



ATLASSIAN  
Collection

# Automated and AI-driven ITSM

## Atlassian's Service Collection



**Aleix Badia**

Senior Solution Engineer

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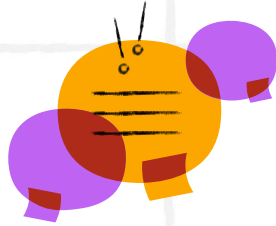


89% of executives say their organizations need to move more rapidly than ever to keep up with competition

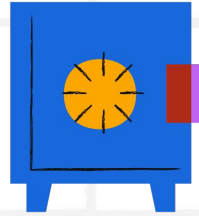
Atlassian State of Teams report  
2025



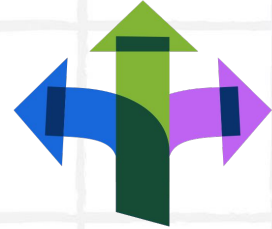
**Disconnected  
goals**



**Poor  
communication**



**Siloed  
knowledge**



**Ineffective  
AI**

Atlassian State of Teams report 2025

# System of Work



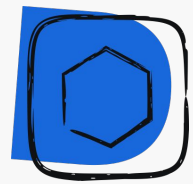
*Align work  
to goals*



*Plan and  
track work*

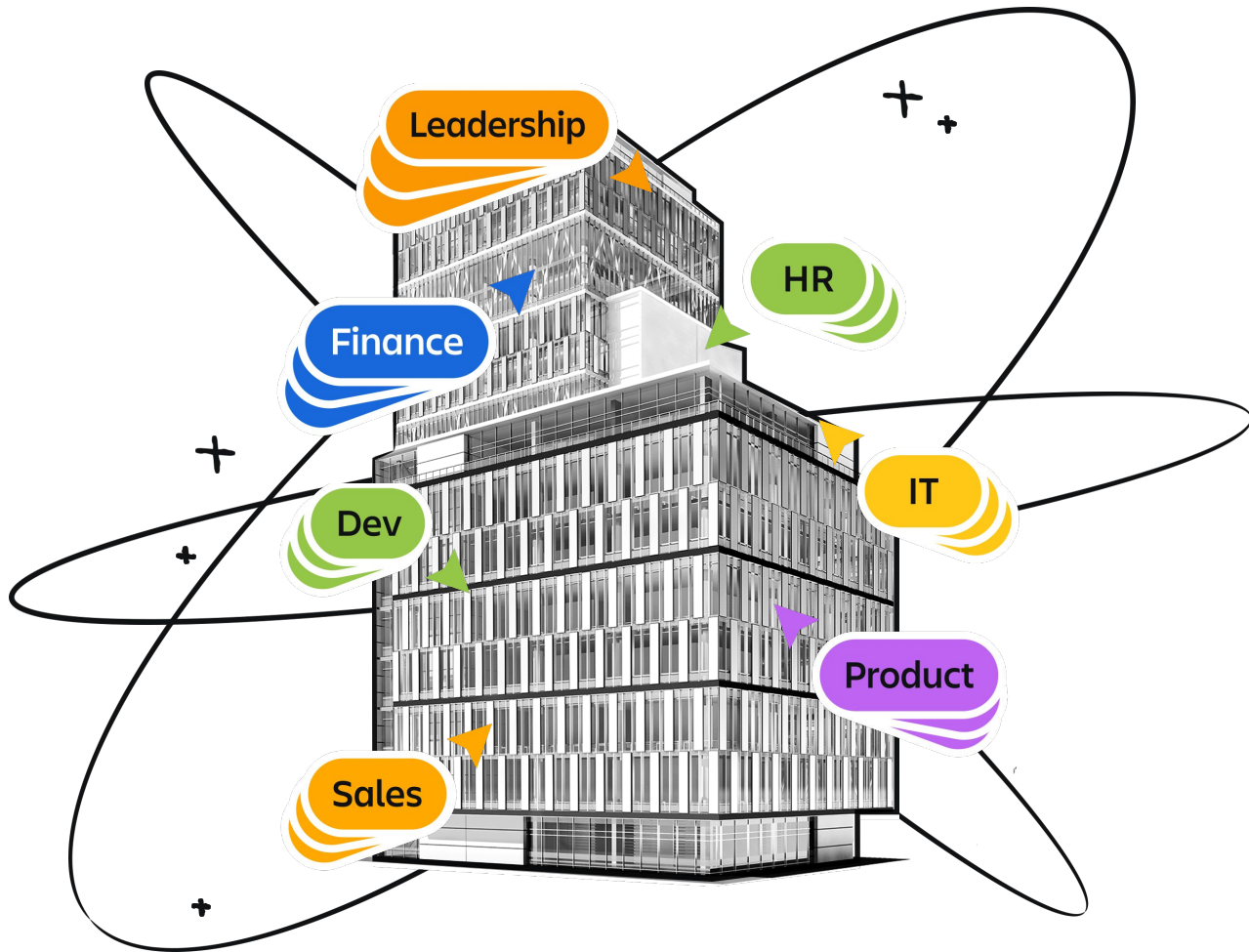


*Unleash  
knowledge*



*Make AI  
part of the  
team*







**ROVO**



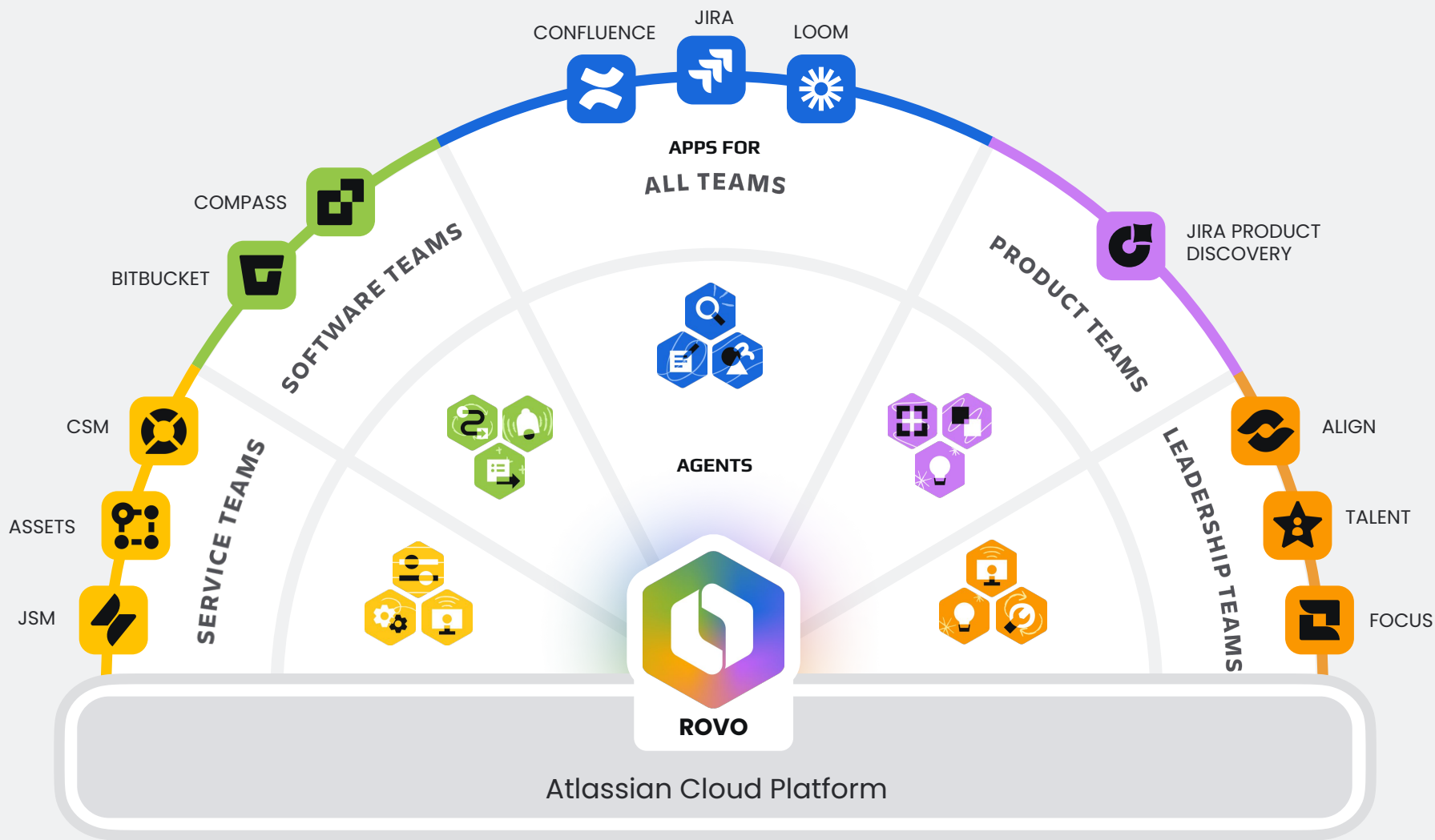
Search



Chat

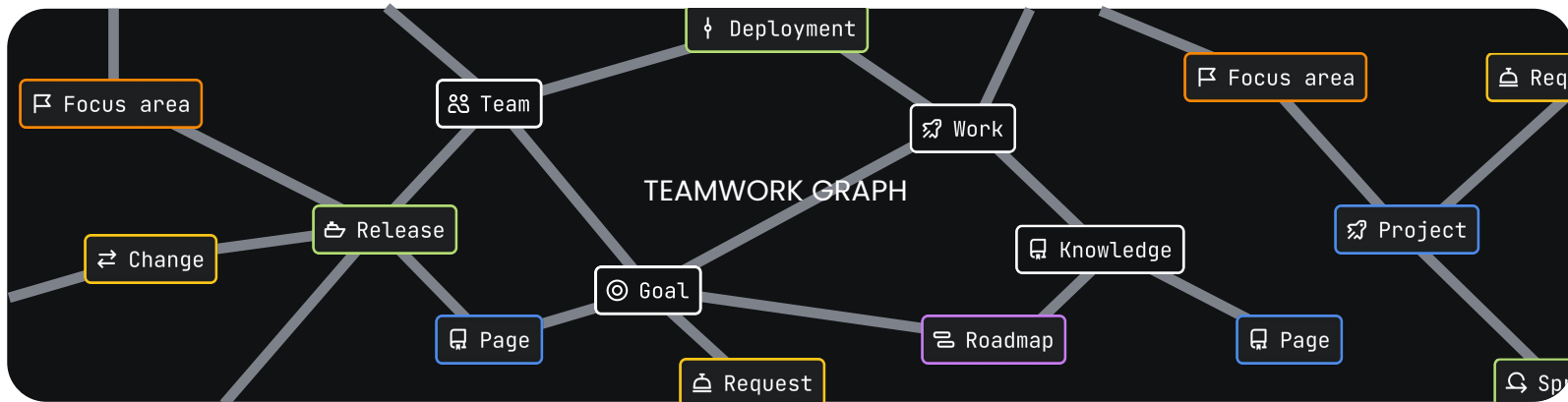


Studio





PLATFORM APPS



ENTERPRISE INFRASTRUCTURE



**APPS FOR  
ALL TEAMS**

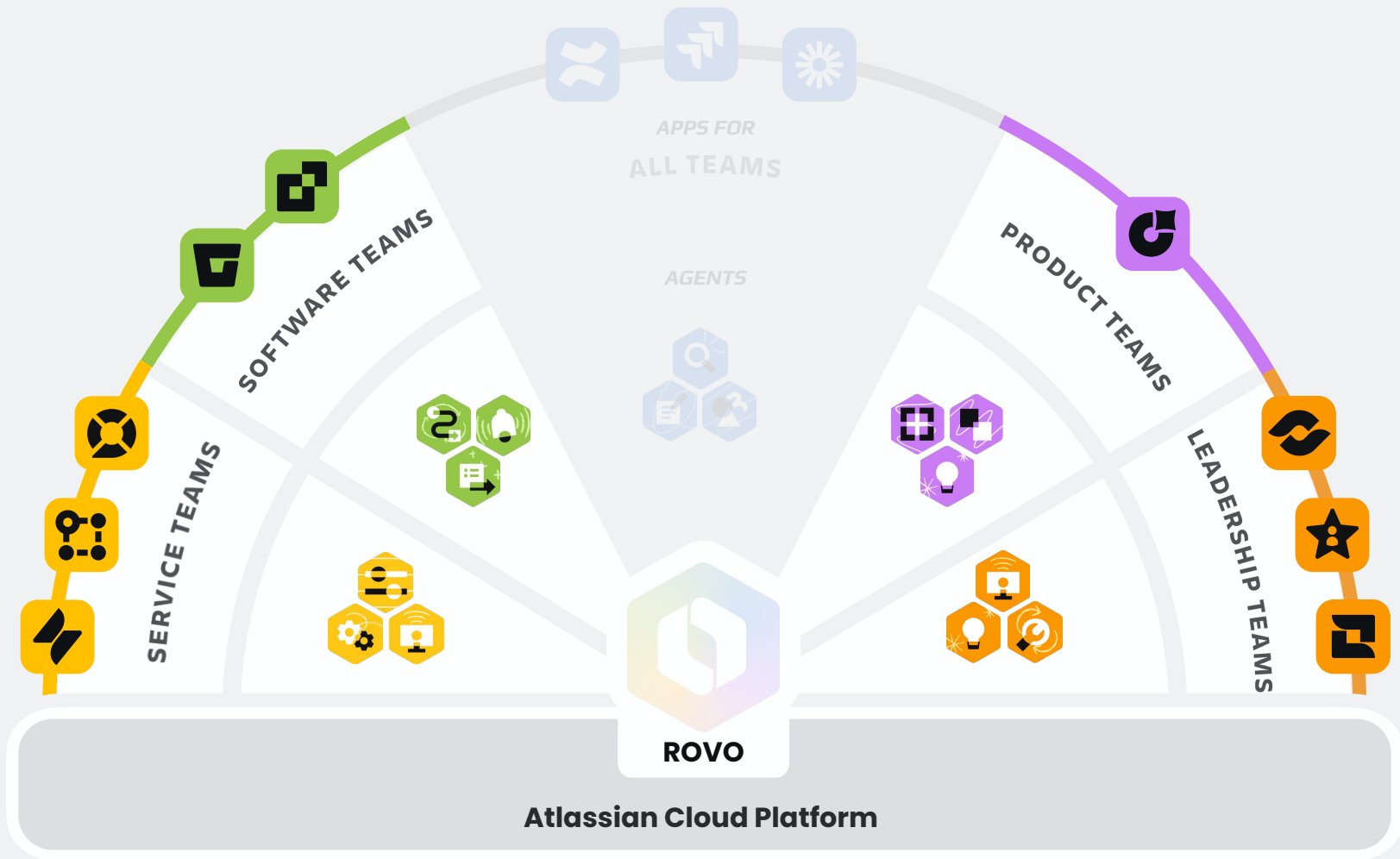


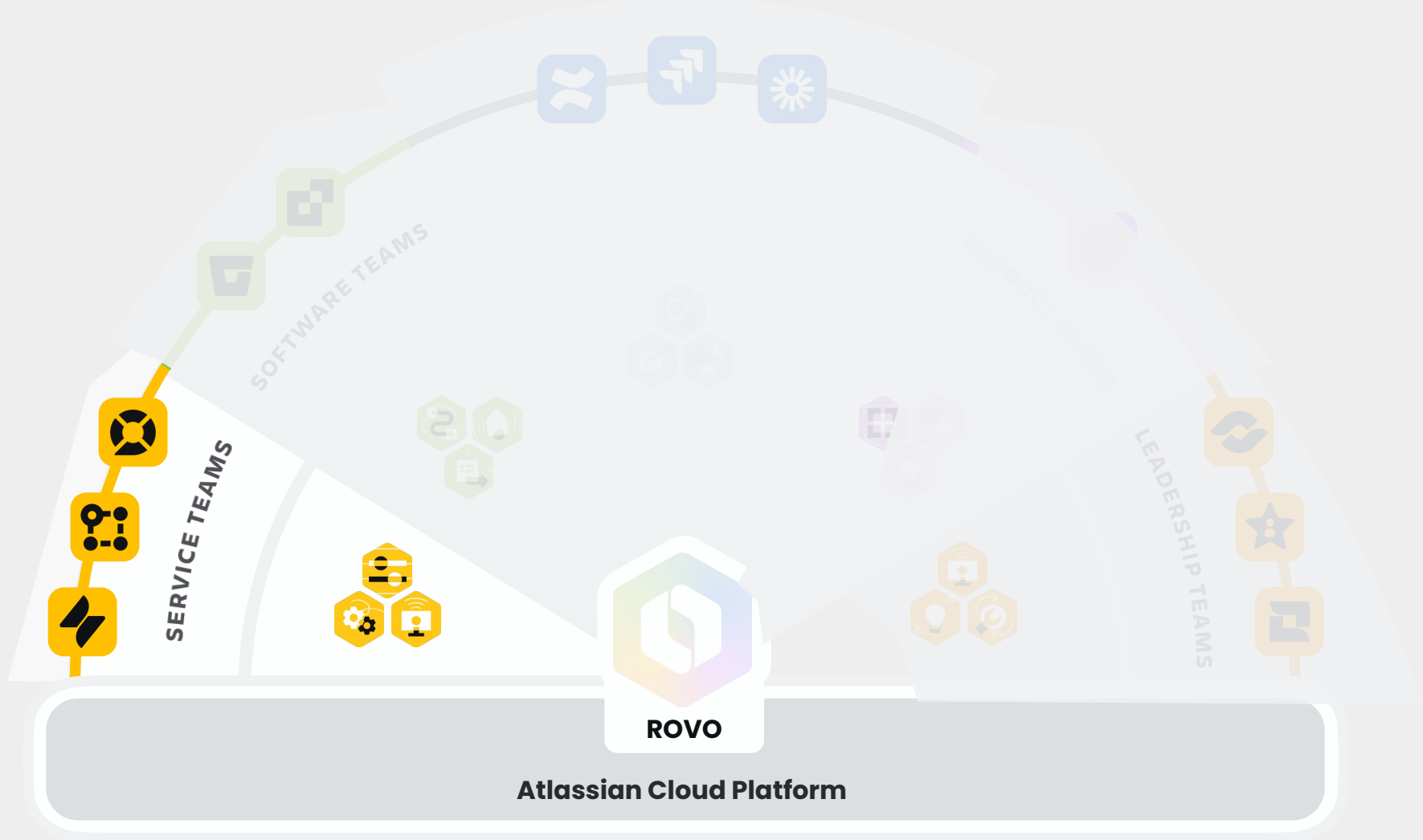
**AGENTS**



**ROVO**

**Atlassian Cloud Platform**









Beaconstone

Search



# How can we help?

Ask anything



Sending money basics



Where is my money



Common mistakes



# Beaconstone

Callout banner

Search



# Beaconstone help



Sending money basics



Where is my money



Common mistakes

## Callout banner



Add a bold callout with a background color to highlight important messages. Include an optional search field. [Learn more about callout banners](#)

### Title

Beaconstone help

### Corners



Beaconstone

Search



# Beaconstone help

Ask anything



Sending money basics



Where is my money



Common mistakes

## Theming



Change the default colour of components in your hub to ensure a consistent viewer experience

### Primary colour

Changes the default colour of components and typography



# How can we help?

Ask anything



