

Affected services: Payment Service

SLAs

- Time to resolution: The goal duration is 36 hours. One cycle was completed without breaching the SLA.
- Time to first response: The goal duration is 6 hours. One cycle was completed without breaching the SLA.
- Time to close after resolution: The goal duration is 60 hours. An ongoing cycle is in progress without breaching the SLA.

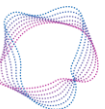


Cancel Insert

 **BETA** Content is based on your permissions, and its quality may vary

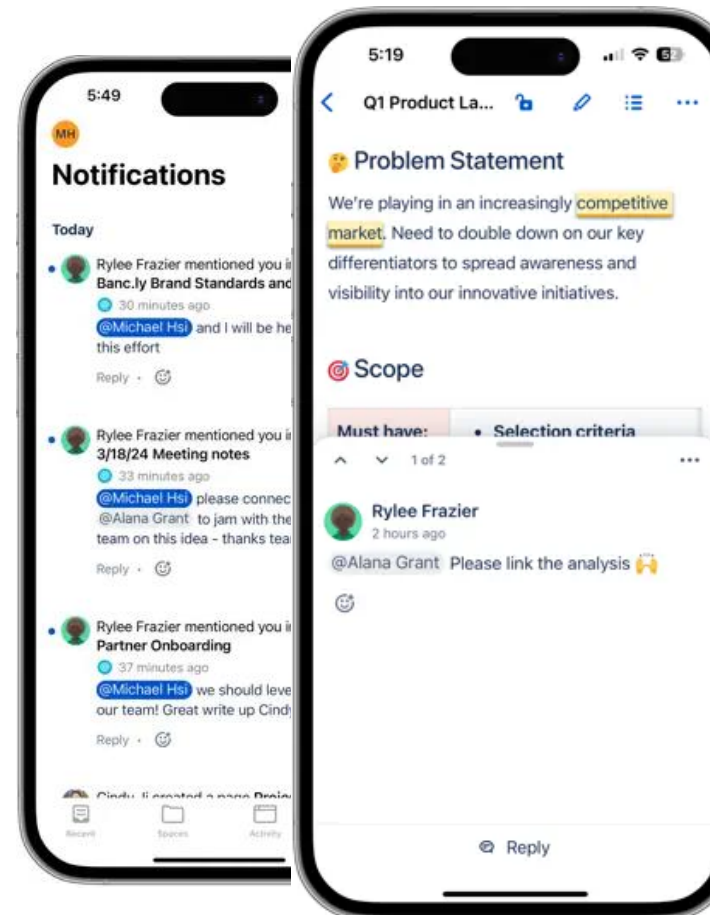
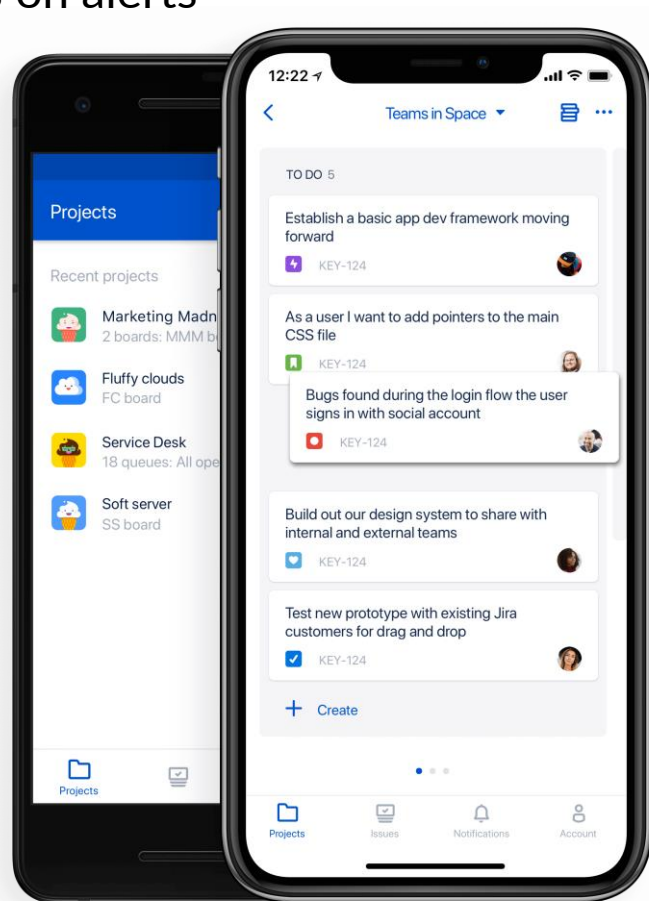
Powered by Atlassian Intelligence 

