

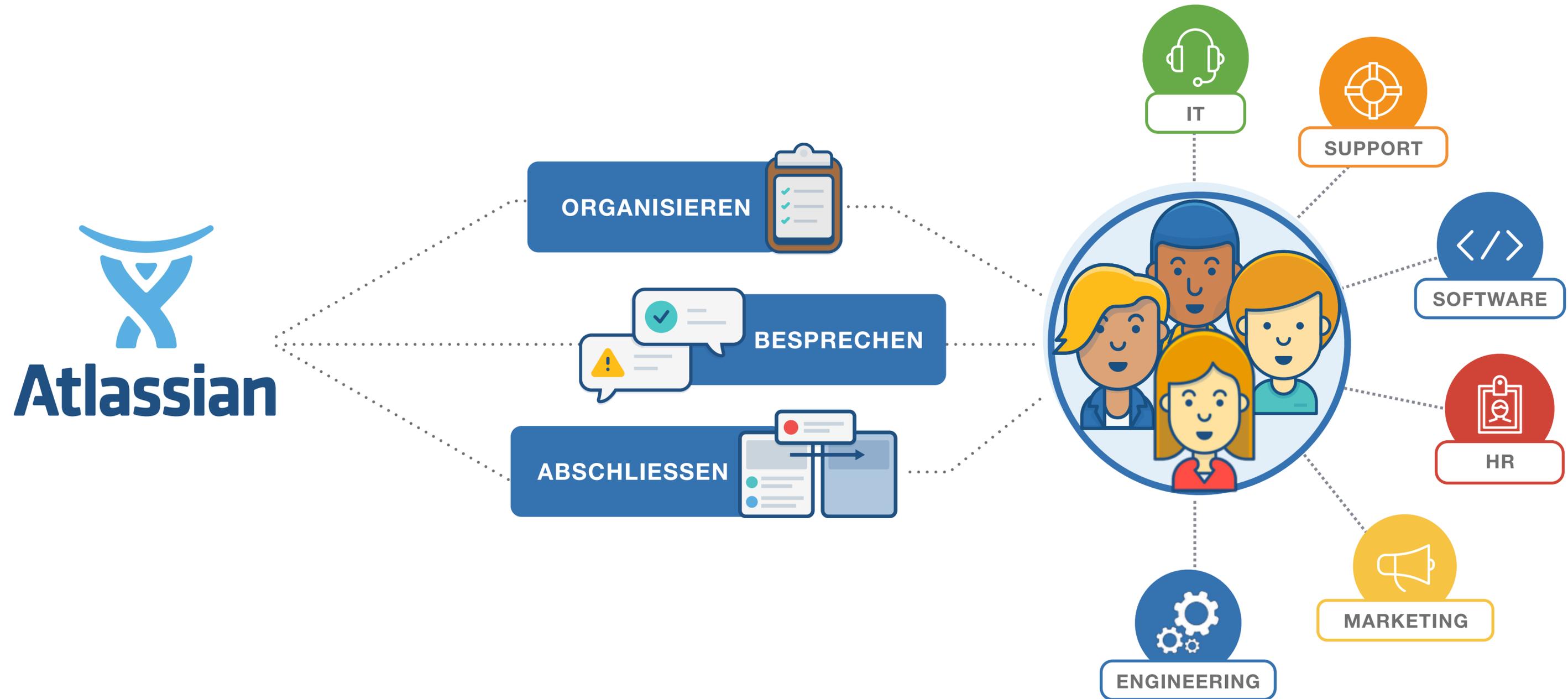
Eine Revolution für dein IT-Team

 **JIRA** Service Desk

DIE MISSION VON ATLIASSIAN

In jedem Team das volle  
Potenzial mobilisieren

# Die Unterstützung von Teams steht bei uns an erster Stelle



# Herausforderungen für IT-Teams



**86%**

sorgen sich um die Wertschöpfung für ihr Unternehmen

**38%**

der globalen IT-Ausgaben werden außerhalb der IT-Abteilung verwaltet



# Verbesserung der Kundenerfahrung als Herausforderung für die IT

Eine hohe Servicequalität für Benutzer und IT-Mitarbeiter wird immer stärker gefordert.



