

Three Uses of JIRA beyond bug tracking



We code-named it SPROUT

Atlassian \$timulus Package

Get JIRA and Confluence for \$5 each for 5 users for 5 days only!



ATLASSIAN
SUMMIT

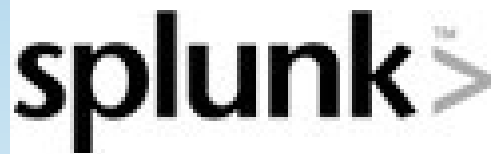
We Created JIRA For folks like these



The Truth & Nothing but the Truth



A Mindset for Multiple Purposes



splunk >



California Casualty
AUTO AND HOME INSURANCE



Chordiant.
THE CUSTOMER EXPERIENCE COMPANY™



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SUMMIT



Chordiant Problem Resolution Tool :

Incorporating Jira into a Customer Support Application

Barney P Bolt III
**Vice President Support, Sustaining
and Existing Application Development**

Chordiant.
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Chordiant Software – A Background



- **Optimizing the customer experience**
 - Improve business results
 - Significantly strengthening customer relationships
 - Multi-channel management
 - Centralized Next-Best-Action TM
 - Driven interactions
 - target individual customer & needs
 - Provide unprecedented management/control
 - Sophisticated customer strategies
 - Intelligent dialogue
 - Enables strengthened connections with customers
 - Can differentiate themselves from competition
 - Maximize their business objectives
- **Support and maintain all of the above**



Chordiant Support & Sustaining

- **Customers**
 - ▶ 140+ Customers
 - ▶ Financial Institutions, Telcos, Healthcare, Media
 - ▶ Many Fortune 500
 - ▶ Enterprise, Business Critical Platform and Applications
- **Support Engagement**
 - ▶ Customer Support Tool
 - ▶ Support Hotline
 - ▶ Escalation Process
 - ▶ 24x7x365 across 5 Geographical Locations



Chordiant Support & Sustaining cont.

- **Issue Profile**
 - ▶ OOTB Code
 - ▶ Customized Code
 - ▶ Implementation Model
 - ▶ Business Requirement
 - ▶ Environmental
 - ▶ Regulatory
- **Customer Interactions**
 - ▶ Hinges on our system of record

Jira as a Customer Support Tool



Business Requirements - Driving Factors

- **Inexpensive**

Easy price tag to sell to Executive team

- **Historical Experience with new tools was poor. We needed to be certain of success in every dimension:**

- Cost
 - Partner
 - Implementation
 - Deployment
- Most Important
-Customer

Feedback

Jira as a Customer Support Tool



Business Requirements - Goals

- **Smallest support and maintenance costs**
- **Use of current technical staff for updates and changes without maintaining a special skill set.**
- **Performance**

The single most reported issue was the slowness of all other systems – it came up in every review

Jira as a Customer Support Tool



Business Requirements - Goals

- **Value for money**
- **Customer Success**
 - We are an exceptional customer service department
 - Our performance is driven by a true passion for customer success

This mentality drives high expectations!

Jira as a Customer Support Tool



- **Functional Requirements**

Some 120 Functional Requirements

Key factors:

Customer security

Fast and accurate searching

Intuitive, secure and simple Client UI

Bonus: Availability of 3rd party extensions (time tracking etc)

Jira as a Customer Support Tool



Bridging the Gaps

- Enlisted help of **CUSTOMWARE**
- 3 Day Gap Analysis and Requirements Gathering session with CustomWare to finalise design
- CustomWare had “off the shelf” solutions for some of the requirements – for example Salesforce.com integration enabling us to check the S&M contract for a customer is up to date.

GAP: Customer / Client Relationships

Customers

Harmony Group

Concept of a 'customer'

➤ Users (Clients) can be associated with one or more customers

Ltd

Clients

↳ Clients from a given customer can only view their own customer's issues and not issues for other customers

Bank1

Cards1

➤ Customer hierarchy catered for (parent company etc)

Harmon

Chord1

≡

≡

≡

≡

y1

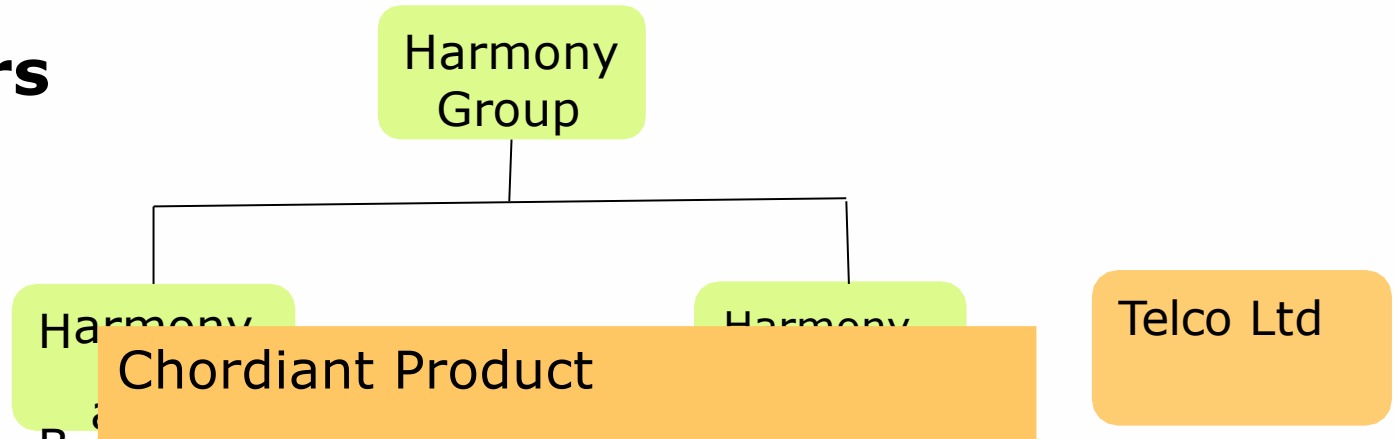
Mrktng1

≡

≡

GAP: Customer / Product Relationship

Customers



Chordiant Product

- Ownership of product by customer
- Versions for each product with release and end of life date

This is never an ootb config!

Jira as a Customer Support Tool



Bridging the Gaps cont.

- **SLA's and alerting**
- **Enhanced email handling**
 - Direct email straight to the team best placed to assist
 - Add CC list to issue – populate cc list from inbound email
- **Hook into existing engineering Jira**

For bug tracking (including search capability)
- **Data Migration** from previous system was again with the help of CustomWare.

