

Process Mining in Jira Improves ITSM Outcomes

43%

Reduced SLA
Violations

60%

Improved
Best Practices

35%

Faster
Resolution Times

Overview

This mid-sized IT services organization faced significant challenges as it worked to expand its services while maintaining high-quality delivery.

Key issues were preventing growth and market demands.



Challenges

- **Increased Demand and Growth Pressure:** The organization needed a strategy to manage growth and articulate the increasing value it provided to clients.
- **IT Service Management (ITSM) Inefficiencies:** Processes like incident management, change management, and help desk support required optimization to prepare for change.
- **Lack of Data-Driven Decision Making:** The CIO aimed to create a data-driven ecosystem to continuously adapt to organizational objectives, such as improving speed to market and decreasing operational costs.
- **Service Quality and KPI Tracking:** Service quality was inconsistent, with Service Level Agreements (SLAs) not always met and Key Performance Indicators (KPIs) not consistently tracked.

Solution

The organization leveraged Jira combined with the Apromore process mining platform, to address these challenges:

- **Data Extraction and Analysis:** Using Jira's REST API, the team extracted issue change history reports for help requests, incidents, and change requests. These logs were ingested into Apromore for process mining.
- **Process Insights:** Apromore's process mining capabilities helped identify bottlenecks, rework, and deviations from the prescribed workflows. The team used this data to build performance benchmarks and redesign workflows.
- **Customized Playbook:** A tailored playbook was developed to improve ITSM processes, focusing on achieving faster resolution times and preventing inefficient status changes.
- **Operational and Strategic Impact Assessment:** ITSM processes were evaluated across operational impact (service quality, resource productivity, governance, and compliance) and strategic impact (supporting growth opportunities and transformation initiatives).

Results

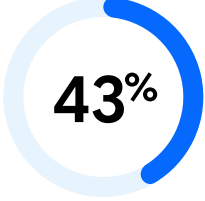
The implementation of process mining and the customized playbook led to significant improvements:

Enhanced Data-Driven Decision Making

The organization developed a framework for continuous improvement, leveraging data to measure service quality and resource productivity, and estimate the impact of interventions.

Reduced SLA Violations

SLA violations for incidents and change requests decreased by



43%

Workforce Optimization

By reallocating staff based on data insights, the organization achieved more efficient operations and could predict future workforce demand

Improved Best Practices

Deviations from best practices in handling issues reduced by



60%

Simulation and Automation Opportunities

The team began exploring process simulation to predict outcomes and identify automation opportunities, enhancing their ability to make informed decisions and reduce costs.

Faster Resolution Times

Issue-to-resolution times improved by 35% leading to quicker customer outcomes.



35%

Conclusion

Process mining transformed the IT Service Management group from a cost center to a value added service provider. By establishing a process mining Center of Excellence, the organization extended these improvements to other business units, such as finance, further enhancing operational outcomes and demonstrating the strategic value of data-driven process optimization.