



JIRA SERVICES MANAGEMENT

ITSM 全攻略研討會



Platinum
Solution Partner



Asset & Change Management Jira Service Management

演講者：Harry





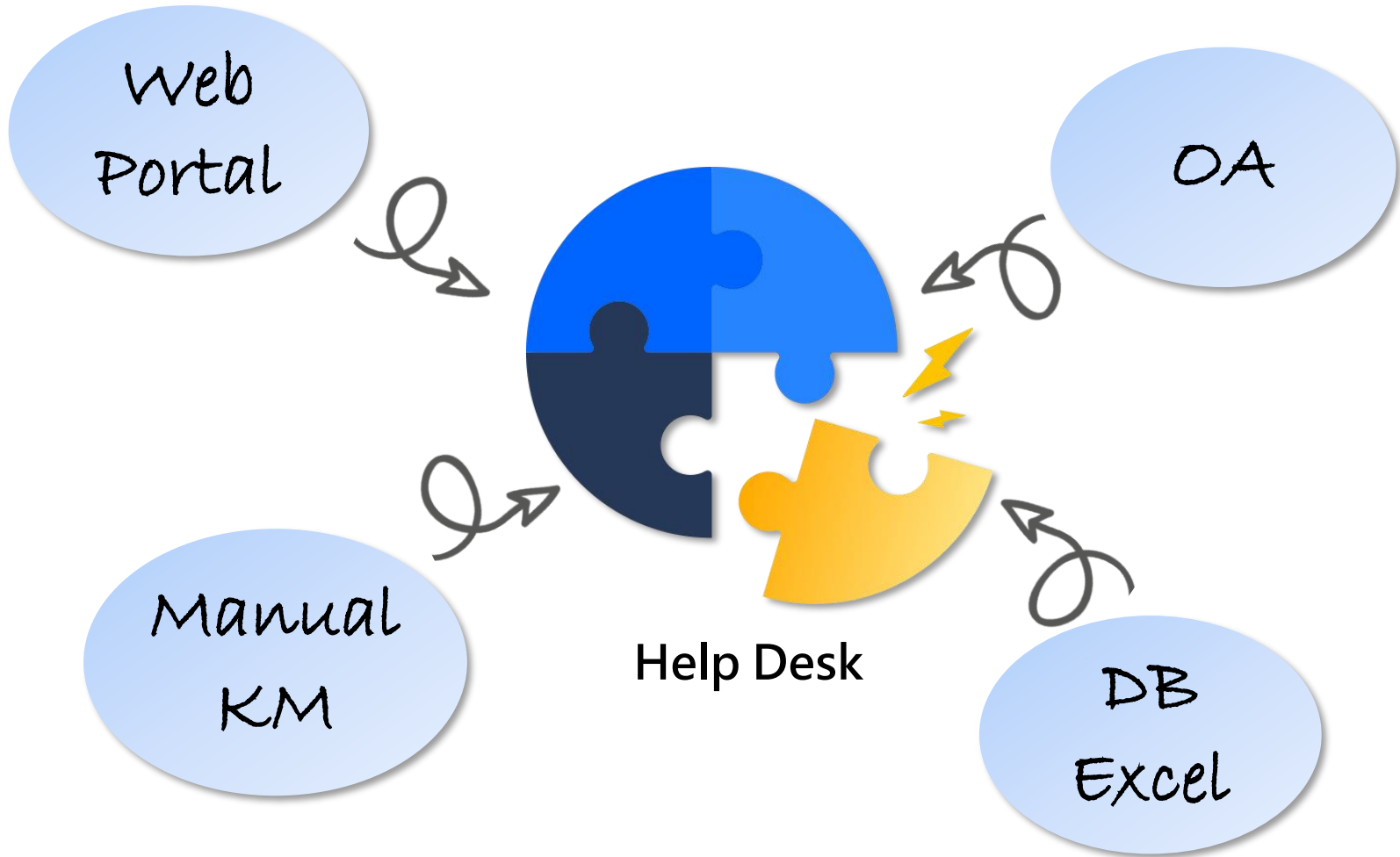
- **Overview**
- **3W for Asset Management**
- **Asset Management in JIRA**
- **Change for betterment**
- **How to implement?**
- **Q&A**



Overview



Long Time Ago...