CPRT Client Portal

The screenshot displays the CPRT Client Portal interface. At the top, there is a navigation bar with links for 'Contact Us', 'Chordiant Home', and 'Resource Centre'. The Chordiant logo is on the left, and the Harmony Bank logo is on the right. A search bar is located in the center of the top bar. Below the navigation bar, there is a green header with 'Dashboard', 'Create Issue', and 'My Profile' tabs. The user is logged in as 'User : Andy Client' and can click 'Log out'. The main content area shows 'Issue Details' for 'FS-4757'. The issue is a 'Fault' with a status of 'Open' and a priority of 'Medium'. The assignee is 'fsaque' and the reporter is 'andyclient'. The customer name is 'HarmonyBank'. The issue description is 'CCABE - Version: 6.3' and 'FS-4757 - Example Issue Creation for Atlassian User Forum'. The issue was created and updated on 'Tue, 10-03-2009, 03:14:16'. The component is 'BPD'. The client is identified as 'Chordiant Customer Client' with the ID 'andyclient'. The description field contains 'Example'. The 'Issue Operations' section includes links for 'Update this issue', 'Attach file to this issue', and 'Comment on this issue'. A yellow callout box is overlaid on the screenshot, containing text that explains the process of issue creation and the information provided by the client.

Once an issue is created the client files the client is prompted to provide the information as if it required to best enable us to help them. Step 1 is to select from the list of Products associate with their customer.

CPRT – Jira Support Team Interface

The screenshot displays the 'Chordiant Administration - Customer' page. The left sidebar contains a navigation menu with categories like Project, Salesforce.com Settings, Chordiant Administration, Users, Groups & Roles, and Global Settings. The main content area shows a form for updating customer details. Two callout boxes are present: one pointing to the 'Product/s' dropdown menu and another pointing to the 'SLA/s' dropdown menu.

And Customer to Products

And to Service Level Agreements

Field	Value
Name	HarmonyBank
Product/s	ECM, Foundation Server, Knowledge Server, Leads
SLA/s	BBVA CMD, DEFAULT - DM, DEFAULT - FS, DEFAULT - MD
Location	Cupertino
Time Zone	America/Juneau - (GMT -09:00)
Address	Harmony Street
City	Harmony
Phone	39928925
Fax	
Email	
Parent	
URL	
Logo(Image)	bank.gif Delete
CC	
Salesforce.com	

CPRT – Security

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User: Admin User | Filters | Profile | Log Out

HOME | BROWSE PROJECTS | FIND ISSUES | CREATE NEW ISSUE | **ADMINISTRATION** | QUICK SEARCH:

Project

- Projects
- Project Categories

Salesforce.com Settings

- License Details
- Configuration Settings

Chordiant Administration

- Customers
- Locations
- Products
- Chordiant User Administration
- SLA Administration
- External Jira Administration

Users, Groups & Roles

- User Browser
- Group Browser
- Project Role Browser

Global Settings

- Attachments
- CVS Modules
- Default Dashboard
- Events
- General Configuration
- Global Permissions
- Issue Linking
- Look and Feel
- Mail Servers
- Sub-Tasks
- Time Tracking
- Trackbacks
- User Defaults

Edit Issue Security Levels

On this page you can create and edit the issue security levels for the "CSTSecurityScheme" issue security scheme.

Each security level can have users/groups assigned to them.

An issue can then be assigned a Security Level. This ensures only users who are assigned to this security level may view the issue.

Once you have set up some Security Levels, be sure to grant the "Set Issue Security" permission to relevant users.

- View all [Issue Security schemes](#)
- Change default security level to "None"

Security Level	Users / Groups / Project Roles
CSTSecurityLevel (Default)	<ul style="list-style-type: none">Group (support) (Delete)Chordiant Customer Security Type (Anyone) (Delete)Group (support-manager) (Delete)Group (jira-administrators) (Delete)Group (observer) (Delete)Current Assignee (Delete)

Add Security Level

Add a new security level by entering a name and description below.

Name:

Description:

Custom security type prevents users from seeing issues for customers they are not associated with.

Done

Local intranet 100%

Successes and 'Opportunities'



- **Picking the underlying technology**
 - ▶ We re-used the engineering research on JIRA
 - ▶ Integration was easy
- **SI choice**
 - ▶ Straight forward communication
 - ▶ No fuss contract
 - Ability was evident
 - ▶ Always ahead of schedule
 - Saved resources
- **Not scoping completely**
 - ▶ More customization



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SURVEY!!

Chordiant.
THE CUSTOMER EXPERIENCE COMPANY™



@ Atlassian Summit 2009

Using Jira for Product Management

Christina Noren, VP Product Management



Who's Splunk?

- Invented IT Search
- > 350,000 downloads, 1,000 licensed customers in 3 years
- Used for troubleshooting, investigation, monitoring and reporting
- ...in application management, IT operations, security & compliance.





A Different Approach to IT Software

- > Built by IT pros for IT pros. Its all about the user.
- > One code base. One package. Laptop to datacenter. Unix to Windows. Agent and server.
- > Be Open. Files not a database. Scriptable. APIs. SDKs. Standard tools.
- > Be Flexible. Any data. Any format. Build to be extended. Different views.
- > Don't keep secrets. Real engineers on IRC. Public docs. Public roadmap.
- > Let people work with big data. Don't filter it. Don't dumb it down.
- > Don't be too smart. There's no way to automate the hard problems. You can't understand organize every byte of IT data up front.





Jira for Product Management -

- **Beginnings**
 - Project started in September 2007
 - accompanied engineering move to agile development
 - engineering planned to extend use of Jira from bugs to requirements
- PM needed a way to automate requirements development
- PM-centric tools were too closed





