



Modernizing ITSM to Achieve DevOps Success



Introduction

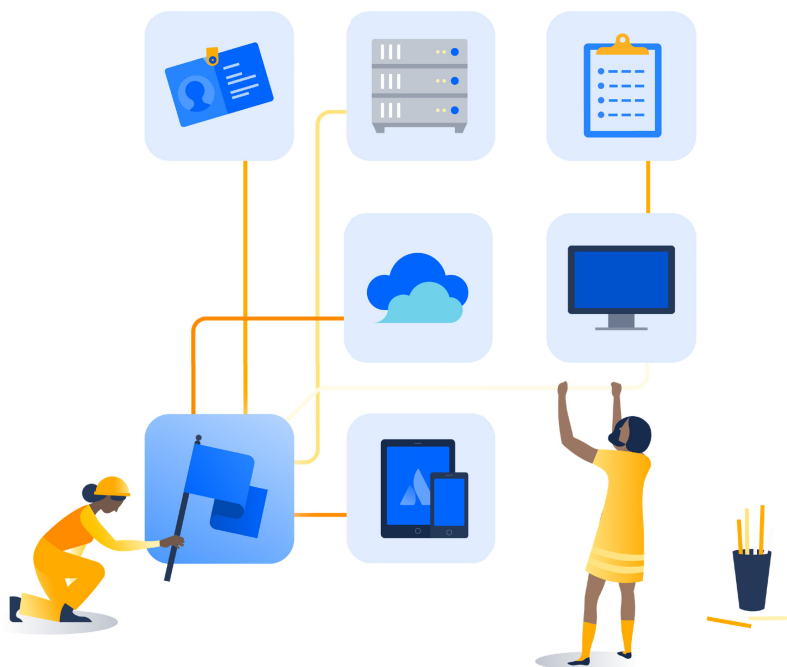
IT service management (ITSM) is the backbone of most enterprise IT organizations today. Service desk and incident management applications often define IT support. IT teams rely on ITSM to help manage almost every service they deliver to their colleagues and customers.

Delivering service shouldn't be complex, but traditional ITSM tools aren't keeping up with today's pace of change. ITSM tools were developed in the 1980s when innovation was dictated by mainframes and 10 Mbps networking speeds. Back then enterprise organizations were simply trying to agree on common practices.

Today the pace of change has never been faster. Companies rise and fall based on their ability to deliver new technologies and services quickly, and agile and DevOps culture define successful businesses.

New ITSM software solutions have emerged that improve collaboration, team communication, speed and transparency. These software solutions not only support – but also foster – DevOps processes. Today Atlassian is a key enabler of transformation and modernization efforts, with companies pushing to automate user-centric processes to improve customer, client and employee satisfaction, while saving money and improving productivity with products like Jira Service Desk, Opsgenie, and Statuspage.

The ITSM mindset is shifting. In this guide, you will learn an approach to ITSM that combines new IT industry standards and the principles of agile and DevOps so you can focus on services that deliver business value. If you feel bogged down by heavy, old school ITSM tools, it may be time to switch. We'll deep dive into how Atlassian approaches modern ITSM with its suite of products.



ITSM and ITIL

ITSM is how you manage the delivery of end-to-end IT services. The IT Information Library (ITIL) is one of the most commonly adopted best practice frameworks for ITSM. The latest iteration of ITIL (ITIL 4) is a paradigm shift for IT teams. It offers a more holistic and flexible frame of reference, while embracing modern ways of working with agile and DevOps processes. Gone are the days of inflexible IT management and heavy workflows. IT teams are shifting to more collaborative, iterative, and customer-centric approaches in order to break down silos, adapt quickly, and deliver seamless experiences. In short, [ITSM is becoming more agile](#).

Convergence of DevOps and ITSM


In the IT industry, we often hear varying opinions around DevOps and ITSM. These concepts are typically pitched against each other as an either/or decision, such as “we are either an ITIL or a DevOps house.”


