

Digitizing the Graduation Process with Jira Service Management

 Industry: Higher Education

 Company Size: Enterprise

 No. of Users: 2,000

 Atlassian Apps + Marketplace Apps Used

Jira

Confluence

Agile Hive

Jira Service Management

Zephr Scale

Challenge

Before Jira Service Management (JSM), many of the University of Vienna's processes were manual. One person would send email, then wait for replies and forward answers to someone else. This slowed down critical processes – like graduation, travel requests, and grant applications.

Solution

Since rolling out JSM, any department – whether in IT, teaching, or admin – can request their own service project. Over 125 teams have centralized their workflows on Jira. Mission-critical services like applying for graduation and grants are digitized and automated with JSM. No paper, no lines, and no chaotic email threads.





“Before JSM, a lot of our processes were handled manually. One person would email multiple others, wait for replies, forward responses. Now, thanks to JSM, we’ve been able to digitize and streamline many of the university’s processes.”

Andreas Bunzl
DevOps Engineer, Central IT Services | University of Vienna