

Enhancing The ITSM User Experience



Gold
Solution Partner
ENTERPRISE





703.242.7200
www.rightstar.com

Enhancing the ITSM User Experience

As a technology professional, you're probably familiar with the Sunday Experience. Imagine a typical Sunday morning: You wake up, go for a walk while listening to music on Spotify, come home and read the news in the Washington Post app, and then catch up on your favorite show on AppleTV. You spend your morning moving from one excellent user experience to another. The apps look great, and they're a joy to use.

But Sunday morning doesn't last forever. So when you return to work on Monday morning, you're forced to use stodgy applications with limited feature sets and poor user experience. Unfortunately, in the field of IT, user-hostile apps are often the rule, not the exception. From the help desk to DevOps to disaster recovery, IT teams must endure the pain of poorly designed apps because those apps perform critical business functions. The situation is far from ideal.

You'd prefer your teams to operate more efficiently when responding to tickets, deploying applications, and provisioning cloud infrastructure. When things go wrong, you want your incident response teams to focus on solving the problem rather than wrestling with poorly designed software. And in a world that has rapidly shifted toward hybrid and remote work, excellent user experience is a requirement and no longer just a nice-to-have.

Why the Sunday Experience is Important

The lack of a Sunday Experience is excruciating when working with IT service management (ITSM) software. ITSM applications are notoriously unfriendly to users — the opposite of what you want when IT teams must respond quickly to tickets and incidents.

Typical troubles that IT employees face with ITSM software include:

- **The inability to customize the tool to their own needs** — No two companies are exactly alike in IT operations, so a one-size-fits-all ITSM software makes it more challenging to work effectively and efficiently.
- **The lack of real-time updates on the status of requests and incidents** — Instant notifications and dashboards should be part of every ITSM platform, but they're often missing or inadequate.
- **A lack of self-service options** — Good ITSM software should help your organization's users help themselves. ITOps personnel often address problems that the end user could have easily solved if they just had an easy way to find the needed information.
- **A convoluted interface** — Finding what you want when you want it — within a couple of clicks — is a vital part of the Sunday Experience. Most ITSM platforms fail to deliver this, making it difficult, time-consuming, and unintuitive to perform necessary tasks.
- **Poor support for mobile devices** — Apps that deliver a great Sunday Experience put mobile devices front and center. Traditional ITSM platforms don't.
- **Repetitive, manual, and mundane work** — Software should make life easier. But some ITSM tools feel like digitized paper ticketing systems. Employees must shepherd every ticket and task through the system manually, leading to wasted time, boredom, demotivation, and forgotten tasks that slip through the cracks.



703.242.7200
www.rightstar.com

- **A lack of integration with other tools and systems** — ITSM systems don't exist in isolation — they are a solution for digitizing and automating workflows and processes across the entire organization. So, ideally, your ITSM platform should integrate with other business systems to meet the needs of all stakeholders.

It's impressive that IT departments get anything done with so many barriers in place. Yet they do — day in and day out. However, these frustrations can take their toll.

Employees who feel like IT software works against them instead of helping them are more likely to experience burnout and resign. Slowly resolved incidents caused by poorly designed ITSM software can pose an existential threat to the company.

How to Provide the Sunday Experience

By now, it's clear that the Sunday Experience is essential. But knowing that the experience is necessary is more straightforward than providing it. Let's look at ways your IT organization can provide the Sunday Experience to make your employees happier and more productive.

Provide Ease of Use

Choose IT and ITSM tooling that is easy to use. Ideally, every user should be able to see any information or complete any task they need with only a few clicks. ITSM tools must be intuitive to use so teams don't have to ask for guidance or instructions in high-priority moments.

Look for Customizable ITSM Software

Don't make costly IT employees waste valuable time using software built for generic workflows. Seek an ITSM platform that lets workers adjust dashboards and workflows to meet their needs. This enables your organization to get the most out of its ITSM tools without the labor of creating a customized solution in-house.

