

 **ATLASSIAN**

team'21

Recap Webinar



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Who We Are

While the Atlassian tools can be powerful, making them work to their full potential is complex and requires a huge learning curve. That's where Isos Technology comes in.

We make organizations' Atlassian tools work more efficiently and effectively for them, with the least amount of disruption, so that they can focus on their business priorities.



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"Great feedback,
responsive to our needs,
and easy to work with."

Managing Director,
Investnet

"Our partnership with Isos
was worth every penny."

Program Manager,
Washington University
School of Medicine

3-Time Partner of the Year



Jira Service
Desk



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Our Webinar Promise

- ✗ This will not be a redo of Team '21
- ✓ Highlight what we thought was important
- ✓ Give our honest interpretation of what we saw, the good, the bad, and the ugly
- ✓ Allow for Q&A

Panelists



**Thad
West**

CEO



**Rodney
West**

Sr Professional Services
Lead Consultant



**Tracy
Walton**

Sr Professional Services
Lead Consultant



**Nick
Nader**

Solutions Engineer

New Product Launches Announced at Team '21

Point A: Early Access

- **Jira Work Management** - Next generation of Jira Core for business teams
- **Team Central** - Shows real-time progress, potential problems, and priorities in a digestible format within Jira and Confluence
- **Compass** - Gives software development teams a bird's eye view of the digital services across their organization
- **Jira Product Discovery** - Product managers can capture insights and opportunities, prioritize impact, and rally teams behind product plans - from discovery through delivery

New Acquisitions Announced at Team '21

- **ProForma** - Low-code, no-code form builder for Jira (a must have!)
- **Insight** - Asset management within JSM
- **Halp** - Conversational ticketing in Slack, Teams, etc.
- **Chartio** - Cloud-based visualization and analytics solution for Jira

What's New for Agile Peeps

- No big product announcements from Jira Align
- No worries, still the [leading Enterprise Agile Planning Tool](#)
- Continuing to invest in the quality, consistency, clarity of Jira Align
- “[Outcomes over Outputs](#)” will continue to drive Atlassian’s strategy for enabling teams across the organization

DevOps News & Announcements

- Concept of **Open DevOps** – Use best-of-breed tools together and open up your tool chain so you can optimize DevOps for your organization
- DC now supports **Kubernetes** – Will allow users to manage and orchestrate containers
- Huge push to bring **DevOps and ITSM** closer together (connecting JSM Service Registry with Opsgenie incident management)
- Improvements being made to Bitbucket repository connections to OG and Gitlab is a new native integration

Atlassian Cloud News & Announcements

- Atlassian Forge goes GA on 5/25 - Computational Residency!
- Insight & Proforma to be included in Cloud
- 20K users -> 35K by EoY
- Data residency
- HIPAA by 2022
- FedRAMPS - no date

Data Center News & Announcements

There are many reasons to stay on Data Center:

- Security Compliance (can be controlled behind your firewall)
- Data resiliency, multi-node, failovers
- Performance for very large enterprise teams

Exciting announcements:

- DC now supports deploying to Kubernetes
- Insight will be included with Jira Service Management

New Features the Isos Team is Excited About

- **Confluence** – Nudges, external collaboration & Automation
- **Insights** – Provides easy-to-understand info in the views you already use in Jira
- **Jira Service Management** – ProForma dynamic forms built in, dedicated, integrated knowledge base, Change Calendar for change management
- More focus on **DevOps**, in general

Isos Technology's "Must Watch" List for Team '21

- ***Next Generation Leadership*** by Malcolm Gladwell
- ***Humans at the Heart of Teamwork*** by Mike Cannon-Brookes
- ***Achieving Start-up Speed in an Enterprise Product Organization*** by InVision
- ***The Unicorn Project and The Five Ideals*** by Gene Kim
- ***How an Open Approach to DevOps Gives You the Flexibility to Adapt to Anything*** by Ian Buchanan
- ***What's New with Jira Service Management and Opsgenie?*** by Darren Henry

Atlassian Cloud Readiness Quiz

isostech.com/cloud-quiz

Created by

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Download Our
Whitepaper

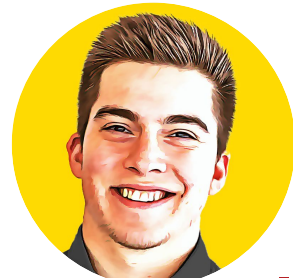
Jira Service Management

A Modern ITSM Solution for an
Evolving IT Landscape

isostech.com/jsm-whitepaper



Q&A





We help the companies
that are changing the world.

How can we help you?

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