IT-Team

**“91 % der Endbenutzer geben an, den Self-Service zu bevorzugen.”**

**“67 % wollten eine bessere Kundenerfahrung anbieten.”\***  
\* Wichtigster Grund für Unternehmen für den Wechsel zu einem Service Desk

**“30 % der Unternehmen haben die Auflösung von Tickets enger an den Service Desk angeschlossen, um Eskalationen möglichst zu reduzieren.”**

# Gemeinsam geht es besser



**Business-Teams**



**IT-Teams**



**Entwickler-Team**

---

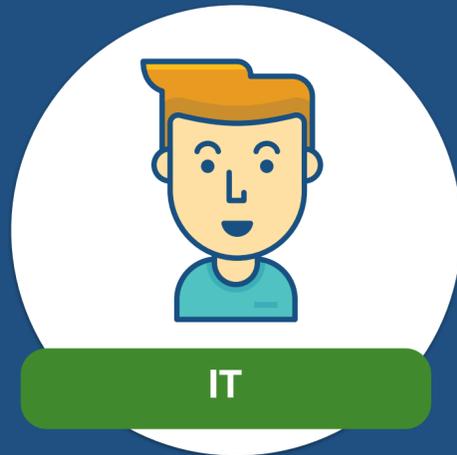
## **JIRA Service Desk**

Mit End-to-End-IT-Servicemanagement sorgen Sie in Ihrer Organisation  
für Schnelligkeit und Agilität





 JIRA Software

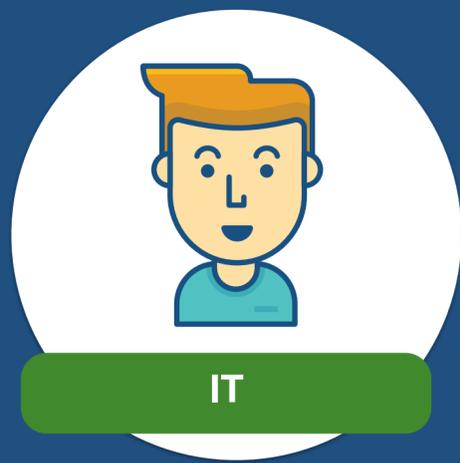


 JIRA Service Desk



 JIRA Core





# JIRA Service Desk

## Servicemanagement-Software

### Mit JIRA erstellt und für IT- und Service-Teams konzipiert

Help Center  
IT Service Desk

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

Find a solution

1. Common Requests  
2. Logins and Accounts  
3. Computers  
4. Applications  
5. Servers and Infrastructure

Fix an account  
Having trouble

Get a guest user  
Raise a request to

Setup VPN to the  
Want to access work

Request admin access  
For example, if you need

My requests 5

JIRA Dashboards Projects Issues Boards Portfolio Create

Unassigned issues

Time to resolution	T	Key	Summary	Created	Reporter	Due
-4:26	🔴	IHD-106	HR payroll system slow performance impacting team	23/Sep/15	Caroline Clark	
-4:23	🔴	IHD-111	Investigate networking system failures 8-15 to 8-27	23/Sep/15	Bob Backline	
1:48	🟢	IHD-115	Database error 721 displays when running finance report	24/Sep/15	Caroline Clark	
8:02	🟢	IHD-105	Office Wi-Fi speed is very slow	23/Sep/15	Carla Jenkins	
8:03	🟢	IHD-107	New employee Amex travel account requested	24/Sep/15	Caroline Clark	
11:45	🔴	IHD-112	HR payroll system slow performance impacting team	24/Sep/15	Caroline Clark	
24:15	🟢	IHD-113	New employee MacBook air	24/Sep/15	George Smith	
24:17	🟢	IHD-114	New employee Amex travel account requested	23/Sep/15	Chris Burnett	
		IHD-116	Adobe Photoshop needed for marketing project	23/Sep/15	Caroline Clark	
			Replace storage array on VMX-host-SF-TIS-170	23/Sep/15	Bob Backline	
			Upgrade to version 10x			