Goal

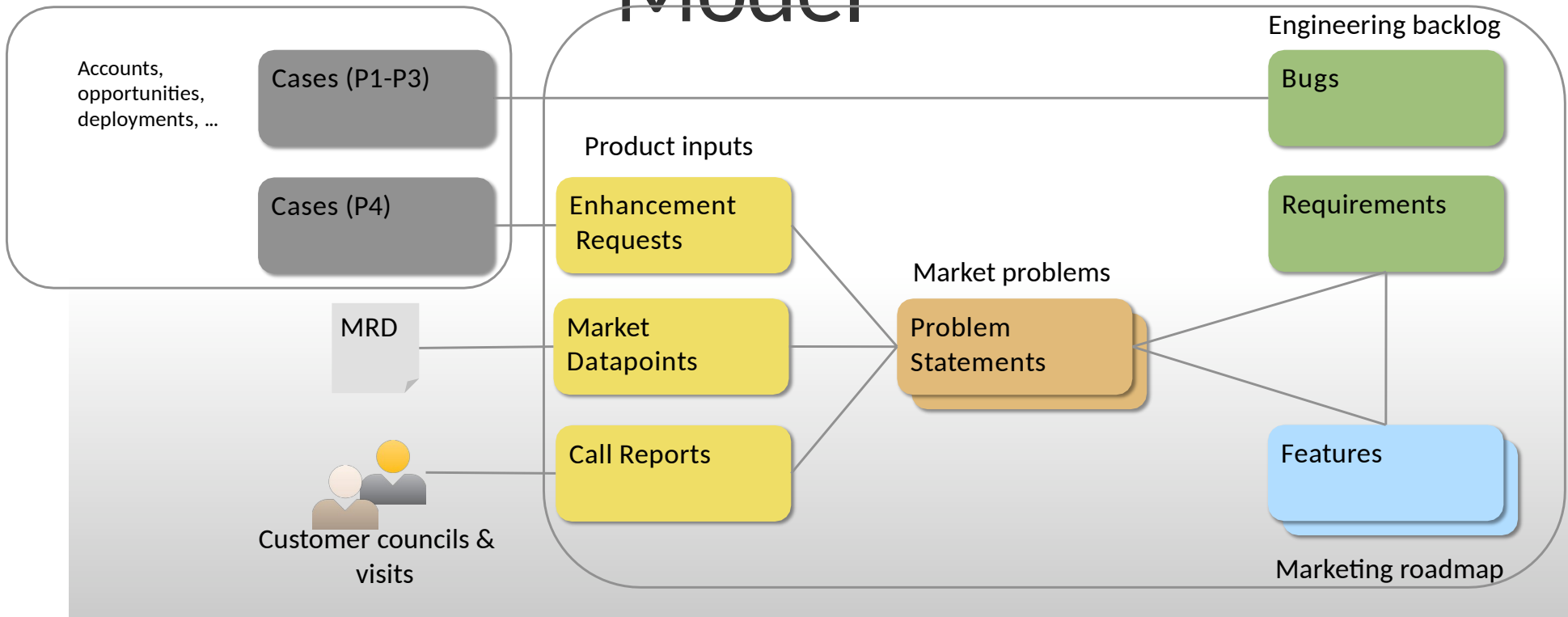
- Adapt pragmatic marketing's "requirements that work" model
- Allow visibility from engineering requirements back through to specific accounts/ requests AND vice versa
- Enable automated communication of status of feature development to field and customers
- Reconcile engineering and marketing impedence mismatch



Data Model

Salesforce CRM

Jira



Custom Reports

PRD

what needs to be solved, why, and how?

- Theme problem statement
 - Sub-theme problem statement
 - Problem statement
 - Description (incl use cases)*
 - Business case*
 - Features
 - Inputs
 - ERs
 - CDs
 - MDs
 - Requirements

Roadmap

what's coming, how far along is it, and why should customers care?

- Timeframe / Release
 - Feature
 - Sub-feature
 - Description*
 - Benefits*
 - Requirements
 - status assigned to*
 - Problem Statements



Custom Workflows &

Accelerators

- ERS: scope, scope with new PS
- PS: start scoping, complete scoping, start scoping with new requirement, finish scoping, define features
- Features: define





Cascaded Close &

Notifications

- Requirement closure triggers problem statement & feature closure
 - sensitive to priority and status
- Problem statement closure triggers ER closure
 - sensitive status
- Notification to support inbox on ER actions
 - scoping to a PS
 - feature definition
 - closure





Our Mistakes

- Didn't initially allow for feature hierarchies
- Started PS -> requirement -> feature
 - should have been PS -> feature -> requirement
- Didn't explicitly allow for personas or use cases
 - grafted onto the problem statement
- Socialization



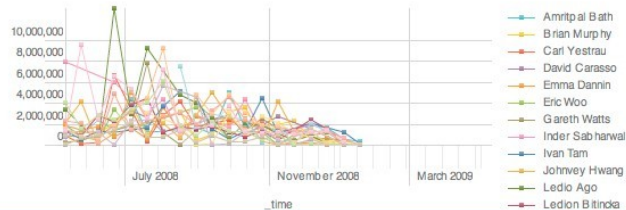


Wishlist

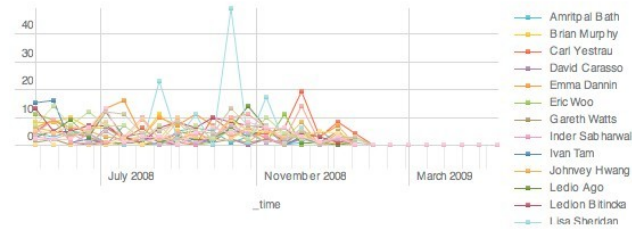
- Ability to define custom layouts for issue types
 - that include specific fields on linked issues of specific other issue types
 - ▶ so we can see the name of an account for an ER related to a given problem
 - that group linked issues by issue type
 - ▶ so we don't have to use custom link types
- Report wizards
 - I hate needing to bug a java guy whenever I need a new field or layout
 - Most common Jira complaint is that the data is in there but too hard to

Splunk for

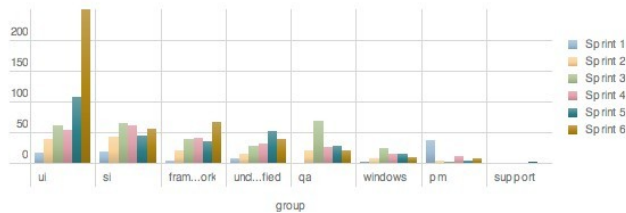
Average time to resolve per developer over the last year



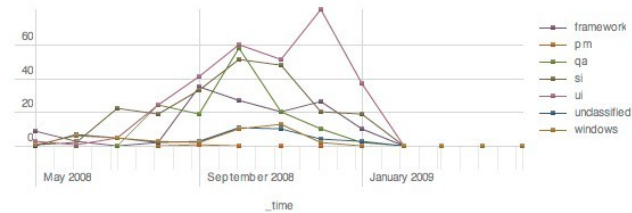
Number of issues resolved by developer over the last year



Number of issues per group by Madonna sprints



Number of issues resolved per group over the last year



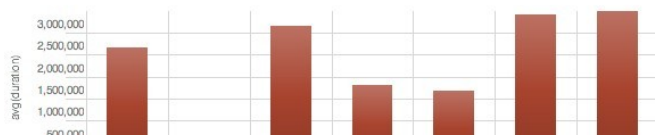
Users with most requirements

	assignee	count
1	Ledio Ago	115
2	Christy Wilson	100
3	Johnvey Hwang	84
4	Nick Mealy	84
5	Tom Donahoe	70
6	Carl Yestrau	66
7	Steve Zhang	65
8	Eric Woo	58
9	Rory Greene	55
10	Ledion Bitincka	54

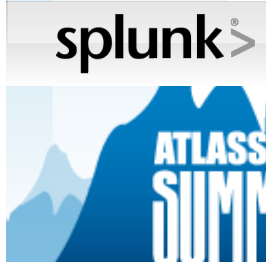
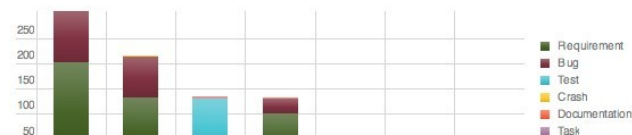
Users who take the longest to resolve

	assignee	dur
1	Jef Bekes	95.59675925926
2	Beth Goldman	78.72744212963
3	Leonid Budchenko	58.96941512346
4	Phillipe Troin	43.20006944444
5	Unassigned	41.67943287037
6	Tom Donahoe	41.37256365741
7	Inder Sabharwal	40.47517332176
8	Jon Woodard	38.11250000000
9	Lisa Sheridan	37.69902910931
10	Vishal Patel	35.70455400177

