



GUIDE

Deliver high velocity HR service for your employees

How our HR Service Management solution, powered
by Atlassian, connects your global workforce



Jira Service Management's intuitive and powerful Human Resources Service Management (HRSM) functionality makes it easy for HR teams to stay on top of and manage all their service demands, streamline repetitive tasks, and get full visibility into workflows and processes.

This guide helps organizational leaders and HR teams understand how a Jira Service Management solution, delivered to your unique workforce, can meet your employees' needs and operate at high velocity, no matter where they are.

~50%

of employees feel unsupported by their service desk

35%

of employees avoid the service desk altogether

Source: Forrester

Why teams build HR service on Jira Service Management



Quick setup

Out-of-the-box HR templates, premade workflows, and common request types help your HR team get their services up and running, faster. With no-code/low-code editing capabilities, HR can self-serve customization of dynamic forms, automations, knowledge base management, virtual agent, and more.



One less tool

Bring all of your service delivery workflows under one, consolidated roof to cut costs and simplify service management across the business. With highly flexible projects built on a shared platform, make it easier to connect with cross-functional teams and volley requests across the company.



Unified experience

Invest in employee experience by building a central watering hole that can answer questions across the business. By bringing multiple service desks into one place—like IT, HR, and other business teams—employees are able to get the help they need, faster, without having to search through endless tools and documentation hubs.

The High Velocity approach to HR Service Management



Today's global employees expect immediate service and open access to internal systems. Jira Service Management's HRSM (Human Resources Service Management) solution offers a consumer quality self-service portal, automating HR service delivery for competitive onboarding experiences, and simplifying access to internal tools. All of this combined speeds up employee productivity.

HR teams today sometimes rely on manual processes like chasing down signatures from finance or walking by the IT department to let them know a new employee is starting. This manual process is prone to error and lacks consistency. An HRSM solution helps HR create amazing employee experiences and makes sure nothing falls through the cracks.

The service-centric solution integrates HR with cross-functional departments like IT, finance, payroll, and facilities, facilitating processes like onboarding new employees end-to-end. With every team using the same service delivery tool, employees benefit from on-demand access.

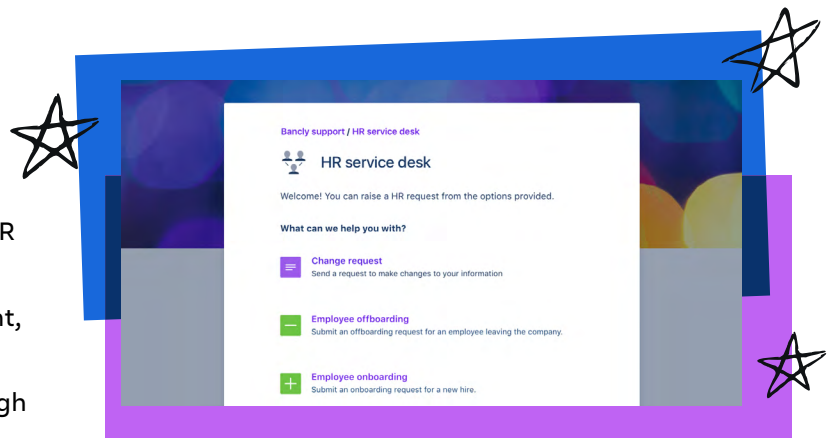
For HR teams looking to get up and running with a service desk, Jira Service Management offers out-of-the-box templates for HR teams that have pre-built workflows for processes such as onboarding, offboarding, and general HR inquiries. To initiate a collaborative HR service delivery system, there are five key elements to have in place.

Simplify access to services

HR teams are the first point of contact for a new employee. And when a new employee has questions, they'll likely reach out to the HR team for information about gaining access to new systems, how to get hardware equipment, and more. IT teams can work with HR to initiate end-to-end automated services through a service catalog approach. In Jira Service Management, teams can set up a portal with a number of service areas for the different teams bringing

service management to the entire business. Instead of wasting time by going through several individuals, employees can request a new laptop, and automatically have it routed, approved, and provisioned through a few simple clicks. Each team can have their own service desk, with workflows behind it working hard to speed up service delivery.

