

# **NETEYE CONFERENCE 2025**

## **Management of suppliers KPIs**

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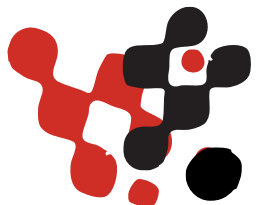
# AXPO ITALIA S.P.A.



**Emanuele  
Mammoliti,**  
Head of IT

# Requirements

- KPIs measurement for each supplier involved in a work item
- Service visibility depending on Reporter Company and Department



# Challenges

- Different SLA for each supplier
- Group assignment
- Work item security (each supplier should access only work items assigned in the past)
- No IT Service Desk function

# Atlassian solution

 Jira Service Management (Premium)

 Jira Assets

 Jira Software

 Confluence



# Employees

## JIRA ASSETS

Atlassian Account ID  
Department & Company  
Service visibility



Assets / Schemas

### AXPO users

SCHEMA TREE

- Employees 419
- Department 136
- Role 0
- Company 4

Employees

419 objects

GIORGIO FABIO

Giorgia Castagnino

Giorgia Celestri

Giorgia Mete

Giorgia Moscatelli

Giorgia Tizzani

Giorgio Laudisa

Giovanni Cannavò

Giovanni Greco

Giovanni Lodovico Bona...

Giovanni Pulcrano

Girolamo Raso

Giulia Aceti

Giulia Asmini

Giulia Bardini

AU-535

Giorgia Castagnino

Details Activity

Name Giorgia Castagnino

Atlassian Account ID Giorgia Castagnino

Status ACTIVE

Manager Name Alessandro Vassalli

Department ICT CRM & Web

Company AXPO Italia S.p.A.

Services visibility AXPO Information Technology

Employment Type Permanent Employee

Start Date Nov 16, 2023

Linked objects

Outbound references

- Reports to Alessandro Vassalli
- Member of ICT CRM & Web
- Financial AXPO Italia S.p.A.
- Link AXPO Information Technology
- Technical Christian Ferretti

Linked work items

Work items this object appears in:

- ...SRVAPP-152 Errore durante transition allo stato P... PENDING
- ...SRVAPP-147 Patching D365 ANALYSIS
- ...SRVAPP-108 Accesso a Reporting PENDING

# IT Services

# JIRA ASSETS

Service visibility  
Fulfillment method  
Triage Team  
Escalation Group



Assets / Schemas

AXPO IT CMDB

SCHEMA TREE

IT Services

81 Objects

Search this schema...

Objects Attributes

Bulk actions Filter

Icon	Key	Name	Services visibility	Service fulfillment Method	Triage Team	Escalation Group	
	AXPOIT-210	Integrazione - MATP Reseller		Sequential with Internal Tri...			...
	AXPOIT-212	Integrazione - Mulesoft		Sequential			...
	AXPOIT-213	Integrazione - Trasferimento files		Sequential with Internal Tri...			...
	AXPOIT-208	iPhone - iPad - Sim		Sequential with Internal Tri...			...
	AXPOIT-233	Jira		Sequential with Internal Tri...			...
	AXPOIT-174	JOSH		Sequential with Internal Tri...			...
	AXPOIT-171	Loyalty		Sequential			...
	AXPOIT-202	Microsoft Azure		Sequential with Internal Tri...			...
	AXPOIT-170	Midori		Sequential			...
	AXPOIT-162	Mkt Cloud		Sequential with Internal Tri...			...
	AXPOIT-235	Nomine/Programmazione Aste		Sequential			...

# IT Teams (Suppliers)

# JIRA ASSETS

Atlassian Group  
Jira Project  
SLA Project



Assets / Schemas

AXPO IT CMDB

SCHEMA TREE

- IT Services 81
- IT Teams 45
  - IT AXPO Internal team 16
  - IT AXPO Suppliers 29**
  - Sales contacts 82
  - Services visibility 6

IT AXPO Suppliers

29 objects

- Hincons
- IFS
- Iroi
- Jamain
- Lutech
- mevb
- Midori
- NTT
- NTTRPA
- O3-Tech Srl
- REPLY (DWH - ALTRO)
- REPLY (WEB)
- Seidor
- Skylab
- Ves
- Wuerth Phoenix**
- X3 Solutions

AXPOIT-1021

Wuerth Phoenix

Details Activity

Name

Wuerth Phoenix

Jira project

Wuerth Phoenix

Services

Jira

Atlassian Group

ext-wuerthphoenix

SLA Project

SLA Wuerth Phoenix

Service Managers

Dovesi Fabrizio

Contract Manager

Mogni Andrea

AXPO manager

Mammoliti

Linked objects

Object ...

