

# Atlassian Support

# Наша Служба... Сегодня



- Покупателей ~ 19 тыс.
- Заявок ~ 8К в месяц
- Коллектив ~ 120 человек
  - 12 руководителей групп
  - 14 ведущих проекты
- Net Promoter Score (NPS) ~ 48
- Customer Satisfaction (CSat) ~ 87%

# Наша Служба... 2009

- Выпущен JIRA 4.0
- Объём входящих заявок вырос почти вдвое
- Прогнозируемый рост - ещё больше
- Сложности с набором персонала
- Проблемы с культурой в команде
- Серьёзный раскол между офисами и группами



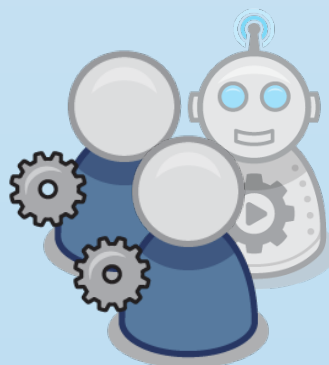
# Решение?



Коллектив

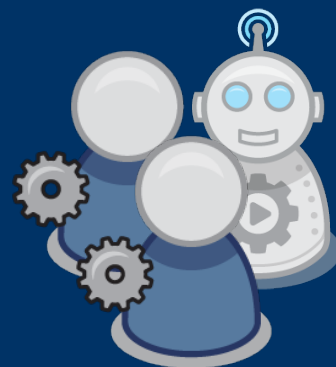


Процессы



Инструменты

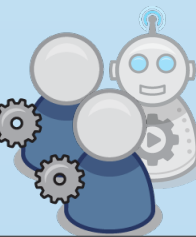
# Инструменты



# Проект #1

Единая система приоритизации заявок – Support Wallboard

- Приоритизация по комплексу характеристик
- Цветовое отображение приоритетов
- Высокая информативность
- Группировка заявок по ряду признаков
- Централизация логики принятия решений



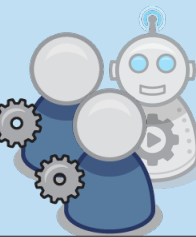
# Проект #1

## Единая система приоритизации заявок – Support Wallboard

### Первая версия:

- Confluence
- BeanShell macro
- SQL plugin

	00:45	<a href="#">CSP-666</a>	Unassigned Critical Issue from my region...	GMT+1	
	<12:34>	<a href="#">CSP-666</a>	Unassigned Critical Issue outside my region...	GMT+12	
HE	<12:34>	<a href="#">CSP-666</a>	Unassigned Escalated Issue from my region...	GMT-5	
ME	<12:34>	<a href="#">CSP-666</a>	Unassigned Escalated Issue outside my region...	GMT+8	
HT <sub>SY</sub>	00:45	<a href="#">CSP-666</a>	Unassigned Transferred Issue from my region...	GMT+1	
MT <sub>AM</sub>	00:15	<a href="#">CSP-666</a>	Unassigned Transferred Issue outside of my region...	GMT+10	
H	00:15	<a href="#">CSP-666</a>	Almost Breached Issue from my region...	GMT+1	
Y	-00:45	<a href="#">CSP-666</a>	Barely Breached Issue from my region...	GMT+1	
M	-12:15	<a href="#">CSP-666</a>	Long Breached Issue from my region...	GMT+1	
L	-08:15	<a href="#">CSP-666</a>	Breached Issue from my region...	GMT+1	
L	<03:15>	<a href="#">CSP-666</a>	Unassigned Issue from my region...	GMT+1	
L	03:15	<a href="#">CSP-666</a>	Waiting Issue from my region...	GMT+1	
H	<12:34>	<a href="#">CSP-666</a>	Unassigned Issue outside my region...	GMT-8	
HE	<12:34>	<a href="#">CSP-666</a>	Assigned Escalated Issue from my region...	GMT-5	<a href="#">Tony Atkins</a>
C	00:45	<a href="#">CSP-666</a>	Assigned Critical Issue from my region...	GMT+1	<a href="#">Tony Atkins</a>
ME	<12:34>	<a href="#">CSP-666</a>	Assigned Escalated Issue outside my region...	GMT+8	<a href="#">Tony Atkins</a>



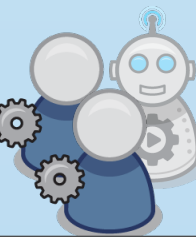
# Проект #1

## Единая система приоритизации заявок – Support Wallboard

Вторая версия:

- JIRA plugin
- Gadgets

	✓	■	?	<76:36>	JST-37565	Atlassian Hosted - Potential partial d..	+3	Comm	mhunter
IE	✓	■	?	<37:30>	JST-47241	We had a number of entries under the A..	-4	Comm	cgauterio E: mtaylor
	✓	■	?	<12:15>	JST-46795	Bonfire	-7	Comm	amohdaris
	✓	■	?	12:09	JST-47282	Bamboo 4.2 and subversione 1.7	+2	Comm	
	✓	■	?	04:28	JST-47358	SVN Importer fails with "Down for..	-7	Comm	
	✓	■	?	-00:06	JST-47308	Review notifications	+1	Comm	
	✓	■	?	-00:10	JST-47298	Undelivered Mail Returned to Sender	+3	Comm	
<b>x2</b>	✓	■	?	-00:50	EHSP-33562	Alpha-numeric field for all issues in ..	+1	Comm	
	✓	■	?	-01:30	JST-47312	Setting up a custom default Wiki page ..	+2	Comm	
	✓	■	?	-13:44	JST-47293	Is there a way to resize multi select			






# Проект #1

## Единая система приоритизации заявок – Support Wallboard

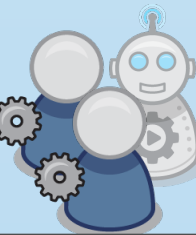
Третья версия:

- + Статистика

Unassigned: 37 (UnassignedW4C: 1), Total: 49 Issues without SEN: 7.

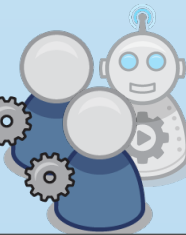
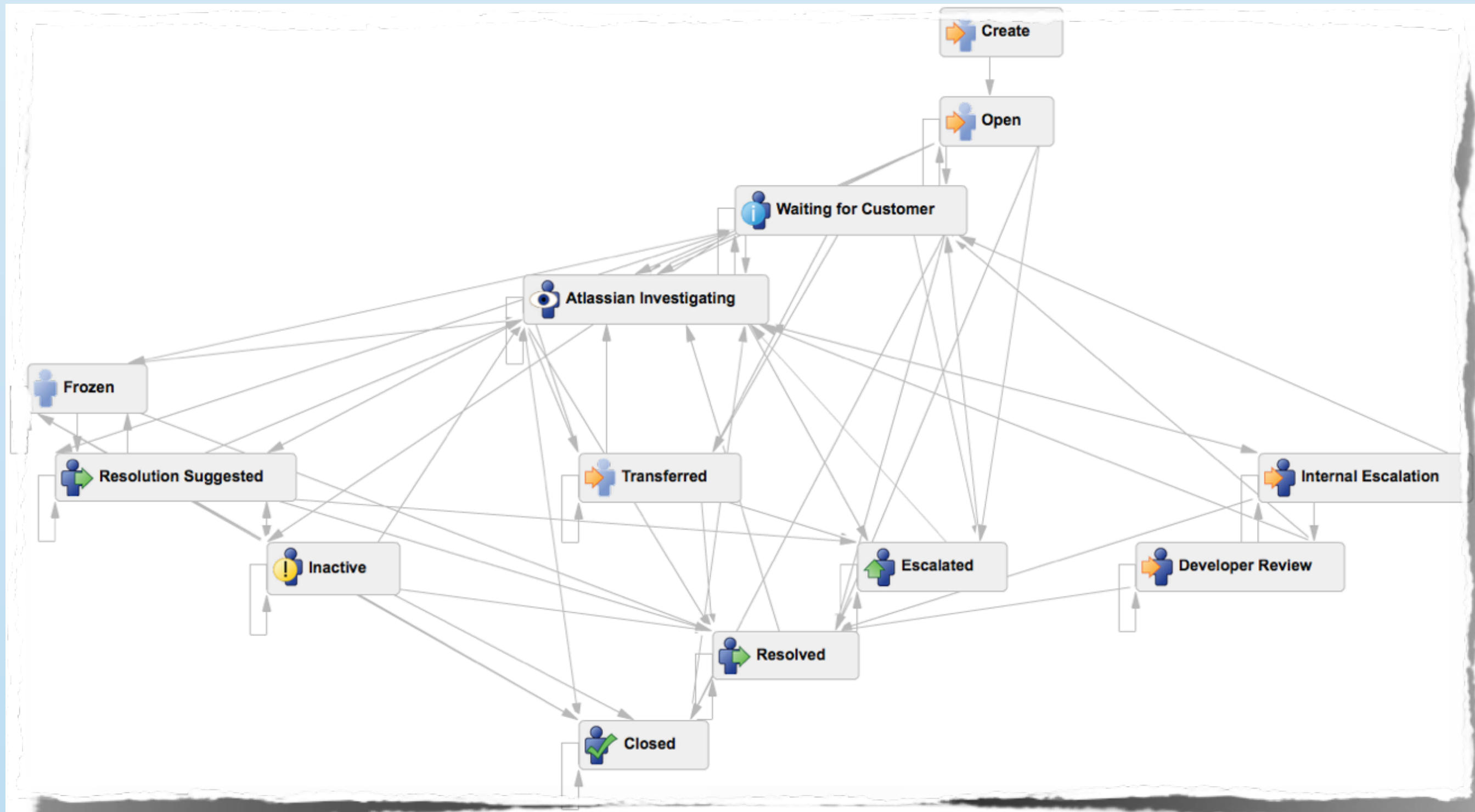


	Time	Key	Summary	TZ	License	Assignee
	<76:36>	JST-37565	Atlassian Hosted - Potential partial d..	+3	Comm	mhunter
IE	<37:30>	JST-47241	We had a number of entries under the A..	-4	Comm	cgauterio E: mtaylor
	<12:15>	JST-46795	Bonfire	-7	Comm	amohdaris
	12:09	JST-47282	Bamboo 4.2 and subversion 1.7	+2	Comm	
	04:28	JST-47358	SVN Importer fails with "Down for..	-7	Comm	
	-00:06	JST-47308	Review notifications	+1	Comm	
	-00:10	JST-47298	Undelivered Mail Returned to Sender	+3	Comm	
x2	-00:50	EHSP-33562	Alpha-numeric field for all issues in ..	+1	Comm	
	-01:30	JST-47312	Setting up a custom default Wiki page ..	+2	Comm	
	-13:14	JST-47293	Is there a way to resize multi select ..	+1	Comm	
	11:50	JST-47300	Change User access issues -> Assignee			



# Проект #2

Упрощение конфигурации SAC (support.atlassian.com)



# Проект #2

## Упрощение конфигурации SAC (support.atlassian.com)

### Сбор информации:


- Wrap Up
- Компоненты
- Полезные ссылки

Wrap Up and Close

Wrap Up

There are 3 errors and 0 warnings. You will not be able submit this form until the errors have been resolved.

