

RightStar Professional Services for Atlassian Jira Align

Gold
Solution Partner

Overview

RightStar offers comprehensive Jira Align professional services for users of Atlassian Jira Align. As an Atlassian at Scale specialized partner and a Bronze Safe partner, RightStar has the right combination of process and toolset experience to operate Jira Align at maximum effectiveness and help return value back to your organization.



Typical Organization Jira Align Objectives

- Establish central governance while continuing to support the needs of diverse teams
- Provide better visibility and strategic alignment at the portfolio level
- Bring together all applicable data to provide fully informed reporting at every layer of the organization
- Establish methods for allocating and tracking against dollar budgets at all levels
- Establish dependency tracking between work items and a connection between the work performed and the mission and strategy of the organization

RightStar Jira Align Service Offerings

RightStar offers several options that optimize an organization's use of Jira Align depending on the size of the organization and its Agile transformation status. Stakeholders will be able to implement Agile/SAFe best practices, improve return on investment, faster time to market, drive better outcomes (e.g., better customer satisfaction), and optimize and scale adaptability.



RightStar's service offerings work with or without Atlassian's 90-day service package for Jira Align onboarding, known as the Jumpstart. These Jumpstarts are designed for smaller, less complex, private sector organizations deploying in the cloud, typically 30 fully-licensed Jira Align users. RightStar service offerings consist of the following phases, which are typically purchased together:

Phase 1: Discovery and Planning

Objective: Strategic coaching, training, facilitation, and software demonstration must populate Atlassian templates for Jira Align onboarding success and the Jumpstart engagement. This work may be done in collaboration with Atlassian but may also be performed independently prior to and during Atlassian's engagement.

Key Activities: RightStar will facilitate a successful population of the following Jira Align Jumpstart templates:

- On-Prem Jira Align Software Install Readiness
- Program and Team Readiness
- Core Team Roles and Contact Information
- Core Team and Working Agreement
- 30/60/90 Day Plan
- Pre-Discovery Info
- Program Discovery Questionnaire
- Program/Team Hierarchy (People)
- PI/Sprint Cadence (Time)
- Regions/Cities (People)
- Terminology (Work)
- Roles and Responsibilities (People)

Phase 2: Configuration, Jira Integration, Administration, and Training

Gold
Solution Partner

Objective:

1. Ensure that Jira will integrate well and successfully with Jira Align
2. Implement and configure Jira Align per the planning documentation

Key Activities:

- Document Jira configuration choices needed to maintain compatibility with Jira Align.
- Compare the new Jira design patterns designated as Jira-Align-compatible to the compatibility requirements.
- Communicate any known compatibility issues to the appropriate stakeholders.
- Assist with the initial “hands-on keyboard” configuration of Jira Align, following guidance from the Jumpstart solution architect.
- Assist with the initial “hands-on keyboard” integration of Jira Align with Jira, following guidance from the Jumpstart solution architect and with assistance from the Jira administration team.
- Assist the Jumpstart solution architect as needed to conduct the Jumpstart and Portfolio Fundamentals services. This includes activities such as onboarding users, troubleshooting user permissions issues, and uploading training data.
- Document Jira Align configuration choices to facilitate a handoff to the organization’s own staffing resources.
- RightStar will deliver independently the appropriate training courses.



Future Phases:

PI Planning, Portfolio Onboarding, Scaling the Jira Align Rollout



Objective: In collaboration with the organization’s Jira Align administrators, RightStar will onboard users to Jira Align, including the team and program-level functionality as well as Portfolio level functionality.

About RightStar

RightStar is an Atlassian Gold Solution Partner and Bronze SAFe partner, focused on the ITSM and Lean/Agile spaces. Headquartered in Reston, Virginia, RightStar serves clients in the U.S. and Canada, providing best-in-class JSM implementations as well as Jira Align process consulting to help clients realize value from Lean-Agile at Scale transformations. RightStar is one of a handful of Atlassian Partners worldwide that are Atlassian Agile at Scale Specialized. The result: RightStar provides organizations with the tools and expertise to drive lean transformation.