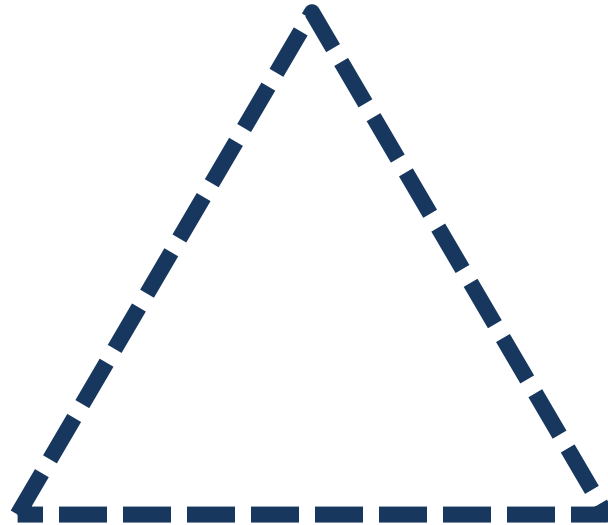




Less is More



知識傳承、SOP手冊



窗口、流程、表單、簽核(會簽)



資產清冊、軟硬體架構



3W for Asset Management



Why We Need Asset Management?

三大規則

- 一、凡是可能出錯的事就一定會出錯
- 二、相信規則一
- 三、規則二是對的



IT日常



我 3/19 要更改 DB Server 設定可以嗎?

好，但我先幫你問一下管理人及照會相關單位。





一周後



因為組織異動，目前該座 DB Server 尚無歸屬，我們將開會釐清。

好...





Who Should Be Managed?



Sales



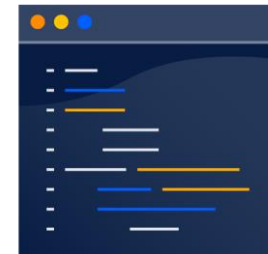
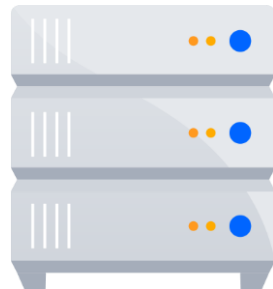
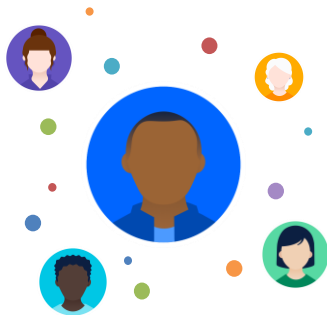
IT



HR



RD





What Can We Achieve?