Outbound references

Link Jira

Technical Dovesi Fabrizio

Financial Mogni Andrea

Linked work items

Filter: Active

No work items found

Attachments

Add an attachment

Created October 19, 2025, 3:07 PM

Modified October 19, 2025, 3:21 PM



# KPIs

# SUPPLIER SLA

Time to first response  
Time to resolution



Time to first response

1 goal Edit ...

Goals

Work items will be checked against this list, top to bottom, and assigned a time goal based on the first matching JQL statement.

Apply to work items	Calendar	Time target
type in ("[System] Incident", "[System] Service request", Estimation)		
All matching priorities	Standard Calendar 09-17	20m
All remaining work items	Standard Calendar 09-17	No target

Conditions

Time will be measured between the start and stop conditions below.

Start counting time when...

Issue Created

Pause counting time during...

Status: Canceled

Status: In Progress

Status: Paused

Finish counting time when...

Entered Status: Closed

SLA format display

Time centric e.g. 7H 59M -20H 46m 400H

Time to resolution

1 goal Edit ...

Goals

Work items will be checked against this list, top to bottom, and assigned a time goal based on the first matching JQL statement.

Apply to work items	Calendar	Time target
type in ("[System] Incident", "[System] Service request", Estimation)		
All matching priorities	Standard Calendar 09-17	1h
All remaining work items	Standard Calendar 09-17	No target

Conditions

Time will be measured between the start and stop conditions below.

Start counting time when...

Issue Created

Pause counting time during...

Status: Canceled

Status: Paused

Finish counting time when...

Entered Status: Closed

SLA format display

Time centric e.g. 7H 59M -20H 46m 400H

# Incident opening

## SERVICE SELECTION

Service visibility, depending on Reporter  
Suggested articles




Giorgia Castagnino

Primary service \*

jira

1 search result


 Jira


Summary \*

I cannot see the assets

e.g. Joseph Wilson starts on September 1

Suggested articles

 MANUALE AGENT JIRA  
Per visualizzare tutti i ticket aperti per uno specifico progetto cliccare sul progetto e poi Queues, è possibile scegliere tra: All open per vedere tutti i tkt aperti Assigned to me per vedere tutti i tkt assegnati a me Open tasks per aprire un task nuovo All Open Puoi vedere tutti i ticket aperti, cliccando su un ticket è possibile visualizzare il

 AXPO IT SERVICES AND APPS  
Welcome to your new knowledge base space! We've added some suggestions and placeholders. Everything is customizable. Get started with templates: Welcome! How can we help you? About Add a little introduction about what you or your team does, what information this space provides, and any additional context. Get in contact Team@email.com! --mailto:Team@email.com