Average days to resolve per group over the last year



Number of issues resolved per group by type over the last year



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Company



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SURVEY

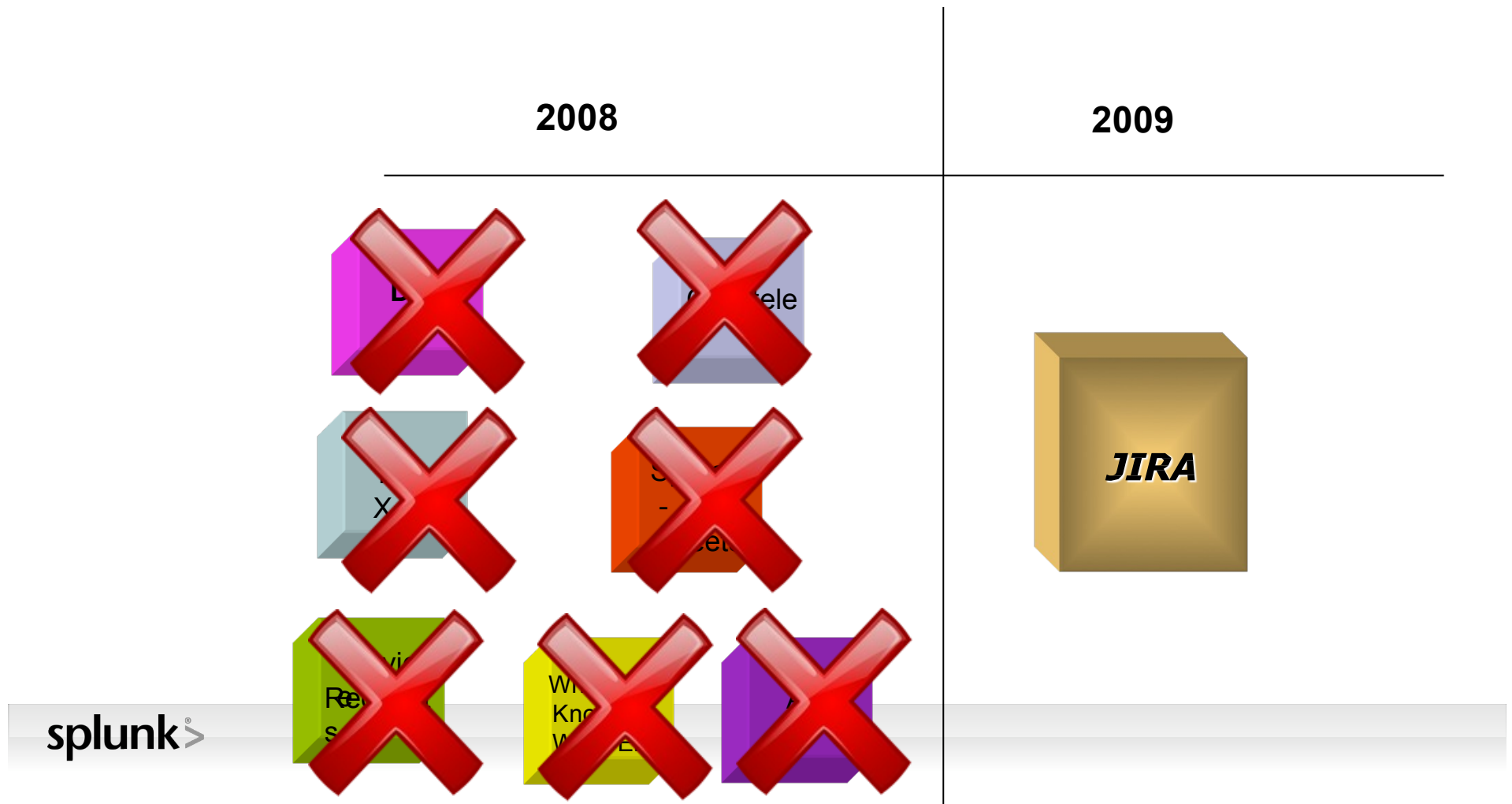
Three Uses of JIRA Beyond Bug Tracking

Modha K Khammammettu

Agenda

- ✓ JIRA: Consolidation of Disparate Reporting
- ✓ JIRA: Process Improvements
- ✓ JIRA: Business Answers

Consolidation of Disparate IT Systems



Service Requisition Process

ATLASSIAN



Summit
California Casualty Management Co.

DCS Service Request: - Message (Rich Text)

File Edit View Insert Tools Actions Help

Send Accounts [Icons] Options...

To... ←

Cc...

Subject: **DCS Service Request:**

Use this form to request services such as purchases of PC equipment and software, moving PC equipment, reconfiguring equipment, development of PC applications, Instruction, and product investigation.

NOTE: DCS will use this form to prioritize, schedule, assign, and track requests. You will receive a confirmation normally within a few days noting the assigned DCS analyst and the DCS Request Number.

TO REPORT A PROBLEM, CALL THE HELP DESK AT x4444

Priority

Date Required

Your Name: Your Phone: Your Div/Dept:

Request is For: Div/Dept:

Their Phone #: CC#: CC Mgr:

Request:

Justification:

Comments:

Issue Details [\(XML\)](#) [Word](#) [Printable](#)

Key: [DCS-308](#)
Type: DCS Request
Status: In Progress
Priority: 3 - Minor
Assignee: [Frank Belden](#)
Reporter: [Ramon Barrios](#)
Votes: 0
Watchers: 0

Available Workflow Actions

[Close Issue](#)

Operations

- [Go to Planning board](#)
- [Assign](#) this issue **(to me)**
- [Attach file](#) to this issue
- [Attach screenshot](#) to this issue
- [Clone](#) this issue
- [Comment](#) on this issue
- [Delete](#) this issue
- [Edit](#) this issue
- [Link](#) this issue to another issue
- [Move](#) this issue
- [Voting:](#)
You have not voted for this issue.
[Vote for it](#) if you wish it to be fixed
- [Watching:](#)
You are not watching this issue.
[Watch it](#) to be notified of changes

DCS Request [Return to search](#)

Memory for GX745 for SMO and ASC.
 Created: [Monday 09:53 AM](#) Updated: [Monday 10:02 AM](#)

 Issue 4 of 288 issue(s)
[<< Previous](#) | [DCS-308](#) | [Next >>](#)

Component/s: None
Affects Version/s: None
Fix Version/s: None

Time Tracking: Not Specified

File Attachments: 1. [DCS-308 Memory- Dell Computer - Saved Quote Information 1006876418282.htm](#) (35 kB)

DCS Type List: Hardware
Customer: [Frank Belden](#)
Assign To Group: [SMO desktop](#)

Description [Hide](#)
 Need to order 25 1-gig memory modules for SMO and ASC.