- ⊖ No components defined. Please review the Components field.
- ⊖ No time logged against this issue. Please review the Time Spent field.
- ⊖ No SEN has been entered yet.

Assignee  Sherali Karimov

Component/s

Start typing to get a list of possible matches or press down to select.

Add time spent


The format of this is: \*w \*d \*h \*m. Examples: 4d, 5h 30m, 160m, 3w.  
Time spent in total to date: 0m

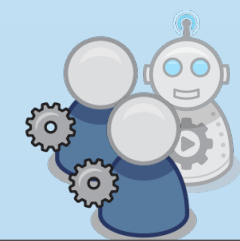
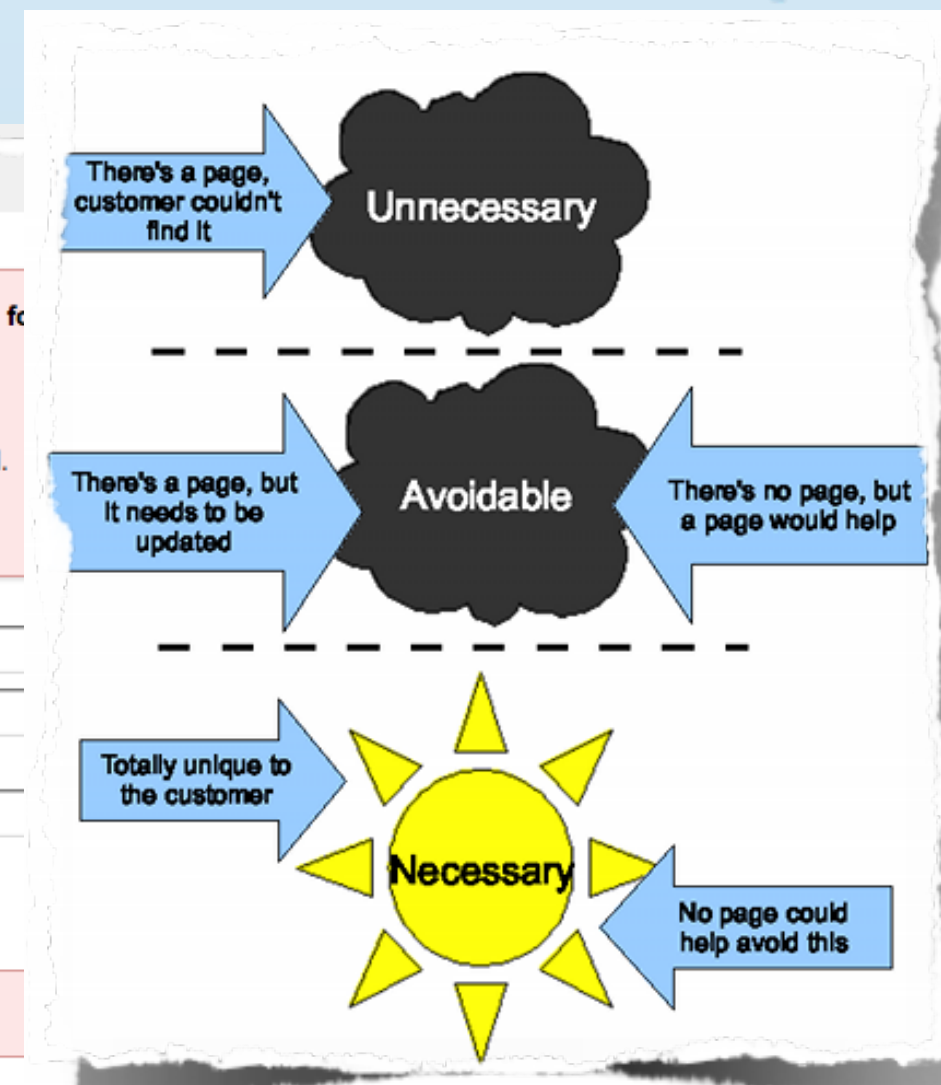
Support Entitlement Number (SEN)

⊖ No SEN found.  
[Let me choose a SEN](#)

Issue URL(s)

Follow Up    
Is any follow up required on this issue?

Resolution\*  



# Проект #2

Упрощение конфигурации SAC (support.atlassian.com)

Сокращение дублирования:

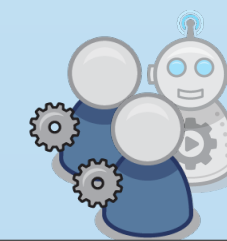
- плагин whoslooking



The image displays two screenshots of a Jira issue page for 'This is a test issue'. The top screenshot shows the issue details with a blue bar indicating 'admin is looking at this issue.' Below this, there are buttons for 'Comment', 'Attach Files', 'Attach Screenshot', and 'More Actions'. The bottom screenshot shows the same issue page after a modification, with a yellow bar indicating 'admin is looking at this issue. The issue has been modified. Reload'. The 'Details' section is expanded, showing the following information:

Type:	Bug
Priority:	Major
Affects Version/s:	None
Component/s:	None

On the right side of the bottom screenshot, the status is shown as 'Open (View Work)', 'Resolution: Unresolved', and 'Fix Version/s: None'.

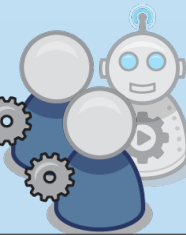
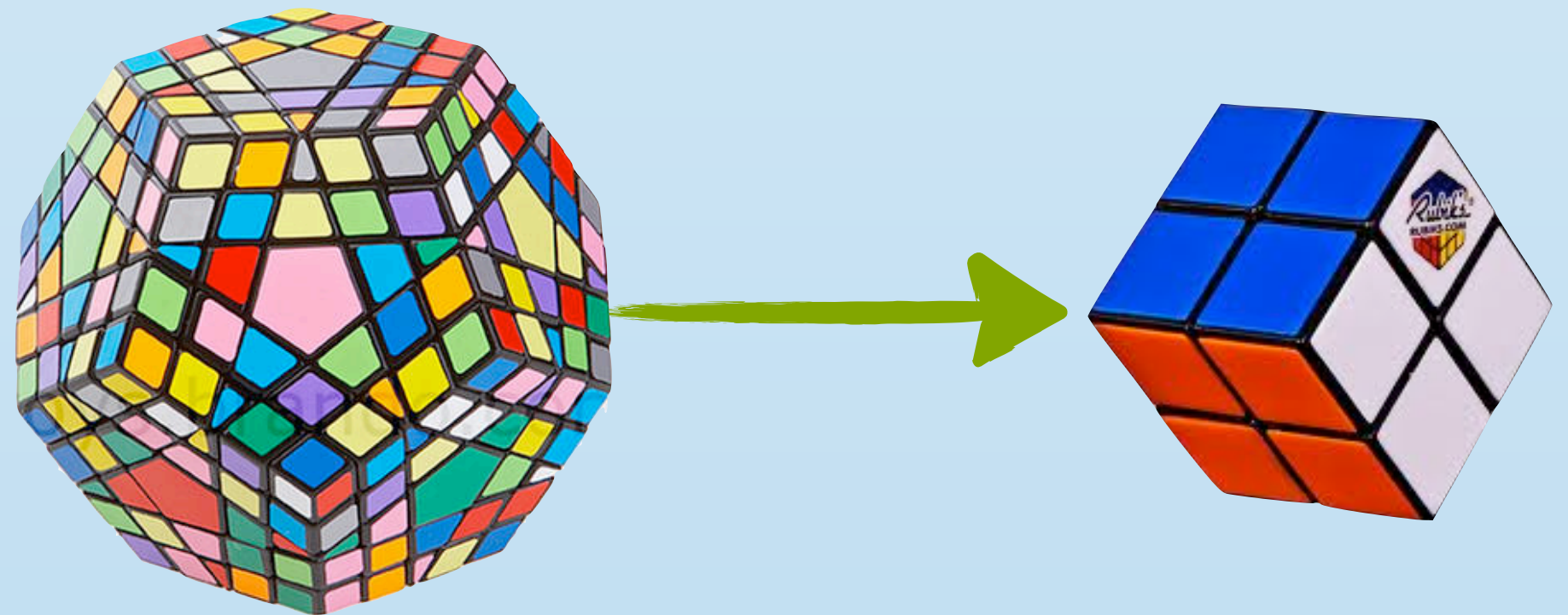


# Проект #2

Упрощение конфигурации SAC ([support.atlassian.com](http://support.atlassian.com))

Упрощение:

- Оповещении
- Доступа
- Пользовательских полей



# Проект #3

Укрепление базы знаний и продвижение самообслуживания

База знаний:

- Базы:
  - САС (confluence.atlassian.com)

Wiki Markup

```
{htmlcomment}
Regular Expression:LDAP\:\serror\scode\s49
https://support.atlassian.com/browse/CSP-50280
{htmlcomment}
```

**САС**

- JAC (jira.atlassian.com)

Story Points

Number of Scrum Story points allocated to this Story.

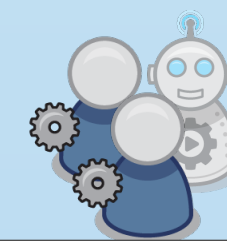
**JAC**

Regular Expression

```
LicenseException.*[Ff]ailed to verify the license
```

Regular Expression for Atlassian Support issue diagnosis

- Regular expression для каждой статьи



# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

### Ежечасное обновление Regular Expressions

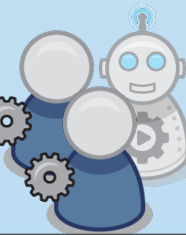
#### Projects supported by Hercules

**SAC**

These projects have Sisyphus regular expression patterns associated with them and are configured to be analysed by Hercules. You can also restrict access to Hercules results to particular group of users.

