Transforming the Department of Defense Public Web service desk with Atlassian

Part of the Department of Defense, the Defense Media Activity (DMA) is the direct line of communication to U.S. forces worldwide, offering news, information, and entertainment across many platforms. One of its vital programs, the Public Web, provides web hosting and content management services for more then 750 military websites around the globe.

Challenge

The DMA's goal is to expand and increase the capability of the Public Web program for the Department of Defense. In September 2014, leadership realized it would never attain that goal with its current system. There were issues and limitations with its help desk and a complete lack of integration with the IT operations and development teams. It needed to find a single solution that would address those issues.

Solution

The DMA implemented Jira Software, Jira Service Desk, and Confluence to help tear down stovepipes, open communication lines, improve synergy, and move DMA to a customer- and performance-focused operation.

> ❝ **The difference is amazing, and our productivity has skyrocketed. Everything now can be visualized, racked, and stacked, and I know what everyone is working on at a glance.**
>
> - Leslie Benito, CIO and director of technical services, Defense Media Activity

Benefits

With Atlassian, DMA CIO Les Benito was able to transform the Public Web program's service desk within five weeks, under stringent security requirements.

The new system has increased:

- IT productivity by **39%**
- customer satisfaction by **10%**
- ticket resolution by **17%**

To learn more about how the Defense Media Agency transformed its web service with Jira and Jira Service Desk, watch Leslie Benito's Atlassian Summit presentation.

About Atlassian

Atlassian provides the structural components that allow agencies such as DMA to accomplish great things. Our mission is to unleash the potential in every team and help advance humanity through the power of software.

Contact us:

877-JIRA-GOV
atlassian@carahsoft.com
www.carahsoft.com/atlassian