[All](#)
[Comments](#)
[Work Log](#)
[Change History](#)
[Subversion Commits](#)
Sort Order:

[DCS Request](#) made changes - [05/18/09 10:00](#)

Field	Original Value	New Value
Status	Open [1]	In Progress [3]

[DCS Request](#) made changes - [05/18/09 10:00](#)

Attachment	
	DCS-308 Memory- Dell Computer - Saved Quote Information 1006876418282.htm [14020]

Time Reporting








CCMC JIRA

[Dashboard](#) [TimeSheet](#)

Configure: [ON](#) | [OFF](#) [Manage Dashboard](#)

Time Sheet Summary (Details)				Mon 11/5	Tue 12/5	Wed 13/5	Thu 14/5	Fri 15/5	Sat 16/5	Sun 17/5	Mon 18/5	Tue 19/5	Wed 20/5	Thu 21/5	Fri 22/5	Sat 23/5	Sun 24/5
	ADMN-134	Modha's daily Admin Time	↓	1h	1h	1h	1h	1h	0h	0h	1h	2h	0h	0h	0h	0h	
	MTCR-144	QV JIRA Reports - Enhancements	↑	0h	0h	2h	1h	0h	0h	0h	0h	0h	1h	0h	0h	0h	
	ESOL-1175	Portal Load Testing	↓	8h	8h	7h	7h	8h	0h	0h	6.5h	6.5h	0h	0h	0h	0h	
Total:				9h	9h	10h	9h	9h	0h	0h	7.5h	8.5h	1h	0h	0h	0h	

Service Desk

Manage Filters



Filters are issue searches that have been saved for re-use. This page allows you to manage all filters created by you, as well as view filters shared with you by others.

Filters: **Favourites** **My** Popular Search

Name	Issues	Shared With	Subscriptions	Operations
★ All Open Service Desk All open Jira service desk call	292	Group: Test group for Reports	None - Subscribe	Edit Delete Columns
★ All calls	8749	Private Filter	None - Subscribe	Edit Delete Columns
★ All Open calls not update in 1 week	155	Group: Test group for Reports	None - Subscribe	Edit Delete Columns
★ All Open Priority 1 Calls	11	Group: Test group for Reports	None - Subscribe	Edit Delete Columns
★ All Open Service Desk Calls All Service Desk calls in JIRA	292	Shared with all users.	2 Subscriptions	Edit Delete Columns
★ any priority 1 jira any jira priority one not just service desk calls.	105	Project: Test Project	None - Subscribe	Edit Delete Columns
★ asc one week calls	68	Private Filter	None - Subscribe	Edit Delete Columns
★ bug report closed	63	Private Filter	None - Subscribe	Edit Delete Columns
★ bug testing filter	1	Private Filter	None - Subscribe	Edit Delete Columns
★ Call not updated in 2weeks	121	Private Filter	None - Subscribe	Edit Delete Columns
★ Calls in Open Status	239	Group: IT Service Desk	None - Subscribe	Edit Delete Columns
★ Calls in Open Status for not updated in 5 day Calls in Open Status for not updated in 5 day	126	Group: IT Service Desk	None - Subscribe	Edit Delete Columns
★ dan list of admin time tracking	6	Private Filter	None - Subscribe	Edit Delete Columns
★ dan request	3829	Private Filter	None - Subscribe	Edit Delete Columns
★ dcs open	23	Private Filter	None - Subscribe	Edit Delete Columns
★ HR calls not update in 3 days	0	Private Filter	2 Subscriptions	Edit Delete Columns
★ it service desk call not update in 3 day	1	Group: IT Service Desk	1 Subscription	Edit Delete Columns
★ IT Service desk calls	1	Group: IT Service Desk	None - Subscribe	Edit Delete Columns
★ Kellie Tunheim Shared Responisblity for Atlas Phase 1 Kellie Tunheim Shared Responisblity for Atlas Phase 1	29	Private Filter	None - Subscribe	Edit Delete Columns
★ last 7 days proirty 1 call	5	Shared with all users.	1 Subscription	Edit Delete Columns
★ My calls sorted by updated date.	17	Private Filter	None - Subscribe	Edit Delete Columns
★ My open calls	17	Private Filter	None - Subscribe	Edit Delete Columns
★ my open calls I created	68	Private Filter	None - Subscribe	Edit Delete Columns
★ My Open Service Desk calls	0	Private Filter	None - Subscribe	Edit Delete Columns

From: JIRA

Sent: Fri 5/22/2009 8:01 AM

To: Scott Thompson

Cc:

Subject: Jira Subscription: All Open Service Desk Calls

Issue Subscription

Filter: [All Open Service Desk Calls](#) (200 of 303 issues)

All Service Desk calls in JIRA

Subscriber: sthompson

T	Key	Pr	Status	Customer	Summary	Created	Assignee	Assign To Group	Reporter	Updated
I	WEB-562	↓	In Progress	Brahmesh Chinta	Reg. Portal Access	21/May/09	Lorenzo Montezemolo	LAN Support	Cozetta Ketchens	21/May/09
I	WEB-533	↓	Open	Robert Silva	Performance Claims	01/May/09	Unassigned	Performance Claims	Juanita Lagan	01/May/09
I	WEB-484	↓	Open	Angela Tompkins	E-SERVICE INTERIM 4/9/09	14/Apr/09	Unassigned	MyAplus	Cozetta Ketchens	14/Apr/09
I	WEB-479	↓	Open	My At customer	There are no "forms below."	10/Apr/09	Unassigned	MyAplus	Cozetta Ketchens	10/Apr/09
I	WEB-476	↓	Open	Stephanie Kilpatrick	Any idea why documents are printing in Wingdings?	08/Apr/09	Eric Cole	Guidewire	Scott Thompson	08/May/09
I	WEB-430	↓	Open	Lyn Martin	mail marshall safe sender list is not working	17/Mar/09	John Naito	LAN Support	Scott Thompson	23/Mar/09
I	WEB-404	↓	Open	Rick McCleve	Problem with Calcas.com/corporate Employment Career Connection Center	10/Mar/09	Steve Sands		Keith Howard	10/Mar/09
I	WEB-387	↑	In Progress	Ann Baber	Performance Claims - moving so slowly today	03/Mar/09	Juanita Lagan	WAN	Juanita Lagan	08/May/09
I	WEB-349	↓	Open	My At customer	my a+ - question on the Billing Detail screen	17/Feb/09	Richard Drozd	MyAplus	Juanita Lagan	09/Mar/09
I	WEB-193	↓	Open		Error selecting records from db2. Please check WEB4 server log for more information.	29/Dec/08	Manik Peddada		Cozetta Ketchens	30/Mar/09
I	VPN-32	↓	Open	Joshua Hinrichs	Wireless connection problems	19/May/09	Jacqueline Padua	SMD desktop	Keith McKoy	21/May/09
I	VPN-31	↓	Open	Rick Gold	Atlas VPN	15/May/09	Ben Quartey	SMD desktop	Scott Thompson	18/May/09
I	VPN-28	↓	Open	Yeshwanth Vepachadu	I am able to connect to my VPN	21/Apr/09	Ben Quartey		Scott Thompson	21/Apr/09
I	VPN-23	↓	Open	Lorenzo Montezemolo	Please open a ticket for "Cisco MeetingPlace Failing Through Firewalls" and assign it to me. This is a low-priority ticket.	26/Mar/09	Lorenzo Montezemolo		Cozetta Ketchens	26/Mar/09
I	TELE-396	↓	Open	Scott Thompson	Help desk 4444 not going to wsd number in the off hours	14/May/09	Carleen Aiello	Telecom	Scott Thompson	21/May/09
I	TELE-395	↓	Hold for customer	Becky Patterson	Becky will also need to be able to sign into the VIC ACD line.	13/May/09	David Livingston	Telecom	Cozetta Ketchens	19/May/09
I	TELE-382	↓	Open	Debi Angelo	IVR -- payment methods	04/May/09	Sheri Browning		Juanita Lagan	18/May/09
I	TELE-371	↓	Open	Becky Patterson	Customers pressing # after entering credit card number are being rejected	23/Apr/09	Sheri Browning	Telecom	Sheri Browning	18/May/09
I	TELE-355	↓	Open	Sheri Browning	CSC PhoneMail Node 1 Issues	16/Apr/09	Sheri Browning		Sheri Browning	28/Apr/09
I	TELE-233	↓	Open	Michelle Killian	Needs voice mail password changed on 5200	05/Feb/09	Sheri Browning	Telecom	Sheri Browning	18/Feb/09
I	TELE-216	↓	Hold for customer	Scott Thompson	Cisco Agent Software	22/Jan/09	Juanita Lagan	Telecom	Scott Thompson	14/Apr/09