Project	Result viewers	Scanning permitted to	Send notifications	Patterns loaded	Loaded from	Last loaded	Actions
<b>Bamboo Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	202	<i>bamboo_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Bitbucket Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	4	<i>bitbucket_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Bonfire Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	6	<i>bonfire_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Clover Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	11	<i>clover_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Confluence Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	809	<i>confluence_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Crowd Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	86	<i>crowd_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>Crucible Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	252	<i>crucible_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>FishEye Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	258	<i>fisheye_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>GreenHopper Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	165	<i>greenhopper_regex.xml</i>	07/Oct/12 4:18 PM	✘
<b>JIRA Support</b>	<i>Visible to all groups</i>	atlassian ( <a href="#">View Users</a> )	✔	800	<i>jira_regex.xml</i>	07/Oct/12 4:18 PM	✘

Add project

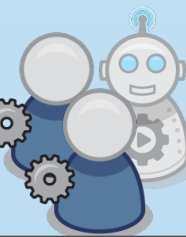


# Проект #3

Укрепление базы знаний и продвижение самообслуживания

- Плагин: Hercules

**HERCULES**  
ATLASSIAN SUPPORT BOT





# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

• План

Н  
АТ

Project **Confluence Support**

Issue Type  **Problem Report**

Step 1: Initial Support Info (Required)

Step 2: Additional Application Info & Attachments (Optional)

Step 3: Participants & Phone Number (Optional)

Summary \* Out Of Memory exception after upgrade

**Results from our documentation:**

[Confluence Crashes Due to 'java.lang.OutOfMemoryError PermGen ...](#)

Sep 3, 2012 ... Resolution. To avoid this in the future follow the steps detailed in the guide [How to Fix Out of Memory Errors by Increasing Available Memory](#).  
Labeled [Confluence](#) [Confluence](#) ...

[Performance Tuning - Confluence Latest - Atlassian Documentation ...](#)

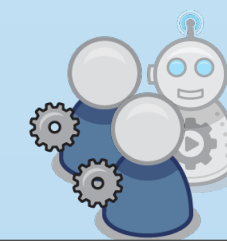
Sep 3, 2012 ... If there is not enough RAM available, your server may start swapping out some of Confluence's heap data to your hard disk. This will slow down ...  
Labeled [Confluence](#) [Confluence](#) ...



[Configuring System Properties - Confluence Latest - Atlassian ...](#)

Sep 3, 2012 ... See [How to Fix Out of Memory Errors by Increasing Available Memory](#) for specific instructions for OutOfMemory Errors.  
Labeled [Confluence](#) [Confluence](#) ...

Description

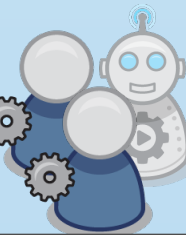
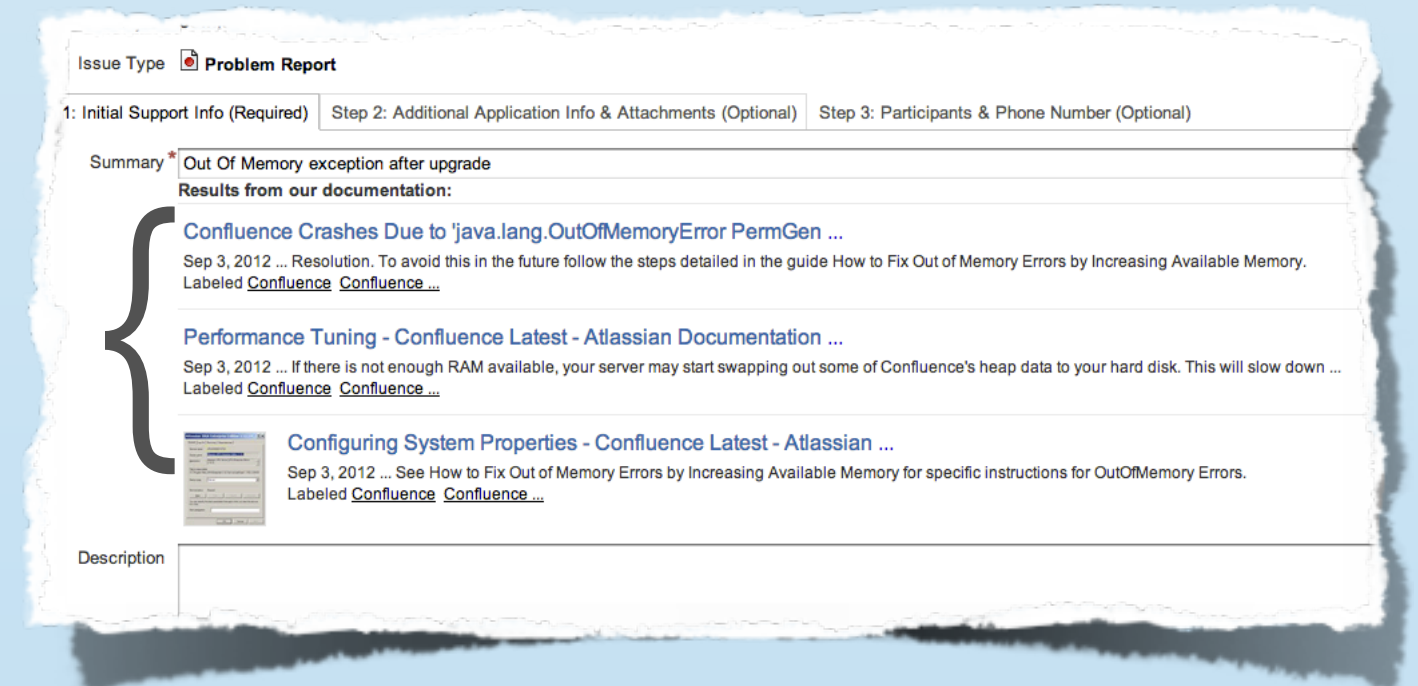


# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

- Плагин: Hercules

**HERCULES**  
ATLASSIAN SUPPORT BOT



# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

- Плагин: Hercules

HERCULES  
ATLASSIAN SUPPORT



### Hercules Report

▼ application-logs/atlassian-jira.log

Database Deadlock on Microsoft SQL Server

Login Requiring CAPTCHA although Spam Prevention is Turned Off

Unable to Start Confluence or Some Plugins are Disabled upon Startup

Confluence Crashes Due to 'java.lang.OutOfMemoryError GC overhead limit exceeded'

Out of Memory Heap Space



Issue Type Problem Report

1: Initial Support Info (Required) Step 2: Additional Application Info & Attachments (Optional) Step 3: Participants & Phone Number (Optional)

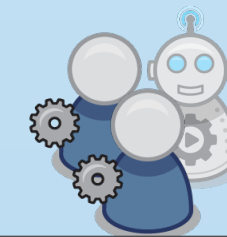
Summary \* Out Of Memory exception after upgrade

Results from our documentation:

Fix Out of Memory Errors by Increasing Available Memory.

of Confluence's heap data to your hard disk. This will slow down ...

...  
try for specific instructions for OutOfMemory Errors.



# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

- Плагин: Hercules

**HERCULES**  
ATLASSIAN SUPPORT BOT



Issue Type **Problem Report**

1: Initial Support Info (Required) | Step 2: Additional Application Info & Attachments (Optional) | Step 3: Participants & Phone Number (Optional)

Summary \* **Out Of Memory exception after upgrade**

Results from our documentation:

- [Confluence Crashes Due to 'java.lang.OutOfMemoryError PermGen ...](#)  
Sep 3, 2012 ... Resolution. To avoid this in the future follow the steps detailed in the guide How to Fix Out of Memory Errors by Increasing Available Memory. Labeled [Confluence](#) [Confluence](#)...
- [Performance Tuning - Confluence Latest - Atlassian Documentation ...](#)  
Sep 3, 2012 ... If there is not enough RAM available, your server may start swapping out some of Confluence's heap data to your hard disk. This will slow down ... Labeled [Confluence](#) [Confluence](#)...
- [Configuring System Properties - Confluence Latest - Atlassian ...](#)  
Sep 3, 2012 ... See How to Fix Out of Memory Errors by Increasing Available Memory for specific instructions for OutOfMemory Errors. Labeled [Confluence](#) [Confluence](#)...

Description

### Hercules Report

▼ [application-logs/atlassian-jira.log](#)

[Database Deadlock on Microsoft SQL Server](#)



[Login Requiring CAPTCHA although Spam Prevention is Turned Off](#)



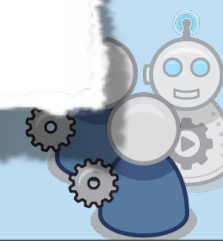
[Unable to Start Confluence or Some Plugins are Disabled upon Startup](#)



[Confluence Crashes Due to 'java.lang.OutOfMemoryError GC overhead limit exceeded'](#)



[Out of Memory Heap Space](#)

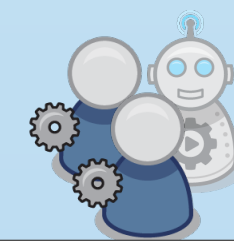


# Проект #3

Укрепление базы знаний и продвижение самообслуживания

Доставка результатов анализа в Августе:

- SAC = 10.000 просмотров
- Email = 2300 просмотров
- Support Tools plugin = 2500 просмотров



# Проект #3

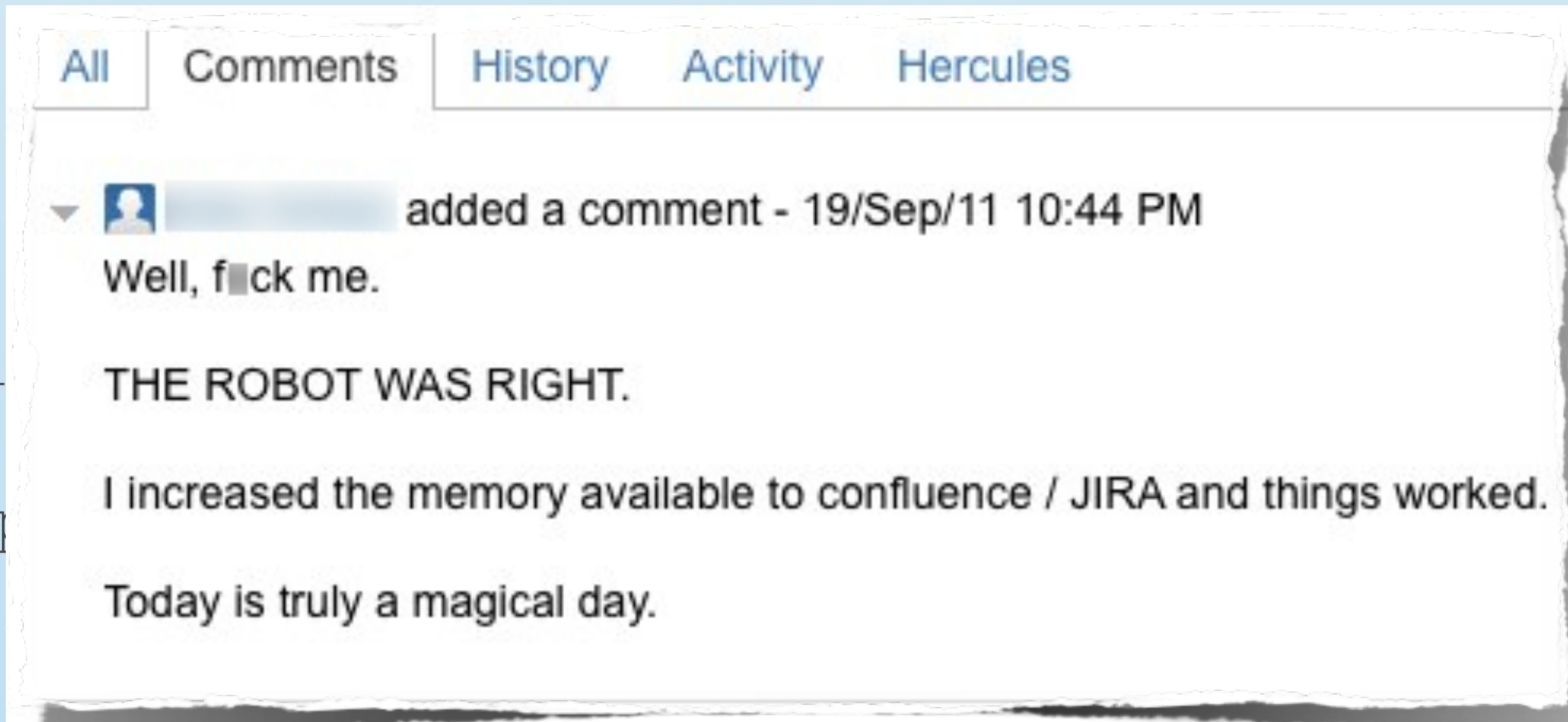
Укрепление базы знаний и продвижение самообслуживания