Description

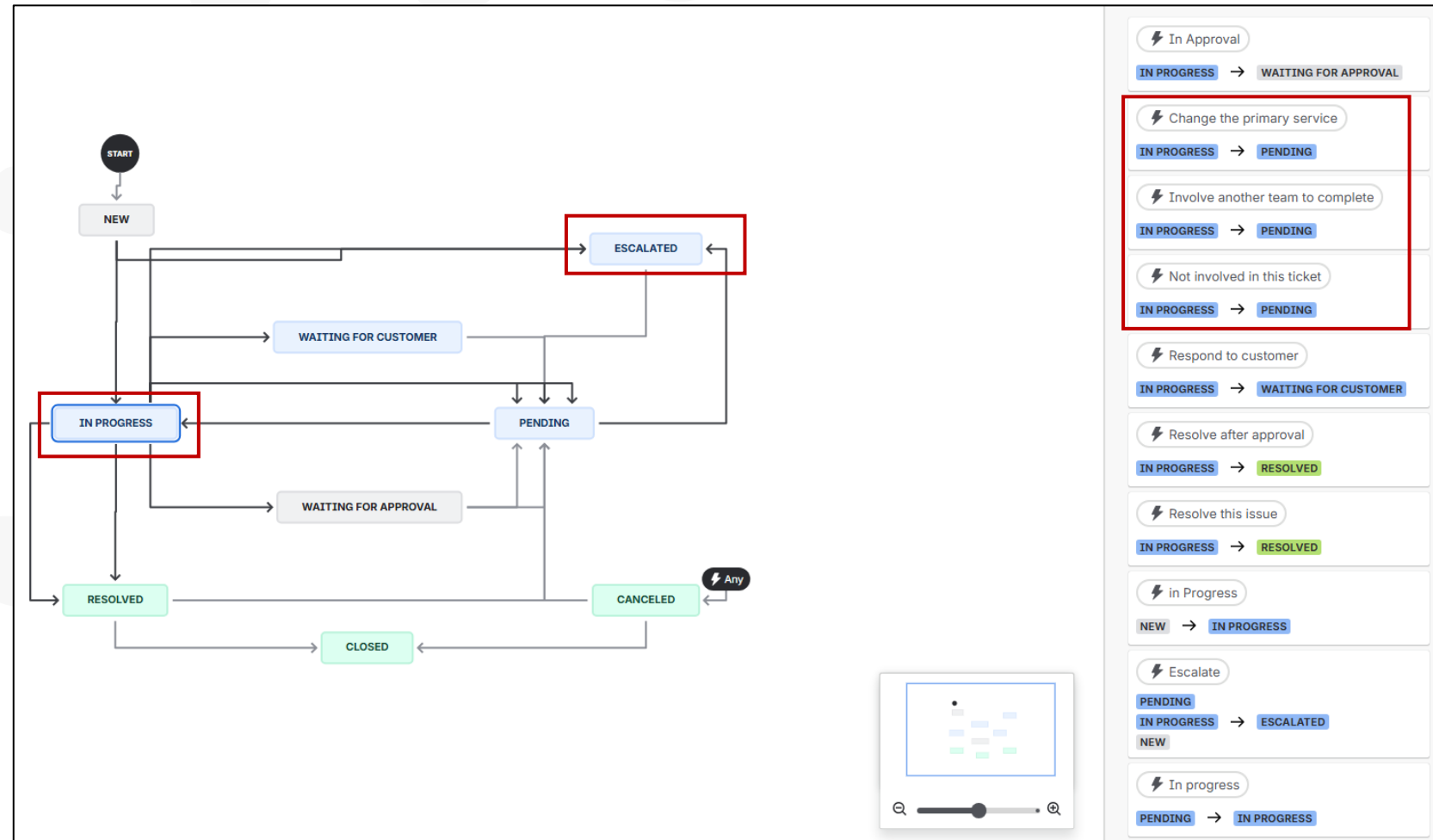
Normal text ▼ B I ... A ▼ | | | | | | | | | |

When I access to Jira Assets, I cannot see any schema

# Incidents / Service Requests

## MAIN WORKFLOW

Forced to go In Progress  
In Progress >> Pending  
Escalated (after SLA breach)



# New Work Item

## WORK ITEM OPENED

Security Level  
Assignment to the Triage Team  
Must go to In Progress



The screenshot displays a NetEye work item interface. The main content area shows a request titled "I cannot see the assets" raised by Georgia Castagnino. The request is categorized under "IT Service" with "Jira" as the affected service. The description states: "When I access to Jira Assets, I cannot see any schema". The priority is set to "Medium". The user is Georgia Castagnino. A sidebar on the right provides additional details, including the "Current Group Assignee" (int-itaxpo-adminjira), "Knowledge base" (2 related articles), "Assignee" (Unassigned), "Reporter" (Georgia Castagnino), "Groups Involved" (int-itaxpo-adminjira), "Request participants" (None), "Request Type" (Incident), "Approvers" (Georgia Castagnino), and "Organizations" (TRI-I Information & Com...). A red box highlights the "IN PROGRESS" status in the top right corner, and another red box highlights the "Current Group Assignee" field in the sidebar. A third red box highlights a "SECURITY LEVEL" warning icon in the top right corner, indicating "AXPO IT & Suppliers involved".

# Work Item In Progress

## MAIN TRANSITIONS

Change the primary service  
Involve another team to complete  
Not involved in this work item



The screenshot displays a Jira work item titled "I cannot see the assets" (AXITSRVAPP-162). The main content area shows the request details, including the user "Giorgia Castagnino", the service "IT Service", and the description "When I access to Jira Assets, I cannot see any schema". The priority is set to "Medium".

