ATLASSIAN
Jira Service Management

Calm the IT Ops Chaos with AI Ops

IT Incidents are unavoidable

No matter how much teams try to prepare and prevent incidents, only one thing is certain—they will happen. No amount of chaos engineering, training, or proactive monitoring can change that.

The average incident costs a large company **$9k per minute**, but can be as expensive as **$5 million an hour** depending on the industry.
Source: Forbes

On average it takes **7 engineers** up to **7 days** to determine the root cause of an incident, although mitigation happens much faster.
Source: Forrester Opportunity Snapshot

While AI can't solve incidents without human intervention (yet), at Atlassian we're leveraging AIOps to solve for the evergreen pain points of incident management and response. Thanks to AI, responders now have another tool in their toolbox for incident response and resolution. By focusing on quick wins for responder teams we're empowering human agents to resolve incidents faster, learn from the process, and prevent reoccurrence. Jira Service Management helped real users reduce alert noise, surface key resources, and rapidly create PIRs. Keep reading to learn how.

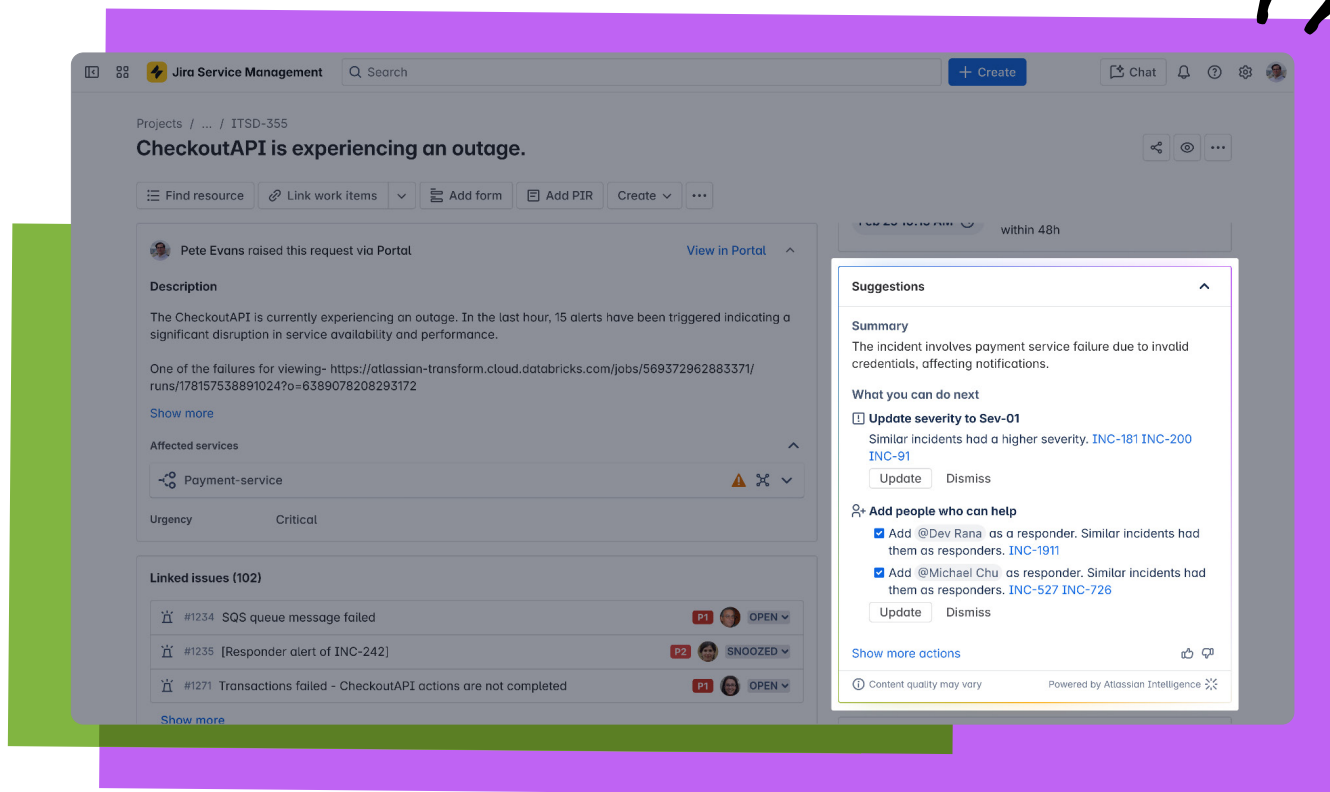**Faster incident response** with grouped alerts and connected resources

Actionable next steps suggested from past incidents
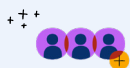
Streamlined post-incident reviews and collaboration

Solving for key pain points with AI Ops

AI is woven throughout the Jira Service Management platform to help teams:

☑ Respond to incidents faster by surfacing and grouping key alerts.