The reality is that ITIL 4 is leading ITSM into the agile and DevOps era. The new version of ITIL transitions from rigid policies and silos to transparency and communication. It removes walls between IT, coworkers, and customers. ITIL helps teams work smarter and quicker, but also provides the required process and control. Modern, high performing teams and organizations are starting to realize this and use elements of both.


Applying agile and DevOps principles to ITSM leads to collaborative service delivery and iterative service improvement. By harnessing the core principles of both ITIL and DevOps, your ITSM will transform from “doing things right” to “doing the right things.”

Atlassian modern ITSM software solutions

Atlassian has modernized ITSM to support DevOps organizations with changes in service desk, incident management and stakeholder communication. Atlassian Jira Service Desk, Opsgenie, and Statuspage are used by leading organizations to enable ITSM at DevOps speed.

 **Jira Service Desk** is a [collaborative service desk](#) where you can easily receive, track, manage, and resolve requests from your team's customers. It enables agile and DevOps processes with modern customer self-service and improved transparency. IT and developer organizations can solve problems faster because they can link and track issues from inception to resolution across teams. Everyone has full visibility into the queue, and all the right experts can collaborate to solve issues faster. As a result, developers and IT staff have more time to focus on building better software and services.

 **Opsgenie** is a cloud-based incident response platform, empowering teams to plan for service disruptions and to stay in control during incidents. The platform consolidates notification management into a single management system. Opsgenie improves communication by integrating with applications like Slack and HipChat. Incident Status web pages can also be created automatically to accelerate stakeholder notifications about incident resolution progress and service health.

 **Statuspage** provides hosted status pages for your company. It functions as the communication piece of incident management processes. It keeps users in the loop through the incident management processes – from “investigating” through “resolved.” Statuspage makes it easy for customers to understand what is going on. Incidents are prominently displayed at the top of the page for visitors to see right when they arrive.

Lean ITSM

When IT teams are looking to increase velocity, improve efficiencies and minimize waste, applying a combination of ITIL and agile brings a much more pragmatic approach to ITSM. Jira Service Desk, Opsgenie, and Statuspage help companies deliver modern ITSM by providing capabilities that fulfil the promise of agile and DevOps.

- **“Shift-left” with self-service**

The ability to “shift-left” and deliver quality self-service is a top DevOps priority. Jira Service Desk makes it simple to provide users with easy access to self-service, while simultaneously ensuring a greater level of visibility and collaboration across various functional areas and improved customer satisfaction. From a single portal, users have access to every service desk project from a single global Help Center.

- **Measure support service with KPIs**

DevOps organizations value transparency. A service desk offers guarantees around things like uptime, first-call resolution, and time-to-recovery. KPIs are the specific metrics that track whether the IT service desk fulfills these guarantees. Jira Service Desk makes the guarantees transparent by graphing and sharing KPIs for metrics like SLA success rate, average time to resolution, and average cost.

- **Proactively communicate service disruptions**

Communication is a core tenet of agile and DevOps, and crucial when IT systems fail and people cannot do their jobs. Statuspage forestalls disruption by making it easy for everyone to see notifications for planned and unplanned incidents.

- **Automation**

Atlassian realized the importance of automation for IT teams and included it as a key capability in Jira Service Desk. Automation needs to be straightforward and intuitive to implement because IT teams don't need another time consuming development task. Jira Service Desk provides a simple, intuitive UI where a project admin can easily define the rule that will replace a manual task.

Atlassian also automates incident management processes with Opsgenie. With Opsgenie's various, bi-directional, ITSM integrations, you can bring ITSM into the DevOps age. The bi-directional hooks and shared data repositories between Opsgenie and other Atlassian tools such as Jira Service Desk, Statuspage incident communication software and Confluence collaboration tool allow data to be sent and processed both ways between Opsgenie and other applications. As companies progress into problem and incident management capabilities, such integrations facilitate seamless transition to automated remediation steps and the creation of feedback loops for continuous process improvement.