On the right side, the "In Progress" dropdown menu is open, showing a list of transitions. Three transitions are highlighted with red boxes:

- Change the primary service → PENDING
- Involve another team to complete → PENDING
- Not involved in this work item → PENDING

Other transitions visible in the dropdown include "Respond to customer" (WAITING FOR CUSTOMER), "In Approval" (WAITING FOR APPROVAL), "Cancel" (CANCELED), and "Resolve this issue" (RESOLVED). Below the transitions, the "View workflow" section shows the current state of the work item, including the assignee "Luca Brochiero", the reporter "Giorgia Castagnino", and the groups involved "int-itaxpo-adminjira".

# Assignment to a Supplier

## MAIN TRANSITIONS

Only the assignment group can modify  
Supplier added to Groups Involved  
Link a new SLA Work Item  
Work Item can only go In Progress



AXITSRVAPP-162

**I cannot see the assets**

Georgia Castagnino raised this request via Portal  
[View request in portal](#)

IT Service  
Jira

Secondary affected services  
[+ Add object](#)

Description  
When I access to Jira Assets, I cannot see any schema

Priority  
Medium

User  
Georgia Castagnino

**Linked work items**

causes

SWP-1 SLA AXITSRVAPP-162 Wuerth Phoenix Jira WAITING FOR ...

Pending ⚡

In progress → **IN PROGRESS**

Cancel → **CANCELED**

[View workflow](#)

Organization details  
[TRI-I Information & Communication Technology](#)

**Details**

Current Group Assignee ext-wuerthphoenix

Knowledge base 2 related articles

Assignee Unassigned  
[Assign to me](#)

Reporter Georgia Castagnino

Groups Involved ext-wuerthphoenix  
int-itaxpo-adminjira

Request participants None

Request Type Incident

Approvers Georgia Castagnino

Organizations TRI-I Information & Com...

# Supplier go In Progress

## MAIN TRANSITIONS

SLA Work Item go In Progress  
Pause «Time to first response»  
Start «Time to resolution»



In Progress

SLAs

-10m

Time to first response within 20m

25m

Time to resolution within 1h

AXITSRVAPP-162

I cannot see the assets

Giorgia Castagnino raised this request via Portal

IT Service

Jira

Secondary affected services

Description

When I access to Jira Assets, I cannot see any schema

Priority

Medium

User

Giorgia Castagnino

Linked work items

causes

SWP-1 SLA AXITSRVAPP-162 Wuerth Phoenix Jira

In Progress

Respond to customer

In Approval

Change the primary service

Involve another team to complete

Not involved in this work item

Cancel

Resolve this issue

View workflow

Knowledge base

Assignee

Reporter

Groups Involved

Request participants

Request Type

Approvers

Organizations

# Many Suppliers involved

## MAIN TRANSITIONS

Every SLA Work Item paused except for one

Suppliers can see only their SLA Work Item

IT members can see every SLA Work Item

Suppliers added to Groups Involved



AXITSRVAPP-162

I cannot see the assets

Georgia Castagnino raised this request via Portal

IT Service

Jira

Secondary affected services

Description

When I access to Jira Assets, I cannot see any schema

Priority

Medium

User

Georgia Castagnino

Linked work items

SWP-1 SLA AXITSRVAPP-162 Wuerth Phoenix Jira

SLANTT-60 SLA AXITSRVAPP-162 NTT Jira

SLAARK-40 SLA AXITSRVAPP-162 Ark srl Italia Jira

Pending

Customer

Customer details

Georgia Castagnino

Organization details

TRI-I Information & Communication Technology

Details

Current Group Assignee

ext-ark

Knowledge base

2 related articles

Assignee

Unassigned

Assign to me

Reporter

Georgia Castagnino

Groups Involved

ext-ark ext-ntt ext-wuerthphoenix int-itaxpo-adminjira

Request participants

None

Request Type

Incident

Approvers

Georgia Castagnino

Organizations

TRI-I Information & Com...



