

ServiceRocket Atlassian AI & Rovo Optimization Assessment

Transform Your Business with AI, Rovo & Automation



Our Atlassian AI & Rovo Optimization Assessment equips you with a strategic understanding of how these tools can be best applied in your organization to maximize impact. By analyzing your current Atlassian ecosystem and identifying opportunities for intelligent automation, we'll guide you toward a smarter, more efficient system of work that aligns with your business objectives with a clear, actionable roadmap to turn potential into performance.

Assessment Benefits



AI Impact Assessment

A clear view of how Atlassian AI and Rovo can deliver maximum value, tailored to your workflows and backed by data.



Enhanced Productivity

Actionable insights and recommendations that help your teams work smarter, not harder, by automating routine tasks and enabling data-driven decisions.



Future-Proof System of Work

A roadmap for AI and automation, focused on delivering quick wins, lasting gains, and a scalable Atlassian ecosystem.

Assessment Focus Areas



Current Workflow Efficiency

We'll analyze your existing Jira and Confluence workflows to identify bottlenecks, redundancies, and areas where automation can enhance speed, accuracy, and collaboration.



Data Utilization

We'll evaluate your use of data within the Atlassian suite, focusing on opportunities for AI to surface insights, predict trends, and improve decision-making processes.



AI Impact Potential

We'll identify key use cases for Atlassian AI, like predictive prioritization, resource allocation, automated updates, and content recommendations.



Rovo Integration Opportunities

We'll examine how Rovo's automation capabilities can integrate tools, automate repetitive tasks, and align workflows with your business priorities.



Collaboration Enhancement

Our assessment includes a review of how AI features, such as automated summaries and intelligent suggestions, can improve communication and collaboration across teams.

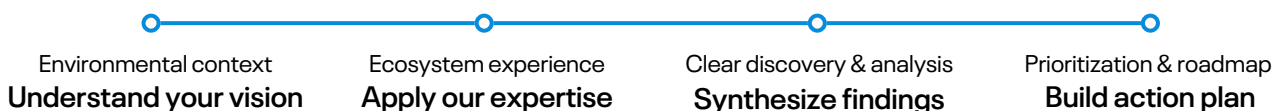


Value vs. Complexity Analysis

For each opportunity, we'll assess value and implementation complexity to prioritize high-impact, low-effort initiatives for immediate results.

Our Approach

Our collaborative assessment process ensures we capture your unique context. We'll work closely with you to understand your environment, gather necessary data, and deliver a detailed report with prioritized recommendations and a roadmap.



Assessment Deliverables

Summary
The second session of Jira Consolidation... baseline for the future-state projects. Future... these definitions of future-state. The discovery process of current-state is still moving forward... completion. DC instance discovery was completed... the cloud instances will be done by the end of the week.

Wins
Completed DC instance discovery... Second session of the Jira Consolidation... more session. Work in progress for a proposal on...

Blockers
No active blockers.

Status report

Area	Rating
User Roles and Permissions	NEEDS IMPROVEMENT
Project Configuration and Standardization	NEEDS IMPROVEMENT
Data Integrity and Reporting	NEEDS IMPROVEMENT
Security and Auditability	GOOD
Documentation and Training	GOOD

Findings

Assessment Insights

A comprehensive evaluation of your business's current performance and potential.

User Roles and Permissions

- Document process for permission assignment
- Complete regular access reviews to remove unnecessary permissions
- Formal process for audit of unnecessary permissions
- Define what constitutes an inactive user

Project Configuration and Standardization

- Document expected standards across the board
- Deploy config changes from Sandbox to Prod
- Improve consistency in project configuration and enforce the use of standard creation
- Establish guidelines for setting up custom fields
- Cleanup unused custom fields
- Criteria for keeping/deleting custom fields
- Define criteria for naming custom fields

Data Integrity and Reporting

- Ensure there are clear guidelines

Recommendations

Roadmap

Future-State Action Plans

A clear path forward to your business goals, with strategic recommendations and actionable steps.



"ServiceRocket has proven to have the knowledge, expertise, and customer-first approach to complex technology challenges that let us know that they're the rock to lean on."

Jared Winter, Application Center of Excellence



Ready to **Transform** Your System of Work with Atlassian AI and Rovo?

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Platinum Solution Partner



<p>A ATlassian</p> <p>Cloud Migration Specialized Partner</p> <p>AMER</p>	<p>A ATlassian</p> <p>IT Service Management Specialized Partner</p> <p>AMER</p>	<p>A ATlassian</p> <p>Cloud Migration Specialized Partner</p> <p>APAC</p>	<p>A ATlassian</p> <p>IT Service Management Specialized Partner</p> <p>APAC</p>
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