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T4S partners

Using Jira Service Management for Asset & Configuration Management

How Jira Service Management drives asset and configuration management success

Empowering High-Velocity ITSM Teams

Jira Service Management is a modern ITSM solution with multiple benefits for ITSM teams. Jira Service Management enables teams to deliver value fast, make work visible, accelerate the flow of work through Dev and Ops teams, and provide unified service.

Jira Service Management also has capabilities to help users with **asset and configuration management**.

Deliver value fast

Empowers teams to deliver value fast without the cost and complexity of legacy ITSM

Make work visible

An open, collaborative platform brings greater visibility to work

Dev + Ops that flows

Accelerates the flow of work between development and operations

Unified Service

Unify teams around services for improved visibility and collaboration

Asset & Configuration Management =

Planning and managing the full lifecycle of assets to help the organization:

- Maximize value
- Control costs
- Manage risks
- Support decision making about asset purchase, reuse, and retirement
- Meet contractual and regulatory requirements

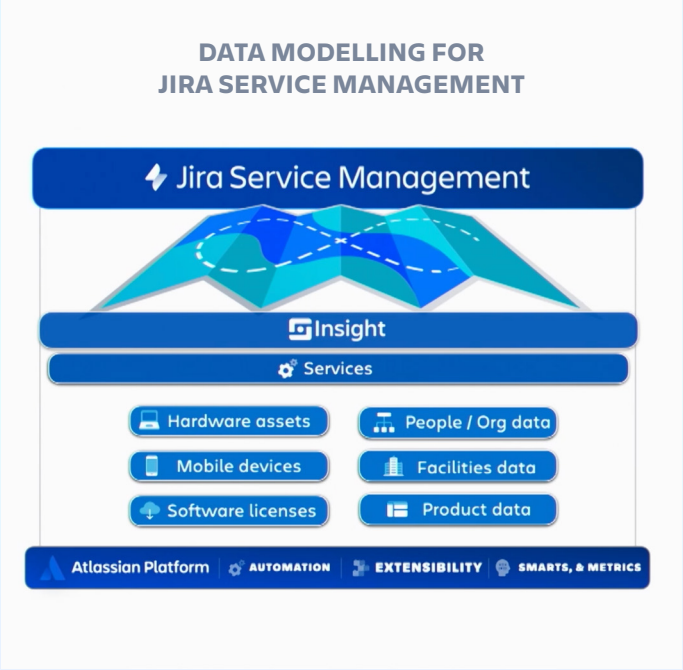
Optimizing Asset and Configuration Management

Enterprises have a lot of important assets, including hardware assets (like servers and laptops), mobile devices, software licenses, and more.

Asset and configuration management is about knowing everything about your organization's assets, such as the type of assets, quantity, location, age, and when assets need to be patched, replaced, or retired.

Managing Assets and Configurations in Jira Service Management

A valuable feature available within Jira Service Management feature is **Assets**, which provides comprehensive asset and configuration management capabilities.



Assets = a database of anything

With Assets, teams can track their assets, configuration items, and resources to gain visibility into critical relationships between applications, services, underlying infrastructure, and other key assets.

Assets are built on Jira, giving teams a simple and quick way to tie assets and configuration items to service requests, incidents, problems, changes, and other issues to gain valuable context.

Jira Service Management can leverage the key features of the Jira platform–like **automation** and **customization**–for the data stored in Assets.

For example, Assets can automatically show which servers need patching and which laptops need maintenance. Benefits include:

- Decreasing the ticket resolution duration
- Optimizing hardware purchases by knowing what needs to be bought, without over-purchasing
- Saving in licensing costs by knowing the current usage and available licenses

> **Asset and configuration management practices support all ITSM practices at your organization. They add value by increasing the visibility of what is managed.**
>
> KEVIN PATTERSON, SOLUTIONS ENGINEER, ATLASSIAN;
> 10 YEARS OF EXPERIENCE IN ASSET AND CONFIGURATION MANAGEMENT

Tip: Ask your Atlassian Solution Partner to provide a demo of Assets in Jira Service Management and discuss the benefits of asset and configuration management for your business

Getting Started

Get started in three steps.