Ensure a First-Class Mobile Experience

Incidents and urgent service requests don't always follow a 9-to-5 schedule. IT employees are no strangers to on-call rotations, but an excellent mobile experience means that even on-call staff don't need to be chained to their laptops.

On the other side, an excellent mobile experience for employees who need IT service makes it easier for them to get the help they need when they need it.

Embrace Automation

Your ITSM platform shouldn't need human intervention at every step of a ticket's lifetime. Many tickets can be moved forward automatically under certain conditions. An ideal ITSM platform will do this for you, freeing your teams to focus on more critical tasks and increasing the efficiency with which a ticket is handled.

Add Easy Self-Service for End Users

The best IT service requests are those the end user can resolve without help from IT staff. A good ITSM should include an easy-to-use self-service option that lets users solve problems without wasting valuable and expensive IT employee time.

Integrate With Existing Tooling

As discussed in the previous section, IT isn't an island. It's a critical part of the organization. So, IT software — especially ITSM software — must be able to talk to the application's developers, business analysts, and managers. Integrating with existing tooling helps to increase consistency and encourage cross-organization communication while relieving your teams of the burden of trying to facilitate this integration in-house via manual communication and application integration.



703.242.7200
www.rightstar.com

Integrate With Existing Tooling

As discussed in the previous section, IT isn't an island. It's a critical part of the organization. So, IT software — especially ITSM software — must be able to talk to the application's developers, business analysts, and managers. Integrating with existing tooling helps to increase consistency and encourage cross-organizational communication while relieving your teams of the burden of trying to facilitate this

integration in-house via manual communication and application integration.

Ensure Readily Available Assistance

Sometimes, even IT staff need tech support. And they typically need it right away. They don't have time to wait in someone else's support queue. Ensure that the ITSM platform you chose offers prompt support for any issues your employees encounter.

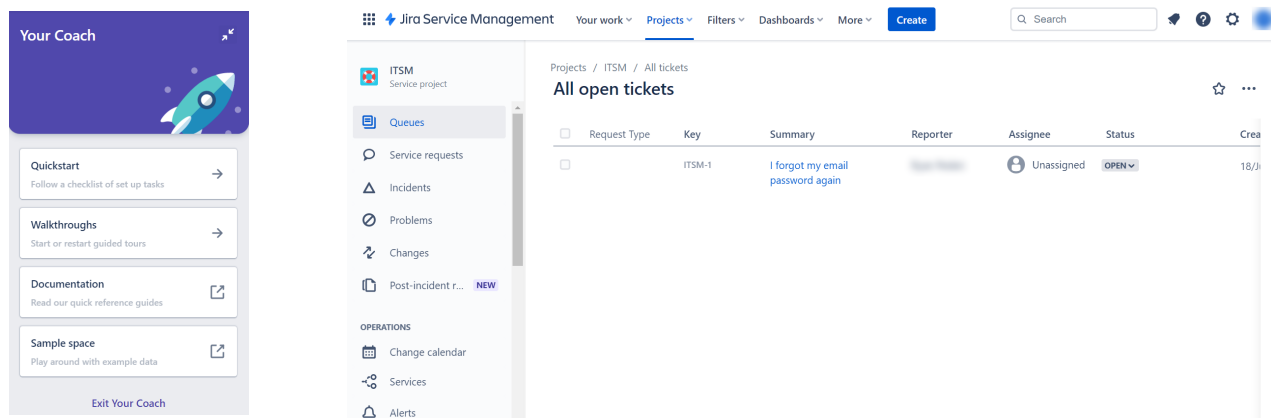
Together, these factors can give your IT employees the Sunday Experience every day of the week. Although this sounds great in theory, understanding what's needed is more straightforward than implementing it. Next, let's look at how [Jira Service Management](#) helps turn the Sunday Experience theory into reality.

Jira Service Management

Atlassian's Jira Service Management (JSM) stands out from other ITSM platforms. In contrast with the unappealing interfaces, lack of customizability, and poor user experience that come with traditional ITSM tools, JSM includes everything you need to provide the Sunday Experience.