- 財產編號(QR Code貼紙)
- 可視化的員工、服務、設備關聯圖及其範本
- 變更、問題、事故 管理流程整合
- 組織異動後快速反應交接



Asset Management in JIRA

The Amazing Fact

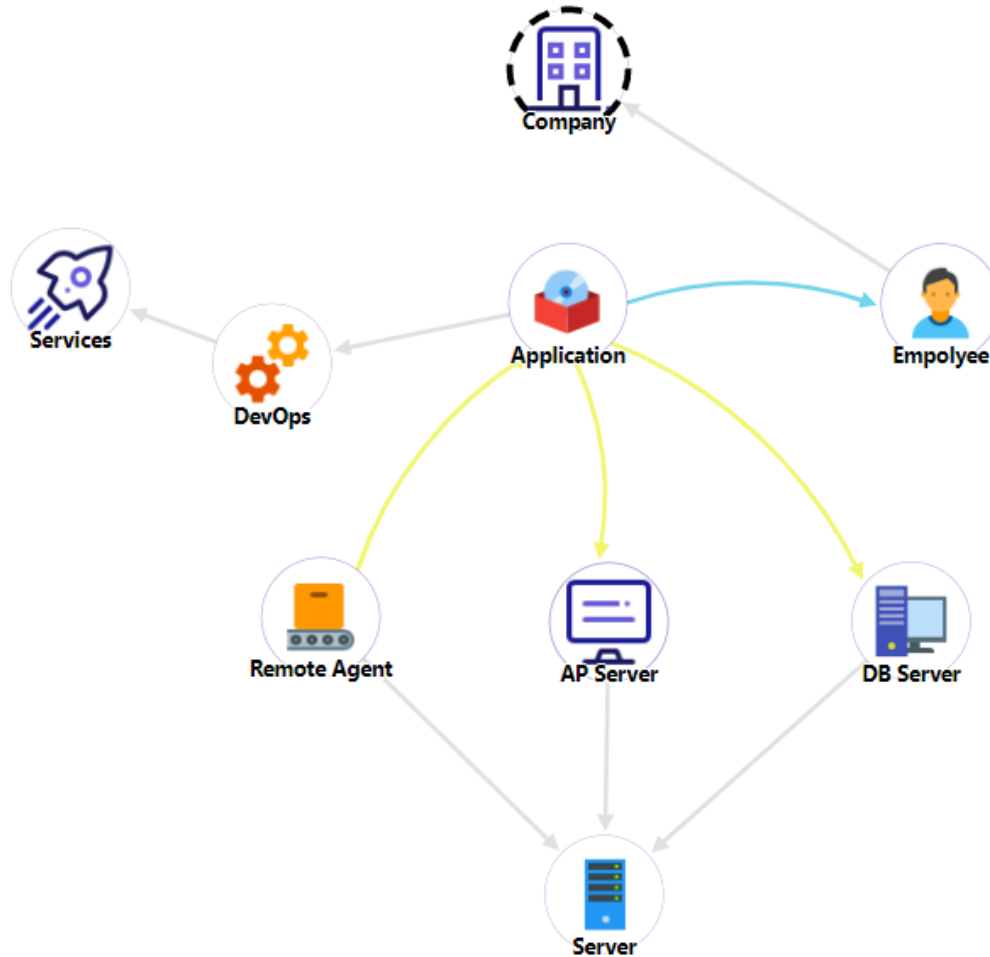


JIRA Service Management Data Center



無須付費

Asset Management in JIRA





All Asset You Can Control

The screenshot displays the DevOps console interface. On the left, a navigation tree under 'Services' shows a 'DevOps' folder containing an 'Application (4)' sub-folder, which is highlighted with a red box. Below this, a 'Server' folder contains 'AP Server (8)', 'Remote Agent (4)', and 'DB Server (2)'. Further down are 'Company' and 'Employee (4)'. A red box highlights the 'Application (4)' folder, with the Chinese text '資產物件' (Assets) overlaid. Below the navigation tree, the Chinese text '多層架構' (Multi-layered architecture) is displayed.

The main content area shows the details for an 'Application' object named 'JIRA_PRD'. The 'Details' section is highlighted with a red box and contains the following information:

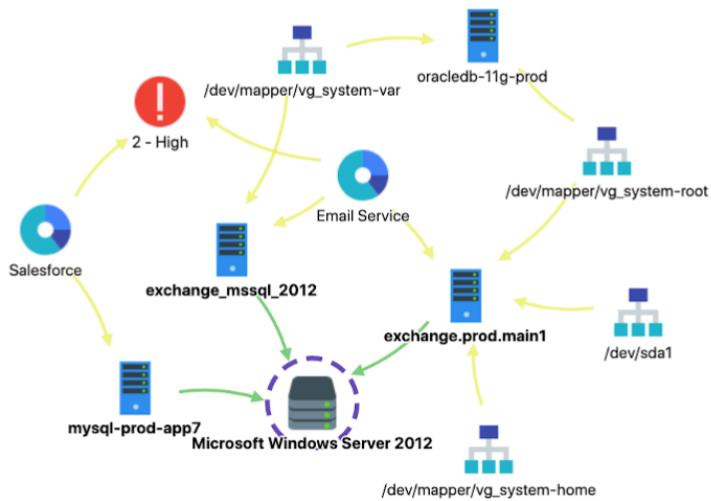
- Name: JIRA_PRD
- Status: ACTIVE
- User amount: 500
- Public Service: false
- Server: JIRA_PRD
- DB: MSSQL_PRD
- Owner: Harry