# Darum sind IT-Teams von JIRA Service Desk begeistert



Einfacher Self-Service



Integriertes Wissen



ITIL-Workflows



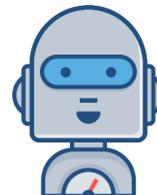
Optimiertes Ticketmanagement



Zusammenarbeit in Echtzeit



Leistungsstarke SLAs und Berichterstellungsfunktionen



Automatisierungsregeln

# Unkomplizierter Self-Service, ganz wie es Benutzer mögen!

The image shows a user interface for an IT Service Desk. The top navigation bar is dark blue with a logo on the left and 'My requests 4' with a user profile icon on the right. The main content area is white. On the left, there is a sidebar with a search bar and a list of categories: 1. Common Requests, 2. Logins and Accounts, 3. Computers, 4. Applications, and 5. Servers and Infrastructure. The main area displays the 'Help Center IT Service Desk' logo and a welcome message. Below the search bar, there are five request categories, each with an icon and a title: 'Fix an account problem' (code icon), 'Get a guest wifi access' (wifi icon), 'Setup VPN to the company' (lock icon), 'Request admin access' (gears icon), and 'Request a new account' (person icon). The 'Request a new account' category is highlighted. On the right, a modal form is open for 'Request new hardware'. It includes a breadcrumb 'Help Center / IT Service Desk', a title 'Request new hardware', a dropdown for 'Raise this request on behalf of' (selected: Bob Backline), a 'Summary' field (text: 'New Macbook pro'), a 'Why do you need this?' field (text: 'I recently joined the engineering team and need a macbook pro for development work.'), an 'Attachment (optional)' section with a 'Choose file(s)' button, and 'Create' and 'Cancel' buttons at the bottom.

Help Center  
IT Service Desk

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

Find a solution

- 1. Common Requests
- 2. Logins and Accounts
- 3. Computers
- 4. Applications
- 5. Servers and Infrastructure

- Fix an account problem**  
Having trouble accessing your account?
- Get a guest wifi access**  
Raise a request to access the guest wifi
- Setup VPN to the company**  
Want to access work resources from home?
- Request admin access**  
For example, if you need to reset a password
- Request a new account**  
Request a new account for a new employee

My requests 4

Help Center / IT Service Desk

## Request new hardware

Raise this request on behalf of

Bob Backline

Summary

New Macbook pro

Why do you need this?

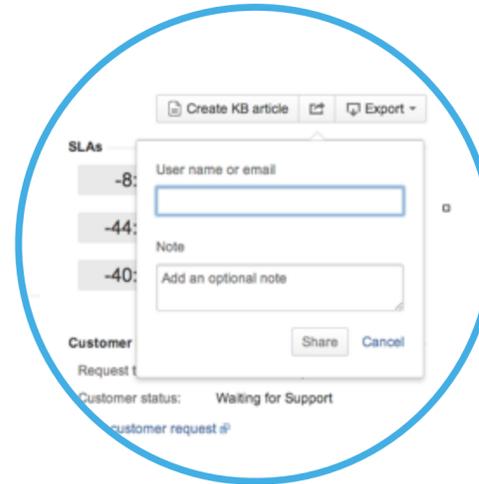
I recently joined the engineering team and need a macbook pro for development work.

Attachment (optional)

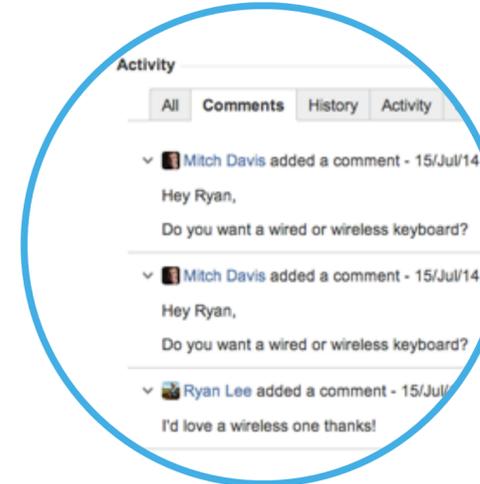
Choose file(s)

Create Cancel

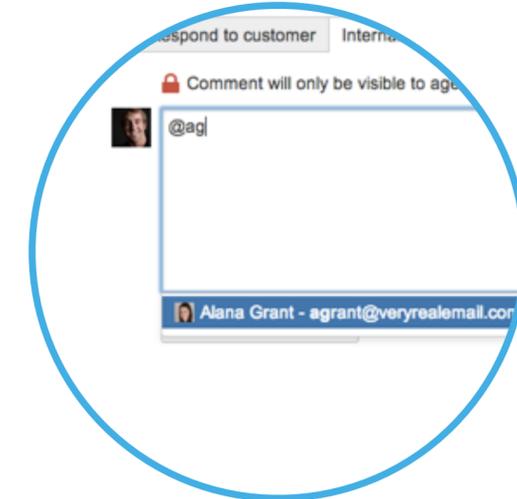
# Behebe Probleme dank vernetzter Teams in kürzerer Zeit