Get started with modern ITSM

ITSM is entering an era of speed, agility and collaboration. Companies are replacing classic ITSM solutions with modern variants based on ITIL, agile and DevOps processes. By promoting continuous flow, "shift left"/agile approaches to service management, and automated quality and monitoring, Atlassian can support those organizations who are struggling to accelerate and modernize ITSM in support of DevOps. If you feel bogged down by heavy, old school ITSM tools, it may be time to switch.

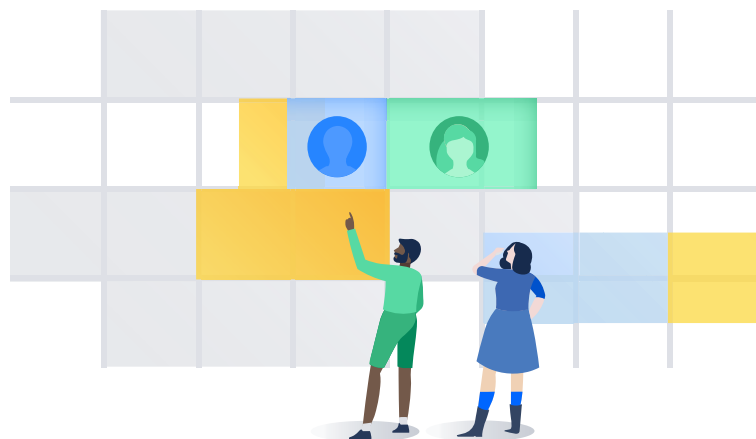
Implementation with Go2Group

The implementation or replacement of an ITSM solution is a major transformation initiative that affects every user in any IT organization. Successful ITSM projects call for a considered, deliberate implementation of IT service delivery excellence and must take into account a variety of intangibles – which go way beyond just a competent technology solution. This is not achieved overnight, but rather as a series of cohesive transitional steps to achieve a desired improvement. We recommend a strategic approach that consists of the following basic steps:

- Pursuing the organization's main objectives behind ITSM transformation, by taking into account the pain points and the existing state of its infrastructure and resources.
- Based on the above, establishing the organization's vision for the future and the ways and resources to effectively achieve it. This involves setting pragmatic short- and long-term goals that align with the overall needs of the business. You need to take into account where you want to see your business in a month, in a year, in five years, and so on. Your goals comprise the road map that defines the future of your business.
- Charting out an action plan and the concrete steps needed to move from the current state of IT to the desired state.

Once the strategy is created, it becomes important to apply a continuous cycle of evaluation (and re-evaluation), architecture, deployment, and support of IT services. This will enable you to determine if the implementation is succeeding or if you need to take a relook at your existing strategies.

Organizations that wish to optimize IT infrastructure, business operations, and production often turn to consulting groups like Go2Group, who dispatch IT service management experts to provide ITSM consulting, tool implementation, and managed services. As a strategic Atlassian partner, we can accelerate your ITSM transformation by providing end-to-end solutions – from strategy and design to transition and operations with a focus on continual service enhancements. We show organizations how to apply agile practices to ITSM and deliver more value to the modern enterprise in support of their DevOps and digital transformation.





Go2Group, an IT consulting firm focused on providing superior quality professional services and digital solutions, helps enterprises achieve business agility. Founded in 2002, the company offers enterprise-level strategic services and solutions around application modernization, Agile and DevOps practices, and cloud.

Organizations in 70 countries benefit from its expert IT services that drive teams toward high-performance, empower teams to seamlessly accelerate application delivery, and enable increased efficiency through cross-team collaboration.

Building on our platinum-level partnerships with companies such as Atlassian, CloudBees and AWS, and with our strong and dedicated team of trained and certified technical consultants, enterprises can leverage the right mix of consulting-led strategies and technology-led solutions to direct their IT initiatives toward business growth.