Sending money basics



Where is my money



Common mistakes



Currencies



Cancellations & refunds



Verifying a transfer



Hi, how can I help today?

Beaconstone

How do I convert currency?

My dashboard isn't showing my transactions

How do I open a new account?

Ask anything



Uses AI. Powered by





Hmm... I got an error message?

Can you share the exact error message you saw when viewing your orders? That'll help me assist you better.

On the activity page it says, 'Could not load activities. Try again later.'

We're dealing with an incident in our app. Some customers can't see accounts or activities. We've found the cause and a fix is coming. Check [Beaconstone's status page](#) for updates.



BOPS-045 - Login failures for mobile users



BOPS-001 - Activity page error



Matched incident...



BOPS-023 - Payment processing delay



BOPS-054- Account balances not updating

- For you
- Recent
- Starred
- Apps
- Spaces
- Frontline support
  - Queues
    - Account access
    - Payment support**
    - Product services
    - View all queues
  - Reports
  - View all spaces
- Customers
- Customer experiences
- Dashboards
- Confluence
- Assets
- Goals
- Teams

< Back  BFC5-221 ^ v

## Failed transfer but debited

[Forward](#) [+](#)

### Description

Customer tried to transfer \$10,000 in the Beaconstone app. The app showed an error, but the money was still debited. They're asking for help to fix this.

### Form

#### Disputed Transaction

Transaction date  
7/10/2025

Transaction amount  
\$10,000


#### Reason for dispute

The app showed an error, so the customer thought the transfer failed. They tried again the next day and it worked — but both \$10,000 payments were debited.

### Activity

[All](#) [Comments](#) [History](#)


[Add note](#) / [Reply to customer](#)


 Beaconstone support agent created request  
Chat transcript


Just now

Pending  [...](#)

### Customer details


Reporter  Matthew Bertrand


Organization  Alevora

Entitlement  Beaconstone Busi...