# Work Item Resolved

## MAIN TRANSITIONS

Every SLA Work Item paused



AXITSRVAPP-162

**I cannot see the assets**

Georgia Castagnino raised this request via Portal [View request in portal](#) [Hide details](#)

IT Service

Jira

Secondary affected services [+ Add object](#)

Description

When I access to Jira Assets, I cannot see any schema

Priority Medium

User

Georgia Castagnino

**Linked work items**

causes		
SWP-1 SLA AXITSRVAPP-162 Wuerth Phoenix Jira	PAUSED	
SLANTT-50 SLA AXITSRVAPP-162 NTT Jira	PAUSED	
SLAARK-40 SLA AXITSRVAPP-162 Ark srl Italia Jira	PAUSED	

**Resolved** Done

**Customer**

Customer details

Georgia Castagnino

Organization details

TRI-I Information & Communication Technology

**Details**

Current Group Assignee ext-wuerthphoenix

Knowledge base 2 related articles

Assignee Pancorbo, Daniel [Assign to me](#)

Reporter Georgia Castagnino

Groups Involved ext-ark ext-ntt ext-wuerthphoenix int-itaxpo-adminjira

Request participants None

Request Type Incident

Approvers Georgia Castagnino

Organizations TRI-I Information & Com...

# Work Item Closed

## MAIN TRANSITIONS

Every SLA Work Item closed



AXITSRVAPP-162

I cannot see the assets

Georgia Castagnino raised this request via Portal

[View request in portal](#)

[Hide details](#)

IT Service

⊖

Jira

Secondary affected services

[+ Add object](#)

Description

When I access to Jira Assets, I cannot see any schema

Priority

Medium

User

⊖

Georgia Castagnino

Linked work items

causes

SWP-1 SLA AXITSRVAPP-162 Wuerth Phoenix Jira

CLOSED

SLANTT-50 SLA AXITSRVAPP-162 NTT Jira

CLOSED

SLAARK-40 SLA AXITSRVAPP-162 Ark srl Italia Jira

CLOSED

Closed

Done

SLAs

Oct 29 01:00 PM

Time to close after resolution within 60h

Customer

Customer details

[Georgia Castagnino](#)

Organization details

[TRI-I Information & Communication Technology](#)

Details

Current Group Assignee

ext-wuerthphoenix

Knowledge base

2 related articles

Assignee

[Pancorbo, Daniel](#)

[Assign to me](#)

Reporter

[Georgia Castagnino](#)

Groups Involved

[ext-ark](#) [ext-ntt](#) [ext-wuerthphoenix](#) [int-itaxpo-adminjira](#)

