

Jira Service Management

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Unlock high-velocity teams with Jira Service Management

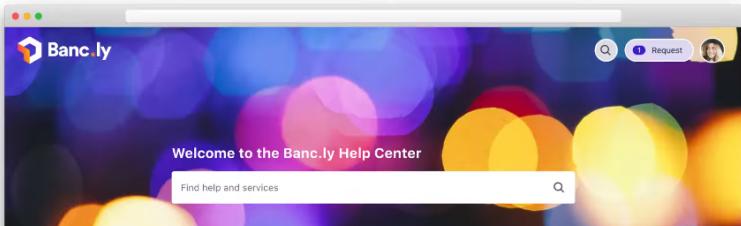
Empower Dev, IT Ops, and business teams to collaborate at high velocity. Respond to changes and deliver great customer and employee service experiences fast.

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High-velocity teams come together to amp up their ITSM. See why Jira Service Management has loyal fans across HR, legal, marketing, finance, and beyond.

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High-velocity service management



Deliver value fast

Tune Jira Service Management to meet your unique needs. Empower every team, from IT to HR to legal, to set up a service desk quickly and continuously.

Service desk quickly and continuously adapt at scale. Deliver great service experiences fast - without the complexity of traditional ITSM solutions.

ANY TEAM CAN SET UP A SERVICE DESK FAST



Make work visible

Track work across the enterprise through an open, collaborative platform. Link issues across Jira and ingest data from other software development tools, so your IT support and operations teams have richer contextual information to rapidly respond to requests, incidents, and changes.

The screenshot shows a Jira Service Management incident detail page for an incident labeled 'I-#46' with priority 'P1'. The title is 'Transaction failing with APAC accounts'. The main panel displays sections for 'Description', 'Impacted services' (listing 'banking-transaction', 'ledger-monitoring', and 'Finance'), 'Potential causes' (with an 'Investigate' button), and 'Extra properties'. On the right side, there are tabs for 'Details' and 'Timeline', and sections for 'COMMUNICATION' (including 'Conferences', 'Incident command center', 'Stakeholder communication', and 'Incident status updates'), 'RESPONDERS' (listing 'Finance Responder team', 'Customer Support Responder team', and 'Aliza Leary' with 'AWARE' status), and 'ASSOCIATED ALERTS' (listing 'See alerts (2)'). At the bottom right, it says 'FULL CONTEXT FOR RAPID MAJOR INCIDENT RESPONSE'.

The screenshot shows a Bitbucket Pipelines interface. On the left, a terminal window shows a git commit message: 'Fix the afterburners' with a commit hash 'd812c161e0a4230403b29b28813b62459190'. On the right, a detailed view of a pull request titled 'DEV-450' is shown, with the description 'Add Yen to trading account' and details about the assignee (Lalika Kudryavka), labels (None), sprint (Callisto Sprint), development (1 branch), releases (Add feature flag), and Slack integration (Create Slack channel). The status is 'In progress'.

SEAMLESS CHANGE MANAGEMENT INITIATED FROM BITBUCKET PIPELINES



Connect Dev and Ops

Deliver more customer impact while managing risk. Accelerate critical development work, eliminate toil, and deploy changes with ease, with a complete audit trail for every change.

Teams across the world rely on Jira Service Management



"Jira Service Management supports our processes so we all work in the same tool, in the same way...Now we have a single place of truth from which we can extract data and base our reports. This provides us with a better overview and a common understanding throughout the organization."

MARIE BJÖRKE
HEAD OF IT SERVICE MANAGEMENT AT ISS

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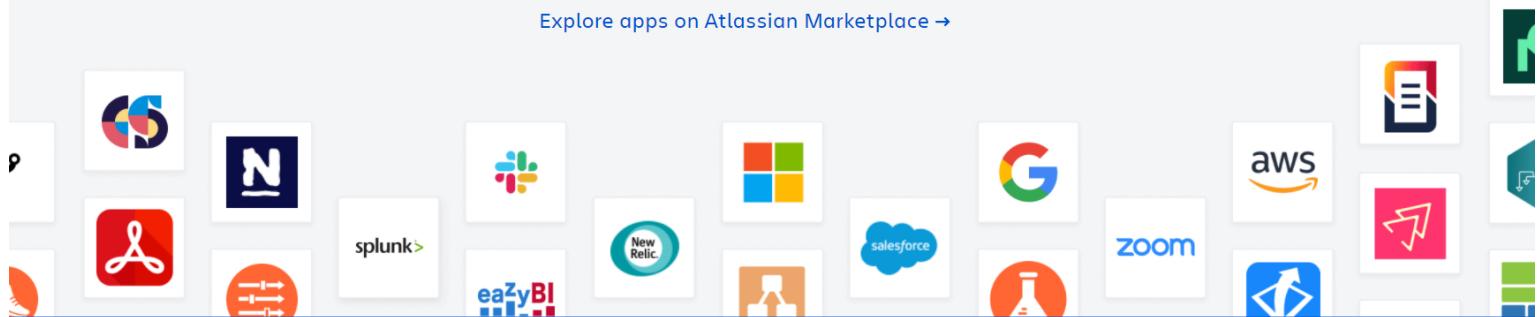
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Supercharge Jira Service Management with apps

Atlassian Marketplace offers over 1,000 trusted applications and integrations to ensure Jira Service Management can be customized to fit your use case.

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Featured resources

FORRESTER®

REPORT

Atlassian named strong performer in The Forrester Wave™: Enterprise Service Management



VIDEO

AMPED UP: See what happened when this IT team started performing together

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OVERVIEW

Introducing Jira Service Management: An in-depth tour with a webinar series and FAQs

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What is ITSM?

IT service management—often referred to as ITSM—is simply how IT teams manage the end-to-end delivery of IT services to customers. This includes all the processes and activities to design, create, deliver, and support IT services. ITSM teams oversee all kinds of workplace technology, ranging from laptops, to servers, to business-critical



software applications.

Learn ITSM best practices →



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