Below the details, the 'Activity' section is visible, with the Chinese text '自訂欄位' (Custom fields) overlaid. It shows a 'Comments' tab and a message: 'There are no comments yet on this object'. A 'Comment' button is present at the bottom of the activity section.


On the right side of the console, there is an 'Avatar' section with a blue logo and a 'Dates' section showing 'Created' on 04/Mar/21 3:41 PM and 'Updated' on 04/Mar/21 11:06 PM. There is also an 'Inbound References' section.






Searchable & Traceability



>>  Microsoft Windows Server 2012

 Key: [ITSM-64](#)

 Name:  [Microsoft Windows Server 2012](#)

 Created: 10/Sep/19 11:36 AM

Updated: 10/Sep/19 11:36 AM

Attachments

There are no attachments

Connected Jira issues

No related issues found for specified filter!

[Go to object](#)



Painless Integration/Transfer

Connected Jira issues

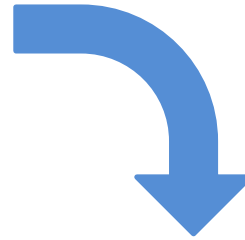
Filter: **Unresolved**

ITSM-3 Invoice Service is down **OPEN**

ITSM-6 External invoice integration problem **OPEN**

[Show all filtered issues](#)

Opsgenie OR Statuspage



ITSM / ITSM-3
Invoice Service is down

[Edit](#) [Comment](#) [Assign](#) [More](#) [Confirm Incident](#) [Cancel](#) [Admin](#)

Details

| | | | |
|----------------------------|---|-------------|---|
| Type: | Incident | Status: | OPEN (View Workflow) |
| Labels: | None | Resolution: | Unresolved |
| Affected Business Service: | <div><p> Billing Service</p><p>Status: RUNNING</p><p>Business Service Owner: Wes Shults</p><p>Service Group Phone: +4X XXX XXX XXX</p><p>Importance: Critical</p></div> | | |



