



JIRA SERVICES MANAGEMENT

ITSM 全攻略研討會



Platinum
Solution Partner



ITSM 企業實戰分享: 百年裕利雲端創新

演講者 : Erwin Fei





- ITSM: Start from Small
- Covid-19: 化危機為轉機
- From ITSM to BSM



裕利醫藥 (Zuellig Pharma)

- 亞洲最大的醫藥保健服務公司，全球擁有13個據點
- 裕利台灣成立於1988年，為台灣最大醫藥物流服務商
- 為 20,000+ 醫事機構配送全台六成以上的藥品與醫材
- 台灣唯一同時可提供 -80°C 、 -20°C 、 $2\sim 8^{\circ}\text{C}$ 之醫藥冷鏈物流服務





Atlassian Solutions Use Cases

■ Volume of IT Support

- IT Division: 13 members
- Employees: 800+
- Branches and Warehouses: 8
- # of Applications: 50+
- # of Laptops/Desktops: 1000+

■ Atlassian Solutions Adopted:

- Jira Service Management: 3 sites, 45 agents
- Jira Core: 1 site, 10 users
- Confluence
- Statuspage
- Access (SSO with Azure AD)



ITSM: Start from Small

■ ITSM 起手式

- Service Desk (IT 幫幫忙)
- Incident Management (報案)
- Service Request Fulfillment (IT 服務申請單)



IT 幫幫忙

一起幫忙解決難題，拯救裕利人的一天~~

Contact us about

帳號相關需求

帳號解除鎖定, 帳號重設密碼 & 解鎖, 線上學習系統 (LMS) 登入問題, 申請個人帳號, 申請與維護 Email 群組, 申請與維護 SharePoint / Shared Folder (公櫃), 申請 Microsoft Intune, 申請 VPN 服務

電腦軟硬體與 IT 系統需求

電腦軟硬體故障排除及維護, 現行 IT 系統相關問題需求, 新系統、新功能、及現有功能改善申請



帳號解除鎖定

記得密碼的情況下選用，申請單送出後自動解鎖 (適用於 Email 帳號 / Windows 帳號 / AD 帳號)



帳號重設密碼 & 解鎖

自動重置帳號密碼與解鎖，並將新密碼寄至指定的 Email 信箱 (適用於 Email 帳號 / Windows 帳號 / AD 帳號)



線上學習系統 (LMS) 登入問題

解決 "登入無效，請重試" 問題



申請個人帳號

Email 帳號 / SAP 帳號



申請與維護 Email 群組

建立新的 Email 群組、或是新增/移除的 Email 群組



申請與維護 SharePoint / Shared Folder

建立新的 SharePoint 網站、或是新增/修改現有的 SharePoint 網站 & Shared Folder



申請 Microsoft Intune

使用行動裝置存取公司 Email 與 Office 365 服務



申請 VPN 服務

公務需要由異地經 Internet 連回公司



電腦軟硬體故障排除及維護

Windows, Office 365, Outlook, OneDrive, OneNote, SharePoint, Teams, Word, Excel, PowerPoint, Acrobat, PDF, IE, Chrome, Edge, Firefox / PC, Desktop, Notebook, Surface, PDA, GPS, Printer, Monitor, Scanner, Camera, 印表機, 事務機, 掃描器, 顯示器, 攝影機 / Network, WiFi, Internet, VPN, Switch, Router, 網路, 上網 / Intune, Security, USB, Virus, AntiVirus, SEP, Symantec, 釣魚, 駭客, 病毒, 中毒, 防毒軟體, 資訊安全



現行 IT 系統相關問題與需求

SAP ECC, POI, E2E, LCRI, GUI, eZRx, Sales Matrix, 電子發票 / EWM, WCS, ARS, CRC, eZConsign, PDMS, Testo, Data Logger, TMS, POD / Ariba, eZPAY, 費用申請, 關貿電子發票 / eZHR, 飛騰, LMS, 中興保全 / BOBJ, Tableau, Zip Insider, SalesWeb, 業績管理系統 / Call Center, Tender, 標案, 溯源 / eQMS, eRWI / Dynamics CRM, ZPCC P&L