Project Management



PROJECT: E-SOL2.0

Log Out

Modha Khammammettu

HOME BROWSE PROJECT FIND ISSUES CREATE NEW ISSUE **PLANNING BOARD** TASK BOARD CHART BOARD

BOARD SEARCH:

Version Context: Default (s) Edit | New

Permlink | Refresh: Auto Configuration

PRODUCTION SPRINT Select All | Unselect All << 1 2 >> Summaries | Cards | List

Versions Manage

<p>ESOL-1459 Portal Links Validation using Xenu: Forbidden errors. Assignee: Kellie Tunheim</p>	<p>ESOL-1274 Production Portal Testing Plan Assignee: Modha Khammammettu</p>	<p>ESOL-731 Support and verify production portal deployment Assignee: Leonie Nettles</p>	<p>ESOL-235 release of production system Assignee: Leonie Nettles</p>
<p>ESOL-1354 CPU upgrade Assignee: Bryan Lint</p>	<p>ESOL-1295 Titan Properties : Variation Assignee: Kellie Tunheim</p>	<p>ESOL-1277 Verify all URL references are relative. Assignee: Brahmesh Chinta</p>	<p>ESOL-1031 SUN Health Check Assignee: Modha Khammammettu</p>
<p>ESOL-1003 Release Notes Assignee: Kellie Tunheim</p>	<p>ESOL-1002 Configure property file to implement server side edits Assignee: Kellie Tunheim</p>	<p>ESOL-852 Remove clear text password creating an account when we go live. Assignee: Leonie Nettles</p>	<p>ESOL-732 Portal Performance testing and tuning Assignee: Modha Khammammettu</p>
<p>ESOL-678 Supported browser testing Assignee: Kellie Tunheim</p>	<p>ESOL-649 Complete Deployment of servers Assignee: Skip Moon</p>	<p>ESOL-620 Revise and Finalize SLA's Assignee: Leonie Nettles</p>	<p>ESOL-595 ESol Portal Testing Assignee: Kellie Tunheim</p>
<p>ESOL-275 Test Load balancing and Clustering Assignee: Kellie Tunheim</p>	<p>ESOL-263 SVN - provide backup and support for prod server and archive Assignee: Kellie Tunheim</p>	<p>ESOL-158 User training needed Assignee: Kellie Tunheim</p>	<p>ESOL-157 Update training module for existing employees to know what is being used by prospects Assignee: Kellie Tunheim</p>

Unscheduled

Bug: 5 Task: 5
Sub-task: 2

Unresolved: 0 To Do: 0
Resolved: 12 In Progress: 0
Done: 12

T. issues: 12
T. estimate: 21h
T. spent: 138.5h
T. remaining: 0h

Production Sprint

Master: None
Release date: None
Bug: 5 Task: 22
Sub-task: 3

Unresolved: 27 To Do: 24
Resolved: 3 In Progress: 3
Done: 3

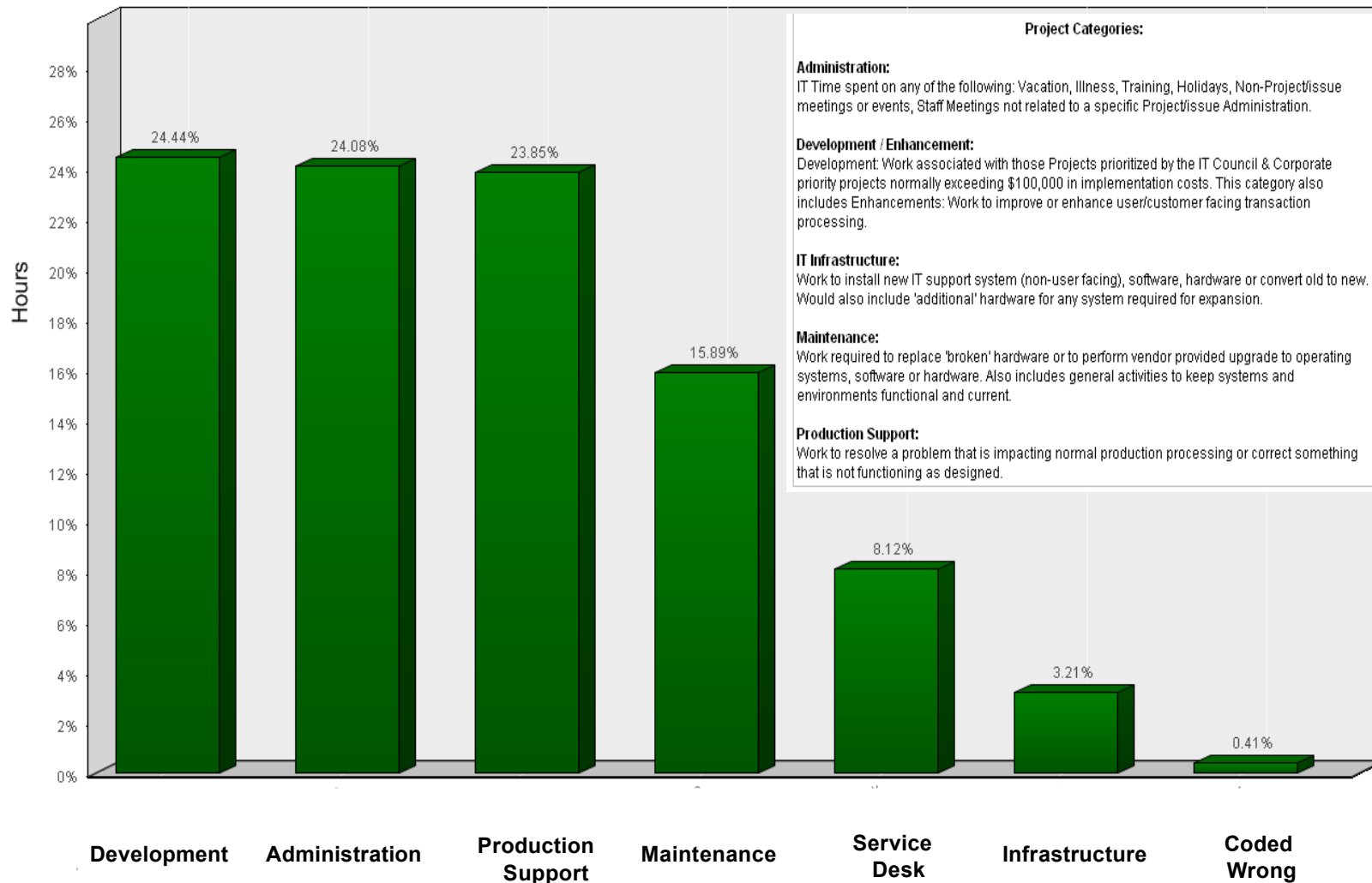
T. issues: 30
T. estimate: 100h
T. spent: 1318.48h
T. remaining: 100.67h

