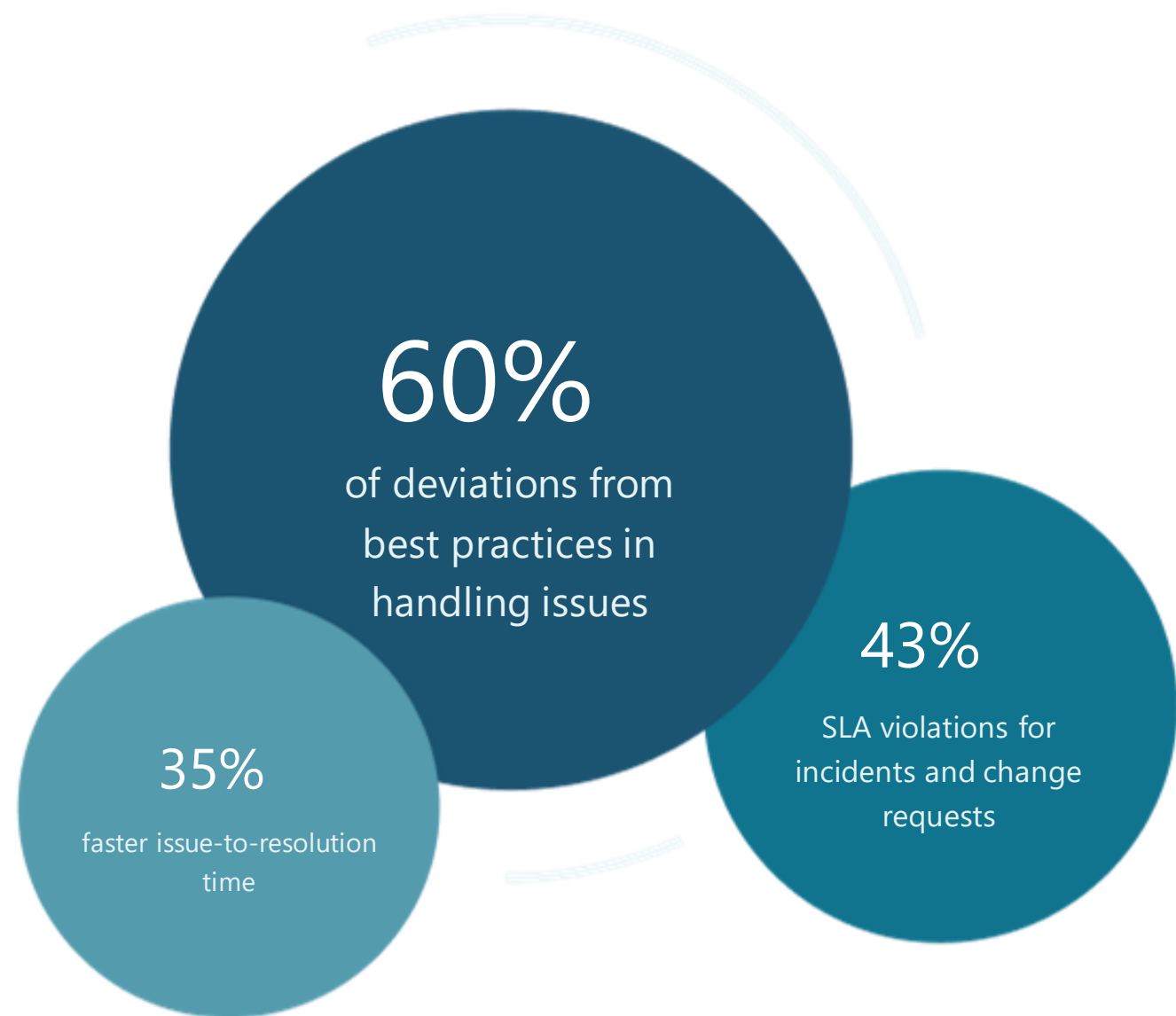




Process Mining in Jira Improves ITSM Outcomes

**IT Services Firm Uses Process Mining to Improve
Service Quality and Reduce Service Costs**

Better process data supports team's ability to respond to
change.



Overview

This mid-sized IT services organization develops and manages networks, applications, and web-based administrative services for its clients. It also provides high-performance scientific computing for advanced research and developments, via a shared infrastructure.