新系統、新功能、及現有功能改善申請





IT 幫幫忙

一起幫忙解決難題，拯救裕利人的

Contact us about

資訊資產請購與設備借用

電腦請購, 軟體請購, 備用機借用申請

ISMS 相關需求

申請 Microsoft Intune, 申請 VPN 服務, 申請開放 USB Port, 申請 Information Security Policy Exception



電腦請購

桌機 Desktop / 筆電 Notebook / 螢幕 Monitor / 升級 Upgrade



軟體請購

嘸蝦米 / Adobe Acrobat / PDF工具 / 截圖軟體



備用機借用申請



WiFi 分享器借用申請



申請 Microsoft Intune

使用行動裝置存取公司 Email 與 Office 365 雲端服務



申請 VPN 服務

公務需要由異地經 Internet 連回公司使用內部服務



申請開放 USB Port

公務需要開放電腦 USB Port 存取權限



申請 Information Security Policy Exception

公務需要申請 ISMS 政策例外處理 (i.e. USB, Google Drive, Hangout, LINE, Facebook, Youtube, Box)



👉 IT 同仁的接受度是關鍵



ITSM: Start from Small

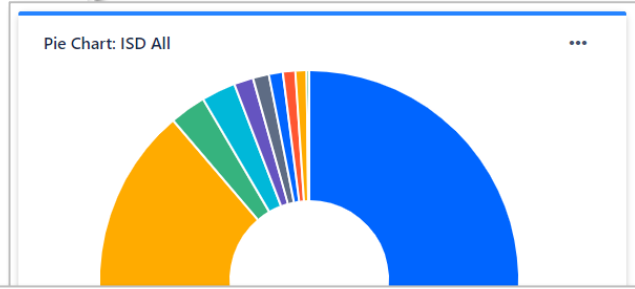
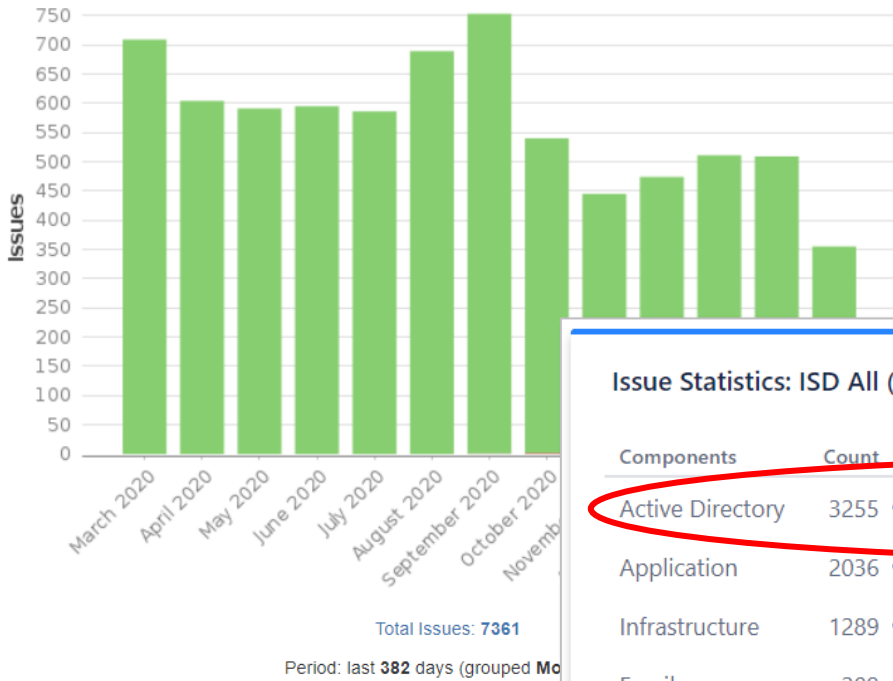
■ ITSM 起手式

- Service Desk (IT 幫幫忙)
- Incident Management (報案)
- Service Request Fulfillment (IT 服務申請單)

■ It's about Change Management, not Tool Adoption

- 找出痛點
- 自動化
- 行動化

Recently Created Chart



Issue Statistics: ISD All (Components)

Components	Count	Percentage
Active Directory	3255	44%
Application	2036	27%
Infrastructure	1289	17%
Email	209	3%
Procurement	194	3%
Office 365	110	1%
Security - VPN	92	1%
No component	79	1%
User Account	72	1%
Security - Intune	63	1%
Security - USB	14	0%
Security - Incident	1	0%
Total	7414	