### SLAs

### Details

Assignee  Victoria Styles

Priority  High

Labels None







Customer service management

Search

+ Create

Ask Rovo

For you

Recent

Starred

Apps

Spaces

Frontline support

Queues

Account access

Payment support

Product services

View all queues

Reports

View all spaces

Customers

Customer experiences

Dashboards

Confluence

Assets

Goals

Teams

< Back BFCS-221

## Failed transfer but debited

Forward +

day and it worked — but both \$10,000 payments were debited.

Activity

All Comments History

Add note / Reply to customer

Beaconstone support agent created request

Chat transcript

Matthew Bertrand

Tues, 7 Oct 2025 19:47 AEST

I tried to transfer \$10,000, but the app showed an error. I retried the next day and it went through — but now both payments were charged.

Beaconstone support agent

Tues, 7 Oct 2025 19:47 AEST

Thanks for letting me know. Would you like me to raise a request so our team can resolve this for you?

Matthew Bertrand

Tues, 7 Oct 2025 19:47 AEST

Sure

Beaconstone support agent

Tues, 7 Oct 2025 19:46 AEST

Can you confirm the date of the first transaction?

Matthew Bertrand

Tues, 7 Oct 2025 19:46 AEST

Pending

⚡

...

Customer details

Reporter Matthew Bertrand

Organization Alevora

Entitlement Beaconstone Busi...

SLAs

Details

Assignee Victoria Styles

Priority High

Labels None





BFCS-221 ^ v

## transfer but debited

rd +

ried to transfer \$10,000 in the Beaconstone app. The app showed an error, but was still debited. They're asking for help to fix this.

ed Transaction

h date

5

h amount

dispute

showed an error, so the customer thought the transfer failed. They tried next day and it worked — but both \$10,000 payments were debited.

ments History

/ Reply to customer

onstone support agent created request

transcript

Just now

Pending v



### Customer details

Reporter



Matthew Bertrand



Organization



Alevora



Entitlement



Beaconstone Busi...