Here's how JSM delivers the Sunday Experience:

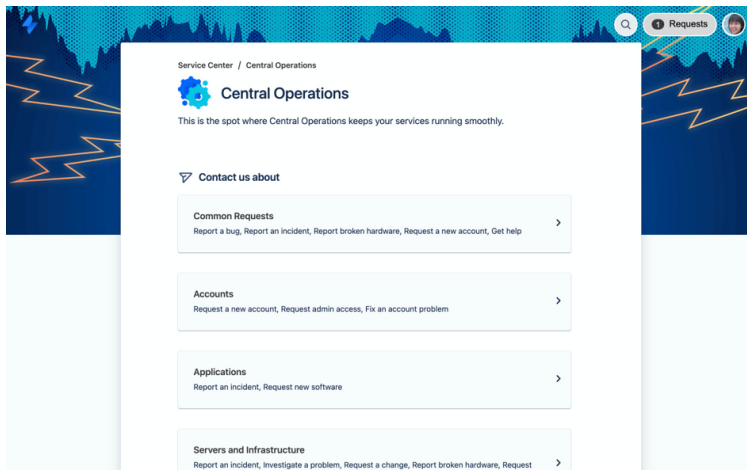
- **Jira Service Management is easy to learn.** JSM comes with a built-in coach, helping staff become proficient quickly.
- **Jira Service Management is easy to use.** JSM provides an intuitive, easy-to-understand user interface. As soon as you sign in to JSM, you see a list of open tickets and menus offering easy access to information about all service requests and IT operations.



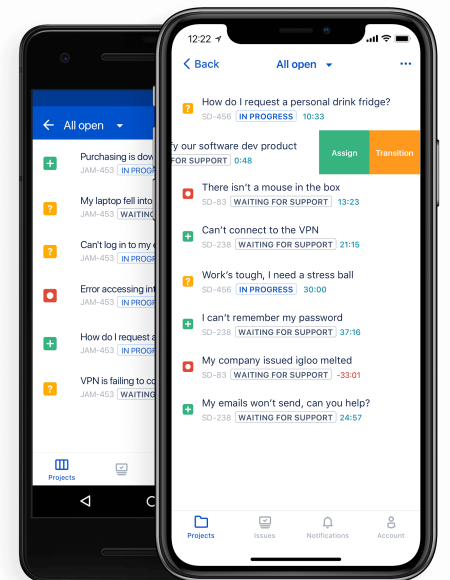


703.242.7200
www.rightstar.com

- **Jira Service Management is customizable.** You can easily tailor JSM to your organization's needs by customizing logos, branding, and home page layout. You can even [create custom request types](#) and build workflows around them.



- **Jira Service Management offers a first-class mobile experience.** [Native mobile apps](#) for iOS and Android mean IT employees can work on tickets and help resolve incidents from anywhere – on the train, at the beach, or even atop a mountain.
- **Jira Service Management is easy to automate.** It includes [extensive automation options](#) that help usher tickets from creation to resolution as quickly as possible.



Add component

Components can either restrict execution by testing a condition, perform an action, or control flow by branching on related issues.



New branch

Create a separate section of this rule and perform actions and conditions on other items.



New action

Actions perform changes to a system.



New condition

Actions will only execute if all conditions preceding them pass.



703.242.7200
www.rightstar.com

Components:

New trigger

Triggers start the execution of a rule. Triggers can listen for events or be scheduled to run.

All components

Start typing to filter components

Recommended

- Forms submitted

Rule is run when forms attached to an issue are submitted. **NEW**
- Approval required

Rule is run when an issue that requires approval is created/updated **NEW**
- Field value changed

Rule is run when an issue's field value changes. **POPULAR**
- Issue commented

Rule is run when a new comment is added to an issue. **POPULAR**
- Issue created

Rule is run when an issue is created. **POPULAR**

New action

Actions perform changes to a system.