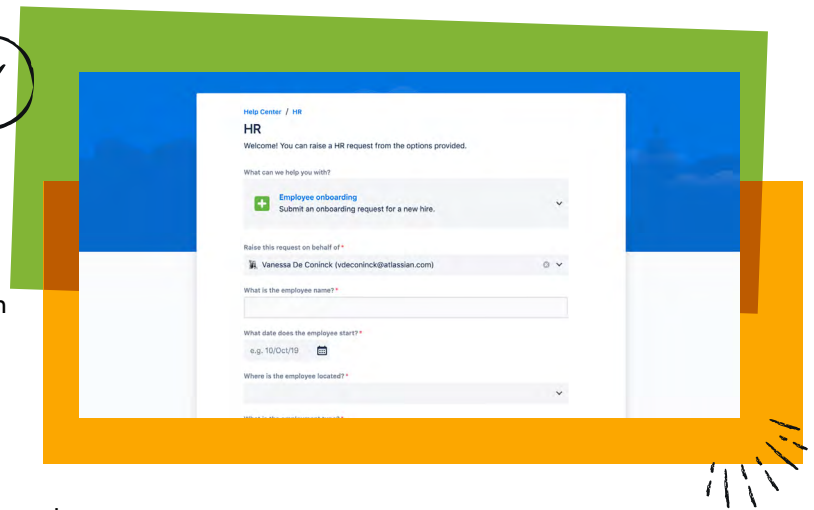
Employees no longer have to hunt down the right department or point of contact. They can visit one central place to request service from any internal team.



Provide consistency in HR onboarding and offboarding



Employee onboarding and offboarding requests are efficient and scalable using Jira Service Management. By introducing workflow automation for these processes, fewer resources serve more employees - creating consistency in the way onboarding is delivered. Multiple departments like HR and IT are connected together to create one sequenced flow, with each step kicking off the next task.



Maintain security with HR case management

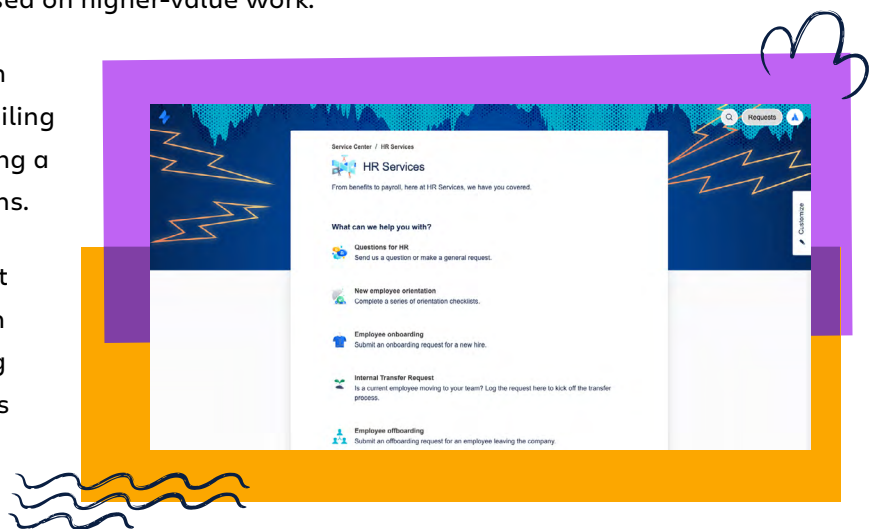
Internally, Atlassian uses Jira Service Management to track sensitive employee relations cases. HR teams deal with an array of sensitive requests that only one or two eyes need to see. In order for HR to fulfill each case to resolution, a safe space is required to document and track the events related to the matter reported. With Jira Service Management's HRSM solution, HR teams can operate a confidential service desk for case management using permissions to manage who can view, find and comment on requests. In the same solution, they maintain a separate public-facing service desk for matters of payroll, onboarding and more general HR services.

Minimize repetitive tasks

While employees see a unified single portal to access help, Jira Service Management helps teams hide the complexity behind the scenes. From well-designed intake forms that can reduce request volume by 70% to automating how data flows through all the required teams, Jira Service Management helps HR teams better allocate their resources and stay focused on higher-value work.