帳號解除鎖定
記得密碼的情況下選用，申請單送出後自動解鎖 (適用於 Email 帳號 / Windows 帳號 / AD 帳號)

帳號重設密碼 & 解鎖
自動重置帳號密碼與解鎖，並將新密碼寄至指定的 Email 信箱 (適用於 Email 帳號 / Windows 帳號 / AD 帳號)



IT 幫幫忙代表作: 一鍵解鎖 AD 帳號

申請人 *

帳號 *

請輸入 Email @前的英文字母 (不需輸入 喔!!) ; Hostname 請輸入 "原廠名+裕利員編" (ex. bay123456)

Send

Cancel

Workflows / ISD: Service Request Fulfilment workflow for Jira Service Desk (Draft)

Transition: Create issue

 Create

This is the **initial** transition in the workflow.

Screen: None - initial transition does not have a view.

Validators 2

Post Functions 6

The following will be processed after the transition occurs

1. Creates the issue originally.
2. ScriptRunner workflow function: Run a script as ScriptRunner Add-On User: UnlockAD-1
History (newest on right):

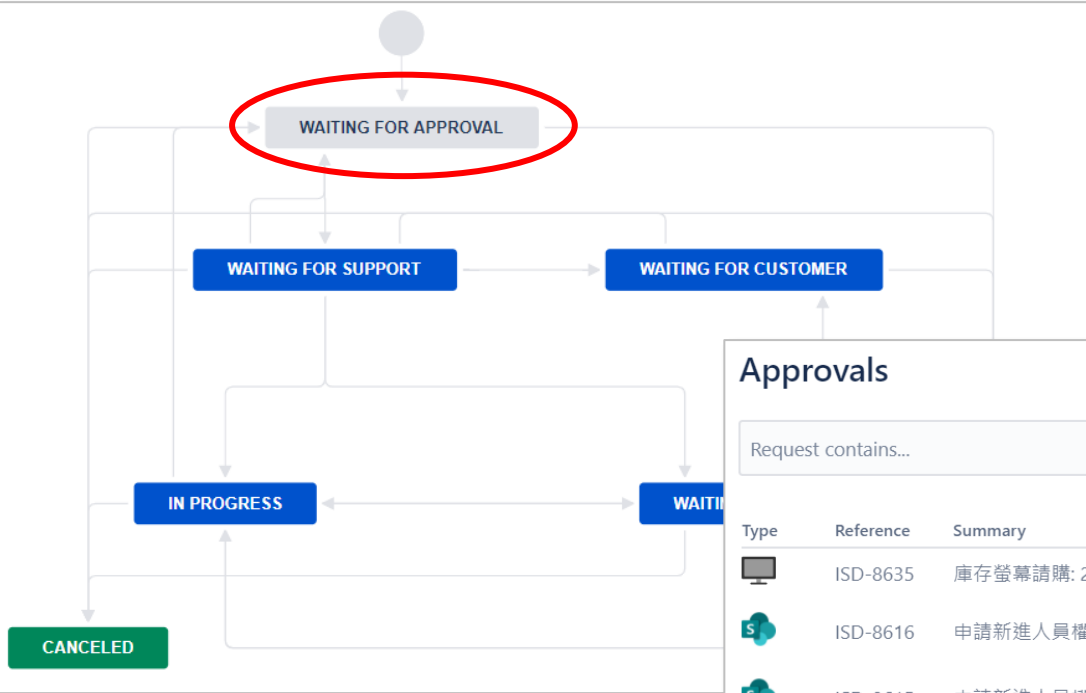
✓	✓	✗	✓	✓	✓	✓	✓	✓	
8h	7h	6h	4h	4h	3h	3h	2h	1h	16m
3. ScriptRunner workflow function: Run a script as ScriptRunner Add-On User: ResetPassword-1
History (newest on right):

✓	✓	✓	✓	✓	✓	✓	✓	✓	
8h	7h	6h	4h	4h	3h	3h	2h	1h	16m
4. Set issue status to the linked status of the destination workflow step.
5. Re-index an issue to keep indexes in sync with the database.
6. Fire a **Issue Created** event that can be processed by the listeners.

👉 使用 ScriptRunner 套件呼叫外部 API 進行 AD 帳號解鎖 & 重設密碼



Tip #1 使用 Workflow 的 Approval 功能取代紙本簽核



Approvals

Request contains...