Достав

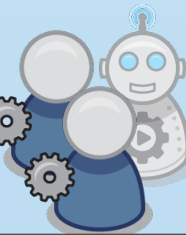
- SAC

- Email

- Support



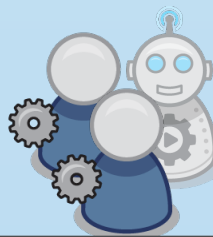
The screenshot shows a JIRA interface with a navigation bar containing 'All', 'Comments', 'History', 'Activity', and 'Hercules'. The 'History' tab is selected. Below the navigation bar, a comment history entry is displayed, showing a user profile icon, a dropdown arrow, and the text 'added a comment - 19/Sep/11 10:44 PM'. The comment text reads: 'Well, f\*\*ck me. THE ROBOT WAS RIGHT. I increased the memory available to confluence / JIRA and things worked. Today is truly a magical day.'



# Проект #3

Укрепление базы знаний и продвижение самообслуживания

- Плагин: Content Survey and Reporting



# Проект #3

Укрепление базы знаний и продвижение самообслуживания

- Плагин: С


▶ Expand to see related content

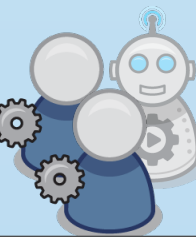
**Help us improve!**

Is this article helpful?  Yes  No

Is the content complete?  Yes  No

Is it well written?  Yes  No

 Like Be the first to like this

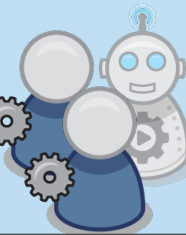




# Проект #3

Укрепление базы знаний и продвижение самообслуживания

- Плагин: Content Survey and Reporting
- Реакция клиентов на статьи



# Проект #3

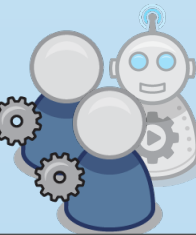
## Укрепление базы знаний и продвижение самообслуживания

- План

- Р

View: **Pages with Results** | [Pages without Results](#) | [Rollup Report](#)

Confluence Knowledge Base	Total Ballots	Composite Score	Was this helpful?	Was it well written?	Was the content complete?
<a href="#">Recovering Database Attachments</a>	10	22	80% (8/10)	60% (6/10)	70% (7/10)
<a href="#">Confluence Crowd Integration Fails due to HTTP Proxy</a>	7	17	86% (6/7)	43% (3/7)	86% (6/7)
<a href="#">Workaround for ProxyPreservehost = ON</a>	3	9	100% (3/3)	100% (3/3)	33% (1/3)
<a href="#">Occasional 502 Bad gateway from Apache HTTPd proxy</a>	5	7	60% (3/5)	80% (4/5)	60% (3/5)
<a href="#">Attachments Missing After Moving a Family of Pages (Confluence 3.0)</a>	2	6	100% (2/2)	50% (1/2)	100% (2/2)
<a href="#">Request Assumes Identity of Another User who Logs in Concurrently due to Apache CacheIgnoreHeaders</a>	4	4	50% (2/4)	75% (3/4)	100% (4/4)
<a href="#">Error removing attachments if attachments folder is a symbolic link</a>	1	3	100% (1/1)	100% (1/1)	0% (0/1)
<a href="#">Redirected to Dashboard on Login Due to Page Titles with Spaces (Websphere)</a>	2	2	50% (1/2)	50% (1/2)	50% (1/2)
<a href="#">Internet Explorer 6 problems when using Netscaler</a>	6	2	33% (2/6)	67% (4/6)	67% (4/6)
<a href="#">Attachment download throws Connection timed out exception</a>	2	2	50% (1/2)	100% (2/2)	50% (1/2)



# Проект #3

## Укрепление базы знаний и продвижение самообслуживания

- Плагин: Content Survey and Reporting
- Реакция клиентов на статьи
- Анализ эффективности статей

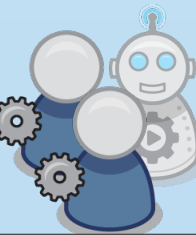


Expand to see related content

Help us improve!

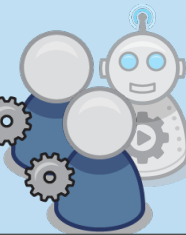
Confluence Knowledge Base	Total Ballots	Composite Score	Was this helpful?	Was it well written?	Was the content complete?
...covering Database Attachments	10	22	80% (8/10)	60% (6/10)	70% (7/10)
...nfluence Crowd Integration Fails due to HTTP Proxy	7	17	86% (6/7)	43% (3/7)	86% (6/7)
...orkaround for ProxyPreservehost = ON	3	9	100% (3/3)	100% (3/3)	33% (1/3)
...ccasional 502 Bad gateway from Apache HTTPd proxy	5	7	60% (3/5)	80% (4/5)	60% (3/5)
...chments Missing After Moving a Family of Pages (Confluence 3.0)	2	6	100% (2/2)	50% (1/2)	100% (2/2)
...quest Assumes Identity of Another User who Logs in Concurrently due to ... ...ache CacheIgnoreHeaders	4	4	50% (2/4)	75% (3/4)	100% (4/4)
...ror removing attachments if attachments folder is a symbolic link	1	3	100% (1/1)	100% (1/1)	0% (0/1)
...edirected to Dashboard on Login Due to Page Titles with Spaces (Websphere)	2	2	50% (1/2)	50% (1/2)	50% (1/2)
...ternet Explorer 6 problems when using Netscaler	6	2	33% (2/6)	67% (4/6)	67% (4/6)
...tachment download throws Connection timed out exception	2	2	50% (1/2)	100% (2/2)	50% (1/2)

No  
No  
No



# Проект #4

Внедрение информации о клиентах



# Проект #4

## Внедрение информации о клиентах

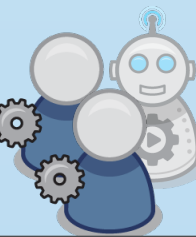
Updated: Today 5:59 PM  
Since last reply: 3 weeks ago

▼ **Relevant Issues**

- ▼ 2 issue(s) with the same SEN
  - JST-26971 Upgrade Zendesk plugin
  - JST-27141 Accidental Commit of Password
- ▼ 1 more issue(s) with the same Hosted Product URL
  - JST-27205 Several issues listed below
- ▶ 2 more issue(s) with the same Reporter
- ▶ 31 more issue(s) with the same Company or Domain

▼ **Have you tried?**

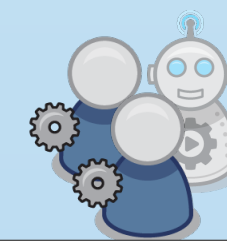
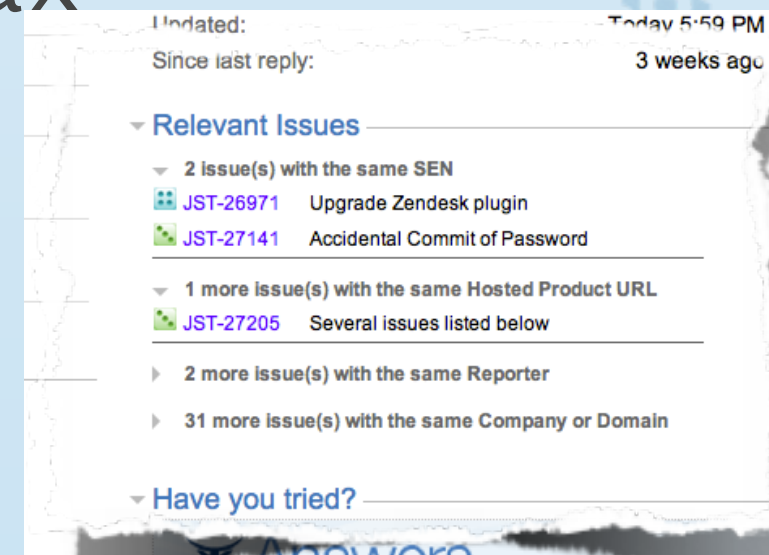
▼ Answers



# Проект #4

## Внедрение информации о клиентах

- Заявки имеющие отношение в делу



Внедр

ментал


- Заявки имеющие отн

**Dates**

Created: Tuesday 10:08 AM  
Updated: Tuesday 11:00 AM  
Resolved: Tuesday 11:00 AM  
Since last reply: 3 days ago


**Relevant Issues**


1 issue(s) with the same SEN

 <a href="#">JSP-105069</a>	Pay Difference and Upgrade
--	----------------------------

1 more issue(s) with the same Company or Domain

**Customer Notes**

 Major Customer. Current Reporter...



 Server 1 (as of Aug, 2011): Bas...

Add a new note...


