



 **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**

# 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.

 [www.togetha.group](http://www.togetha.group)

 [hello@togetha.group](mailto:hello@togetha.group)

 Australia +61 2 6190 1554 & Hong Kong +852 2127 0772