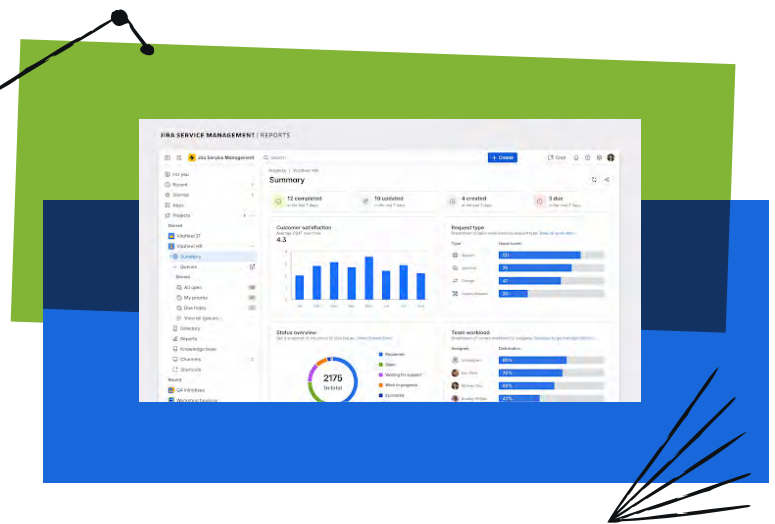
IT and HR teams collaborate to map common processes to determine where to start. Compiling frequently asked questions (FAQs) and building a knowledge base is a quick win for many teams.

With the FAQ addressed and detailed request forms ensuring HR teams get the information they need to do their jobs quickly, onboarding automation can be tackled at a later stage as it usually involves more orchestration across multiple departments.



Track service demand

IT teams can set up simple reporting dashboards that help HR track and report on the delivery of their services. Monthly reporting becomes easy when HR managers can understand the volume of requests coming in, how many employees have successfully been onboarded, and what each of their team's workloads is - all at a glance. Instead of guessing, they can use data to make informed decisions about scaling their team or know where to improve.



CASE STUDY

ATLASSIAN + **Jira Service Management**

Support for the distributed workforce across the employee lifecycle

Atlassian users Jira Service Management with AI-powered virtual service agents to improve response times, optimize HR resources, and provide exceptional employee support. The main service desk, G'Day, handles about 3,500 monthly queries across HR, facilities, finance, and legal, allowing People Ops to manage more queries without increasing staff.



22%

are resolved by virtual service agents of the 3,500 queries per month



2,800 hours

saved annually using virtual service agents

CASE STUDY

Atlassian transformed Zelis' HR and Onboarding

Zelis needed a scalable solution that integrates with systems like Workday. Both IT and HR teams collaborated, so IT considered HR's needs when evaluating JSM. JSM's flexibility, ease of use, and automation benefited both teams.



"Before Jira Service Management I got a complaint that it once took a new employee a month to get their laptop. After implementing JSM, I got another complaint: a laptop had arrived too soon, 10 days before the employee started. That's a complaint I can live with."

- Wendy Zacchio, CIO, Zelis

5 Power Tips for HR Teams Using Jira Service Management



Establish your knowledge base for self-service

One common service management practice that is hugely beneficial for HR teams is creating a knowledge base. With a knowledge base, HR teams can gather responses to all of the common questions they frequently are asked about (e.g., payroll, holiday leave, ID cards, and more) in one place to encourage self-service. When employees start to submit a request through the Jira Service Management customer portal, recommended articles from the knowledge base appear with helpful information, potentially deflecting requests from reaching agents.



Resolve employee requests around the clock

Nothing matters more than your teams' time. Your HR team can seamlessly resolve employee requests around the clock with AI-powered support that is always on. Employees get personalized help using their preferred channel, including web, Slack, Microsoft Teams, and email. Virtual service agent, powered by AI, provides fast, conversational support



Automate your HR service desk

Automation in Jira Service Management is a “low-code/no-code” capability that only takes a few clicks to set up. By automating your processes and workflows, you remove the need for you and your team to perform manual, repetitive tasks – and you can focus on the work that matters.



Keep a pulse on your team's work

You can only improve what you can measure. Get insight through HR reports that uncover employee satisfaction, your team's workload, and spot areas of improvement, and visualize your team's work and continue to improve operations while keeping employees happy. Reporting is easy when HR managers can understand the volume of requests coming in, how many employees have successfully onboarded, and what each of their team's workloads is – all at a glance. HR managers can use data in Jira Service Management to make informed decisions about scaling their team or knowing where to improve.



Protect sensitive information

Confidentiality is critical for many HR matters. While public-facing service desks may make sense for matters of payroll, onboarding, and more general HR services, we recommend you create a separate confidential service desk for sensitive requests. To manage security and maintain confidentiality, you can use permissions to control who can view, find, and comment on requests.

**There's much more to learn
about the powerful, AI-driven
capabilities for Jira Service
Management for your HR team**

