





Manage Your Agency's Property, Plant & Equipment with Jira Service Management

Better service delivery for government teams



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The challenges of managing property, plant & equipment

Government IT teams face many hurdles in managing property, plant, and equipment (PP&E). The diversity of assets and unique agency needs complicate tracking activities, responding to requests, scheduling usage, and managing documents and certifications. Agencies often resort to makeshift systems composed of emails, spreadsheets, shared drives, and paper forms that fail to meet standards and certification requirements.

Assets, such as buildings, vehicles, and heavy machinery require careful scheduling, maintenance, and tracking. It's especially challenging for agencies with hundreds of assets and ad hoc processes. Relying on manual methods can lead to unreported problems – lost or poorly prioritized reports, equipment failures, missed certifications, and scheduling conflicts – causing operational delays, impacting revenue, and leading to compliance failures.

Adding to this complexity are existing management systems that need to be updated or lack physical accessibility to the worksite, further exacerbating the challenge of effective PP&E management.

Servicing, maintaining, and scheduling PP&E falls under enterprise service management (ESM). ESM provides a comprehensive, easy-to-use platform for managing an asset's entire lifecycle, from acquisition and field service requests to decommissioning – all within one system – and can be used to improve:

- Facilities and building management
- Full lifecycle asset management
- Incident tracking
- Service request management
- Employee self-service
- Performance management
- Training and development
- Employee engagement and relations
- Policy and procedure management
- Automation and workflows
- Analytics and reporting
- Customer service management (e.g., employees or constituents)

ESM can help you extend processes and tools across an organization to all teams. It defines operational best practices for both internal teams and their customers while removing organizational silos.

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Transform PP&E management with automation

Automation can streamline your agency's PP&E management and maintenance, making it faster, easier, and more effective. By automating your processes and workflows, you remove the need for your team to perform manual, repetitive tasks – and you can focus on the work that matters.

It can also be difficult for government teams to work across departments with disparate tools and processes. Automation organizes all of this without creating more workload or complexity. It can help keep everyone on the same page and extend the life of equipment by proactively scheduling maintenance and repairs.

Jira Service Management to the rescue

With powerful, easy-to-use tools like Atlassian's Jira Service Management (JSM), you can easily automate and streamline PP&E management. JSM can help you simplify routine tasks, maintain compliance, improve safety protocols, and provide one source of truth for agency teams to come together.

JSM helps PP&E management, operations, and other agency teams deliver exceptional service experiences to employees and constituents. Key features include:

Flexible asset management: Unlike legacy configuration management databases (CMDBs), a flexible and open data structure allows teams to manage any asset. Track IT assets for inventory management, auditing, and more. Access asset details from Jira tickets to make informed decisions and resolve issues quickly.

Robust ticketing: Use bulk ticket actions and machine learning to group similar tickets and make it easy to categorize service requests, incidents, problems, and changes. Link support tickets directly to major incidents, empowering agents to see status changes in real time.

Workflow and service level agreements (SLAs): Set as many SLA policies as needed to keep track of deadlines based on elapsed time or request categories. Resolve requests based on priorities and use automated escalation rules to notify the right team members and prevent SLA breaches.

Automation: Let automation work for you by linking related Jira tickets to provide better support or auto-assigning issues to streamline processes.

Mobile access: Submit, approve, and resolve issues quickly from the Atlassian mobile app. Our mobile app is available via smartphone (or even email in some cases) from wherever you are.

Reports and metrics: Dive into user satisfaction reports to better understand your constituents and improve service delivery with a simple, built-in tool for collecting feedback. Monitor and optimize your team's work with new reports and dashboards.

Time tracking and estimation: Track IT assets for inventory management, auditing, and more. Access asset details from Jira tickets to make informed decisions and resolve issues quickly.

Extendable service management: Bring your development, IT support, and operations teams together to rapidly respond to, resolve, and continuously learn from incidents.

Security: Fortify your agency's data with advanced security controls. Robust permissions and a leading security posture allow implementations to meet any security need, from general best practices to Top Secret scenarios.

JSM provides sophisticated functionality, but customizing it for your agency's specific use case, planning growth and evolution, and ensuring training requires expert help. Oxalis, an Atlassian Platinum Solutions Provider, and verified government partner, has been implementing JSM in industrial settings since 2016, designing and implementing high-compliance solutions, following best practices for growth and evolution.

Considerations for your agency

Today's agencies need simple, streamlined access to information and services to support complex mission objectives.

Security and compliance

We have two hosting options, cloud or self-managed:



Cloud: We host and set up your Jira Service Management site in the cloud. This is for government teams who want to get started quickly and easily and for teams who want to avoid managing the technical complexity of hosting themselves.

Data center: You host Jira Service Management on your hardware or with IaaS vendors like AWS or Azure.

Cross-team collaboration



For agencies with limited budgets, having single-purpose tools for work and service management for every department creates huge overheads, both in licensing and management/staffing overhead. With many IT teams already using JSM for their help desk and service management needs, extending the platform for agency-wide value makes solid sense and allows you to capitalize on the platform investment.

Licensing costs



Atlassian offers an intuitive, cost-effective solution for agencies that is effortlessly scalable and easily maintained by non-technical teams. Our flexible pricing depends on the number of users, not on requesters or asset counts.

Learn how Jira Service Management can help your agency today

Atlassian and Oxalis can help your agency modernize its service delivery and provide successful, deeper service management practices across service request, incident, problem, change, knowledge, asset, and configuration management.

Learn more at atlassian.com/software/jira/service-management.



Thank you for downloading this Atlassian White Paper! Carahsoft is pleased to serve as Atlassian's public sector aggregator, working with an extensive ecosystem of resellers, system integrators, and solution partners who are committed to helping government agencies select and implement the best solution at the best possible value.

To learn how to take the next step toward acquiring Atlassian's solutions, please check out the following resources and information:



For additional resources:
carah.io/AtlassianResources



For upcoming events:
carah.io/AtlassianEvents



For additional Atlassian solutions:
carah.io/AtlassianPortfolio



For additional DevSecOps solutions:
carah.io/DevSecOpsSolutions



To set up a meeting:
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To purchase, check out the contract vehicles available for procurement:
carah.io/AtlassianContracts