Updated: Today 5:59 PM  
Since last reply: 3 weeks ago

**Relevant Issues**

2 issue(s) with the same SEN

-  [JST-26971](#) Upgrade Zendesk plugin
-  [JST-27141](#) Accidental Commit of Password

1 more issue(s) with the same Hosted Product URL

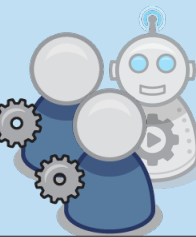
-  [JST-27205](#) Several issues listed below

2 more issue(s) with the same Reporter

31 more issue(s) with the same Company or Domain

**Have you tried?**

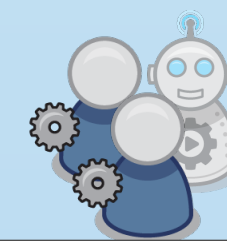
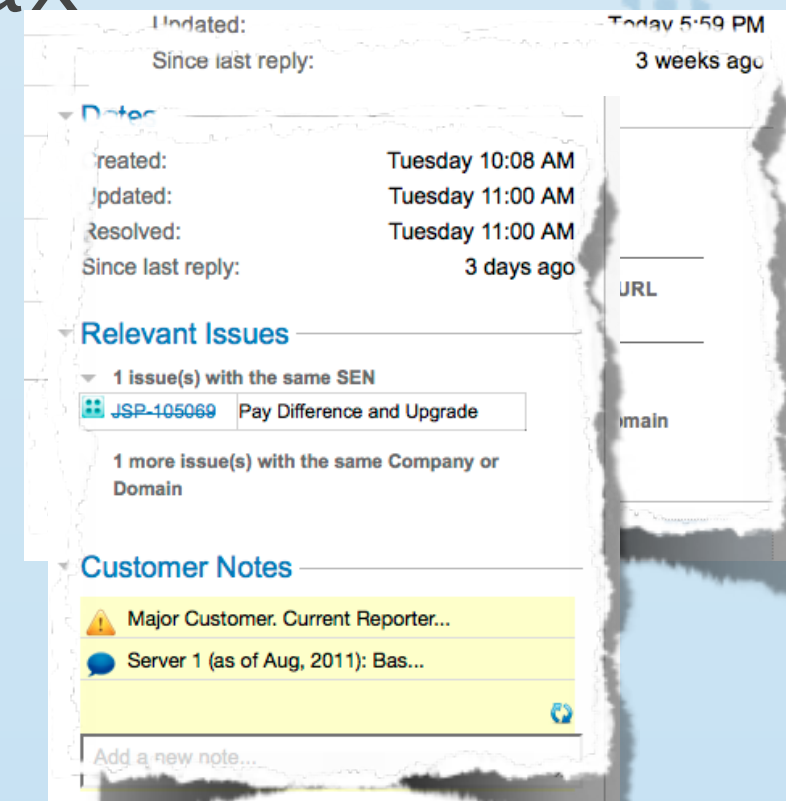
Answers



# Проект #4

## Внедрение информации о клиентах

- Заявки имеющие отношение в делу
- Особые отметки о клиентах





# Проект #4

- Заяв
- Особ

## Customer email:

Tony Atkins <aatkins@atlassian.com> [Details](#)

## Hosted Product URL

[Details](#)

## Support Entitlement Number (SEN)

SEN-L1718818 [Details](#)

SEN: **SEN-L1718818**

JIRA Unlimited Users: Developer License

License Type: Developer

Expiry: 2013-07-05

[Scout](#)

[AAC/MAC](#)

[Continue](#)

[Skip Validation](#)

## About this customer

### Active License details Click license to select

SEN	Description	Expiry	Tech Contact
SEN-L1841852	Stash 500 Users: Developer License	2033-09-30	aatkins@atlassian.com
SEN-L943219	Clover Desktop (1 Machine): Commercial License	2015-10-25	aatkins@atlassian.com
SEN-L1329742	Bamboo 100 Remote Agents: Developer License	2015-10-25	aatkins@atlassian.com
SEN-L1761265	Confluence: Developer	2034-02-02	aatkins@atlassian.com
SEN-L1518701	Team Calendars for Confluence 2000+ Users: Developer License	2013-03-14	aatkins@atlassian.com
SEN-L1348791	Team Calendars for Confluence 2000+ Users: Demonstration License	2012-11-09	aatkins@atlassian.com
SEN-L1718818	JIRA Unlimited Users: Developer License	2013-07-05	aatkins@atlassian.com

### Relevant issues

Issue(s) with the same SEN

Issue(s) with the same Hosted URL

Issue(s) with the same Reporter

[JST-46903](#) *romar* Error thrown when loading any content (including admin pa...

[SUPTST-512](#) No logs.

[SUPTST-511](#) testing

Issue(s) with the same Company or Domain

### Recently closed issues

This feature is not implemented yet... To be continued...

### CSat feedback

This feature is not implemented yet... To be continued...

### Notes

This instance of JIRA license is for testing purposes. This is a test note for a test SEN.

Be nice to Tony. He has an admin account to SAC and he is not afraid to use it. :)

Today 5:59 PM

3 weeks ago

10:08 AM

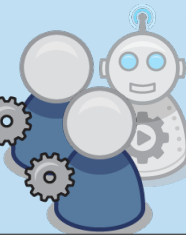
10:00 AM

10:00 AM

1 days ago

JURL

main



# Проект #4

## Внедрение информации о клиентах

- Заявки имеющие отношение в делу
- Особые отметки о клиентах
- Страница создания заявок

Updated: Today 5:59 PM  
Since last reply: 3 weeks ago

**Details**

Created: Tuesday 10:08 AM  
Updated: Tuesday 11:00 AM  
Resolved: Tuesday 11:00 AM  
Since last reply: 3 days ago

**Relevant Issues**

1 issue(s) with the same SEN

JSP-105069 Pay Difference and Upgrade

1 more issue(s) with the same Company or Domain

URL

main

Customer email:  
Tony Atkins <aatkins@atlassian.com> Details

Hosted Product URL Details

Support Entitlement Number (SEN) Details  
SEN-L1718818

SEN: SEN-L1718818  
JIRA Unlimited Users: Developer License  
License Type: Developer Scout AAC/MAC  
Expiry: 2013-07-05

Continue Skip Validation

**About this customer**

**Active License details** *Click license to select*

SEN	Description	Expiry	Tech Contact
SEN-L1841852	Stash 500 Users: Developer License	2033-09-30	aatkins@atlassian.com
SEN-L943219	Clover Desktop (1 Machine): Commercial License	2015-10-25	aatkins@atlassian.com
SEN-L1329742	Bamboo 100 Remote Agents: Developer License	2015-10-25	aatkins@atlassian.com
SEN-L1761265	Confluence: Developer	2034-02-02	aatkins@atlassian.com
SEN-L1518701	Team Calendars for Confluence 2000+ Users: Developer License	2013-03-14	aatkins@atlassian.com
SEN-L1348791	Team Calendars for Confluence 2000+ Users: Demonstration License	2012-11-09	aatkins@atlassian.com
SEN-L1718818	JIRA Unlimited Users: Developer License	2013-07-05	aatkins@atlassian.com

**Relevant issues**

Issue(s) with the same SEN

Issue(s) with the same Hosted URL

Issue(s) with the same Reporter

JST-46903 romar Error thrown when loading any content (including admin pa...

SUPTST-542 No logs.

SUPTST-544 testing

Issue(s) with the same Company or Domain

**Recently closed issues**

This feature is not implemented yet... To be continued...

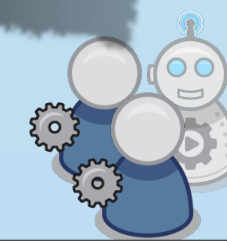
**CSat feedback**

This feature is not implemented yet... To be continued...

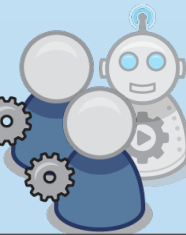
**Notes**

This instance of JIRA license is for testing purposes. This is a test note for a test SEN.

Be nice to Tony. He has an admin account to SAC and he is not afraid to use it. :)

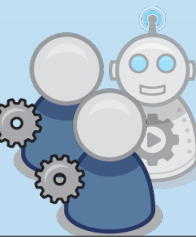


# Результат?



# Результат?

- Среднее увеличение оперативной эффективности.
- Неэффективные затраты сил по сравнению с отдачей.
- Незначительные улучшения процессов.
- Отсутствие стратегических решений.



# Процессы



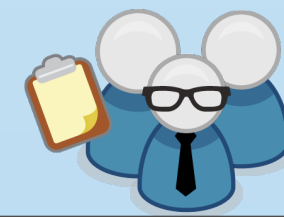
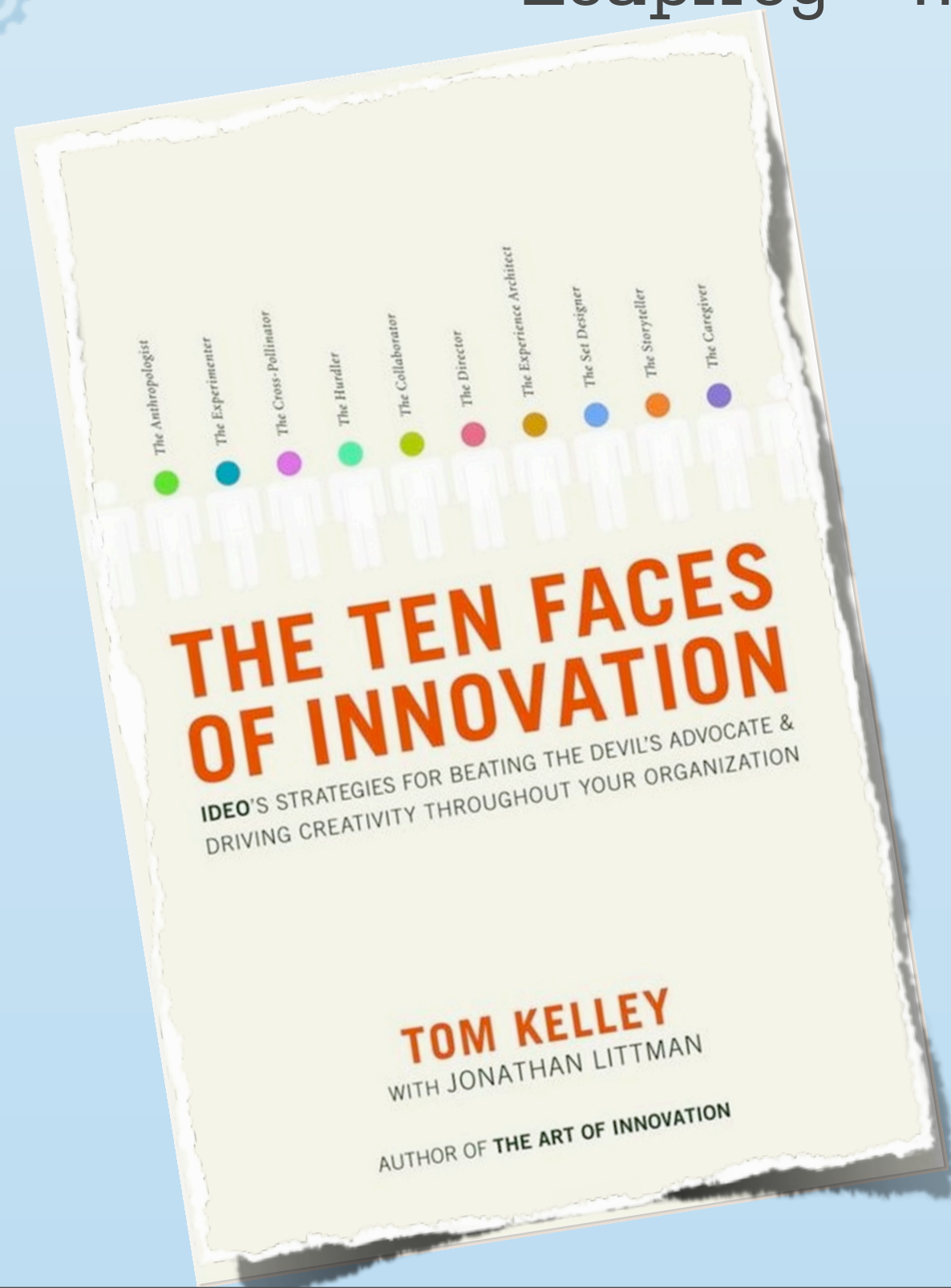
# Первые Шаги