All components

Start typing to filter components

Issue actions

- Assign issue

Select a user to assign the issue to.
- Clone issue

Clones the issue into a given project.
- Comment on issue

Add a comment to an issue.
- Create issue

Creates a new issue in a given project.
- Create sub-tasks

Add a number of sub-tasks to a given issue.
- Delete attachments

Selectively delete attachments from issues.
- Delete comment

Remove a comment from an issue
- Delete issue

Permanently remove the issue.
- Delete issue links

Unlink all or a subset of linked issues.
- Edit comment

Edit a comment on an issue.
- Edit Insight field attributes

Update certain Insight field attribute values.
- Edit issue

Update certain issue fields.
- Link issues

Creates an issue link between two issues.
- Log work

Log time against an issue.
- Manage watchers

Add or remove a watcher on an issue.
- Re-fetch issue data

Re-fetch any issues that have been updated
- Transition issue

Transition an issue to a specific status.

Issue triggers

- Field value changed

Rule is run when an issue's field value changes.
- Issue assigned

Rule is run when an issue is assigned to a user.
- Issue comment edited

Rule is run when an issue comment is edited.
- Issue commented

Rule is run when a new comment is added to an issue.
- Issue created

Rule is run when an issue is created.
- Issue deleted

Rule is run when an issue is deleted.
- Issue link deleted

Rule executes when an issue is unlinked from another issue.
- Issue linked

Rule executes when an issue is linked to another issue.
- Issue moved

Rule executes when an issue is moved to a project.
- Issue transitioned

Rule is run when an issue is transitioned through its workflow.
- Issue updated

Rule is run when an issue is updated.
- Manual trigger

Rule is run when it is manually triggered by the user from an issue.
- Multiple issue events

Rule is run when one of the selected issue events occurs.
- Service limit breached

Rule is run when service limits are about to breach.

New condition

Actions will only execute if all conditions preceding them pass.

Recommended

- Forms attached

Check if an issue has forms attached. **NEW**
- Issue fields condition

Check whether an issue's field meets a certain criteria **POPULAR**

All components

- Forms attached

Check if an issue has forms attached.
- Advanced compare condition

Compares two values: `{{issue.status.name}}` equals Done
- Affected services condition

Check if the affected services field matches certain criteria
- If / else block

Perform different actions using if, else-if and else to control the flow.
- IQL condition

Checks whether the rule matches the query condition.
- Issue attachments

Checks if issue attachments exist or don't exist
- Issue fields condition

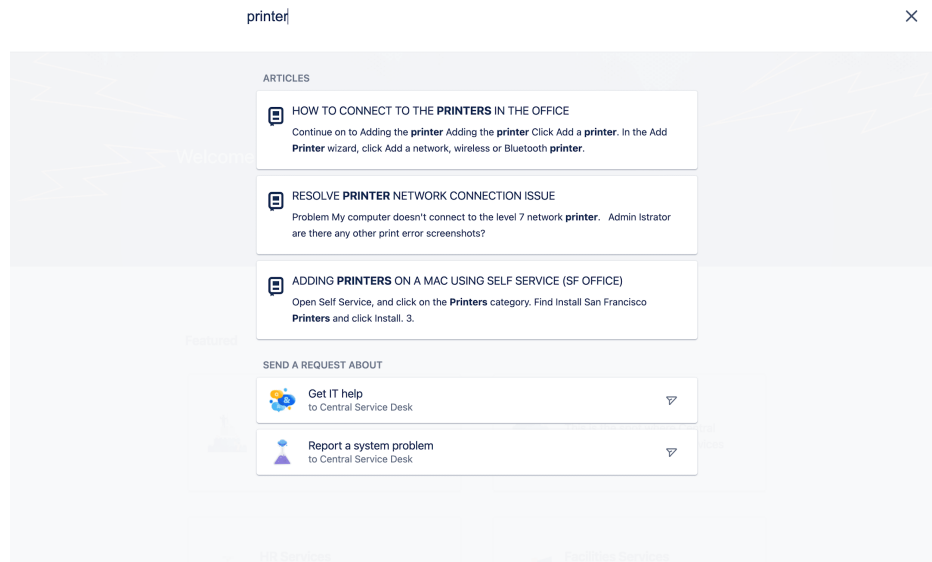
Check whether an issue's field meets a certain criteria
- JQL condition