### SLAs

### Details

Assignee



Victoria Styles



Priority



High



Labels

None



  Rovo v

  ... X

Next best steps

### Summary

**Context** – Customer retried a \$10,000 transfer after an app error. Both attempts were debited, causing duplicate charges.

**Priority: High** — duplicate debit of \$10,000 with financial and trust impact.

### Similar historical issues

 [BSCF-2841 - Failed transaction](#)

**Root Cause:** Payment gateway failed to reconcile the first transaction, so funds were withdrawn despite the error.

**Resolution:** Escalated to Payments Ops; first transaction reversed, refund in 3–5 business days, monitoring added to catch similar cases.

### Recommended team expert

 Context: [BFCS-221 Failed transfer but...](#) v X

Ask follow up





Empower all teams

Empower support agents

## Craft better and tone specific responses with AI answers

- Rewrite a message with more clarity, and tone of voice that matches the context.

The screenshot displays the Jira Service Management interface for a project named 'Banc.ly IT'. The main content area shows a ticket titled 'Spilt coffee on laptop, need a new one' raised by Aarya Kim. The ticket is currently in a 'Pending' state. The 'Activity' section shows a comment from Aarya Kim, and a response generated by 'Atlassian Intelligence' is visible. The response text is: 'Change tone to empathetic. Great news! It looks like your new laptop will be delivered on Thursday. Make sure you're available to receive the package or make arrangements for someone else to receive it on your behalf. Also, don't forget to track the delivery so you can keep an eye on the progress and know when to expect it. Enjoy your new laptop!'. The response is marked as 'Generated by Atlassian Intelligence' and includes a 'Was this helpful?' feedback prompt. The right sidebar shows SLAs (Time to first response: 4 hours, Time to resolution: 8 hours) and details (Assignee: Omar Darboe, Reporter: Aarya Kim, Priority: Major, Knowledge: 3 Articles, Labels: iOS, MDM).

**Jira Service Management** | Your work | **Projects** | Filters | Dashboards | People | Apps | **Create**

Search or ask anything

**Banc.ly IT**  
Service project

**Queues**

Raise a request

**KNOWLEDGE**

Knowledge base

Reports

**CHANNELS & PEOPLE**

Channels

Customers

Projects / **Banc.ly IT** / **AND-231**

**Spilt coffee on laptop, need a new one**

Add subtask Link issue ...

Aarya Kim raised this request via Slack

**Activity**

All Summary **Comments 18** History

Newest first

Normal text B I ... A ...

Change tone to empathetic

Great news! It looks like your new laptop will be delivered on Thursday. Make sure you're available to receive the package or make arrangements for someone else to receive it on your behalf. Also, don't forget to track the delivery so you can keep an eye on the progress and know when to expect it. Enjoy your new laptop!

Generated by Atlassian Intelligence

Was this helpful? [thumbs up] [thumbs down] **Done**

**Save** **Cancel**

Aarya Kim 14 Mar

Heva\_@omar: I've tried those steps, but unfortunately still seem to be having the same issue. At this

**Pending** **Actions**

**SLAs**

2h 52m Time to first response 4 hours

2h 52m Time to resolution 8 hours

**Details**

Assignee Omar Darboe

Reporter Aarya Kim

Priority Major

Knowledge 3 Articles

Labels iOS MDM



For you

Recent

Starred

Apps

Spaces

Frontline support

Queues

Reports

Amazon Connect

View all spaces

Customers

Customer experiences

Dashboards

Confluence

Assets

Goals

Teams

Customize sidebar

< Back BFCs-354 ^ v

## [Call] Processing call ...

Forward



### Description

[Call] Processing call ...

### Attachments



Change status



Connected

With  
+1 484-883-3704

Time elapsed  
0:00:04

Hold

Mute

Dial number

Transfer

End call



# FORRESTER<sup>®</sup>

LEADER

2023 Wave<sup>™</sup> for Enterprise  
Service Management

2025 Wave<sup>™</sup> for  
DevOps Platforms

# Gartner<sup>®</sup>

LEADER

2023 Magic Quadrant<sup>™</sup>  
for DevOps Platforms

2024 Magic Quadrant<sup>™</sup>  
for DevOps Platforms

# IDC

LEADER

2024 IDC MarketScape<sup>™</sup>  
for ITSM Platforms

# FORRESTER<sup>®</sup>

## The Total Economic Impact<sup>™</sup> of AI in Jira Service Management

“Previously, our help desk relied on human responses, which was inefficient. With the virtual service agent, **we now have 24/7 availability, responding to any question at any time.**”

– Director of IT, Home Services

**55**

minutes saved per incident

**25**

minutes saved per  
request for end users

**30%**

of requests deflected with the  
virtual service agent

 **ATLASSIAN**

+

 **Domino's**

**“We replaced 6  
different solutions  
with Jira Service  
Management to  
support 3,800 stores  
across 12 markets”**

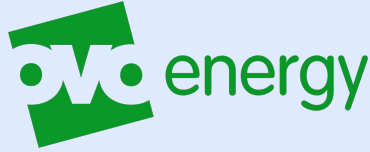
Matthias Hansen, Group Chief Technology Officer,  
Domino's Pizza Enterprises Ltd.

# AI-powered Service Management Results



85%

support tickets automated



23%

support requests resolved



96%

decrease in issue resolution time

# Who is Ryan?



👋 **Ryan** [redacted] • 3rd+

VP of IT driving IT transformation and efficiency at [redacted]  
2w • 🌐

+ Follow ...

We've been putting Rovo from [Atlassian](#) to work in IT, and it's already changing how we think about some core processes. 🚀

Here's where we're experimenting today:

- \* Intake scoring: automatically evaluating requests so we can spot what's ready vs. what needs shaping.
- \* PRDs: cutting down the time it takes to draft and refine product requirement docs.
- \* Requirements shaping: nudging requests away from prescriptive solutions and toward clear problems, outcomes, and impact.

We're still early in the journey, but the potential is exciting. As we continue to operationalize this, we expect faster alignment, higher-quality inputs, and more time for the team to focus on solutions that move the needle.

If you're exploring similar ways to use AI in IT or product workflows, I'd love to compare notes—feel free to reach out!



Philip Gasser and 35 others

1 comment · 2 reposts

## Reactions



Like



Comment



Repost



Send

## MDF/IDF Standards & Rovo

**Goal:** Use Rovo to automate the feedback process for quarterly audits against the published standards here → [📄 Standards for MDF / IDF Infrastructure](#) using pictures of the space and AI to assess the photos against the standards.



## Proof of Concept Prompt & Output

### Example Picture



### Example Prompt

*please review these MDF/IDF standards against the pictures from the MDF/IDF in chicago. I want to know if this space meets our standards and where it doesn't meet standards.*

### Rovo Output

Here is a detailed review comparing the SpotOn MDF/IDF Infrastructure Standards to the actual state of the Chicago MDF/IDF as shown in your uploaded images:

#### 1. Cable Standards

##### Standard:

- Strict color coding for cables (Blue: End User, Red: Meraki, Green: Primary ISP, Yellow: Secondary ISP, Orange: Security).
- Cables should be organized and managed for easy identification and maintenance.

##### Findings:

- Multiple cable colors are present (blue, orange, red, grey), but cables are tangled and not clearly separated by function.

- Cable management is extremely poor: cables hang loosely, are excessively long, and are not routed through trays or management bars.
- Power cables are mixed with data cables, which is not compliant.

##### Gaps:

- Fails cable management and separation standards.
- Color coding is not clearly enforced or visible due to the cable mess.

#### 2. Labeling

##### Standard:

- All devices and cables must be labeled front and back with hostnames or circuit IDs.
- Labels must be clearly visible and up to date.
- Quarterly audits required.