☑ Find related resources, including past PIRs, issues and work items, changes, knowledge base articles, and Slack conversations.

☑ Get suggestions for next steps based on past incident activity, including adding SMEs, updating incident severity, adding affected services, and more.

☑ Create PIRs in seconds, ensuring no learnings are missed.

☑ Collaborate with our Ops Guide Agent for key incident response activities, including gathering context and drafting the PIR.

Results of early adopters using AIOps
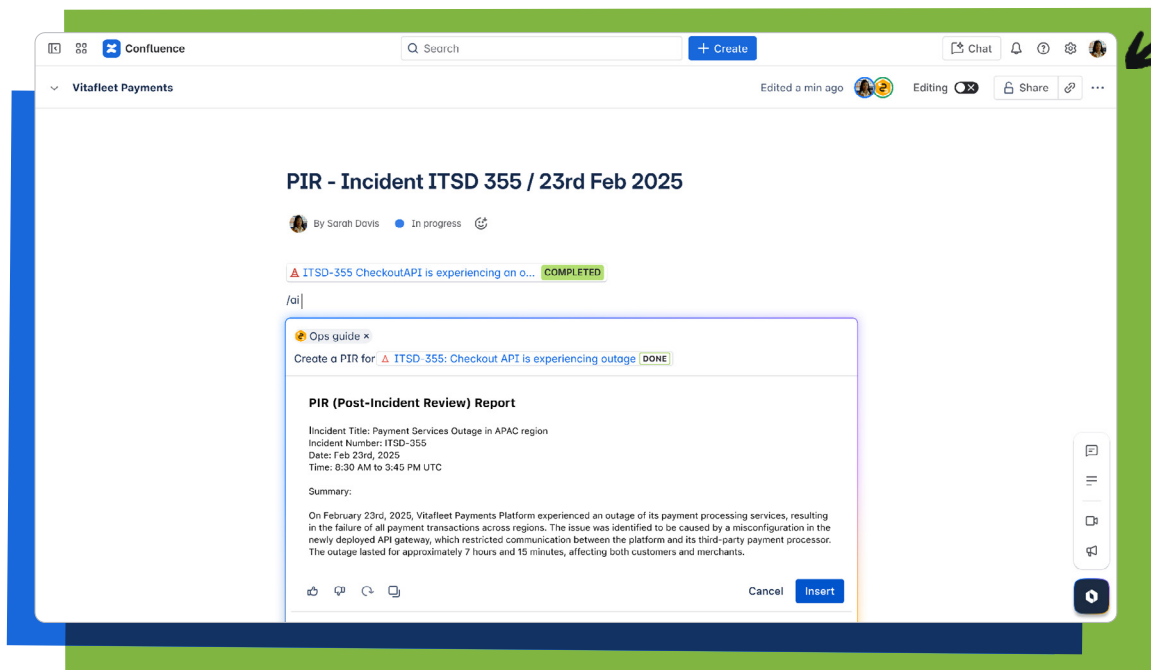
Solving for the key pain points agents and responders experience during an incident is paying off. Here are some of the results our early adopters are seeing:

90% reduction in alert noise	**Rapid** resource retrieval in 6 seconds	**7X** faster creation of PIRs post-incident

Trustworthy, responsible & transparent AI

At Atlassian, we believe in keeping the human in the loop. We're building AI to help humans do their jobs more efficiently not replace them. Sources are cited for all AI generated information and suggestions so that the human agent can be fully confident in their actions. To learn more, check out our Trust Center.

We've also built our AI capabilities to be easy to use and implement so you can see value quickly.

IT Ops teams using AI in Jira Service Management saved **55 minutes** per incident.

Source: The Value Of AI In Jira Service Management From Atlassian

Want to learn more about how your organization can transform your incident management practices?

Learn about AIOps in Jira Service Management: **Watch webinar.**

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