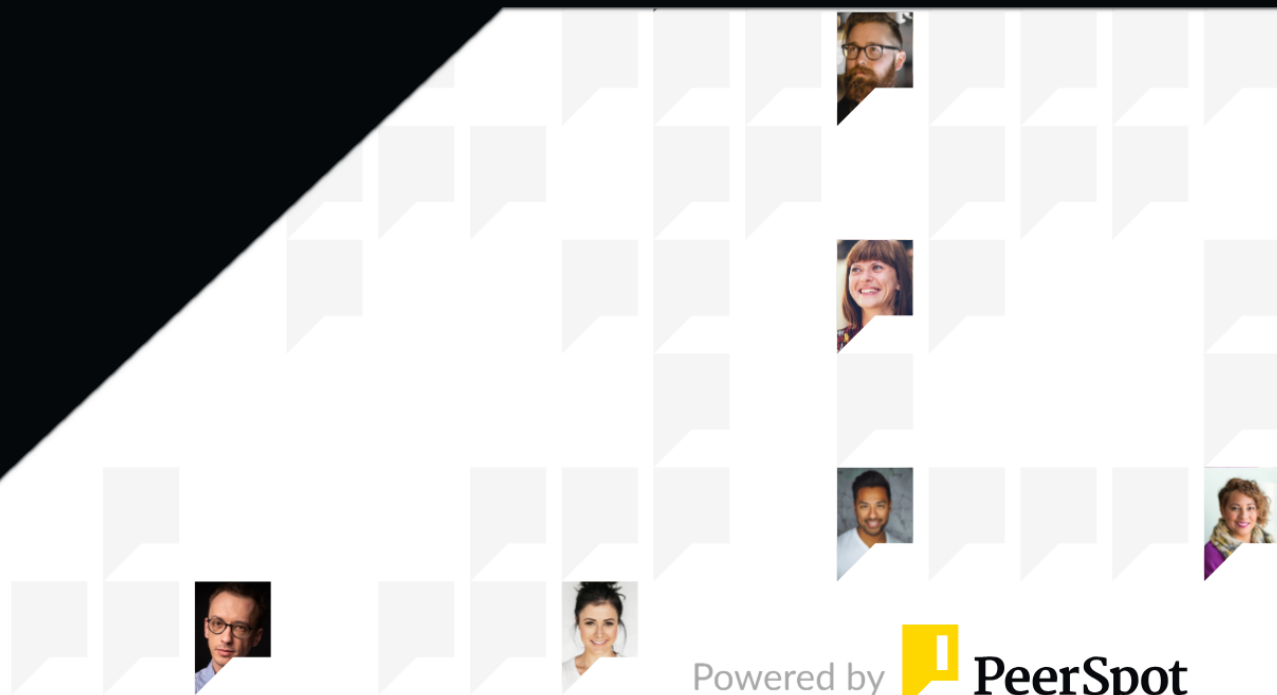




JIRA Service Management

Reviews, tips, and advice from real users



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Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 10

Other Solutions Considered..... 11 - 12

ROI..... 13 - 15

Use Case..... 16 - 19

Setup..... 20 - 22

Customer Service and Support..... 23 - 24

Other Advice..... 25 - 27

Trends..... 28 - 29

About PeerSpot..... 30 - 31

Product Recap



JIRA Service Management

JIRA Service Management Recap

JIRA Service Management is recognized for customization, ease of use, and integration capabilities, offering flexible workflows and dashboards that enhance ticket management in organizations.

This platform contributes to streamlining business operations with features like automation and real-time updates. Businesses implement JIRA Service Management to manage ITIL processes, support tickets, and issue tracking both internally and externally. It is utilized for project management and lifecycle tracking, with Kanban boards and Confluence integration supporting change, incident, and problem management.

What are the key features of JIRA Service Management?

- **Customizable Workflows:** Adapt workflows to meet business needs.
- **Integration:** Seamlessly connects with other tools, including Jira and Confluence.
- **Real-Time Updates:** Keeps teams informed and synchronized.
- **Automation:** Reduces manual tasks with automated processes.
- **Scalability:** Grows with organizations, accommodating increasing demands.

What benefits and ROI can be expected from JIRA Service Management?

- **Efficiency Gains:** Improves operational efficiency through streamlined processes.
- **User-Friendly Interface:** Simplifies adoption with intuitive navigation.
- **Comprehensive Reporting:** Provides valuable insights to drive decisions.
- **Quick Setup:** Fast deployment enhances time-to-value.
- **SLA Management:** Ensures service level agreements are met effectively.