- Профилактика путём улучшения продуктов
  - Списки ошибок и сиюминутные совещания
- Предотвращение заявок путём их отклонения
  - База знаний
  - Hercules
- Оптимизация процессов за счёт улучшения конфигурации инструментов



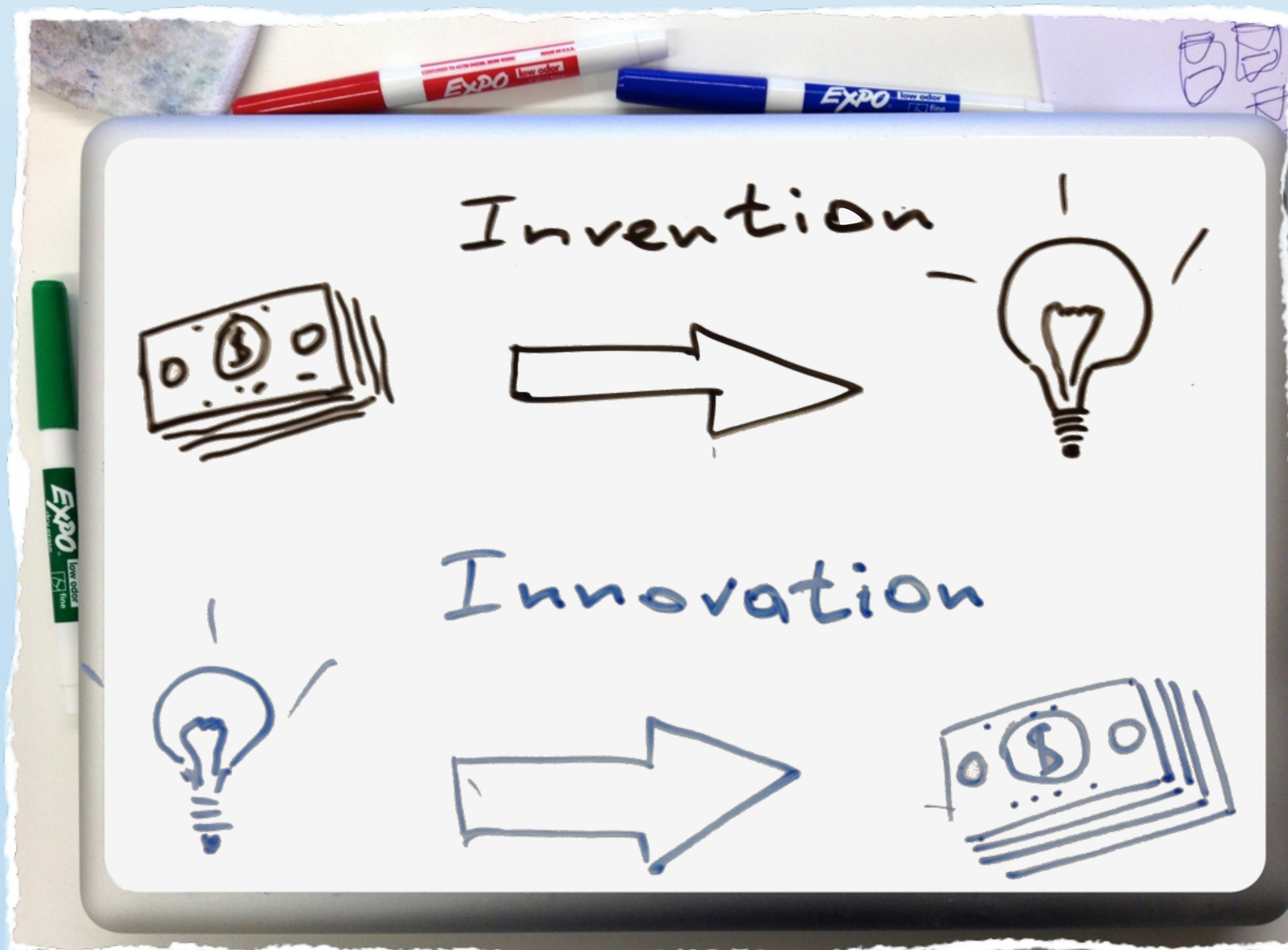
# Проект #5

'Leapfrog' - подрывные инновации



# Проект #5

'Leapfrog' - подрывные инновации





# Проект #5

'Learfrog' - подрывные инновации

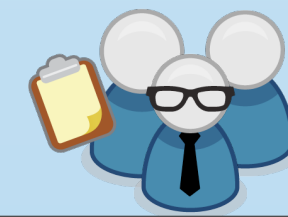
- 2 месяца поисков и собеседований



# Проект #5

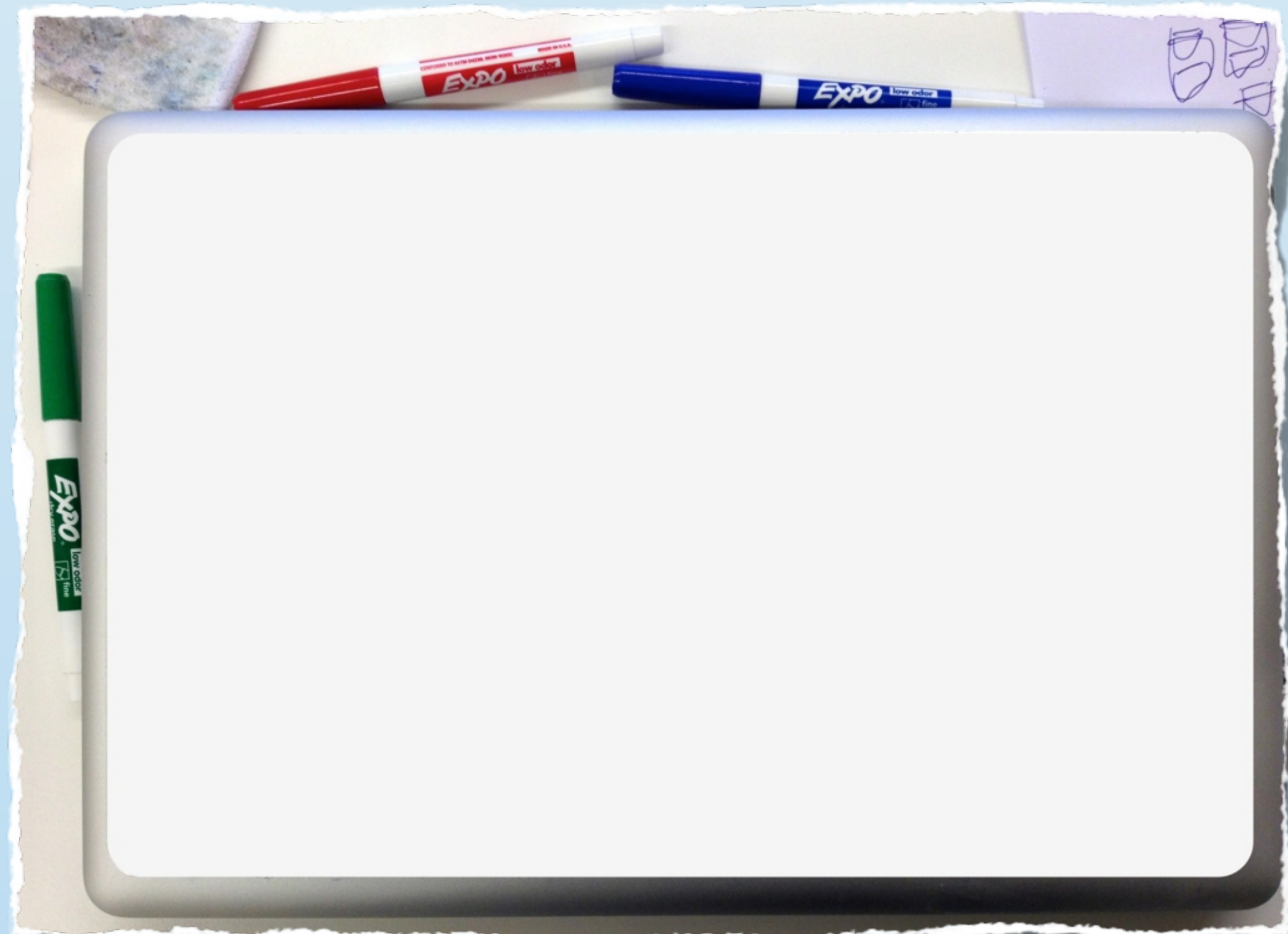
## 'Leapfrog' - подрывные инновации

- 2 месяца поисков и собеседований
  - 328 приглашений (170 клиентам)
  - 139 интервью (77 с клиентами)
  - 5794 версий 3000 страниц, блогов и прочих документов
  - 551 новых идей
  - 52 новых концепций
  - 3 стратегические программы