PIR generation



Mobile Apps

- Access to Jira issues, Confluence spaces via the mobile app
- Push notifications on alerts

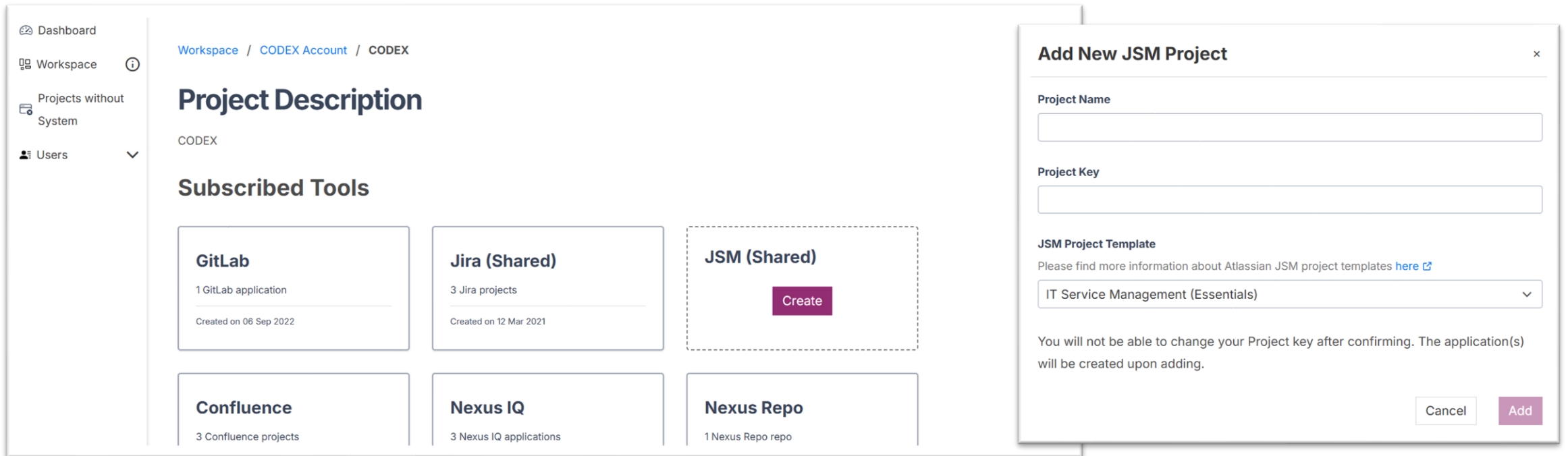


SHIP-HATS: Jira Service Management

Onboarding Process

Onboarding to JSM

- Ensure that you have subscribed to and assigned the JSM licenses to the relevant users via the TechBiz Portal, *similar to subscribing and assigning Jira licenses*.
- Creating JSM Project via SHIP-HATS Portal



The screenshot displays the SHIP-HATS Portal interface. On the left is a sidebar with navigation links: Dashboard, Workspace, Projects without System, and Users. The main content area shows the 'Project Description' for a workspace named 'CODEX'. Under 'Subscribed Tools', there are six tool cards: GitLab (1 application, created 06 Sep 2022), Jira (Shared) (3 projects, created 12 Mar 2021), JSM (Shared) (with a 'Create' button), Confluence (3 projects), Nexus IQ (3 applications), and Nexus Repo (1 repo). An 'Add New JSM Project' modal is open on the right, featuring input fields for 'Project Name' and 'Project Key', a dropdown for 'JSM Project Template' (currently set to 'IT Service Management (Essentials)'), and a warning message: 'You will not be able to change your Project key after confirming. The application(s) will be created upon adding.' The modal includes 'Cancel' and 'Add' buttons.

Onboarding to JSM

- JSM Project Templates – quick set up of your new project, with default configurations

Add New JSM Project ×

Project Name

Project Key

JSM Project Template
Please find more information about Atlassian JSM project templates [here](#) ↗

IT Service Management (Essentials) ▼

IT Service Management (Essentials)

IT Service Management (Basic)

General Service Management

Customer Service Management

Analytics Service Management

Design Service Management

Blank Service Management Project

SHIP-HATS Support

Where can you get help?

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]



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