##### Findings:

- Some patch panels and devices have labels, but most cable labels are not visible or readable due to clutter.
- Labeling is inconsistent and incomplete.

##### Gaps:

- Does not meet labeling visibility or consistency requirements.
- No evidence of recent audit or up-to-date labeling.

#### 3. Equipment Mounting

##### Standard:

- All equipment should be rack-mounted or securely wall-mounted.
- No loose or unsecured equipment.

##### Findings:

- Some equipment is properly rack-mounted.
- Several devices (BluBOX, black box) are wall-mounted.
- Large TVs and other equipment are leaning against the wall, not secured.
- Mac Mini and monitor are on tables, not secured.
- Rack door is not installed.

##### Gaps:

- Unsecured equipment and removed rack door violate standards.
- Loose items and non-mounted equipment are not compliant.

#### 4. Cleanliness & Organization

##### Standard:

- Spaces must be clean, organized, and free of unnecessary items.
- No clutter or tripping hazards.

##### Findings:

- Room is cluttered with boxes, loose equipment, cables, and personal items.
- Dust and debris are visible.
- No clear pathways; storage is disorganized.

##### Gaps:

- Fails cleanliness and organization standards.
- Presents tripping and fire hazards.

#### 5. Power Arrangements

##### Standard:

- Power should be managed separately from data.
- UPS should be installed and integrated.

##### Findings:

- Power strips are used haphazardly.
- Power and data cables are mixed.
- UPS is present but not installed.

##### Gaps:

- Power management is not compliant.
- UPS not integrated.

#### 6. Safety & Security

##### Standard:

- No tripping hazards.

- Equipment must be secure.
- Access must be controlled.

##### Findings:

- Tripping hazards from cables and clutter.
- TVs and other equipment are unsecured.
- No evidence of posted emergency signage or access control.

##### Gaps:

- Fails safety and security standards.

#### 7. Documentation & Signage

##### Standard:

- Emergency contact signage on doors.
- Network diagrams and inventory should be posted and up to date.

##### Findings:

- Some documents are taped to the wall, but their relevance is unclear.
- No visible emergency signage.

##### Gaps:

- Lacks required signage and clear documentation.

#### Summary Table

Standard Area	Meets Standard?	Gaps/Issues
Cable Management	✗	Tangled, unmanaged, mixed power/data, unclear color coding
Labeling	✗	Inconsistent, unreadable, incomplete
Equipment Mounting	✗	Unsecured equipment, rack door removed, loose items

Cleanliness	✗	Clutter, dust, tripping hazards
Power Arrangements	✗	Power/data mixed, UPS not installed
Safety & Security	✗	Tripping/fire hazards, unsecured equipment, no signage
Documentation	✗	No clear emergency signage or up-to-date network documentation

## Conclusion

This MDF/IDF space in Chicago does NOT meet   standards in nearly every category.

Major remediation is needed in cable management, labeling, equipment security, cleanliness, power separation, safety, and documentation.

## Reference:

[📄 Standards for MDF / IDF Infrastructure](#)

## Sources

1. [Standards for MDF / IDF Infrastructure](#)

## Prioritized Remediation Checklist

### Critical (Immediate Action Required):

#### 1. Cable Management

- Untangle and reroute all cables using cable trays and management bars.
- Separate power and data cables.
- Enforce color coding per standards (Blue: End User, Red: Meraki, etc.).

#### 2. Safety & Security

- Remove all tripping hazards (loose cables, boxes, equipment on floor).
- Secure all loose equipment (TVs, Mac Mini, monitors, etc.).
- Reinstall the rack door and ensure all equipment is properly mounted.

### 3. Power Arrangements

- Separate power and data cabling.
- Properly install and integrate the UPS.
- Remove or secure all power strips.

### High Priority (Within 1 Week):

#### 4. Labeling

- Label all cables (front and back), devices, and patch panels with hostnames or circuit IDs.
- Ensure labels are visible and up to date.

#### 1. Cleanliness & Organization

- Remove all unnecessary items, boxes, and debris.
- Clean the room thoroughly.
- Organize storage and maintain clear pathways.

### Medium Priority (Within 2 Weeks):

#### 6. Documentation & Signage

- Post emergency contact signage on the door.
- Update and post network diagrams and inventory lists.
- Schedule and document quarterly audits.

## Draft Comms (Rovo generated)

**Subject:** Urgent: MDF/IDF Standards Compliance Issues – Chicago Location

**Team,**

Following a recent review of the MDF/IDF space in Chicago, several critical compliance issues have been identified when compared to SpotOn's [📄 Standards for MDF / IDF Infrastructure](#). Immediate remediation is required to ensure operational reliability, safety, and audit readiness.

### Key Issues Identified:

- Severe cable management problems: tangled, unmanaged cables, and mixed power/data lines.
- Inconsistent or missing labeling on cables and equipment.
- Unsecured equipment (TVs, Mac Mini, monitors) and missing rack door.
- Clutter, dust, and tripping hazards present.
- Power strips used haphazardly; UPS not installed.
- Lack of emergency signage and up-to-date documentation.

**Action Required:**

Please address the following as a priority:

1. Untangle and properly route all cables, enforcing color coding and separation of power/data.
2. Secure all equipment and reinstall the rack door.
3. Remove tripping hazards and clean the space.
4. Label all cables and devices per standards.
5. Install and integrate the UPS.
6. Post required emergency signage and update documentation.

A detailed remediation checklist is attached for your reference. Please confirm receipt of this message and provide an estimated timeline for completion of these actions.

Thank you for your immediate attention to these critical issues.

**What  
does  
Ryan  
think  
about  
this?**

“Atlassian is sitting on a pile of gold with ROVO. This has the potential to revolutionize every single one of our processes!

You should be marketing this way better”

**Ryan – VP of IT**

# First time in history ?



Empower all teams

## Get started fast with pre-built templates

- Empower any team - across HR, facilities, and beyond with the ability to spin up a service desk fast
- Leverage pre-configured service desk template, with common request types, forms, and workflows to get up and running quickly

←

Project templates

Service management

Analytics

Design

Finance

Human resources


IT


Legal

Marketing

Sales


PRODUCTS

 Jira Service Management




**Finance service management**

Manage budget and spend requests, respond to questions, and share guides and insights.




**Marketing service management**

Manage, track, and report on marketing requests from asset creation to content updates.




**Design service management**

Easily track and manage all kinds of design requests from revisions to new assets.



**HR service management**

Manage onboarding and offboarding, answer questions, and facilitate change requests for your staff.



**Sales service management**

Manage, track, and report on sales requests from strategic plans to customer queries.

Empower all teams

## Easily configure templates with powerful automation

- Easily tweak pre-existing forms and customize workflows to fit your needs.
- Get a new service desk running in minutes.

The screenshot displays the configuration interface for a service desk, divided into two main sections: 'Select a request type template' and 'Choose a workflow for your request type'.

**Select a request type template**

Request types help you categorize incoming requests and collect the details you need. Select a template to quickly create a pre-configured request type. [Learn more about request types](#)

HR 5 ▾ Q Search request types

**Questions for HR**

Preview Select

**Employee onboarding**

Preview Select

**Choose a workflow for your request type**

Workflows are a set of statuses and transitions that help you collaborate on requests and resolve them quickly.

HR Workflows 5 ▾ Q Search workflows

**General service workflow**

Last updated 02/05/2023

2 Preview Select

**Service approval workflow**

Last updated yesterday

5 Preview Select

**HR onboarding workflow**

Last updated 02/05/2023

6 Preview Select

ANY STATUS ANY STATUS



Empower all teams

Empower support agents

Empower employees

## Personalise the Help Center

- Use topics to provide personalized experiences for help seekers.
- Only show the portals relevant to their work.
- *Coming soon:* Build multiple help centers tailored to different audiences.