Request participants

None

Request Type

Incident

18

NetEye

# SLA and own Work Items

## IT DASHBOARD

IT members can see every SLA Work Item  
Dashboard shows IT Work Items

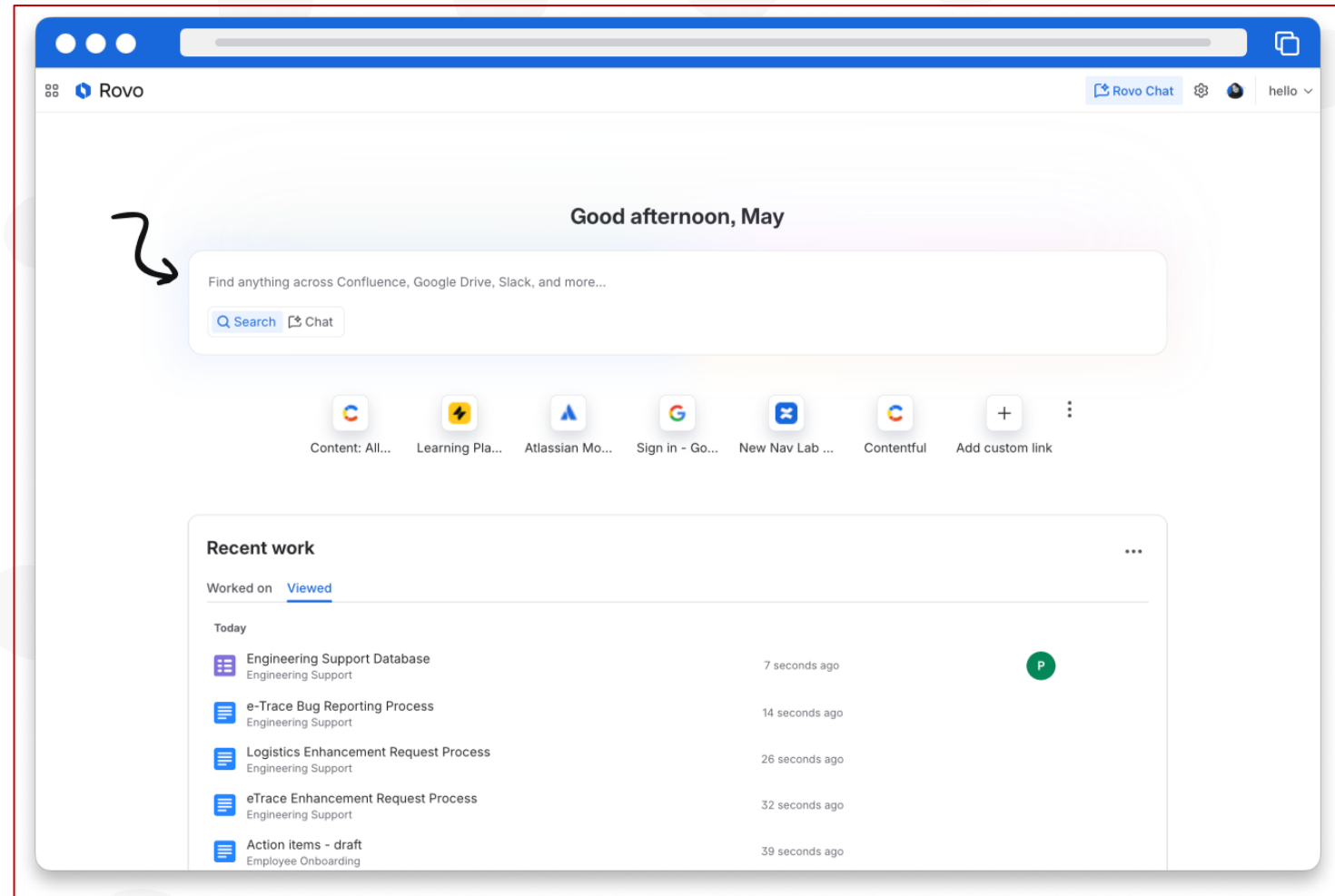


AXPO IT							★	🔗	Refresh	Edit	...
SLA							🔍	🔗	🔄	🔗	
T	Links	Summary	P	Time to first response	Time to resolution	Status					
AXITSRVAPP-109		SLA AXITSRVAPP-109 EBS Consulting Srl SAP isu	🔴	-60:30	-55:30	WAITING FOR SUPPORT					
AXITSRVAPP-152		SLA AXITSRVAPP-152 NTT Salesforce	🔴	-27:30	-15:30	WAITING FOR SUPPORT					
AXITSRVAPP-166		SLA AXITSRVAPP-166 Estimation Wuertth Phoenix	🟢	0:16	0:56	WAITING FOR SUPPORT					
AXITSRVAPP-160		SLA AXITSRVAPP-160 NTT Salesforce	🔴	3:16	6:49	IN PROGRESS					
AXITSRVAPP-108		SLA AXITSRVAPP-108 Ark srl Italia Reporting Service	🟢	15:36	39:15	PAUSED					
1-5 of 5											
Last refreshed just now											
Assigned to Me							🔍	🔗	🔄	🔗	
T	Key	Reporter	Summary	P	Status						
ATLCP-40		Dovesi, Fabrizio	Integrazione AD → Jira [su Assets]	🟡	IN PROGRESS						
Assigned to my group							🔍	🔗	🔄	🔗	
T	Key	Reporter	Summary	P	Assignee	Status					
AXITSRVAPP-105		Davide Punta	Mancano fatture	🔴	Unassigned	NEW					
AXITSRVAPP-147		Giorgia Castagnino	Patching D365	🟡	Luca Brochiero	ANALYSIS					
AXITSRVAPP-107		Giorgia Castagnino	Virtual Agent RoVo	🟡	Gloria Rocca	PRE-ANALYSIS					
AXITSRVAPP-106		Luca Mosto	Aggiungere logiche 15 minuti	🟡	Unassigned	NEW					
AXITSRVAPP-103		Giorgia Castagnino	Server upgrade	🟡	Manuel Suman	DEVELOPMENT					
1-5 of 5											
Last refreshed just now											
Involving my group							🔍	🔗	🔄	🔗	
T	Key	Reporter	Summary	P	Assignee	Status					
AXITSRVAPP-105		Davide Punta	Mancano fatture	🔴	Unassigned	NEW					
AXITSRVAPP-113		Emanuele Mammoliti	cancellare messaggio in fattura	🔴	Gloria Rocca	ANALYSIS					
AXITSRVAPP-147		Giorgia Castagnino	Patching D365	🟡	Luca Brochiero	ANALYSIS					
AXITSRVAPP-107		Giorgia Castagnino	Virtual Agent RoVo	🟡	Gloria Rocca	PRE-ANALYSIS					
AXITSRVAPP-106		Luca Mosto	Aggiungere logiche 15 minuti	🟡	Unassigned	NEW					
AXITSRVAPP-103		Giorgia Castagnino	Server upgrade	🟡	Manuel Suman	DEVELOPMENT					
1-6 of 6											