Approvals history IT 幫幫忙

Type	Reference	Summary	Status	Service project
	ISD-8635	庫存螢幕請購: 24" x 6, 20" x 10	IN PROGRESS	IT 幫幫忙
	ISD-8616	申請新進人員權限	RESOLVED	IT 幫幫忙
	ISD-8615	申請新進人員權限	RESOLVED	IT 幫幫忙
	ISD-8612	新增新進人員至使用share point-sales admin	RESOLVED	IT 幫幫忙
	ISD-8611	新增新進人員至群組	RESOLVED	IT 幫幫忙
	ISD-8605	申請 VPN 服務	WAITING FOR SUPPORT	IT 幫幫忙
	ISD-8600	螢幕需求 (40002854)	IN PROGRESS	IT 幫幫忙
	ISD-8595	平時作業使用	RESOLVED	IT 幫幫忙
	ISD-8586	申請 VPN 服務	WAITING FOR SUPPORT	IT 幫幫忙
	ISD-8574	申請 VPN 服務	WAITING FOR SUPPORT	IT 幫幫忙
	ISD-8573	Requirement for work - Traditional Chinese typing	IN PROGRESS	IT 幫幫忙

Tip #2 啟用 Anonymous Access: 不需登入即可在 Customer Portal 提出 request



The screenshot shows the 'Customer permissions' page in Jira Service Management. The left sidebar contains a navigation menu with 'Customer permissions' highlighted in blue. The main content area shows the 'Service project access' section, where the option 'Anyone on the web (without logging in)' is selected and circled in red. A blue information box at the top provides details about adding customers via email. The 'Customer sharing' section below lists options for how customers can find and share requests.

IT Service Desk
Service project

Back to project

Project settings

Details

People

Features

Summary

Issue types

Request types

Customer permissions

Language support

Portal settings

Email requests

Projects / IT Service Desk / Project settings

Customer permissions

i Agents and project admins can add new customers to a project at any time by including their email address in the "To" or "Cc" field when replying to a request's email notification.
[Learn more about users and roles in Jira Service Management.](#)

Service project access

Choose who can send requests to "IT Service Desk" via or **the portal**:

- Customers added by agents and admins
- Anyone on the web (without logging in)

To allow only people with accounts on to send requests, Jira admins can [change the Global settings](#).







Customer sharing

Control how existing customers can find other customers and share requests with them:

- Customers can search for other customers within their organizations
- Customers can search for other customers within their organizations, or manually enter the email address of other customers within their project
- Customers can search for other customers within their project or organizations

To set who customers can automatically share new requests with, Jira admins can [change the Global settings](#).

Tip #3 善用 Atlassian Marketplace 的第三方套件

 <p>ScriptRunner for Jira by Adaptavist for Jira Cloud, Jira Server 8.0.0 - 8.15.0, Jira Data Center 8.0.0</p> <p>★★★★★ 573 28,309</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>	 <p>Extension for Jira Service Management by Deviniti for Jira Cloud, Jira Server 7.6.0 - 8.15.0, Jira Data Center 7.6.0 - 8.15.0 and more versions</p> <p>★★★★★ 78 5,751</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>
 <p>Insight - Asset Management by Atlassian for Jira Cloud and Jira Data Center 8.0.0 - 8.15.0</p> <p>★★★★★ 134 8,018</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>	 <p>External Data for Jira Fields by codefortynine GmbH for Jira Cloud</p> <p>★★★★★ 31 515</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>
 <p>ProForma: Forms & Checklist for Jira by ThinkTilt for Jira Cloud, Jira Server 7.3.0 - 8.15.0, Jira Data Center 7.3.0 - 8.15.0 and more versions</p> <p>★★★★★ 51 1,710</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>	 <p>Table Grid Next Generation by iDalko for Jira Cloud, Jira Server 8.0.0 - 8.15.0, Jira Data Center 8.0.0 - 8.15.0 and more versions</p> <p>★★★★★ 26 798</p> <p>SUPPORTED JIRA SERVICE MANAGEMENT</p>

COVID-19: 化危機為轉機



ZPTW 疫情通報站

What can we help you with?



