



ATLASSIAN Platinum Solution Partner

ITSM Starter Pack



A rapid, fixed-price implementation of Jira Service Management Cloud for organisations looking to modernise their IT service operations.

Built on the [Atlassian Service Collection](#), this Starter Pack provides a fast, best-practice foundation for Jira Service Management.

Togetha's ITSM Starter Pack is a two-week delivery program that equips your team with a fully configured service desk, workflows, forms, automation, and knowledge base, all designed using industry and Atlassian best practices.

Who This Package Is For

This starter pack is ideal for organisations that are:

- New to **Jira Service Management**
- Looking for a **quick, low-risk implementation**
- Wanting to shift from email- or spreadsheet-based IT support
- Needing a **scalable, structured service desk** foundation
- Planning for future expansion into automation, asset management, or HR/Facilities support



Let's Talk

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What's Included

1. Project Foundation

- Requirements workshop (up to 2 hours)
- Review of existing support processes
- Role & permission configuration
- Project onboarding & communication plan

2. Service Desk Configuration

Your ITSM project will be set up with:

- Request types (up to 10)
- Workflow design (up to 5 workflows)
- SLAs (response and resolution targets)
- Custom fields, forms, and screens
- Request queues for efficient triage
- Automation rules (up to 5)

3. Knowledge Base Setup

- Confluence knowledge base linked to JSM
- Up to 10 curated articles migrated or created
- KB structure and categories
- Access permissions and publishing best practices

4. Email & Portal Setup

- IT support email channel
- Customer portal setup
- Brand theming (logo, colours, banner)

5. Reporting & Dashboarding

- ITSM dashboard for agents
- Manager dashboard with SLA insights
- Queue utilisation and ticket trend charts

6. Training & Handover

- 1 x Admin training session (up to 1 hour)
- 1 x Agent training session (up to 1 hour)
- Documentation package: workflows, fields, automation, SLAs
- Post-launch Q&A session

If you want to know more about how we help organisations work better together, please contact us.



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