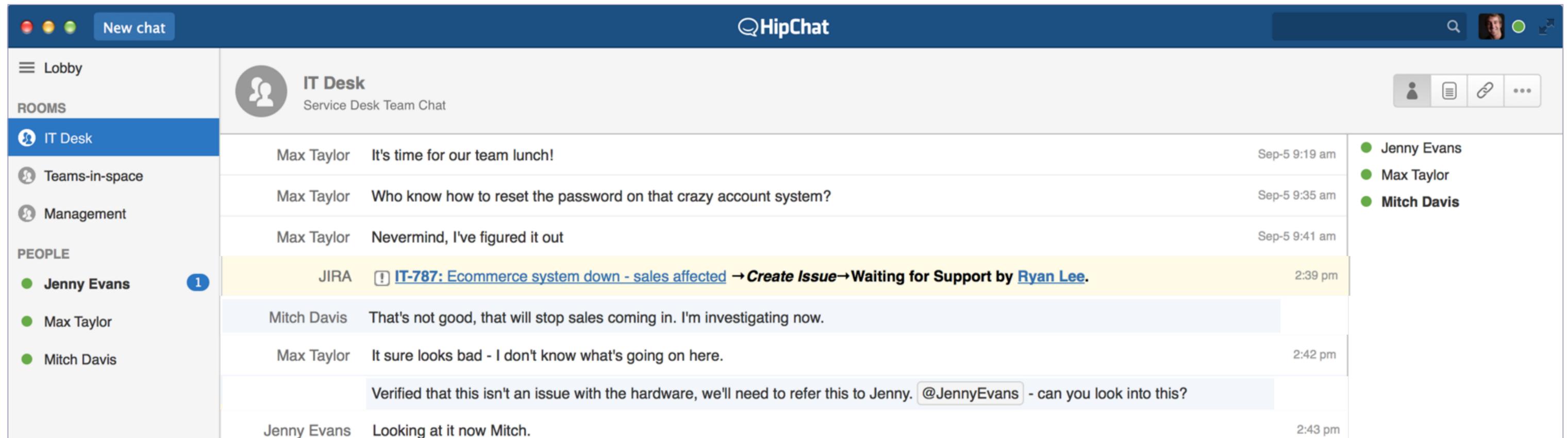
Freigaben



Kommentare



Nennungen



The screenshot shows the HipChat interface for a chat room named "IT Desk" (Service Desk Team Chat). The chat history includes:

- Max Taylor: "It's time for our team lunch!" (Sep-5 9:19 am)
- Max Taylor: "Who know how to reset the password on that crazy account system?" (Sep-5 9:35 am)
- Max Taylor: "Nevermind, I've figured it out" (Sep-5 9:41 am)
- JIRA: **IT-787: Ecommerce system down - sales affected** → Create Issue → Waiting for Support by Ryan Lee. (2:39 pm)
- Mitch Davis: "That's not good, that will stop sales coming in. I'm investigating now." (2:42 pm)
- Max Taylor: "It sure looks bad - I don't know what's going on here." (2:42 pm)
- System message: "Verified that this isn't an issue with the hardware, we'll need to refer this to Jenny. @JennyEvans - can you look into this?" (2:43 pm)
- Jenny Evans: "Looking at it now Mitch." (2:43 pm)

The interface also shows a sidebar with "ROOMS" (IT Desk, Teams-in-space, Management) and "PEOPLE" (Jenny Evans, Max Taylor, Mitch Davis).