Edit home page layout

CancelPublish layout

Topics

Create topic

FAQs

Macbook Pro Setup for new users

VPN client update for Mac

General Slack help

and 2 more...

New Devices and Acces...

Request a new laptop

Request a new mobile device

Request new hardware accessories

Employee Resources

Employee Central

Personnel change request

Record vaccination status

and 1 more...

Portals

FEATURED

Central Service Desk

We're here for all of your technology needs.

Central Operations

This is the spot where Central Operations keeps your services running smoothly.

HR Services

From benefits to payroll, here at HR Services, we have you covered.

Facilities Services

From parties to maintenance, Facilities Services has you covered.

Legal Services

Have a question for Legal? This is the place for those answers.

Customer Service

Thank you for being our customer! Let us know how we can assist you today.

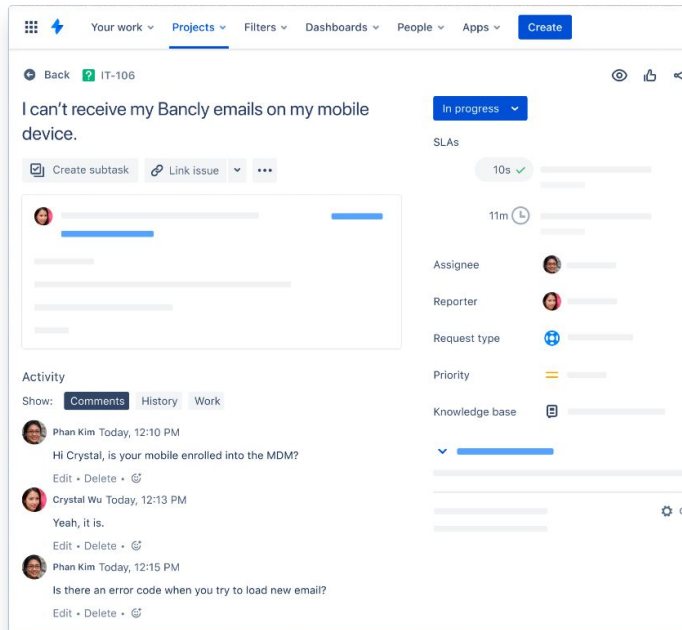
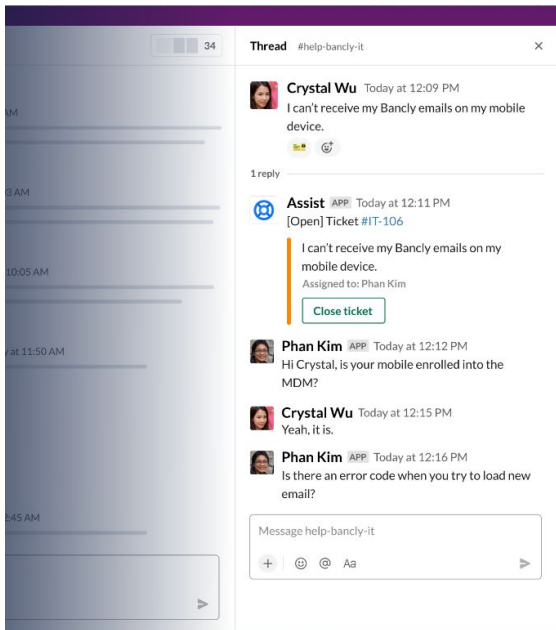
Empower all teams

Empower support agents

Empower employees

## Meet employees where they are, with conversational ticketing

- Intercept common requests sent via Slack or MS Teams, and automatically create tickets that are routed to the right teams for quick response.



Empower all teams

Empower support agents

Empower employees

## Aid self-service with virtual agents

- Machine learning helps our virtual agent understand the intent of a request, ask clarifying questions, and either resolve it through knowledge base articles and actions, or direct it to a live agent for quick resolution.

The screenshot displays a Microsoft Teams chat window for 'Bancy Inc.' with a sidebar on the left containing 'Direct messages' (Joshua Williams, Annika Rangarajan, Andres Ramos), 'Channels' (# help-bancy-it), and 'Apps' (Assist). The main chat area shows a conversation in the '# help-bancy-it' channel. A message from Crystal Wu at 12:09 PM states: 'I can't receive my Bancy emails on my mobile device.' Below this, a virtual agent named 'Assist' (APP) responds at 12:09 PM: 'It seems like you have an issue related to mobile email access. Is that correct?' Crystal Wu replies 'Yes' at 12:10 PM. 'Assist' then provides a link to 'setting up your mobile device at Bancy' and asks if the issue is resolved. Crystal Wu replies 'No' at 12:15 PM. 'Assist' then asks: 'Are you having trouble sending email, receiving email, or both?' with three buttons: 'Sending email', 'Receiving email', and 'Both'. The chat interface includes a bottom input bar with a plus icon, emojis, mentions, and text formatting options.

Increase developer  
productivity

## Improve issue triage and speed up dev work

- Automate workflows to speed up work intake (bug reports, change requests, etc.) and prioritization.
- Gain better visibility into related services and assets, with dynamic forms.
- Easily set up approvals and escalations to fast-track dev requests to the right teams

The screenshot shows the 'Engineering Support' 'Raise a request' form in Atlassian's Help Center. The breadcrumb trail is 'Help Center / Engineering Support / Raise a request'. The page title is 'Engineering Support' with a gear icon. A welcome message states: 'Welcome! You can raise a request for Engineering Support using the options provided.'

The form contains several sections:

- Contact us about:** A dropdown menu currently showing 'Common Requests'.
- What can we help you with?:** A section with a 'Report a bug' option, which includes a bug icon and the text 'Tell us the problems you're experiencing with one of our products'.
- Raise this request on behalf of \*:** A dropdown menu showing 'Cathi Davey (cdavey@atlassian.com)'.
- Summary of the Bug \*:** A text input field containing 'currency defaulting to USD'.
- Product Family \*:** A dropdown menu with a 'Search...' placeholder.
- Product:** A dropdown menu with a 'Search...' placeholder.
- Bug Description \*:** A rich text editor with a toolbar containing options for text formatting (Normal text, Bold, Italic), color, background color, bulleted list, numbered list, link, unlink, image, code, quote, and more options.

Increase developer  
productivity

## Identify & address vulnerabilities

- See all vulnerabilities affecting a sprint, with DevSecOps integrations
- Automate tasks to address vulnerabilities before deployments, reducing risk and improving productivity

**Automation**

Setup your automations from these templates, or create a new one of your own.

- When a Critical vulnerability is created → Create an issue
- When a vulnerability is updated → Update the linked issue
- When a vulnerability is removed → Update the linked issue
- When a Critical vulnerability is created → Send a Slack message

[Discover more templates](#)

[Manage automations](#)

[Create automation](#)

[Audit log](#)

**Projects**

**Online store**

Timeline Backlog

**Security containers**

Containers (like code repositories)

**bancly/frontend**  
Last updated 2 hours ago

**Github Security**

**Vulnerabilities**

Recent vulnerabilities found by

Severity	Vulnerability
Critical	curl Exposed
Highest	sudo Improper Privilege Management
Highest	pac-resolve
Medium	openssl Insecure
Medium	openssl CVE-2022-4450
Medium	sudo Improper Privilege Management

