

# Centralize Knowledge to Adapt to Change



It's a challenge to meet each new priority and program while handling your existing workload. In a perfect world, you could develop efficiencies by streamlining processes and encouraging team collaboration. That's hard to accomplish when you're still working with legacy systems, static toolsets and information siloes. It isn't impossible. We can help you start to change your reality—now. Atlassian tools and framework are flexible and integrate with and alongside your existing systems, letting you:

- maintain institutional memory;
- propel team collaboration;
- centralize knowledge;
- transform your agency into a modern, flexible organization—ready for each new challenge.



## FOCUSED EFFICIENCY

By centralizing and maintaining all of your knowledge assets, your staff and leadership can focus on processes and programs that provide the most efficiency. The first step is to collect and integrate the knowledge your workflows are based on. Atlassian helps agencies overcome their challenges and achieve focused efficiency.

### CHALLENGE

Understanding of institutional knowledge is limited and unclear

Loss of historic and contextual knowledge as long-term staff leave

Knowledge hidden and divided by legacy systems and work siloes

Rigid, time-consuming workflows that focus on rules rather than outcomes

### SOLUTION

Track workflows and see what's being worked on, who's on it and where it is in the process with **Trello**. Track issue status agency-wide with **Jira**. Maintain information in **Confluence**.

Publish, organize, capture and access information and communication with **Confluence**. Give staff a central place to store information, building a base of knowledge that stays with your agency.

Easily incorporate agile methods without a full-scale organizational culture shift incorporating effective techniques from our **Team Playbook** and within **Jira Software's** built-in agile framework.

Create and manage teams in any setting with **Jira Core**. Establish consistent program processes. Create a basis of "ground truth" and progress monitoring to streamline current processes and develop future policies and programs. Add additional Atlassian tools to increase functionality, or integrate them with existing systems like Sharepoint.



## CAPTURE INSTITUTIONAL MEMORY

Maintain historical knowledge and experience as a third of eligible government workers begin to retire. Transfer institutional memory between incoming and outgoing staff with:

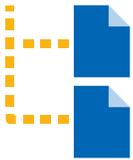
- Knowledge management – capture team communication and correspondence that is easily searched and accessed for future reference.
- Information tracking – integrate communication and collaboration tools seamlessly with existing systems and procedures.
- Project history – automatically share and update history, including reasoning behind decisions.



## WORK WELL TOGETHER

Rapidly shift and redeploy resources and knowledge with each change. Our visual and intuitive Atlassian tools let your staff easily find and share information to get work done. The Atlassian Team Playbook and Jira Software enhance collaboration by providing:

- “Big picture” visibility – high-level operational process tracking.
- Coordination – see what’s being worked on, who’s on it and where it is in process, at-a-glance.
- Flexibility – add tools like Confluence and Trello to share information and collaborate even more efficiently.



## ELIMINATE STOVEPIPES

Combine the knowledge and combined input of stakeholders, staff and managers. Tools like Jira Software, Jira Service Desk and Confluence simplify communication, providing:

- Context – integrated contributions and discussions among team members and stakeholders within the project, program or agency.
- Feedback – tracked for each iterative change within a new project, program or procedure.

Atlassian provides the focus and efficiency to work within the rapid pace of change. Our Team Playbook provides proven methods to assess and enhance team processes. Jira Software lets teams quickly model and formalize any process. Confluence captures communication, knowledge collaboration and documentation making it reusable, searchable and transparent for endless future use and reference.

## ABOUT ATLISSIAN

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.

