

# Changing your ITSM tool:

The roadmap for implementing ⚡ Jira Service Desk

by **valiantys**

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## Clearly define your ITSM needs

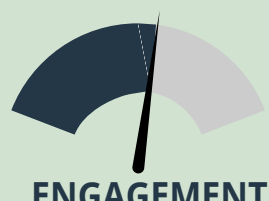
Bring together the right people, processes and technology



Download our Service Desk RFP template: [www.valiantys.com/rfp](http://www.valiantys.com/rfp)

2

## Determine the ITSM KPIs for measuring success



ENGAGEMENT



SATISFACTION



SLA BREACH RATE



PENDING TICKETS



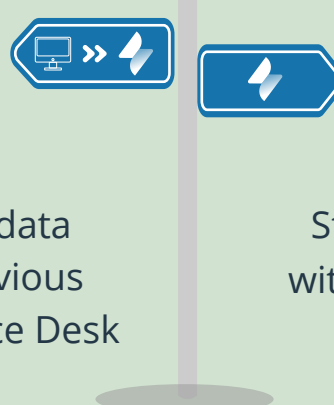
TICKET RESOLUTION

3

## Have a strategy for migrating your ITSM data



Migrate your data from your previous tool to Jira Service Desk



Start from scratch with Jira Service Desk

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## Choose your ITSM solution

- ✓ Functional coverage
- ✓ Price
- ✓ Ease of administration
- ✓ Ease of use
- ✓ Flexibility and customization
- ✓ Scalability

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## Decide whether to do a POC

### Reasons why to do a POC:

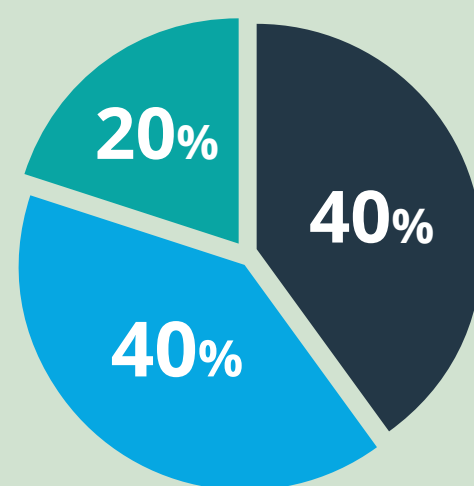
- Validate the technical feasibility
- Validate the adaptability
- Measure the value
- Evaluate the time needed for integration
- Validate the functional coverage



Disposable or reusable POC?

6

## Define your ITSM budget



- Atlassian licenses
- App licenses
- Professional services

7

## Sell Jira Service Desk internally

Play these cards!



Easy to use

3x

3x faster to deploy

+3,300

apps available



Configurations and workflows out-of-the-box



Integration with the Atlassian stack

Up to an 80% savings

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## Choose the right partner

- ★ ITSM expertise
- ★ Location and availability
- ★ References
- ★ Services offered
- ★ Atlassian expertise and certifications
- ★ Methodology

Ready to start with ⚡ Jira Service Desk

On average, a Jira Service Desk deployment is 1.2 months.

Start providing more added-value to your company with your new ITSM tool!

**valiantys**