**Introduced**

Identifiers

Issues

2 days ago CVE-2022, CWE-94

3 days ago CWE-94

6 days ago CWE-94

1 week ago CVE-2022

1 week ago CVE-2022, CWE-94

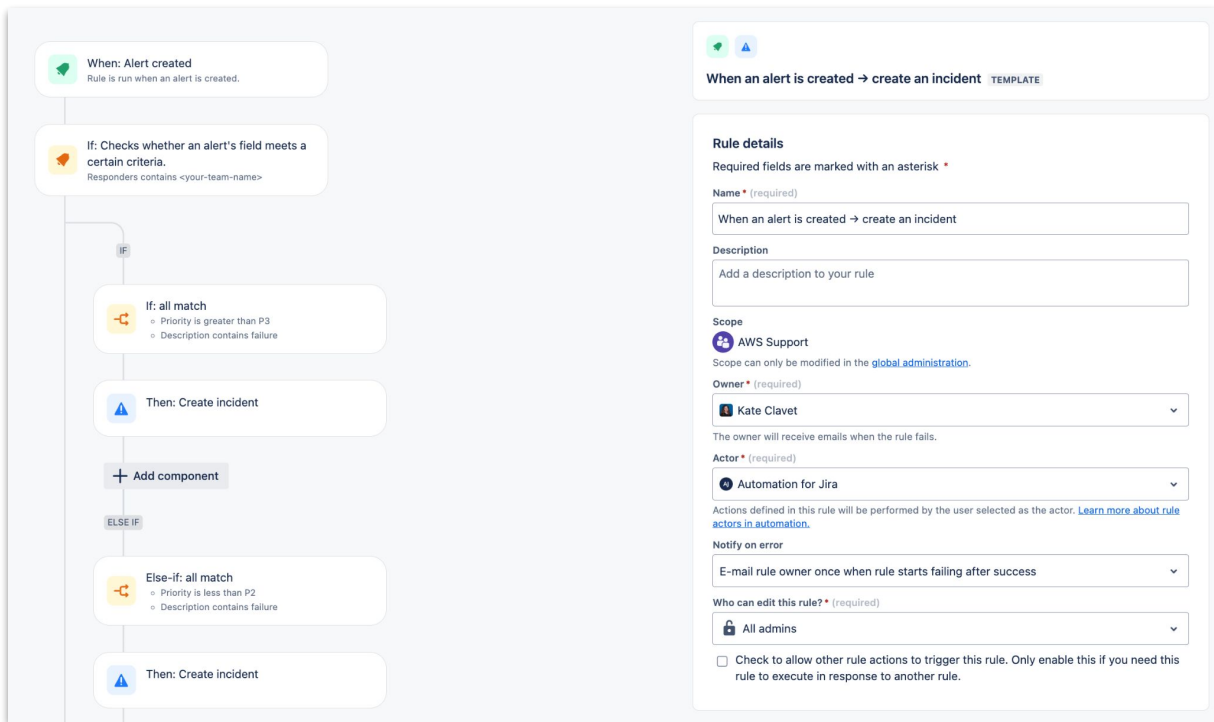
2 days ago CVE-2022, CWE-94

1 week ago CVE-2022

Resolve incidents faster

# Automate incident creation with just a prompt

- Easily setup automation to create incidents from alerts
- Streamline incident resolution



# AI-powered Alert Grouping

Jira Service Management

Your work

Projects

Filters

Dashboards

Teams

Assets

+ Create

Q

Search

?

Vitafleet IT

Operations

←

Back to menu

DEFAULT FILTERS

All

Open

Closed

Unacknowledged

Assigned to me

Not seen

> SHARED WITH ME

> SAVED SEARCHES

Teams / Vitafleet IT / Alerts

Alerts

Sort by

AI view

List view

Detail view

Alert groups

Atlassian Intelligence groups alerts by their semantic similarity, to help you make decisions faster with intelligent insights and resolve issues effectively.

Content is based on your permissions, and its quality may vary

Powered by Atlassian Intelligence

90%

Noise reduction

5

Groups created

<input type="checkbox"/>	ID	P	D	Summary	Alerts	Responders	Assignee	Created	Status
<input type="checkbox"/>	#1233	🔴	x1	Alert group • Checkout transaction are failing. Payment-api...	7			19 Apr 2024 10:03 AM	ACTIVE
<input type="checkbox"/>	#1212	🔴	x3	Alert group • Payment gateway APAC impacted. Payment...	30			19 Apr 2024 10:01 AM	ACTIVE
<input type="checkbox"/>	#1202	🔴	x2	Alert group • Checkout transaction are failing. Payment-api...	12			19 Apr 2024 10:00 AM	ACTIVE
<input type="checkbox"/>	#1188	🔴	x1	Alert group • Billing services are failing. Payment-api...	3			19 Apr 2024 09:53 AM	ACTIVE
<input type="checkbox"/>	#1142	🔴	x1	Alert group • Payment gateway EMEA impacted. Payment...	8			19 Apr 2024 09:46 AM	ACTIVE

# AI-Powered Agent Assignment

Jira Service Management

Your work

Projects

Filters

Dashboards

Teams

+ Create

Search

?

Vitafleet IT

Service Project

←

Back to project

Queues

STARRED

Assigned to me 3

Due today 8

OTHER

All open 10

Unassigned 10

Escalated 5

Project / Vitafleet IT

Unassigned

Type

Key

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

ITS-9

Auto-assign

Based on your teams expertise, availability and workload, we can auto route your new requests to the right team member. You can re-order any requests as needed below.

Annie Clare 3

ITS-9841

Email bounce back issues

IN PROGRESS

ITS-9873

Password reset required for email account

TO DO

ITS-9849

Admin access require to intranet site

TO DO

Austin Lambert 5

ITS-9833

Laptop boot failure, urgent!

TO DO

ITS-9825

Failed software update on imaging workstation

WAITING FOR CUSTOMER

ITS-9817

Data sync issues on tablets

IN PROGRESS

ITS-9809

Slow computer performance in billing department

TO DO

ITS-9857

Network printer setup required

WAITING FOR SUPPORT

Kayla Parajuli 2

ITS-9865

VPN connecting issions for remote work

TO DO

ITS-9801

Access denied to Vitafleet record database

TO DO

👍

🗨

Cancel

Assign requests

Content is based on your permissions, and its quality may vary

Powered by Atlassian Intelligence

⌵

☆

⋮

Group by

▼

P

Status

⊖

TO DO

⊖

TO DO

⌵

WAITING FOR SUPPORT

📌

TO DO

⌵

IN PROGRESS

📌

TO DO

⌵

WAITING FOR CUSTOMER

⌵

IN PROGRESS

📌

TO DO

📌

TO DO



Increase developer  
productivity

Deploy faster while  
minimising risk

## Automate risk assessments & deployments

- Automatically create change request for IT Ops,, without Devs leaving their favorite CI/CD tools
- Automatically assess change risk
- Reduce Dev-Ops friction - automatically deploy low-risk changes and fast-track high-risk changes for approval

