

Implementation of Jira and Atlassian Guard along with the Automation and Change Management

Background:

An integrated business services company, headquartered in London, having offices in 17 countries throughout the UK, EMEA, USA, and Asia. They provide digitally enabled solutions, with a unique combination of market and consumer insight, customer communications strategy, technology, and transformational expertise.

Use Case:

The client wanted to implement Jira cloud and Atlassian Guard along with automation, change management and integration of Jira with a customer-facing portal.

Challenges:

→ Team needed a fully automated solution that paralleled their business process to be implemented in Jira. The challenge was to create a fully automated process in the Jira cloud only using the out-of-box Jira features, along with limited add-ons.

→ Multiple change management processes and centralized user management was a great difficulty.

Solution:



Detailed System Study and Planning: A thorough system study was conducted to analyze the client's current Jira setup. This involved understanding their infrastructure, user base, projects, workflows, and other elements needed to implement seamlessly the Change management process within the Jira cloud.



Phase wise implementation: Implemented the solution within Jira cloud, completely automating the process needed by the team Phase wise causing no disruption to the business.



Automated process: Implemented automated change management processes and released them for the respective teams and managers.



Integration of Atlassian Guard: We have integrated Azure AD with Atlassian using the Atlassian Guard for the SSO.



Integration with add-ons: The implementation also required a communication channel between the change managers and their customers, for which we integrated 'Email this issue' with Jira. Automating the overall flow from the creation of a Change and its subsequent sub-changes and subtasks within the main change including the change details and its life cycle; communication management between change managers and reporters, managing the SLAs, emails notifications of SLAs, workflow automation, and closure.



Integration with Jira: MicroGenesis helped integrate one of their customer portals with the Jira cloud so that the change creation happened from only one place which was already triggered by customers.





Results:



Successful implementation:

The successful implementation of Jira cloud has resulted in having an automated process in place for one of the client's team, which helped the Change Managers to smoothly manage multiple types of changes in one place and manage them end to end with minimal user involvement in the process.



Improved Change management:

In a nutshell the whole change process was fully automated in Jira with very minimal user involvement along with the implementation of Atlassian Guard for Single sign-on and security.



Implementation of Automations:

The change requests now flowed automatically from their customer-facing portal to Jira with auto-creating the defined sub-tasks for different types of change requests and sub-changes, including auto-filled details, changing life cycle, communication between the change manager and the reporter with the client-facing portal, resolutions, closure and implementation of actual changes. The process automation has resulted in more work efficiency among the Change managers by easing their workload due to fully automated process.



Contact Us

Contact us to discover how we can accelerate adoption and utilization of your Atlassian Applications

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