訪客防疫調查表 / COVID-19
防疫期間，所有裕利公



員工健康通報單



國外旅遊通報單 / Travel
1. 防疫期間，應避免出
2. 員工本人或“同住”
均應確實通報。



清明連假國內足跡通報
請通報您和同住家屬/
內人潮聚集景點 (依CE



防疫足跡調查
請您事先回報您於連假



Work From Home 調

中文姓名 / Name *

工作地點 / Location *

- 台北辦公室 / Taipei Office
- 大園 DC1 / Dayuan Distribution
- 大園 DC2 / Dayuan Distribution
- 大園 DC4 / Dayuan Distribution
- 觀音 DC5 / Guanyin Distribution
- 台中辦公室 / Taichung Office
- 高雄辦公室 / Kaohsiung Office

體溫 / Temperature (°C) *

通報類型 / Health Assessment *

- 健康無虞 / I am in good healthy
- 今天有發燒/乾咳/呼吸道不適的
one of the following symptoms:
Difficulty in breathing, Cough, C
- 同住家人受感染或隔離者 / I have worked or stayed in the same close env
COVID 19 confirmed patient within the last 14 days
- 14 天內自疫情國家入境或轉機者 / I have traveled internationally in the las

Send

Cancel

拜訪事由 / Visit Purpose *

拜訪日期 / Visit Date *

e.g. 17/Mar/21



拜訪日期須於未來七天內 / Visit date must be within the next seven days

拜訪地點 / Office to Visit *

- 台北辦公室 / Taipei Office
- 大園 DC1 / Dayuan Distribution Center 1
- 大園 DC2 / Dayuan Distribution Center 2
- 大園 DC4 / Dayuan Distribution Center 4
- 觀音 DC5 / Guanyin Distribution Center 5
- 台中辦公室 / Taichung Office
- 高雄辦公室 / Kaohsiung Office

訪客姓名 / Visitor's Name *

訪客公司名稱 / Visitor's Company *

手機號碼 / Mobile Phone No. *

拜訪對象姓名 / ZP Contact Person *

拜訪對象 Email / Email of the ZP Contact Person *

請問拜訪日前14天，您【本人】是否正接受居家檢疫/隔離或自主健康管理？ / Are you quarantined period 14 days prior to the visit date? *

- Yes
- No

Send

Cancel

古摸尼~喔嗨啞~敖炸~

提醒你，
今天起要改用Line回報



我要回

影響之原廠

請簡述您採取之行動*

- 進修 Further Academic Study
- 健康因素 Health Reasons
- 個人/家庭因素 Personal / Family Reason
- 與同事/主管相處 Relationship with Colleagues / Management
- 試用期內請辭 Resignation during Probationary Period
- 其他原因 other, 請說明 explain

離職原因(其他), 若上方原因選擇其他, 請在此說明

Text input field for resignation reasons.

您對於裕利公司的薪資制度滿意度(滿分5分)*

Rating scale for salary satisfaction.

您對於裕利公司的福利制度滿意度(滿分5分)*

Rating scale for benefits satisfaction.

Hi 費而應, 還沒收到你今天的健康狀況回報哩!

我要回報體溫

上午 9:41

已讀 上午 9:45

我要回報體溫



請輸入你的體溫 (請輸入純數字, 例如:36.3)

上午 9:45

已讀 上午 9:45

36.5



關於裕利



頭條活動



疑難雜症查詢網



說好的上課呢?



我要回報體溫

R 幫幫忙

You can raise a HR request

How we help you with?

HR 疑難雜症排解

eZHR 疑難雜症搞得頭很暈嗎? 讓HR 為您解決
HR 之力

職問卷調查 Exit Questionnaire

表單蒐集僅會用在HR做為數據收集, 並不會因任何因素外流, 請安心

From ITSM to BSM (Business Service Management)

客戶服務平台

eZRx, eZRx 為台灣客戶打造線上訂單平台, 提供您每天 24 小時
訂購品項、快速產品搜尋、訂單追蹤、產品購買資料分析等

How can we help you with?

eZRx 新用戶帳號申請



eZRx 帳戶登入問題求助



建立訂單問題求助



取消eZRx訂單
取消當日訂單, 必須於下單當日17:00點前通知裕利



我有話要說
這裡是 eZRx 用戶們的意見回饋區, 有你們的鼓勵及回饋可以讓裕利



Thank you!



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