Change for betterment



為改善而改變

- Asset Object 關聯圖讓你快速掌握變更影響範圍
- 從資產出發的著眼點給你最大程度的信心與資源
- 完美整合業務流程、開發流程



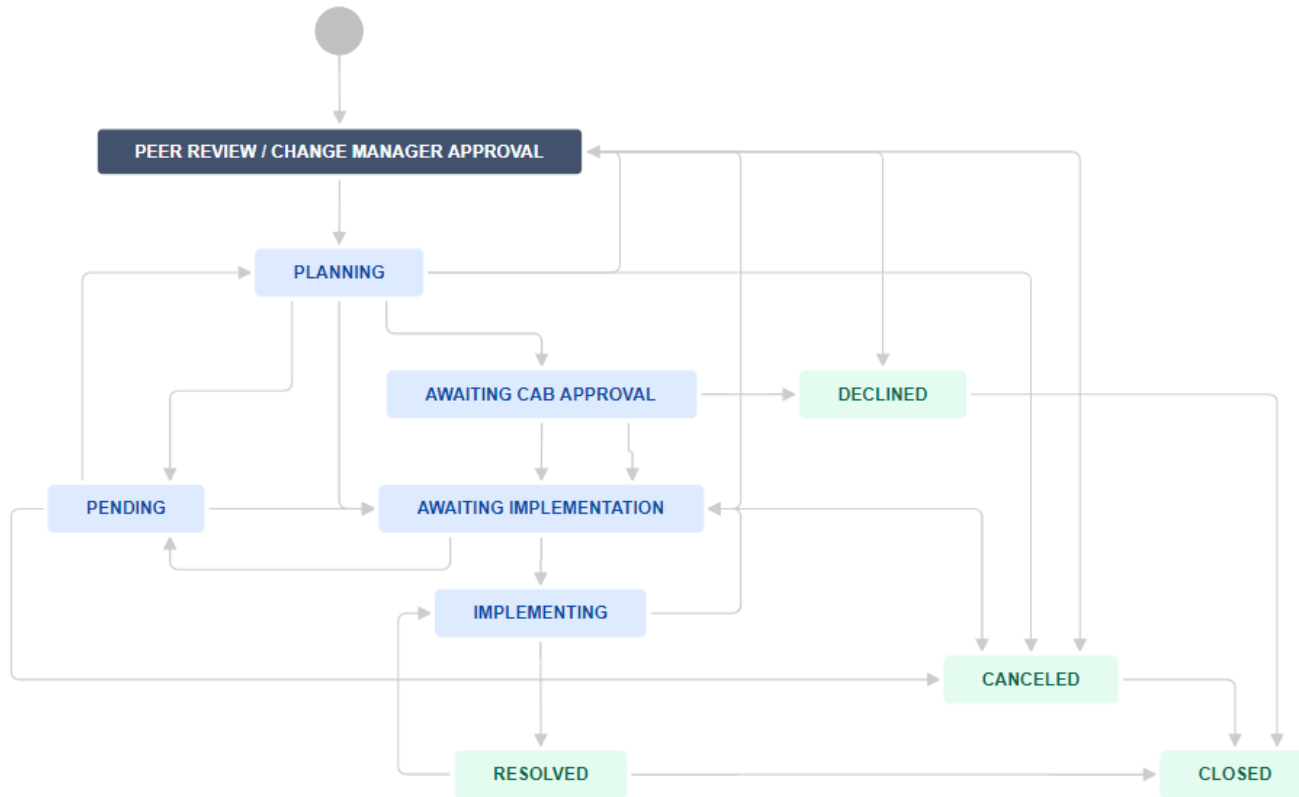
典型案例

使用者反應問題->管理單位接獲通知->擬定變更計畫

->風險評估->會簽及審核->文件及人員訓練

->實行->成效確認->結案

JIRA 流程



※CAB:Change Advisory Board
變更顧問委員會



How to implement?



From Problem/Incident To Change



ITSM / ITSM-10

JIRA performance issue

[Edit](#) [Comment](#) [Assign](#) [More](#) [Investigate](#) [Back](#) [Resolve](#) [Admin](#)

Details

| | | | |
|----------------------------|---|-------------|----------------------------------|
| Type: | Problem | Status: | REVIEWING (View Workflow) |
| Priority: | Low | Resolution: | Unresolved |
| Labels: | None | | |
| Affected Business Service: | <div> JIRA_PRD<ul style="list-style-type: none">Server JIRA_PRDDB MSSQL_PRDOwner Harry</div> | | |

Raise Your Change Request



Help Center Requests 1

Help Center / ITSM

Change

Raise this request on behalf of

admin@mail.com

Summary

Increase server memory for performance.

Priority *(optional)*

High

Description *(optional)*

Aa **B** **I** ...

As title.

Affected Business Service *(optional)*

JIRA_PRD

Create Cancel

Powered by Jira Service Management



Use Case



ITSM / ITSM-11

Increase server memory for performance.

- Edit
- Comment
- Assign
- More
- Approve
- Decline
- Workflow
- Admin

Details

| | | | |
|----------------------------|--|-------------|--|
| Type: | Change | Status: | PEER REVIEW / CH... (View Workflow) |
| Priority: | High | Resolution: | Unresolved |
| Labels: | None | | |
| Affected Business Service: | <div> JIRA_PRD Server JIRA_PRD DB MSSQL_PRD Owner Harry</div> | | |
| Related Server: | <div> JIRA_PRD OS <input type="text" value="Linux"/> Environment <input type="text" value="Production"/></div> | | |





Thank you!

 Bamboo  Jira  Bitbucket  Fisheye  Confluence  Crucible

WWW.LINKTECH.COM.TW