CASE STUDY

Simplify and Automate Project Team Membership process using Service Desk

Industry:
IT

Tools:
Jira Service Desk, Jira Software, Groovy script

Background

The Client is a leading IT company in Europe, existing on the market for more than 15 years, focused on providing an outstanding value to their clients in the USA and Europe. The Client's success comes as a result of the long-standing relationships that they build with the clients, their integrity, and dedication. Their project portfolio includes clients in various industries and sizes.

Challenge

The global market expansion that they are experiencing includes expansion of the projects, practices, and teams. Having such a fast developing and expanding nature, the client needed standardization of the internal processes, or developing the "best practices" that would make the company more efficient. In other words, they needed a solution that would simplify and automate the beginning of a new project or practice and the adding of members, along with the roles and responsibilities.

Solution

By using Jira Service Desk and Jira Software, custom issue types were created for each of the categories that the projects include. The solution works in a way that whenever a new request is created in Service Desk que for creating a new project, practice, or user membership, and that request has been transitioned in progress, related tasks and sub-tasks are created in Jira Software project using Groovy Script on post-function action.

Business Outcomes

The implemented solution ensures product owners and practice leads can easily manage, and organize their team workload. Additionally, it allows planning the workforce capacity which leads to better efficiency and consistency. Key Results:

- Transform smaller individual tasks into a fully automated and customized process
- The well defined process removes the chances of making mistakes
- Reduced time and effort for administrative tasks
- Better monitoring and control over resources