iTmethods

JSM packages for scalable ITSM solutions

Jira Service Management

JSM service offerings

Simplify IT service delivery, achieve faster ticket resolutions, and ensure compliance with iTmethods' optimized Jira Service Management (JSM) packages. Each tier is carefully crafted to align seamlessly with industry best practices (ITIL) and cater specifically to your organization's scale and complexity. Whether you need a quick boost or a full-scale ITSM transformation, we have the right fit for your goals and budget.

How it works

✓ **Discovery & assessment**
Understand your current JSM & ITSM maturity, pain points, and goals.

✓ **Configuration & implementation**
Tailor JSM workflows, data fields, automation and integrations based on your chosen package.

✓ **Testing & training**
Validate configurations, offer hands-on training, and guide user adoption for a smooth go-live.

✓ **Ongoing optimization**
Regular check-ins, performance reviews, and enhancements (especially in Advanced & Enterprise packages).

Key benefits:

Accelerate ticket resolution
Powerful SLA management, intelligent routing, and self-service portals reduce mean time to resolve.

Improve visibility & control
Customizable dashboards offer leadership a 360° view of critical metrics and bottlenecks.

Strengthen compliance & governance
Built-in approval workflows, permissions, and audit trails to meet regulatory demands.

Scale as you grow
Start simple with our Fast-track implementation, then easily upgrade to Advanced or Enterprise without the need to re-platform.

Package tiers

01 Fast-track implementation package

- **Core JSM setup:** Out-of-the-box workflows for Incident, Service Request, Problem, and Change Management.
- **Pre-configured SLAs:** Standard SLA targets to quickly track and improve response times.
- **Basic reporting & dashboards:** High-level overviews of queue volumes, resolution times, and agent workload.
- **Lightweight governance:** Initial permissions and user roles for safe, structured growth.

Best for small teams or those just starting with JSM, looking for rapid deployment and immediate wins.

Timeline: ~4 weeks (designed for quick deployment)

02 Advanced ITSM enhancement package

- **Advanced workflow customization:** Tailored issue types, approvals, and automation rules that align with specific use cases.
- **Assets (basic):** Introduction to JSM Assets for hardware/software tracking, improving visibility of critical resources.
- **Integration & automation:** Pre-built connectors for key tools (e.g., Slack, Teams, monitoring solutions) plus custom automation.
- **ITIL-aligned processes:** Incident, Problem, Service Request, and Change workflows refined to reduce downtime and risk.

Ideal for mid-sized organizations that require deeper customizations, better governance, and integrated ITSM processes.

Timeline: ~6 weeks (may be extended depending on complexity)

03 Enterprise transformation package

- **Full ITSM transformation:** Comprehensive configuration across Incident, Problem, Change, Service Request, and Knowledge Management.
- **Asset management:** Complex asset relationships, advanced discovery, and dependency mapping for mission-critical services.
- **Compliance & security:** Implementation of controls aligned with standards (SOC 2, HIPAA, PCI-DSS), plus audit-friendly dashboards.
- **Reporting & analytics:** Executive-level insights, advanced KPIs, and custom data visualizations to drive continuous improvement.
- **Dedicated roadmapping & governance:** Work closely with a Technical Account Manager (TAM) to evolve processes, address new requirements, and ensure ongoing alignment with best practices.

Perfect for enterprises with complex requirements, strict compliance needs, or large-scale ITSM initiatives demanding robust customization and ongoing strategic guidance.

Timeline: Custom (tailored to business needs)

Please note that Atlassian licenses are sold separately.

Get started

Book a JSM consultation to discuss which package aligns best with your ITSM strategy.

CONTACT US

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