# Possible evolutions

## NEXT STEPS

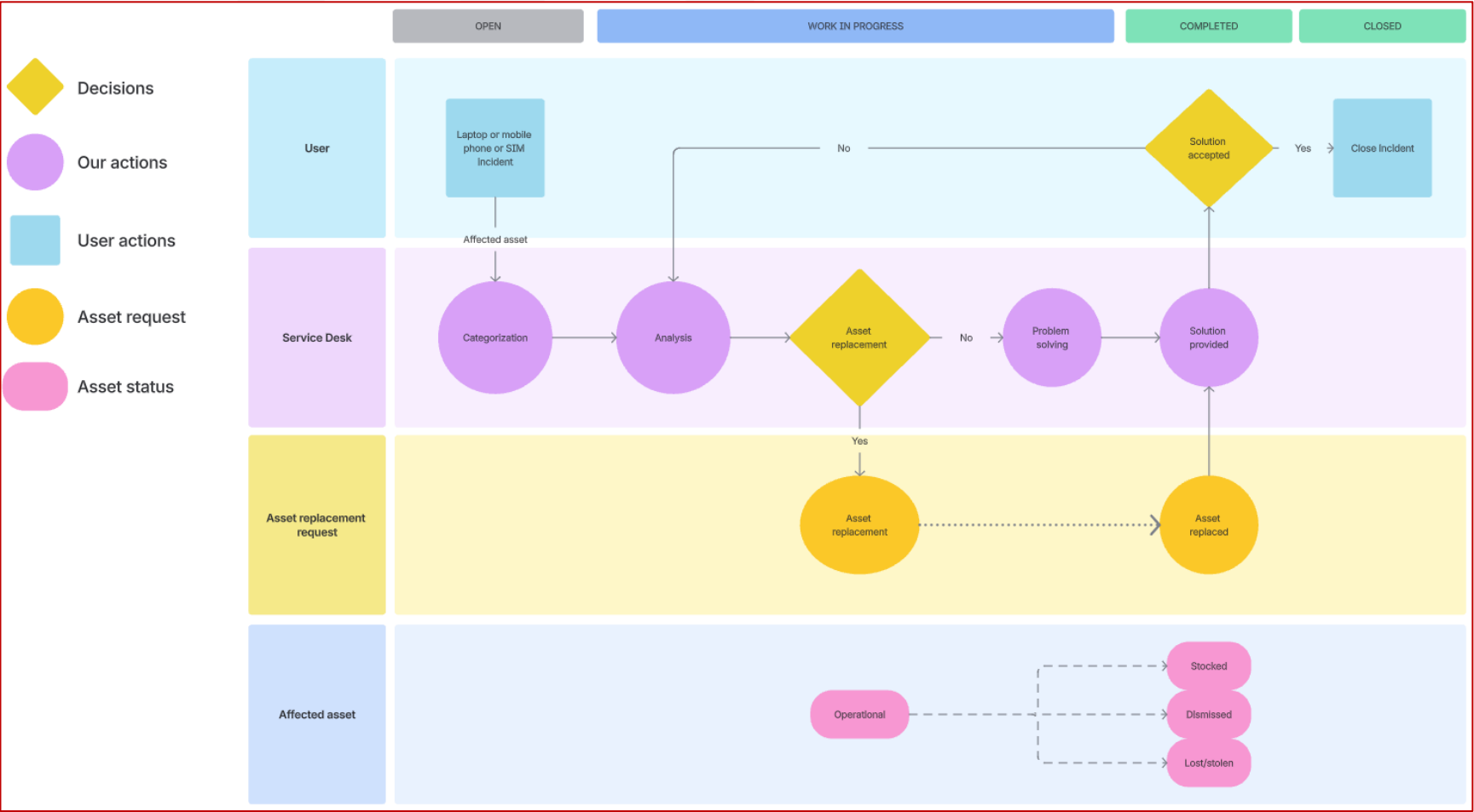
Rovo Virtual Agent



# Possible evolutions

## NEXT STEPS

### Assets lifecycle



NetEye 