1 Define the value and expectations

Understand use cases, roles, expectations, and value for users

- **Identify stakeholders.**
  Include as many teams as possible.
- **Uncover "user stories."**
  Develop high-level descriptions of use cases.
- **Note the added value for each.**
  Ensure solid reasoning for each use case and decide whether a use case is in scope or not. Ask "why" questions: Why are we doing this?
- **Define data access rights.**
  Determine who owns the data, who can use it, who can/can't see it.

Tip: Define specific asset & configuration management use cases that can provide value for your organization

2 Identify and model the data

Understand the data sources and model the data structure according to its purpose and usage

- **Identify the data to be used.**
  Enterprises typically have hundreds of applications, often in silos. Each application has data. For each use case, determine what data is needed, the source of this data, where the data is located, and who manages it.

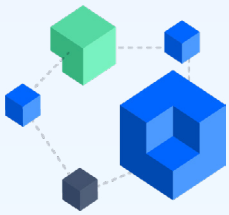
Tip: Be very SELECTIVE when determining the data you need for asset & configuration management. Focus on the value provided. Sometimes less data is better.

Example: An enterprise with an AWS environment is undertaking asset and configuration management. A stakeholder says, "I want all possible data," from all of the enterprise's 216 applications. This could take months. Other options include AWS Config (42 products, weeks) or AWS SSM (4 products, days).

AWS All Products (I want it all)	AWS Config (Configuration Items Snapshots)	AWS SSM (Systems Manager Inventory)
216 PRODUCTS	42 PRODUCTS	4 PRODUCTS
MONTHS	WEEKS	DAYS

Another common data source is the **Enterprise Architecture Tool,** built to store logical definitions and dependencies that are crucial for the organization.

- **Model the data.**
  Once the data to be used for asset and configuration management is identified and the sources are determined, it is necessary to focus on modeling the data. Assets can replicate existing data models and provides great freedom in data modeling.



After identifying the data to be used, it is possible to aggregate data sets from different systems, design the data model according to the organization's needs, and prepare for data propagation.

3 Implement and iterate

Define automations, integration approaches, and data synchronization methods

- **Imports.**
  This can be done in multiple ways including CSV, JSON, and even Excel.
- **Assets Discovery.**
  This is a free Atlassian solution that captures all configurations in a data center in an automated way.
- **Integrations.**
  A newly introduced import API makes custom integrations possible, enabling replication of data from other sources by keeping the source data model.

> **"Assets is not limited with one service management data model, but it can support multiple data models at the same time.**
>
> - HAKAN BAHADIR, SOLUTIONS ENGINEER, EFICODE; WORKED ON ASSET AND CONFIGURATION MANAGEMENT WITH MORE THAN 200 ENTERPRISES OF ALL MATURITY LEVELS

When planning to implement Assets in Jira Service Management, enterprises must make decisions along six dimensions: stakeholders, data, security, integration methods, data replication frequency, and data sequence.

Enterprises should also consider cloud automation, which is supported by Jira Service Management and has all of the components related to Assets.

Summary of Benefits

- With Assets, asset & configuration management is a seamless feature in Jira Service Management
- A structured approach for designing a solution, building a data model, leveraging integration capabilities and integrations
- Takes advantage of Jira Service Management's automation and customization capabilities
- Delivers value fast
- Extremely easy to use and deploy
- Improves visibility of assets and configurations
- A unified service for seamless operations
- Supports ITSM in organizations today
- Decreases ticket resolution duration
- Uses assets and capital more efficiently; saves in hardware, software, and labor costs
- Automation decreases/eliminates repetitive asset management tasks
- More data to make asset and configuration decisions
- Easy to get started

Get a demo of Assets in Jira Service Management today!

To learn more about Jira Service Management contact your local Atlassian Solution Partner.

T4S partners

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