The screenshot displays the Bitbucket Pipelines interface for the 'Billing platform' repository. The left sidebar shows navigation options: Source, Commits, Branches, Pull requests, Pipelines, Deployments, Downloads, Boards, and Settings. The main area shows the 'Pipelines' view for the 'Banc.ly / Billing platform' repository. A notification box at the top indicates a 'Change request pending' for deployment #B63, stating that a change request is pending and will resume automatically upon completion. Below this, a list of pipeline runs is shown, with the most recent run (95f9ade) in the 'master' branch, marked as 'A few seconds ago' and 'Today'. The pipeline steps are listed as Build (32s), Integration test (12s), Snyk security scan (24s), Deploy staging (1m 45s), and Production (CO-232 Change request). The 'Production' step is currently pending. On the right, the 'Build Logs' for the 'Production' step are visible, showing the deployment process to an AWS Elastic Beanstalk environment named 'test-staging'.

```
c67f3896b22c: Download complete
c67f3896b22c: Pull complete
410e0473b28d: Verifying Checksum
410e0473b28d: Download complete
410e0473b28d: Pull complete
9d47b406b6e: Pull complete
Digest: sha256:24bd0f05cd840d5ec47691c5e1dfef2ba36afae07416515ab8d60e26efaf953d
Status: Downloaded newer image for bitbucketpipelines/aws-elasticbeanstalk-deploy:
INFO: Updating environment in Elastic Beanstalk...
{
  "ApplicationName": "bancly",
  "EnvironmentName": "test-staging",
  "VersionLabel": "deploy-8-multiple",
  "Status": "Updating",
  "EnvironmentArn": "arn:aws:elasticbeanstalk:ap-southeast-2:542238120592:envir
  "PlatformArn": "arn:aws:elasticbeanstalk:ap-southeast-2::platform/Docker runn
  "EndpointURL": "13.211.113.8",
  "SolutionStackName": "64bit Amazon Linux 2018.03 v2.12.3 running Docker
18.06.
  "EnvironmentId": "e-kk2pf8tsc2",
  "CNAME": "test-staging.ap-southeast-2.elasticbeanstalk.com",
  "AbortableOperationInProgress": true,
  "Tier": {
    "Version": "1.0",
    "Type": "Standard",
    "Name": "WebServer"
  },
  "Health": "Grey",
  "DateUpdated": "2024-10-09T12:44:40.693Z",
  "DateCreated": "2024-10-18T13:00:04.925Z"
}

INFO: Deploying to environment "test-staging". Previous version: "deploy-5-
multiple"
Deployment triggered successfully. URL: http://test-staging.ap-
southeast-2.elas
INFO: You can follow your deployment at https://console.aws.amazon.com/
elasticbean
INFO: Environment "test-staging" is now running version "deploy-8-multiple" with
s
Deployment successful. URL: http://test-staging.ap-
```

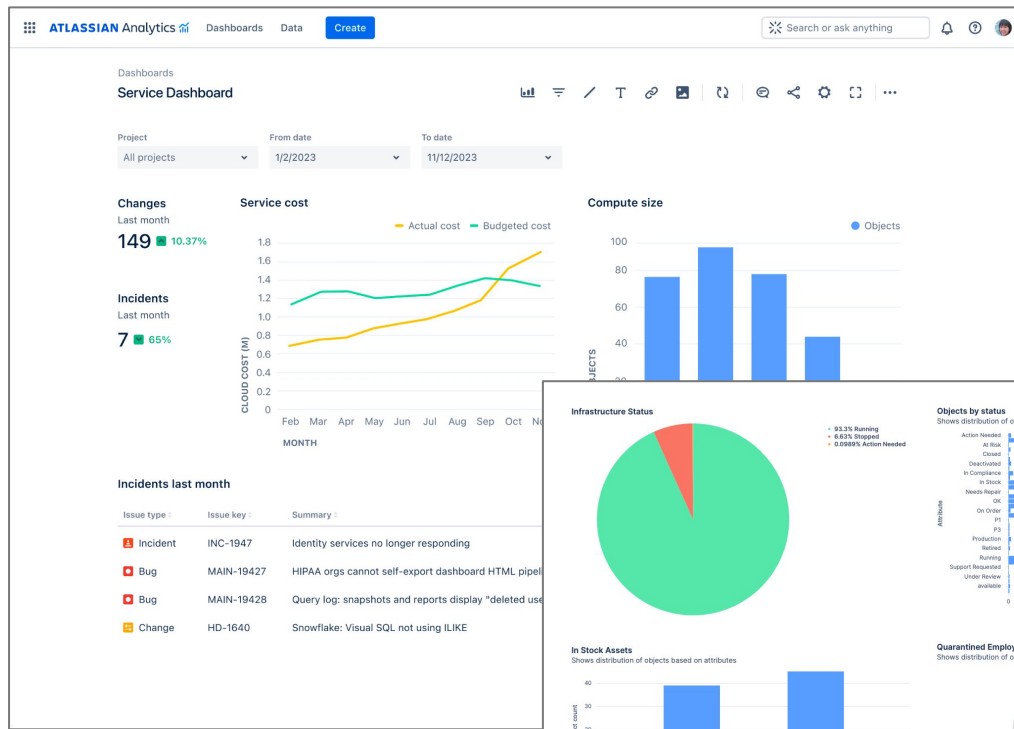
Resolve Incidents Faster

Fast-track changes

Gain critical insights

## Identify hot spots and improvement opportunities

- Understand service costs, and overall performance, with Atlassian Analytics
- Identify operations bottlenecks
- Leverage out-of-the-box templates for common use cases, no coding required



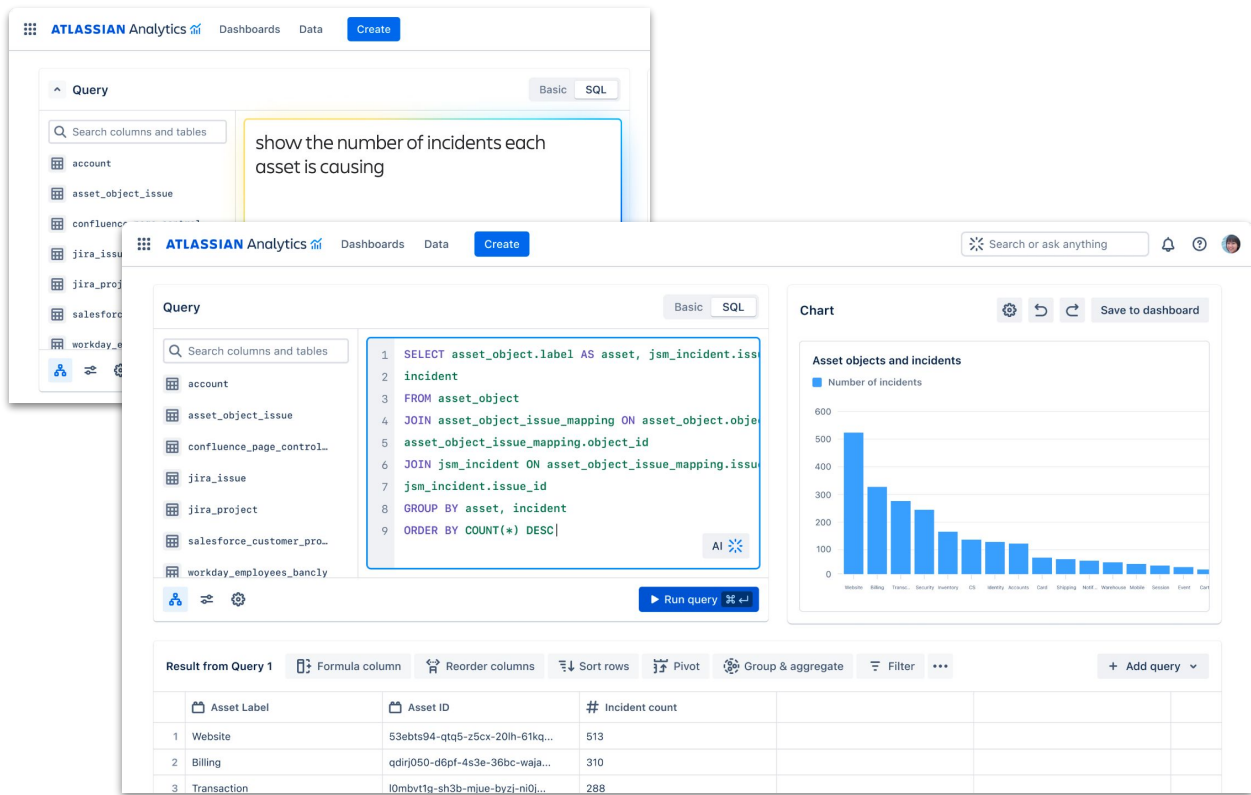
Resolve Incidents Faster

Fast-track changes

Gain critical insights

## Use AI to ask questions of your data

- Use natural language to ask questions of data
- Atlassian Intelligence auto-generates a SQL-query and does the rest



# Thank you!



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