# Streamline service support with automation

**E-Mail geht ein**

**System fällt aus**

**SLA fällig**

**Ticket-Status ändert sich**

**Ticket wird genehmigt**

**JIRA-Problem behoben**

**Ticket erstellen**

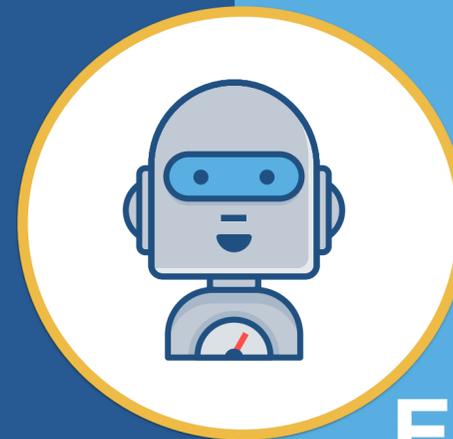
**Priorität ändern**

**Ticket eskalieren**

**Erinnerung senden**

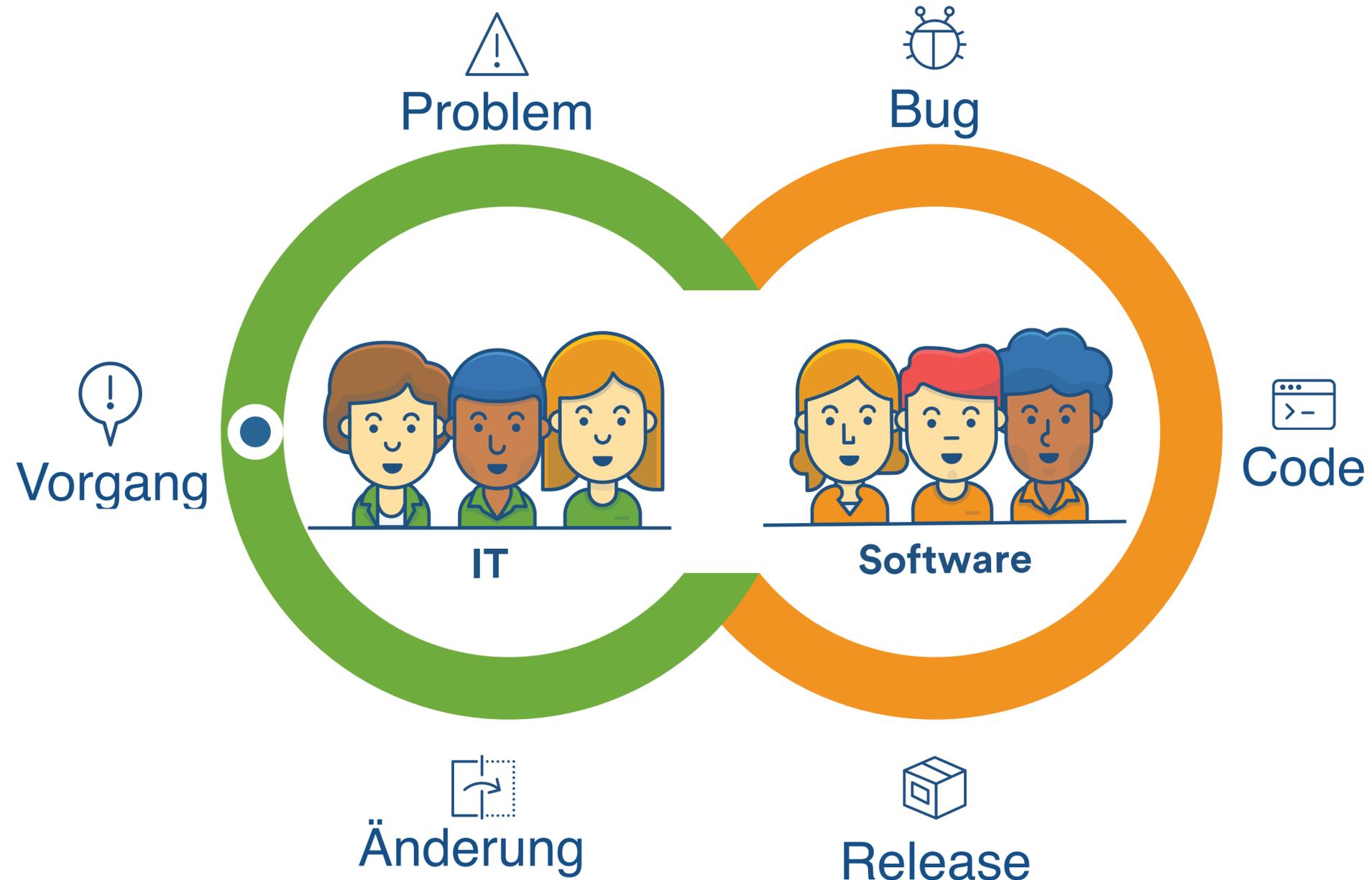
**Zugriff gewähren**

**Vorfall aktualisieren**



Treffe zur Optimierung deiner Abläufe eine Auswahl aus vordefinierten Automatisierungsregeln oder erstelle benutzerdefinierte Regeln

# IT meets DevOps



**Im Jahr 2015 stieg der Prozentsatz der IT-Teams, die DevOps (Agile) einsetzen auf über 60 %**

# Verknüpfung von Vorgängen mit Problemen

The screenshot shows a Jira issue page for 'Purchasing system database error' (IHD-130) in an IT Service Desk. The page is divided into several sections: Details, Description, Attachments, and Issue Links. The 'Issue Links' section is highlighted with a green box and shows four related issues with their status and priority.