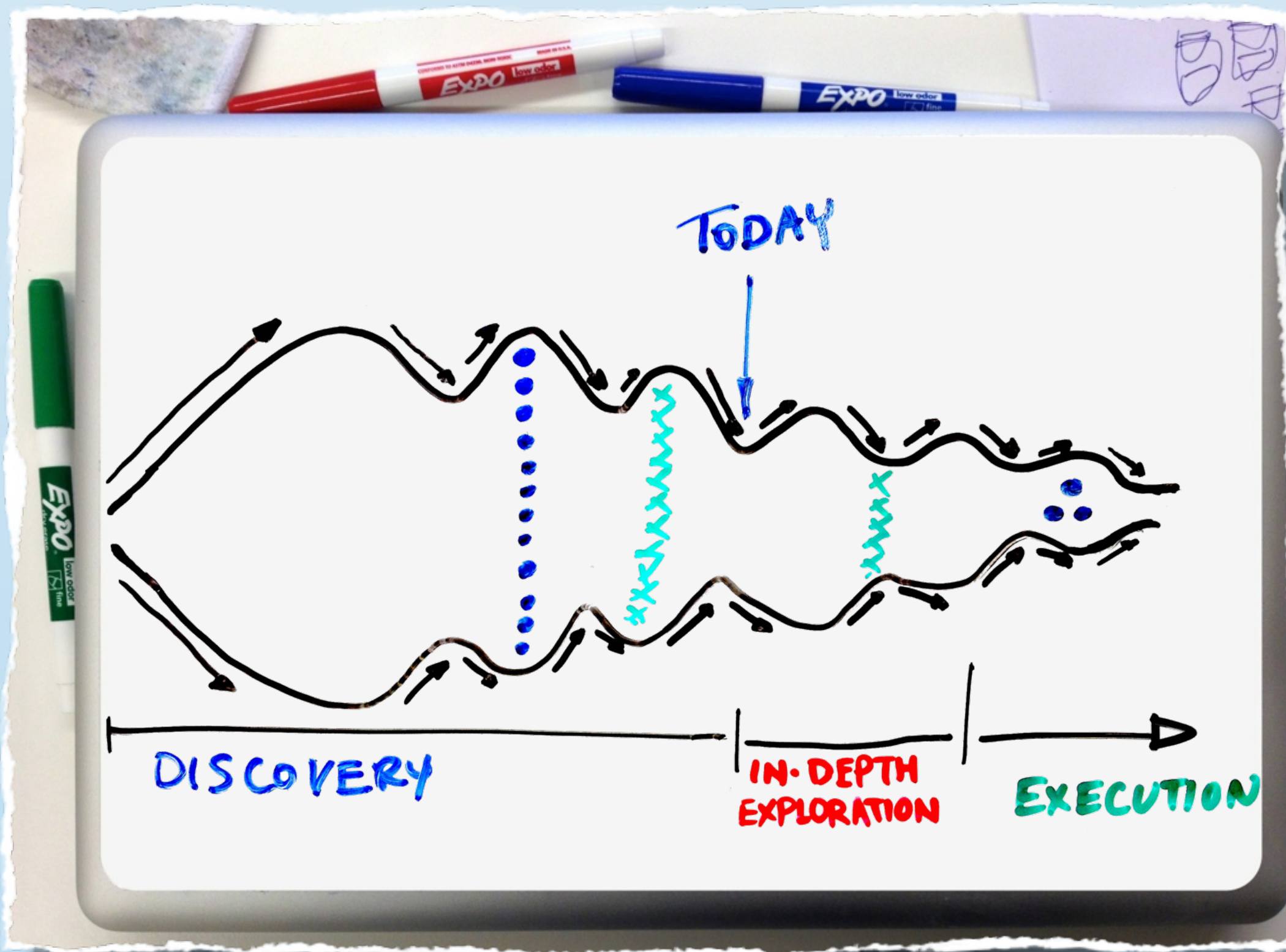
# Проект #5

'Leapfrog' - подрывные инновации



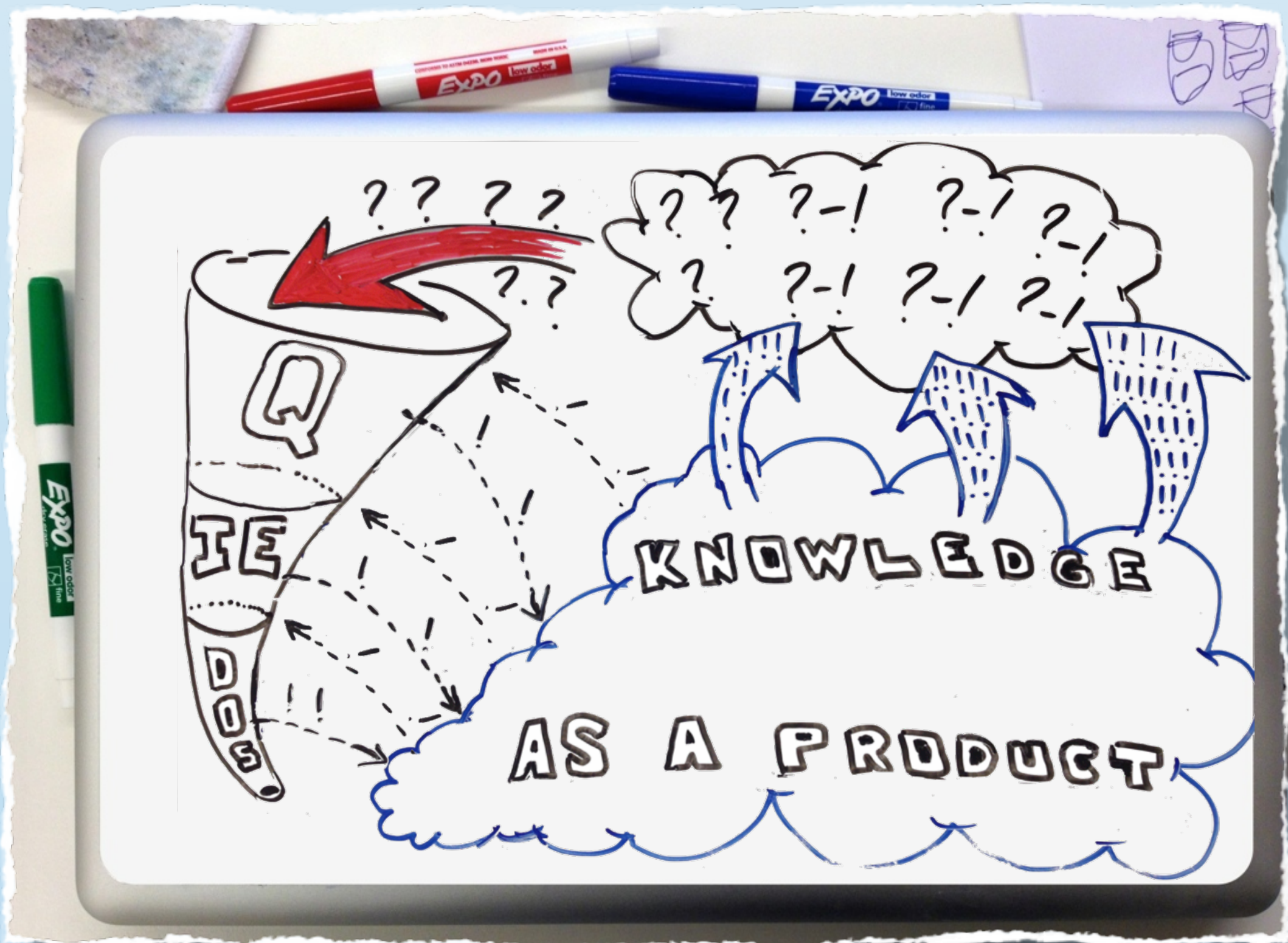
# Проект #5

'Learfrog' - подрывные инновации



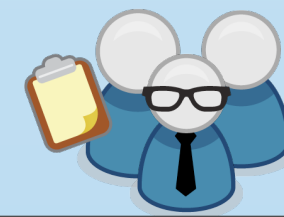
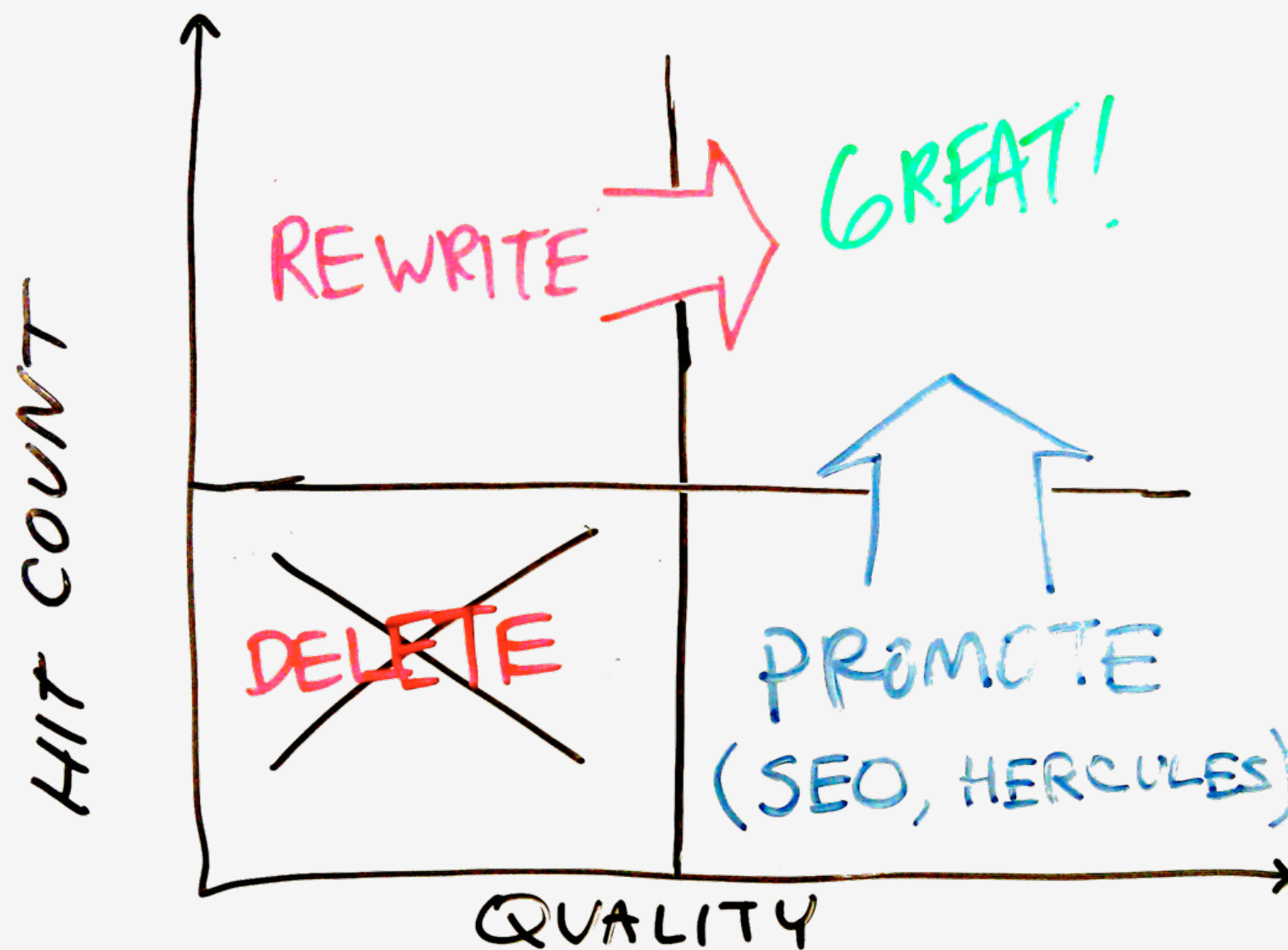
# Проект #5

