

Case Study

Jira Service Management (JSM) Implementation

Interfuze worked with a mid-sized WA Mining company to migrate their Service Desk to JSM, set up over 25 request types, custom workflows and scheduled and event driven automation. The smooth cutover included a migration of over 13,500 closed and in progress tickets.



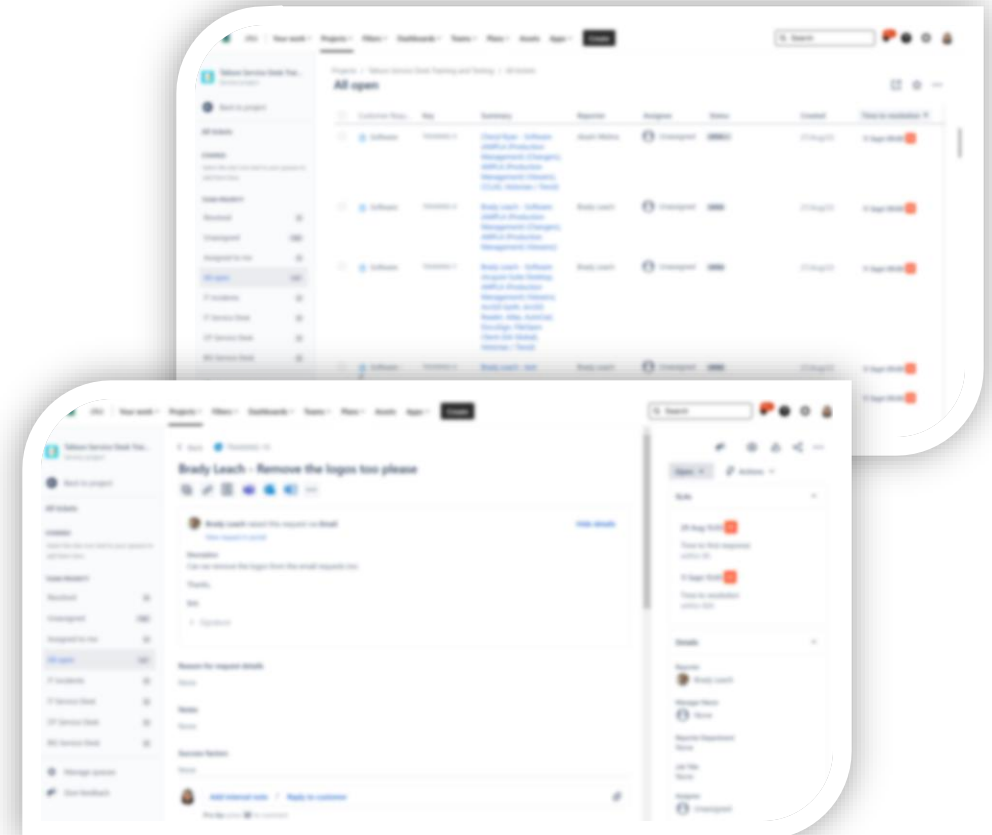


The Client

A mid size WA Mining company that has seen rapid growth and looking to right size the maturity of their service desk to their company size and reduce the number of platforms in use.

Project Overview

- The company was using FreshService but also had a licence for Jira Service Management and were looking to consolidate on the Atlassian platform.
- The client had five Information Systems & Technology teams, at various levels of Service Desk maturity, that they wished to unite in the one Service Desk tool.
- Interfuze reviewed the high level requirements and proposed a configured Jira Service Management solution with a migration and rollout plan.



The Challenge

Implement and help the team use Jira Service Management as their IT Service Desk. Migrate existing tickets from FreshService, including full ticket history, and provide support for rollout of the new IT Service Desk.

The Approach

- Timeboxed (5 days) effort to build a **PoC** in JSM demonstrating the 'must have' business needs can be met.
- **Agile** delivery of requirements with a focus on aligning the IST teams on a common process for service desk responses and change management.
- Features delivered on a fortnightly basis with review and acceptance by the client.
- **Training** of users so they could quickly adapt to the new tool and take ownership of it.

The Solution

- Implementation of Jira Service Management with 4 issue types and 25+ request types.
- Configuration of **workflows** including approval process to fulfill requests.
- Implementation of scheduled and event driven **automation rules** to simplify creation of new requests and generate custom notifications.
- Installation of add-on integration for email and AD attribution.
- Conducted team **training** sessions and created a **test** space to prepare end users for the new system.
- **Migration** of 13,500+ active and historical tickets from FreshService to JSM.

The Results

- All new customer requests/incidents are raised and resolved within the one tool – Jira Service management.
- All active and historical tickets were migrated.
- The new tool provides dashboards and native Jira reporting supports tracking metrics related to request counts, workload and SLAs.
- Rich integration with Outlook and Teams so all conversations related to a ticket are captured in the ticket.

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Think we can help solve your problem?

Reach out to Interfuze on

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