Checks if issue matches JQL.
- Related issues condition

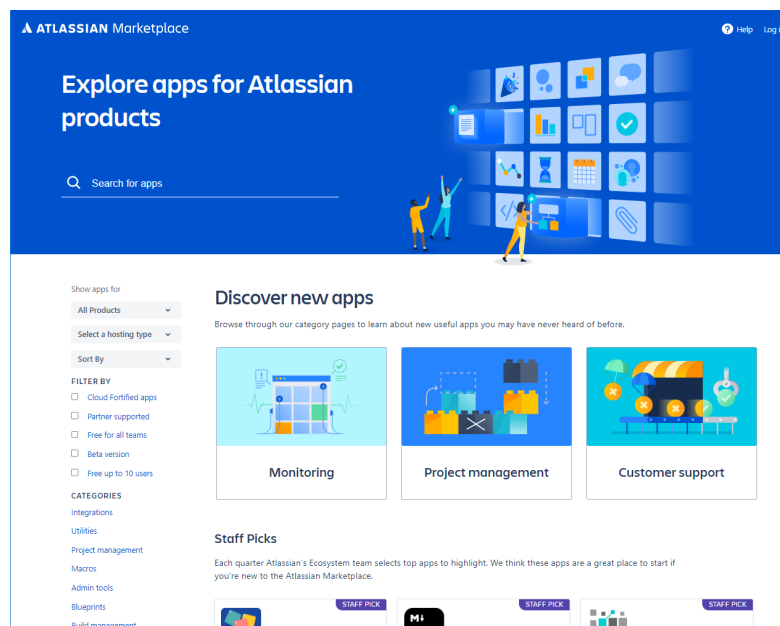
Check if related issues exist or match JQL.
- User condition

User matches criteria: Reporter in group 'customers'

- **Jira Service Management makes self-service easy.** JSM lets you embed [Confluence](#) spaces in your service desk to provide a self-serve knowledge base as the first stop for end users seeking assistance.



- **Jira Service Management has hundreds of integrations.** Integrating JSM with other applications and services is simple, thanks to a [marketplace full of apps](#), a [REST API](#), and [Zapier support](#).





703.242.7200
www.rightstar.com

- **Jira Service Management has excellent support options.** Atlassian provides a comprehensive [JSM knowledge base](#) and [support plans](#) that scale to meet your needs. And when you need more help customized to meet your needs, Atlassian partners like [Rightstar](#) are ready to assist you.

As you can see, Jira Service Management includes everything needed to give your IT organization a Sunday Experience.

Conclusion

An excellent IT user experience is critical in the post-pandemic work landscape. Employees might be working from home, the office, or the other side of the world — and they expect the same experience from enterprise apps as they get from consumer apps. They want the Sunday Experience every day, and Jira Service Management helps you deliver it.

Getting JSM running in your enterprise might seem daunting, but fortunately, you're not alone. As an Atlassian Gold Partner, [Rightstar](#) can [handle your JSM implementation](#) from start to finish. If you'd like to learn more, don't hesitate to [contact us](#). We're happy to help!

About XTIVIA

XTIVIA is an innovative B2B technology enterprise solutions company committed to providing integrated technology solutions and services, delivering measurable results as a trusted industry thought leader for 30 years.

Our services include managed services and business solutions, like database support and management; DevOps, CRM, and ITSM; application solutions, including mobile apps; ERP solutions for GovCon and the private sector; and platform integration, with APIs as well as digital experience and CMS solutions.

If you can imagine the business outcome, XTIVIA can create it with technology.

XTIVIA has offices in Colorado, New York, New Jersey, Missouri, Texas, and Virginia. www.xtivia.com