Service management platforms like JIRA Service Management are integral to industries focusing on managing IT services, such as tech firms and support-focused sectors. Organizations frequently utilize its capabilities to enhance their customer service operations, supporting optimal SLA adherence and efficient query management across departments. By tailoring its application to unique operational workflows, companies achieve improved service delivery and responsive issue resolution.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “JIRA Service Management provides comprehensive data management, different views with customizable dashboards, a detailed level of customization from items to workflows to roles and teams, and very flexible integration through the Atlassian marketplace plugins.”



Sohaib Ahmad

Vice President Service Delivery at quixel

- ✓ “JIRA Service Management impacts my organization positively because it is easy to use, and everyone is happy to use it.”



Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

- ✓ “For anyone considering JIRA Service Management, I would advise that it is an excellent project management tool suitable for product management across small to large scales.”



Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees



“Confluence is a great tool for documentation and tracking.”



Karim Yousef

GB, Development Practice - Technical Director at EJADA



“The centralized feature allows us to track test cases and integrate with automation and bug fixing.”



Prakhar Goel

Sr Test Lead at Emerson



“The automated workflows have helped streamline our IT processes.”



KrishnaGadepalli

Database Administrator at a retailer with 10,001+ employees



“Everyone knows how to use it, so there's no need to teach new members.”



Nati Cohen

Works at Lennar

What users had to say about valuable features:

“The tool is scalable. It is not mainly about administrative efforts, however, as a working user, it is easier to create multiple stories and epics. For every task we are working on, the project manager can see the status once we update the stories mentioned. It helps overall project management to understand what the progress is and if there are any blockers..”

Prathamesh DMarathe

Senior Software Engineer at Annalect

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“The functionality has been particularly useful for our needs. The automated workflows have helped streamline our IT processes.

“JIRA Service Management's integration capabilities with IT workflows have proven to be straightforward..”

KrishnaGadepalli

Database Administrator at a retailer with 10,001+ employees

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“The query language and the ability to create views of the data are very useful. I can organize JIRA and set up tickets related to the projects I'm working on. It simplifies and accelerates my ability to manage tickets assigned to me or those I'm working with.

The dashboards are a good feature. The ability to actually edit dashboards is good. I can add modules into the dashboard to build out a sort of API, which is good. These capabilities are positive. Navigating around it is okay. A good example would be Visual Studio, which has an integration with Git. .”

Stuart-Cook

CEO /Consultant at Version Two Software Solutions Ltd

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“What I appreciate most about JIRA Service Management is that when it is properly configured based on the program for task tracking, it can be effectively tracked and projected for the workbench structure. JIRA Service Management's burn-out chart and burn-up chart are very useful in tracking how many JIRAs have been closed and how many are open, and milestones can be utilized, making it the best part of the tool that people currently use.

I find that when we are tracking JIRAs in JIRA Service Management, particularly regarding the changes deployed, it becomes essential for closure. We leverage different tools to update validation results into JIRA Service Management, and those details can create a dashboard to present to management showing how many items are on hand, closed, or in progress.

JIRA Service Management has positively impacted my organization by measuring productivity, tracking individual, group, and domain productivity, and assisting other dependent teams as part of monitoring..”

Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

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“JIRA Service Management offers many valuable features, including automations for tickets such as automated responses and automatic workflow changes. There is also the option to integrate with Slack, which allows users to get responses there and create tickets from Slack or email. I can add fields to differentiate every ticket type.

JIRA Service Management impacts my organization positively because it is easy to use, and everyone is happy to use it. In service companies, everyone is familiar with JIRA, so my company also uses it, making it easier for new users to join and get support. It saves me time, and my experience with JIRA Service Management is very good.

JIRA automation simplifies my day-to-day work immensely. For example, if any access tickets come through Slack, I have integrated the API to automatically grant access to the user's Slack. These automations make my team's work easy.

I have saved time with the automation, and there are also automated responses to users which make my work easier. I set up workflows that enhance efficiency..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“JIRA Service Management provides comprehensive data management. I can attach any kind of data. JIRA Service Management provides different views, and I can customize my dashboards. There is a detailed level of customization at the items level. If my workflow needs to be edited, I can add my own workflow. Whatever process I am going to adopt can be added to JIRA Service Management. In that process, all types of users with different roles can be added. For each type of item, I can select multiple workflows. For example, if for some service item I don't want to add a QA or support status, I can create a different workflow for that and assign those workflows. JIRA Service Management has a very detailed level of options and flexibility. There is flexibility from the items, to the workflows, to the roles, to managing the teams. Along with this flexibility comes complexity, which is the reason for the tradeoff.

