

## Efficient IT incident management with Jira

An unplanned interruption of your IT services? Problems with software quality? Reoccurring IT system failures? Incident management includes all incidents and processes to properly react to incidents concerning your IT. Suspected safety incidents or acute production failures of your system: Incident management addresses all organizational and technical incidents, that negatively affect your workflows and provides measures to avoid them in the future.

All processes start with an incident, regardless of its type. Whether it is an interruption, a failure, or "just" a performance problem, the consequences must be documented as well as their background and the steps taken to solve the problem. In Jira incident management, all incidents that have a negative influence on the quality of your operations are therefore recorded, processed, and documented. Furthermore, measures for problem solving and prevention are fixed, documented and their implementation during incidents is monitored.

Past incidents and their history form the basis for the potential creation and adjustment of a standard operation procedure or can lead to the initiation of a change process to avoid future incidents.



### Atlassian functionality concerning incident management

- adjustable descriptions to document incidents
- central collection of information and documents concerning single incidents
- analyze function sorted by incident categories
- automated reminders concerning imminent time overruns
- extensive reporting functions, statistics, and dashboards
- individualizable dashboards for a clear overview of all processes and weak points
- integration of Jira incident management with other Atlassian-based organizational solutions

### Our services for your incident management with Atlassian

- consulting concerning licensing and acquisition of your Atlassian licenses
- consulting and support from piloting to roll-out
- installation and implementation of Atlassian products
- masks, arrays, and workflows adjusted to your requirements
- definition and implementation of the roll and authorization concept
- scalable configuration of the Atlassian tools and add-ons
- implementation of all necessary reports and dashboards
- integration of Atlassian products into existing intranet solutions, realization of interfaces to databases
- trainings and workshops for users, key users, and administrators

### Your advantages

- full overview of your IT services' and systems' quality
- central documentation of all processes and measures in case of incidents or failures
- important information basis for optimization potential, change processes and CIP
- integrated into development and support as well as additional processes