Faced with increased demand and pressure to manage growth while maintaining a high quality of service delivery, the organization needed to create a strategy to expand its services, articulating the increasing value it provides to its clients. To this end, the team wanted to quickly optimize IT Service Management (ITSM) processes such as incident management, change management and help desk, in order to prepare these processes for change.

Additionally, the CIO wanted to create a data-driven ecosystem to continuously adapt to key organizational objectives such as improving speed to market, decreasing operational costs, or adjusting processes to meet new regulatory requirements. The CIO saw process mining as a way to achieve these strategic objectives by presenting his ITSM teams with previously inaccessible and unbiased data.

Unlocking Process Data in Jira

Like around 65,000 other companies, this IT services firm uses Jira Software and Jira Service Management to manage their IT services, such as incidents, change requests and help desk. The organization was aware that service quality was not uniform across these services, with Service Level Agreements (SLAs) not always met, and for better or worse, KPIs (Key Performance Indicators) not always tracked.

In Jira, an issue change history report tracks all status changes for a given issue type (e.g. an incident). Using Jira's REST API, the team extracted these history reports for help requests, incidents and change requests, and ingested these logs into the Apromore process mining platform.



Developing a Customized Playbook to Improve ITSM

After their processes were reverse-engineered by Apromore, bottlenecks and rework became more apparent, and the team was able to measure how these patterns impacted their ability to meet service level agreements. This led to identifying several opportunities to save costs and reduce the time to customer outcomes. Using Apromore's variant analysis, the organization could compare and contrast service delivery for different customers and issue priority levels, effectively building a performance benchmark for managing incidents and change requests.

Additionally, using the conformance checking features in Apromore, deviations from the prescribed Jira workflow were identified in the form of workarounds: for example, teams were going through intermediate issue states to be able to reach a given state from another state, even if the specific state transition was forbidden by the prescribed workflow.

As a result of this, the Jira workflow for the analyzed processes was redesigned to prevent certain status changes and achieve a more streamlined approach that would help the team achieve faster resolution within a new target range. Moreover, team managers could now plan and prioritize targeted training and communication about best practices, based on their impact.

This IT Services organization evaluated their ITSM processes across two key axes:

1. Operational Impact

Analyzing service quality and customer experience, resource productivity, ITSM governance and compliance, and automation opportunities.

2. Strategic Impact

Potential to support growth opportunities and transformation initiatives via new and enhanced services.



Data Driven Decision Making Framework for ITSM

IT Service leaders can improve outcomes by providing teams with data that enables continuous improvement through increased transparency and the ability to both measure service quality and resource productivity and estimate the impact of interventions. The team at this organization implemented four elements to evolve their ability to make decisions and respond to change:

1. Process monitoring

The Apromore process monitoring capabilities help the team to spot drift and be alerted when cycle time slows beyond acceptable service level agreements. It also could help the team spot unusual activity that could indicate potential risk.

2. Workforce optimization

The team saw that by reducing the number of employees responding to a help desk request, cases were closed faster, and the team worked more efficiently. Data showed that some staff could be allocated to more strategic efforts. Furthermore, future demand for workers can now be predicted based on business objectives and in a variety of scenarios.

3. Simulation

The team is beginning to explore simulating process results, performance outcomes and test new configurations through what-if analysis, to find the most optimal outcomes or reproduce faults and explore fresh solutions. Outside of the service management function, team leaders are planning to use simulation to predict costs, such as cloud usage charges, and improve cost forecasts or find ways to reduce spend.

4. Identify Automation Opportunities

Using the data Apromore presented including volume, rework and bottlenecks, areas of potential automation were identified. The impact of automation was simulated, enabling the team to identify which areas would benefit the most from Robotic Process Automation (RPA) or other automation initiatives.

Process Mining Turns ITSM from Cost Center to Delivering New Value-Added Services

Without process visibility, businesses are challenged to find data to base strategic decisions on. Process mining has helped this organization begin to transform its IT Service Management group from a cost center to delivering value through process improvement.

By establishing a process mining Center of Excellence, the services team plans to extend the function to their customer's business units, such as finance, offering a new value-added service focused on improving operational outcomes.

About Apromore

By providing an easy-to-use, fast-to-deploy process mining solution, the Apromore platform enables business teams to quickly visualize and analyze their business processes to unlock value in existing processes or identify strategies for transformation or optimization. The result of over a decade of extensive research and innovation from leading universities, Apromore's mission is to help organizations maximize value from their business processes by leveraging the full potential of process mining.

Ready to learn how to adopt or scale process mining in your organization?

[Contact us](#)