“Another flexibility is the JQL, which is Jira Query Language. JIRA Service Management's Query Language is very flexible. Complexity exists in that I have to learn and experiment with that JQL syntax. However, JQL is a very powerful feature for searching items that have been pending for a long time. In many scenarios I can query the items. I can even search the items that were assigned in the past to someone. There is a clause in the JQL called "was" where I can query if someone has ever worked on a particular item. These kinds of complex queries make JQL very handy.

“The reporting tools are another valuable aspect. I was able to create reports with highlighted items and graphically highlighting the items that were critical. JIRA Service Management's integration is another strength. The Atlassian marketplace has so many plugins available. For example, I was looking for a capacity management tool. When I don't find a feature in JIRA Service Management, there is definitely someone who has developed a plugin for that kind of work and that plugin can be integrated in JIRA Service Management. This is another form of flexibility..”

Sohaib Ahmad

Vice President Service Delivery at quixel

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Other Solutions Considered

“My organization evaluated several options before choosing JIRA Service Management, as the evaluation focused on usability based on various programs before we acquired it..”

Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

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“We utilize SLA management tools for maintaining client satisfaction. The analytics tools in JIRA Service Management assist with service performance monitoring..”

KrishnaGadepalli

Database Administrator at a retailer with 10,001+ employees

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“We have used a few other Service Desk tools, but they are not at Jira's level.

Jira is a better tool to capture end-to-end details, which provides more visibility than the other tools..”

Shambuling-Doni

Sr Manager IT at L&T Technology Services

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“Before using JIRA Service Management, people in my organization utilized various different tools. It was not a fixed tool, but JIRA Service Management is very powerful and its scalability is significant, as prior to this, we customized programs around IBM tools or other open-source solutions..”

Verified user

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Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

“Previously, I worked with GLPI for about six years before switching. I stopped using GLPI because I changed jobs and moved to a position that uses JIRA and ServiceNow..”

Verified user

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Ingenieur de production Devops at a financial services firm with 5,001-10,000 employees

“We have another team working on those tools, for example, Trellix and Symantec Data Loss Prevention. We have a range of information solutions used in an ongoing project, and it's only in the planning and feasibility stage for DLP. So, I have worked with a bunch of them..”

Anna Virtsan

[Read full review](#) 

IT Project Manager at UkrSibbank

ROI

Real user quotes about their ROI:

“Jira Service Management offers high ROI due to its subscription basis and cost-effectiveness. It does not require installing a server, as it is cloud-based, further enhancing its value..”

FrederickLim

Technical Service Manager at Top Level Corporation Limited

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“We have seen improvements in productivity since it is easier to understand team activities and task statuses through the JIRA dashboard. Comparing task management features, JIRA significantly outperforms GLPI..”

Verified user

Ingenieur de production Devops at a financial services firm with 5,001-10,000 employees

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“We have seen an ROI. The standard way of operating with Jira has optimized time efficiency, which translates to cost efficiency. It allows us to resolve issues more efficiently, although the interface complexity might slightly impact overall efficiency..”

Bhavneet Kaur

Vice President of Products at Incivus Inc.

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“As Jira Service Management lets you enjoy efficiency and more visibility compared to other solutions, you can consequently save money, so there's ROI from the solution. Still, at first, there were some deductions.

ROI-wise, it's a seven out of ten..”

Summarie Park

Assistant Manager at NAVER Corp

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“There's ROI from JIRA Service Management. The solution decreased the emails and calls we received about issues, so we require all users to log everything in JIRA Service Management. We use the platform in all departments, such as Finance, HR, and Procurement. We even use JIRA Service Management for any workflow, even those needing approval or escalation, because we get ROI from it..”

Imed Inoubli

IT Support Manager at MAF Retail

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“We never calculated the return on investment. Jira is useful when your teams are virtual and distributed across several sites or when there are many items, especially when they need to be tracked for compliance reasons. Software like this is always useful in those cases. It may be less valuable if everyone is in the same place and there are only few larger items to handle, in an environment that gives more leeway in terms of compliance..”

