

# Transform Team Collaboration



With service levels and citizen expectations growing quicker than offsetting revenues, agencies are looking for ways to identify efficiencies and achieve cost savings. Atlassian provides the tools to automate processes, implement procedures and share information. Our integrated software solutions and Team Playbook provide a framework for team improvement focused on four key areas: streamlining collaboration, project management, process agility and service desk efficiency. Atlassian delivers each of the four areas to any agency process, project or workflow. This provides your teams with the flexibility to enhance your operations and improve service delivery.

The following use cases were accomplished with assistance from Atlassian partners. With experience and expertise levels ranging from Silver to Platinum levels, our partners deliver specialized consulting and services that deliver innovation using Atlassian software solutions to streamline workflows.

## Large Scale Computing Project, Streamlining Collaboration

**Project Team:** Atlassian Silver Solution Partner, Apnatomy, Nashville, TN

**Problem:** A government agency was unable to consolidate information between 117 project teams using various legacy software systems.

**Solution:** The project began by adopting Jira Software and Confluence to merge information from different agency systems, create standardized reports and automate processes wherever possible. The project efforts grew to include over 800 end users, fully supported across four different applications. Teams share information in a centralized area with real-time chat, and automate processes through Jira Service Desk, developing a more efficient way to work. Managers can now easily generate summary reports of performance throughout all project areas.

**Key Benefit:** Real-time access to project status reports across 117 project teams.

## Multi-Agency Global Astronomy Program, Simplifying Project Management

**Project Team:** Atlassian Gold Solution Partner, Appnovation, San Francisco, CA

**Problem:** An agency's existing legacy software couldn't expand to manage a multi-year project that shared workflows among a variety of agencies, private sector firms and education facilities.

**Solution:** The agency used Jira Software to coordinate multiple teams of users and stakeholders which included: government managers, German team members, national and international Universities, and contract workers. The teams used Jira Software and BitBucket to coordinate workflows across different geographic regions and time zones. Confluence and real time-chat were used to standardize and capture communication and reporting project-wide, keeping data secure and accessible to applicable team members. The



**Collaboration:** Compiled data, insight and knowledge from 117 different project teams, and created an integrated status report for Senior Leaders.



**Transformation:** Fueled a culture change, leading to 100% acceptance and adoption of a modern, flexible infrastructure capable of coordinating efforts across geographic regions and time zones.

team automated and streamlined processes with applications hosted at the Atlassian Data Center.

**Key Benefit:** Access to data across geographic regions and diverse project teams.

### Agency-Wide Process Agility at Scale, Modernizing IT

**Problem:** A government agency's outdated legacy enterprise system couldn't keep up with department workloads.

**Solution:** The initial project was to redevelop and integrate vital sections of the agency's legacy enterprise system. A six-person development team accomplished that objective using Jira Software to track workflows.

The project expanded to include using Atlassian solutions to automate many of the agency's processes and systems. Through word of mouth, system adoption among end-users doubled year over year to more than 120,000 users. Staff with all levels of technical ability and generational diversity began using the new workflows and solutions. Jira Software has since been expanded to manage agency-wide HRM task management, inventory management, compliance task tracking and operations management. The IT department set up a real time feedback loop to improve collaboration between system users, operations teams, and across intra-agency participants and contributors. The agency recently transitioned to the Atlassian Data Center, and is using all of the Atlassian apps.

**Key Benefit:** Greater efficiency and functionality agency-wide.

### Public Project, Boosting Service Desk Efficiency

**Project Team:** Platinum Partner Isos Technology, Tempe, AZ

**Problem:** The agency's legacy help desk system was limited to supporting 10,000 end users and didn't provide feedback to support operational improvements.

**Solution:** Within five weeks, under tight time constraints, the program's service desk was transitioned to Atlassian's easy to use customer-focused Jira Service Desk. The team used Jira Software, real-time chat and Confluence to tear down stovepipes, open communication lines and improve overall team collaboration. The agency continues to improve customer service using feedback from Jira Service Desk to drive additional operational improvements. It is currently working on transitioning to the Atlassian Data Center to meet even more operational requirements.

**Key Benefit:** Increased productivity and customer satisfaction.



**Agility:** Bridged the knowledge gap, allowing technical and non-technical users from various generations to work together via an easy to use, intuitive data display.



**Efficiency:** Increased overall productivity by 39%, and customer satisfaction by 10%.

## ABOUT ATLASSIAN

Atlassian provides the structural components that allow agencies to accomplish great things. Our mission is to unleash the potential in every team and help advance humanity through the power of software. To learn more, contact your Atlassian Solution Partner today.