**Jira Header:** JIRA Dashboards Projects Issues Boards Portfolio Create Search ? ? ? ? ?

**Issue Title:** IT Service Desk / IHD-130 Purchasing system database error

**Actions:** Edit Comment Assign More Resolve this issue Respond to customer Admin Create KB article Export

**Details:**

- Type: Incident
- Priority: Medium
- Component/s: None
- Labels: None
- Status: WAITING FOR SUPP... (View Workflow)
- Resolution: Unresolved

**SLAs:**

- 3:23 Time to resolution within 4h
- 2:00 Time to first response within 2h

**Description:** When clicking on 'Today's Report', there is an error pop-up.

**Attachments:** Drop files to attach, or browse.

**Issue Links:**

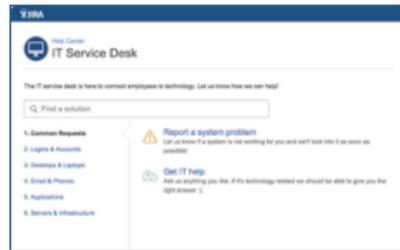
Relationship	Issue Key	Issue Title	Status
relates to	TFS-1	Reporting database fault 721 on finance system when larger reports run	IN PROGRESS
relates to	IHD-129	Error when running finance report	WAITING FOR...
relates to	DEV-4	Database 721 error for 'Today's Report'	DONE
relates to	IHD-125	TIS Purchasing application slow to save new reports	WAITING FOR...

**People:** Assignee: Unassigned (Assign to me), Reporter: George Smith, Request participants: None, Votes: 0 (Vote for this issue)

**Footer:** Created: 14/Oct/15 9:26 AM

# Warum JIRA Service Desk?

Ein Neuer Ansatz Im Bereich Servicemanagement



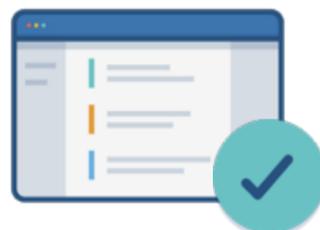
**Äußerst unkomplizierte Handhabung**  
Am Endbenutzer orientiert, vorbildlicher Umgang mit Anfragen



**Flexibilität, die IT- und Service-Teams begeistert**  
Einfache Anpassung von JIRA Service Desk an sämtliche Support-Abläufe



**Eine zentrale Plattform für IT- und Entwickler-Teams**  
Vollständige Integration in JIRA



**Erschwingliche Preise**  
Preisgestaltung bei JSD ist für Kunden ein Gewinn



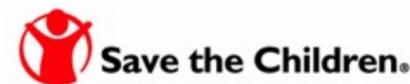
The Daily Telegraph



# 14.000+



Sotheby's



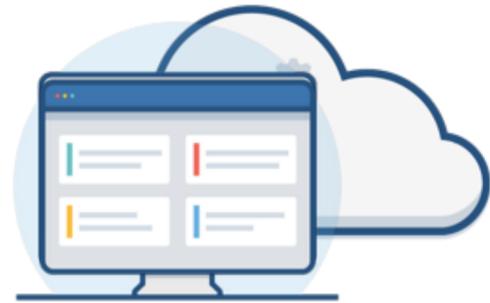
SONOS



HITACHI



# Preise, die Kunden begeistern!



## JIRA Service Desk in the cloud

GET STARTED

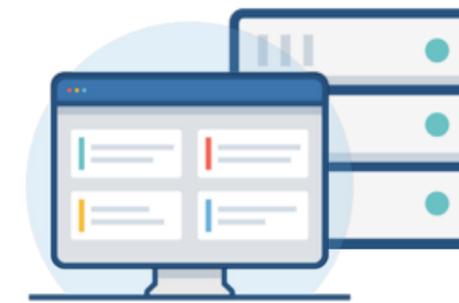
**\$10** /month

1-3 agents and unlimited customers

FOR GROWING TEAMS

**\$20** /agent/month

for 4+ agents and unlimited customers



## JIRA Service Desk on your server

GET STARTED

**\$10**

1-3 agents and unlimited customers

FOR GROWING TEAMS

**\$1,500**

For  and unlimited customers