



Jira Service Management

# Transforming IT Support with Jira Service Management (JSM)

Industry: Financial Services



# Challenge








A mid-sized financial institution was struggling with an outdated IT support system that was unable to handle the growing volume of employee service requests. Their challenges included:

- **Manual ticket triaging**, leading to long response times and unresolved issues.
- **Frequent SLA breaches**, with no proper escalation workflows.
- **Lack of a self-service knowledge base**, causing repetitive IT inquiries.
- **Poor reporting & compliance tracking**, making it difficult to measure IT performance.

Without a modern ITSM solution, the company's internal IT team was **overwhelmed with request volume**, employees were frustrated by slow support, and leadership had **no visibility into service performance**.

# Solution: Implementing Jira Service Management (JSM)

Avaratak implemented **Jira Service Management (JSM)** as their IT service desk, configuring it for optimized support operations:

	Summary	Reporter	Assign
1	New notebook computer request	Omar Darboe	 Ur
4	Administrator access for workday	Jie Yan Song	 Ur
5	Need enterprise license for Mural	Jie Yan Song	 Ur
2	Wifi access for visiting vendor required	Jie Yan Song	 U
3	John Doe starting later this month	Omar Darboe	 U
6	Notebook and phone required for John Doe	Anonymous	 U
18	VPN outage/network difficulties experience	Anonymous	 U

# Automating Ticket Routing & SLA Management

1

## Customized Request Types

Designed **customized JSM request types and categories** for different IT issues (hardware, software, access requests).

2

## Automation Rules

Implemented **automation rules** to auto-assign tickets to the appropriate support team based on category and priority.

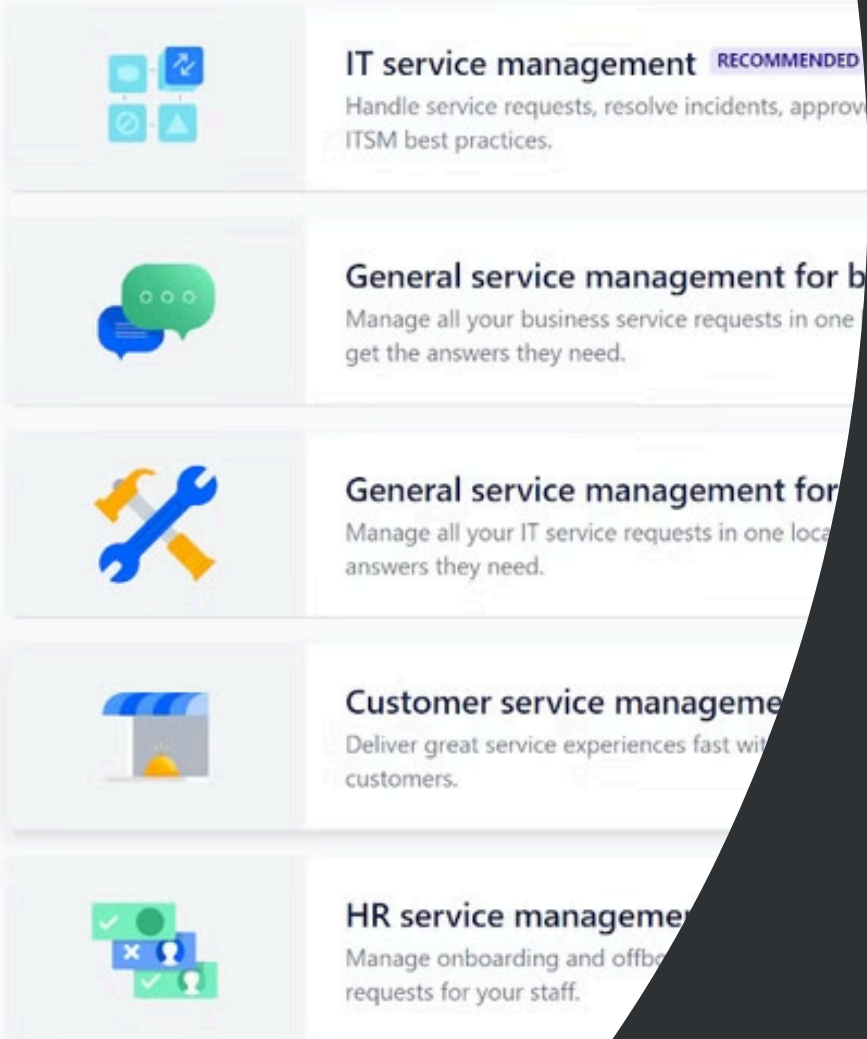
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## SLA Tracking

Set up **SLA tracking and escalation rules**, ensuring high-priority issues (e.g., system outages) were immediately flagged for urgent resolution.

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ences fast. Empower every team, from IT to HR to legal, to set up a service desk quickly



# Building a Self-Service Knowledge Base

1

## Confluence Integration

Integrated JSM with **Confluence** to create a centralized IT knowledge base.

2

## Automated Suggestions

Added automated suggestions within the JSM portal, allowing users to **self-resolve common IT issues** before submitting tickets.

# Enhancing Reporting & Compliance Audits

1

## Custom Dashboards

Configured **custom dashboards** to track resolution times, SLA compliance, and recurring issues.

2

## Audit Trails

Implemented **audit trails** to ensure IT compliance with financial industry regulations.

# Results



50% faster response times

Reducing IT bottlenecks.



30% fewer IT support tickets

As employees found self-help solutions.



Improved compliance tracking

With automated audit logs for regulatory reviews.



Higher employee satisfaction

As IT service became more efficient and transparent.

# Transformation Impact

With JSM, the IT team transformed from a reactive help desk to a **proactive service organization**, improving both productivity and compliance.