Business Answers



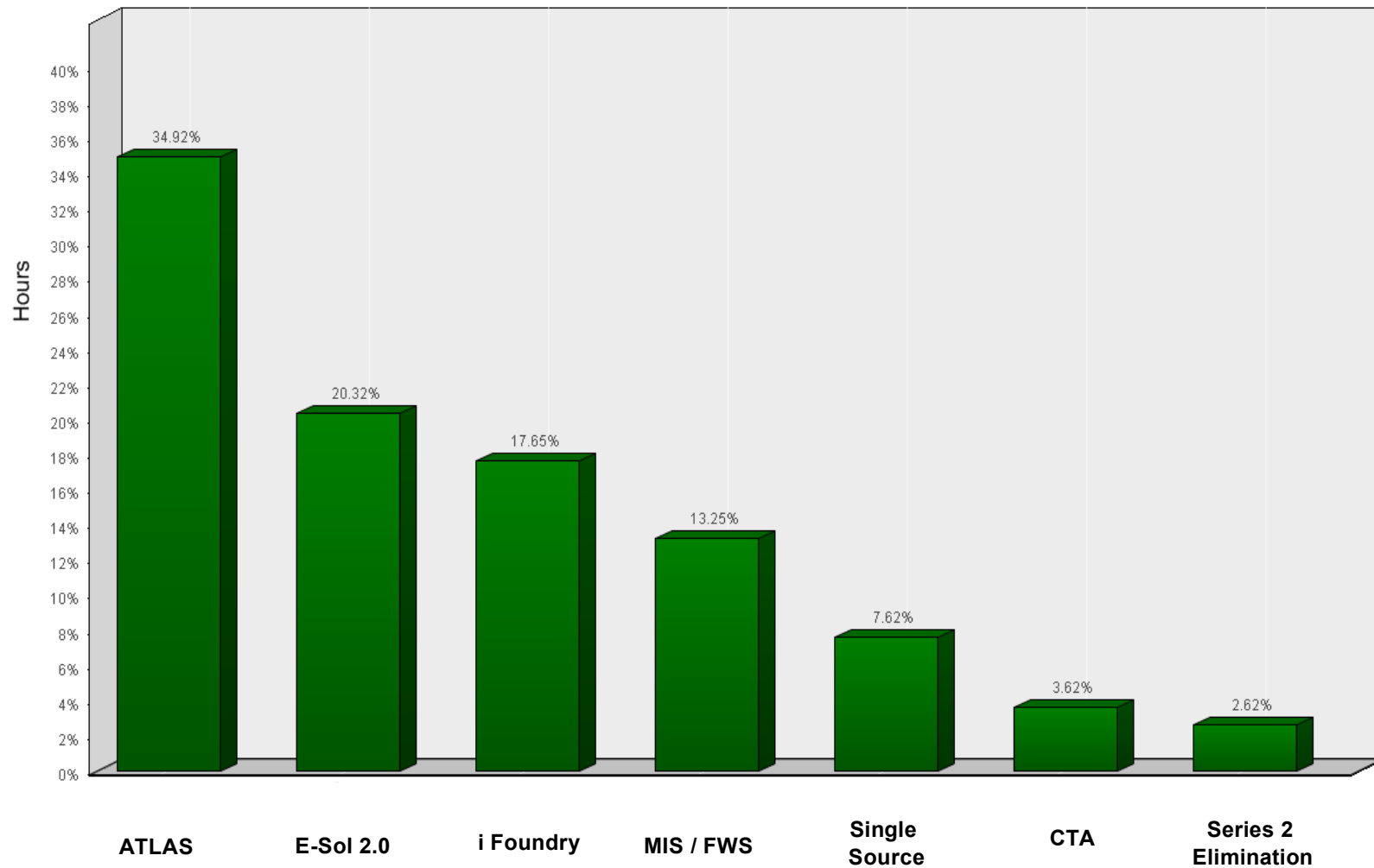
IT Hours by Category

February, 2009



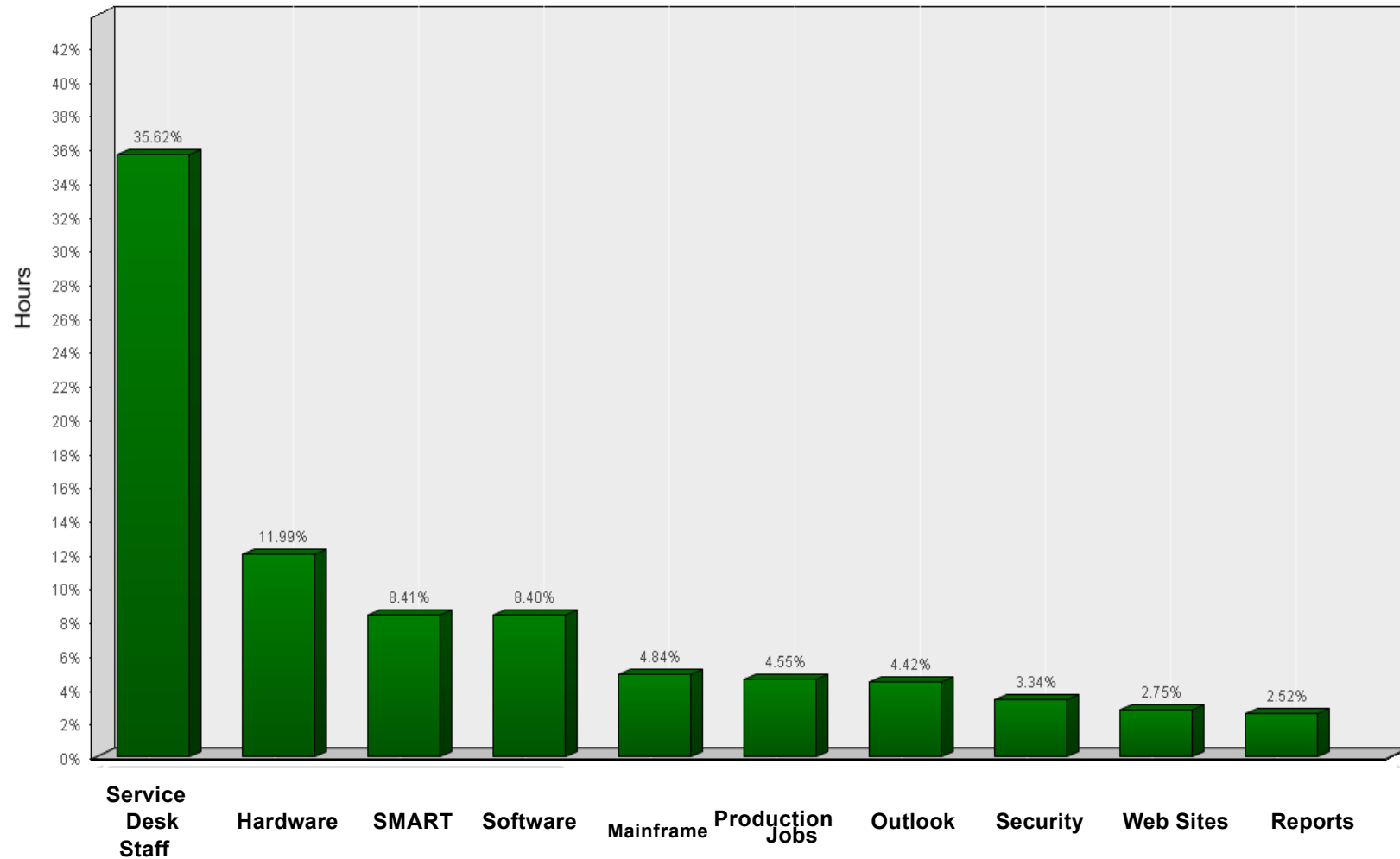
IT Development Projects (Top 7)

February, 2009



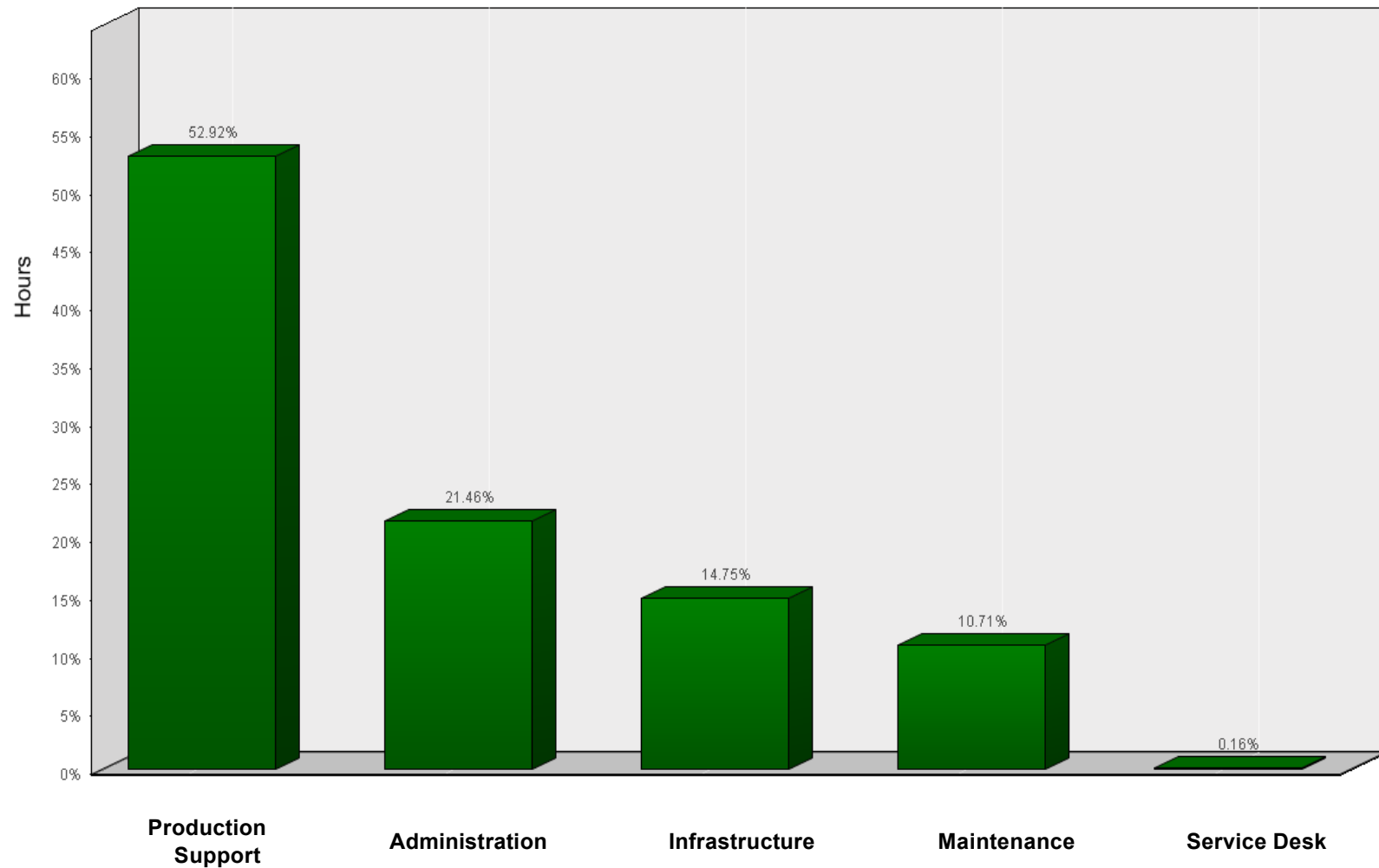
Service Desk Time Allocation by Type of Call (Top 10)

February, 2009



Telecommunications Time Allocation

February, 2009





Conclusion

- JIRA helped us streamline our processes and eliminate most of the sub-systems and applications used for tracking and management
- JIRA allows better transparency for IT results by providing improved information and communication
- JIRA had reduced software and maintenance expenses for Cal Cas





Questions and Answers

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SURVEY!!