DanielAlvarez Arribas

Manager at GMX

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Use Case

“My primary use case for JIRA is to track tickets while working in an agile mode. I use it during each sprint to keep track of all my team members. All the data is there, which makes it easy to analyze at the end of the year and evaluate what we have accomplished..”

Alark Singh

IT Specialist at Allianz

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“I am primarily using Jira Service Management for sprint management, estimations, planning, pre-planning, and conducting all the sprint ceremonies with user stories and estimations..”

Nati Cohen

Works at Lennar

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“For every project planning, we divide each project into different epics based on the milestones. Then for every epic, we create stories and tasks to complete within a two-week sprint cycle. After the two weeks, we have a review session with the clients to showcase our progress. That's how we are doing it..”

Prathamesh DMarathe

Senior Software Engineer at Annalect

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“My main use case for JIRA Service Management is tracking tasks, stories, and epics.

I use JIRA Service Management to track work items, which are mapped to the subtasks in our workflow. Our workflow is designed such that once the program is specific, the epics are defined, and those epics are mapped with a couple of stories and subtasks, meaning the work item is fundamentally mapped to the system.

On a day-to-day basis, JIRA Service Management helps me track today's JIRAs for tomorrow's tasks, showing how many items are tracked. If I utilize automation, it can interlink with other tasks, whether in automated test cases, test frameworks, CI/CD frameworks, or project management frameworks..”

Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

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“I use JIRA Service Management to provide access management and address any technical issues because it documents what we have done and how we have done it. I can check live past tickets to work on them, which is how I work with JIRA Service Management.

I use JIRA Service Management for our client support operations. Clients raise ticket requests from Slack, and the portal requests come to me in JIRA Service Management project, where I deliver assistance. I can check requests from emails as well, and clients can also create tickets. I have added several automations, making JIRA Service Management perfect for providing client support..”

Krishan Rawat

[Read full review](#) 

TechOps Engineer at a financial services firm with 201-500 employees

“I have been working with JIRA Service Management for almost six or seven years. In my last company, I was working as a Program Technical Program Manager. I shifted all their work from different project management tools such as Asana. The team was using Google Docs, Atlassian, and Notion for content management. I migrated all of their items from Asana and from other different teams using different platforms. I was responsible for the migration on the JIRA Service Management side. JIRA Service Management was integrated with the Epic Games platform. Quixel was an Epic Games subsidiary that Epic Games had acquired. After that acquisition, I was responsible for all the management of JIRA Service Management and Atlassian products on the Quixel side. There were four or five teams, and I was responsible for all of those teams..”

Sohaib Ahmad

Vice President Service Delivery at quixel

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is not difficult. Since we are using the cloud version, there are no issues with the installation. On a scale from one to ten, it's rated as an eight for ease..”

Karim Yousef

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GB, Development Practice - Technical Director at EJADA

“The initial setup of Jira Service Management is rated a five. There is a learning curve that needs significant time investment to understand and configure the system. However, once the platform is understood, usage and configuration become much more straightforward..”

FrederickLim

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Technical Service Manager at Top Level Corporation Limited

“From my point of view, as an end user, the initial setup was slightly challenging due to the new user interface compared to GLPI. However, over time, it became more user-friendly, and I discovered many good options..”

Verified user

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Ingenieur de production Devops at a financial services firm with 5,001-10,000 employees

“It's easy to deploy because it's a cloud-based model. There is no on-premises deployment required if you are using the SaaS model.

If you use the SaaS model, the maintenance is taken care of by the SaaS provider..”

Shambuling-Doni

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Sr Manager IT at L&T Technology Services

“The company would have a new project assigned to it, and the team can work on it. The only effort required is during project planning. We need to organize the stories and other details, however, instead of using Excel, we can use Jira board to prepare everything. .”

Prathamesh DMarathe

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Senior Software Engineer at Annalect

“The product's initial setup phase is complex since it cannot be managed without vendor support.

For deployment, the packages are not readily available for download. One has to purchase the license to be able to use the product, making the complex process for which support should be made available from JIRA Service Management's team.

The solution can be deployed in less than an hour by one person..”

Phanikumar Madiraju

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Senior consultant specialist-ITID at a financial services firm with 5,001-10,000 employees

Customer Service and Support

“I have reached out to customer support whenever I face an issue in JIRA, especially when creating any automation. My experience has been great; I receive responses, but sometimes it results in wasting time..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“Regarding customer support for JIRA Service Management, I do not have direct access as there is a separate team, but based on licensing, support is available on a yearly or two-year basis..”

Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

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“The customer service and support provided by Jira Service Management are excellent. During my setup, I encountered difficulties, and the support team responded very fast and was very helpful in resolving my inquiries..”

FrederickLim

Technical Service Manager at Top Level Corporation Limited

[Read full review](#) 

“The technical support for JIRA Service Management is good and answers on time. The support team also gives sufficient information about the issues, so I'd give support a nine out of ten..”

Imed Inoubli

IT Support Manager at MAF Retail

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“I rate Atlassian support two out of 10. It takes a lot of time to reach them and get ahold of someone who understands my problem enough to provide a solution. Also, I live in Israel, so my work week is Sunday through Thursday, but I can only contact them from Monday to Wednesday..”

Gil Atias

Head of ALM at a tech services company with 1,001-5,000 employees

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“It is available, but we haven't had to use it much. We have been able to solve most of our issues on our own.

However, since it is a German-based product, there may be geographic issues with ticket routing.

They could improve it by providing support specific to the geographic location. They could also make 24/7 support available based on the availability of the support center..”

Shambuling-Doni

Sr Manager IT at L&T Technology Services

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Other Advice

“My advice for others looking into using JIRA Service Management is to go for it. I would rate my experience with JIRA Service Management a 10 out of 10..”

Krishan Rawat

TechOps Engineer at a financial services firm with 201-500 employees

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“I rate Jira Service Management a six out of ten. I used monday.com due to its ability to provide more control, automations, and better file management..”

Nati Cohen

Works at Lennar

[Read full review](#) 

“New users should consider tools that are not only feature-rich but also easy to use. Many providers offer robust features, so the ease of use should be a deciding factor. I would rate JIRA Service Management a seven overall..”

Verified user

R&D Engineering - Program Manager at a energy/utilities company with 501-1,000 employees

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“For anyone considering JIRA Service Management, I would advise that it is an

excellent project management tool suitable for product management across small to large scales. It is scalable based on licensing, and its customizable workflows can meet a variety of customer needs from code integration to validation and releases. I would rate my overall experience with JIRA Service Management as an 8.5 out of 10..”

Verified user

Integration Supervisor Lead at a manufacturing company with 5,001-10,000 employees

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“I would rate it eight points out of ten.

From my perspective, it was just good enough. It could be useful when it suggests what you can do for us. I am using it as an end customer, just through an interface. From my point of view, there is no specific need for automation, however, I am not an administrator. There were enough features for my needs..”

Robert Jamroży

Owner at Inforex

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“Currently, we are consuming data from the Global Data Platform, which collects data from Kafka streaming applications. We work with Microsoft technologies, specifically [Azure](#) ADF, for automating pipelines and consuming data from [Databricks](#) using notebooks.

“We use [Azure AD](#) for authorization through AZD accounts. For sprint planning, everything is managed through JIRA. We create JIRA stories every fortnight, assign points to each story, and share with the team the number of points to work on. The entire project follows agile methodology using JIRA boards for daily work purposes.

“I would rate JIRA Service Management 9 out of 10..”

KrishnaGadepalli

Database Administrator at a retailer with 10,001+ employees

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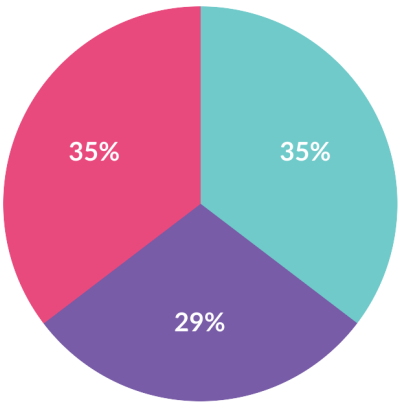
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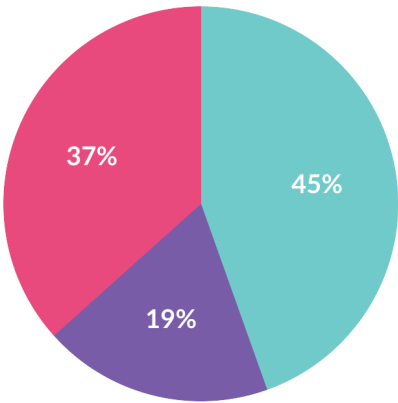


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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