⯅ ATLASSIAN

Sacramento County's Department of Technology accelerates service delivery by standardizing on Atlassian for ITSM

INDUSTRY
Government

LOCATION
SACRAMENTO, CA

NUMBER OF USERS
12,000

PRODUCTS
Jira Service Desk Data Center
Jira Software Data Center
Confluence Data Center

MARKETPLACE APPS
Insight - Asset Management

Tempo Timesheets

Organizations across industries are in a race to modernize the way they work to stay competitive in today's era of digital disruption. Government organizations face similar pressure, as their constituents expect the conveniences and speed afforded by modern technologies. To that end, government entities are looking for ways to provide more efficient and effective service, and have found that standardizing on one platform across development and IT is a winning strategy.

Sacramento County's Department of Technology (DTech) had amassed a patchwork of homegrown and commercial solutions, including an internal asset management solution and ServiceNow. Since the systems weren't connected, reconciling information between them had to be done by hand. By standardizing on Atlassian's ITSM solution with Jira Service Desk at the core, DTech has modernized its approach to ITSM.

Now, the organization can operate more efficiently, freeing up time and money to focus on high-priority projects that have the biggest impact on their constituents.

Jerry Gray, IT Manager of the Department of Technology for Sacramento County, says Atlassian has helped his team accomplish many projects that were previously out of reach, including:

- Resolving incidents faster
- Balancing workloads more effectively
- Improving asset management effectiveness
- Tracking, billing, and forecasting time more accurately

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JERRY GRAY
IT Manager, Department of Technology

RECOGNIZING THE NEED FOR CHANGE

Sacramento County's 994 square miles are home to more than 1.5 million residents, many of whom would prefer to use a mobile or web app to complete a transaction than drive to county offices, wait on the phone, or snail-mail documents. Recognizing this, DTech endeavored to replace its old technology with modern solutions that could save the county – and its citizens – precious time.

Before adopting Jira Service Desk, the department was relying on the VB 6-based asset management solution DTech's software development team built in 2000. They also used an SAP enterprise system for time sheets and ServiceNow for ITSM, neither of which were connected to software development, so it was hard to track and manage IT projects. Jira Service Desk also proved less expensive for the growing number of employees and departments they were planning to support.

Moreover, the disconnected tools made workflows inefficient. For example, an individual couldn't report an issue directly in a system; they had to call the help desk. Similarly, asset management required a lot of manual work, which impacted timely updates. In addition, the department couldn't track its time accurately, so it was difficult to bill other departments for its work and justify new hires.

A NEW WAY OF WORKING IN ITSM

Because DTech already relied on and trusted Jira Software for its development needs, Atlassian was a natural contender for the team's new approach to ITSM. By adopting Jira Service Desk and Confluence Data Center editions, as well as Insight by Riada and Tempo Timesheets – both add-ons from the Atlassian Marketplace – the department now has a comprehensive solution for ITSM, and the development and IT teams are now working from the same platform.

Standardizing on Atlassian has solved many problems, including cost, visibility, and time management. Jerry says his top priority now is to ensure the excellence of technology service delivery. The department has the freedom to scale the use of Jira Service Desk across the county and support more people while taking advantage of features like single sign-on (SSO).

By using Jira Service Desk in coordination with Jira Software, DTech has enabled a standard workflow for incident management that improves individual and team scheduling, and increases the accuracy of budget forecasting. Before adopting Jira Service Desk, the incident management process was disjointed and tedious. "When I was a project manager, I spent a couple of hours every other week reconciling the data from different systems just to figure out what my team's combined workload looked like. That's 50 hours a year," Jerry says. "Now this happens automatically in one system, and I just pull up one dashboard to see the information I need."

Today, all 12,000 county employees have access to a common dashboard to enter incident tickets and feature requests. Jerry and his software development supervisors use that same dashboard to prioritize work items, so developers always know what they should be working on. Anyone in the department can submit a ticket when they notice a system is down, and developers can file a virtual machine request that automatically spins up the resource (versus waiting for the request to pass through a long line of people and systems).

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"For me, the biggest advantage of using Atlassian products for incident management is that for the first time in 20 years, we have incidents and projects in one system," says Jerry. "Before, I'd do two separate reports, one for incidents and one for projects, which was very tedious. Now, in one system, it's easier to assign work in queues and get better estimates. It's a better solution for managing overall workflow of employees between projects and incidents."

Now, when a change management project arises, the details are entered in Jira and a schedule automatically appears in Confluence's calendar view, so it's much easier to understand what's changing and when. "I finally have a single source of truth I can go to for everything," says Jerry. "Atlassian has made a huge impact over the last year and a half. It's fantastic."

Meanwhile, asset management has been standardized by using Insight to achieve better visibility. DTech built a custom interface called "Manifest" that shows all IT asset inventory, including new assets that were delivered that day. To achieve that, Manifest imports orders automatically from vendors' systems.

ATLASSIAN FACILITATES MODERN ITSM AND CONSTITUENTS BENEFIT

Better efficiency means DTech developers can spend more time on projects that benefit Sacramento County and its citizens. Now, using Atlassian to manage its work, the department can deliver even more value for its customers and constituents. For example, the department has been able to build and release mobile apps for voter registration, locating sandbags, and reporting public nuisances such as noise or graffiti, plus a web app the Tax Collector's office uses to view tax bills. Property owners can use this same app to pay tax bills or request duplicate tax documentation online – no travel or stamps required. And since fewer people are visiting the Tax Collector's office in person or making inquiries by telephone, employees can dedicate more time to higher value tasks, like improving tax assessment accuracy.

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Looking ahead, DTech has partnered with an Atlassian Solution Partner to determine how to best leverage Atlassian solutions to help navigate the path forward for the department. The team has already demonstrated that it understands what it takes to drive business efficiencies through software, and it's leading by example, demonstrating how modernized ITSM practices can benefit the county and its residents. With Jira Service Desk, the department is able to save time, which reduces IT overhead, and, more importantly, makes it possible to deliver services and resolve incidents faster.

"We're now spending more time on development and less time on administration, which means we can build even more apps that save time for Sacramento County's public servants and citizens," says Jerry. "Everybody wins."

Join thousands of IT teams who depend on Atlassian to solve their most complex problems.

Learn more about Jira Service Desk

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