'Learfrog' - подрывные инновации



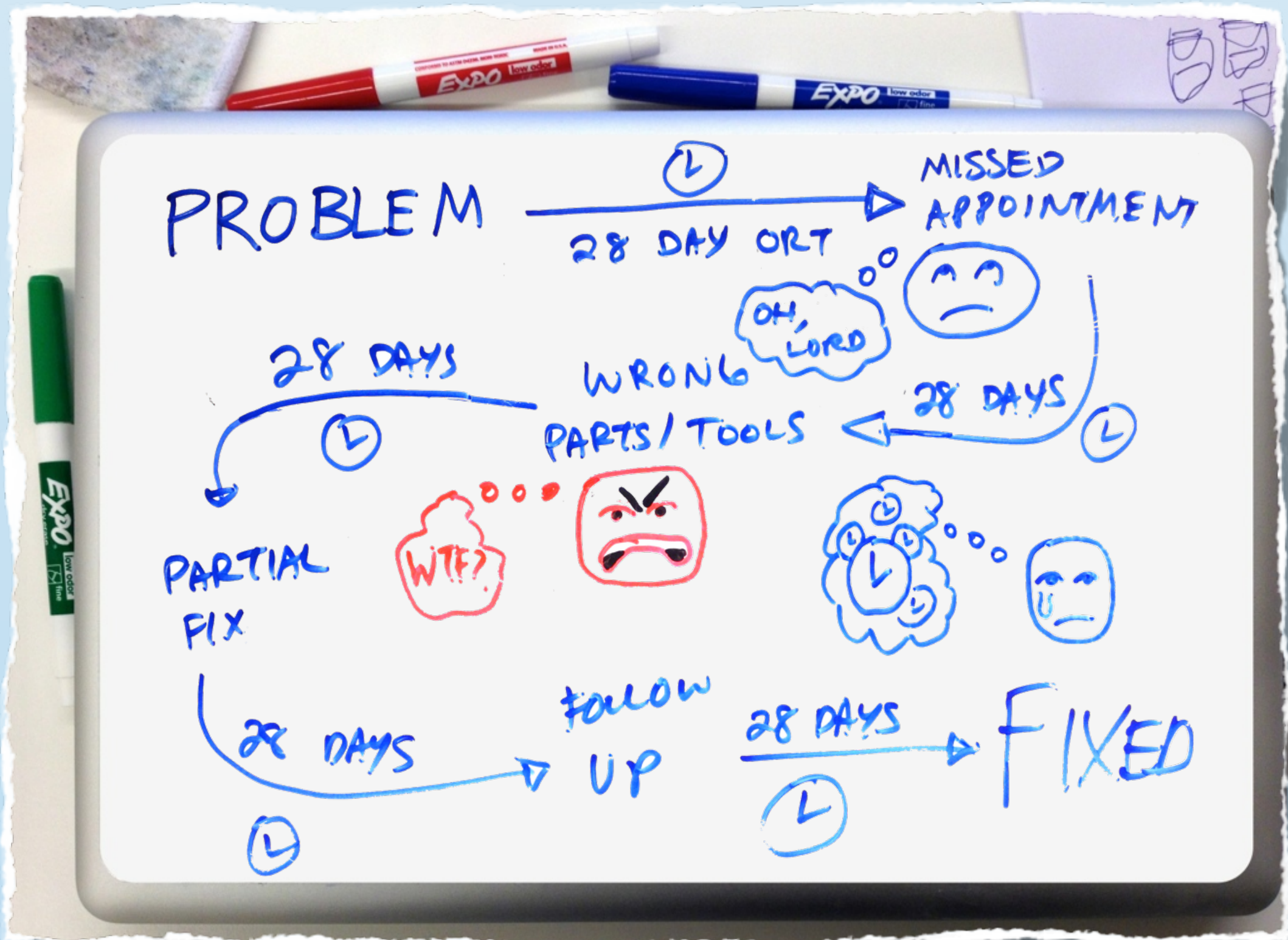
# Проект #5

'Learfrog' - подрывные инновации



# Проект #5

'Learfrog' - подрывные инновации



# Проект #5

'Learfrog' - подрывные инновации





# Проект #5

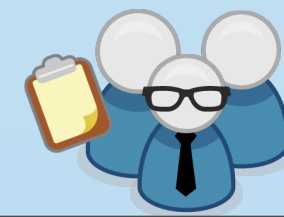
'Leapfrog' - подрывные инновации

## 3 STRATEGIC

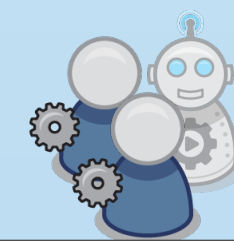
★ LEAN

★ KNOWLEDGE AS A PRODUCT

★ CUSTOMER ADVOCACY

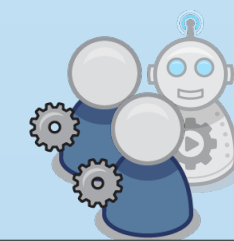


Однако...



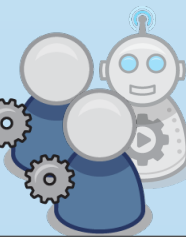
# Однако...

- Проект 'Leapfrog' был осуществлён в 2011.



# Однако...

- Проект 'Leapfrog' был осуществлён в 2011.
- А что же всё-таки случилось в 2009?



# Коллектив



# Наша Служба... 2009

- Выпущен JIRA 4.0
- Объём входящих заявок вырос почти вдвое
- Прогнозируемый рост - ещё больше
- Сложности с набором персонала
- Проблемы с культурой в команде
- Серьёзный раскол между офисами и группами



# Проект #6

'Culture & Values' - формируем коллектив

- 6 - 12 месяцев



# Проект #6

'Culture & Values' - формируем коллектив

- 6 - 12 месяцев
  - Основные ценности
  - Продвижение и принятие новых ценностей
  - Создание внушительной репутации внутри компании





# Проект #6

'Culture & Values' - формируем коллектив

- 6 - 12 месяцев
  - Основные ценности
  - Продвижение и принятие новых ценностей
  - Создание внушительной репутации внутри компании
- + Методика формирования коллектива



# Проект #6

'Culture & Values' - формируем коллектив



# Проект #6

'Culture &

ЕКТИВ

FOREWORD BY WARREN BENNIS

# TRIBAL LEADERSHIP

Leveraging Natural Groups  
to Build a Thriving Organization



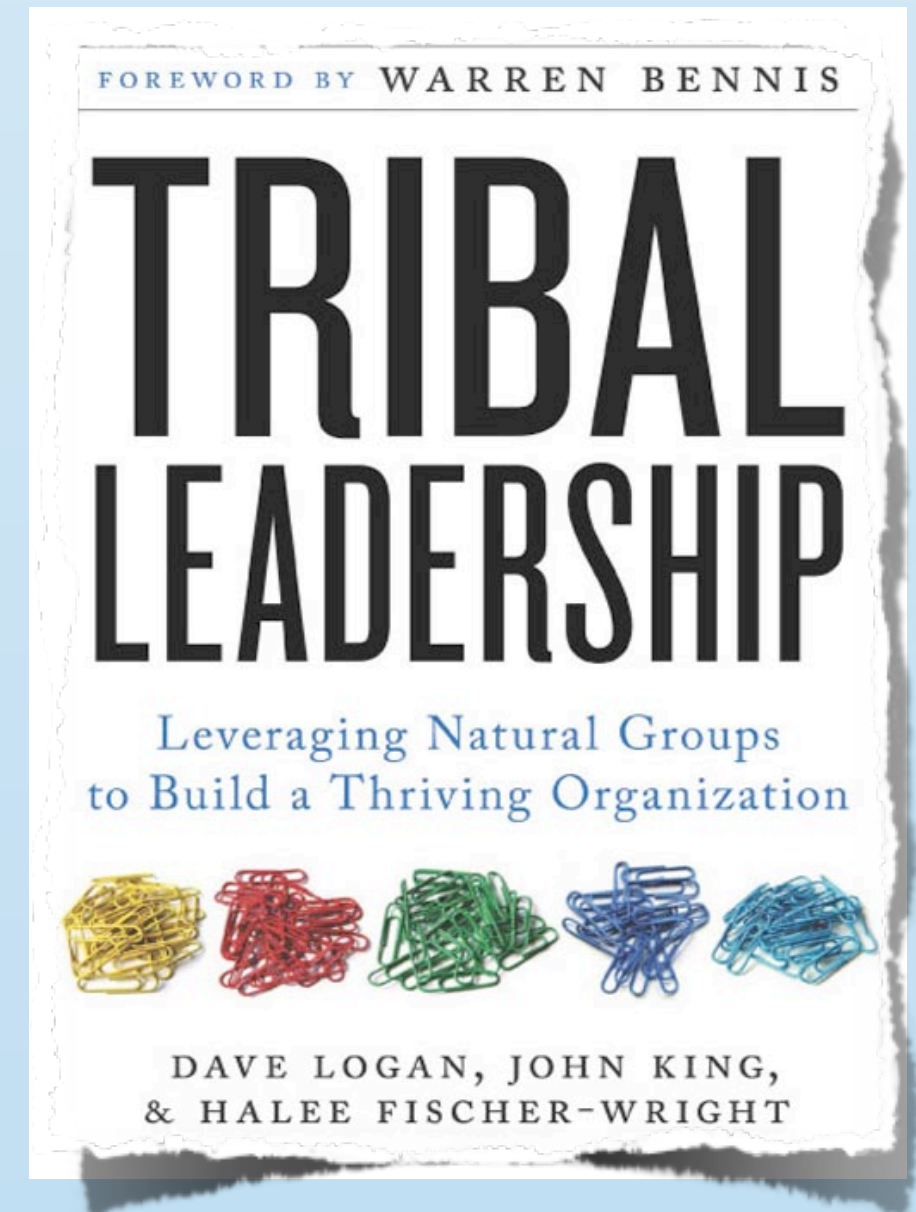
DAVE LOGAN, JOHN KING,  
& HALEE FISCHER-WRIGHT



# Проект #6

'Culture & Values' - формируем коллектив

<http://www.triballeadership.net/audio-book>  
*бесплатная версия*



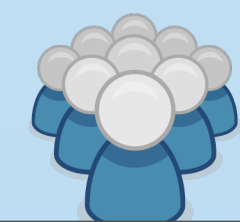
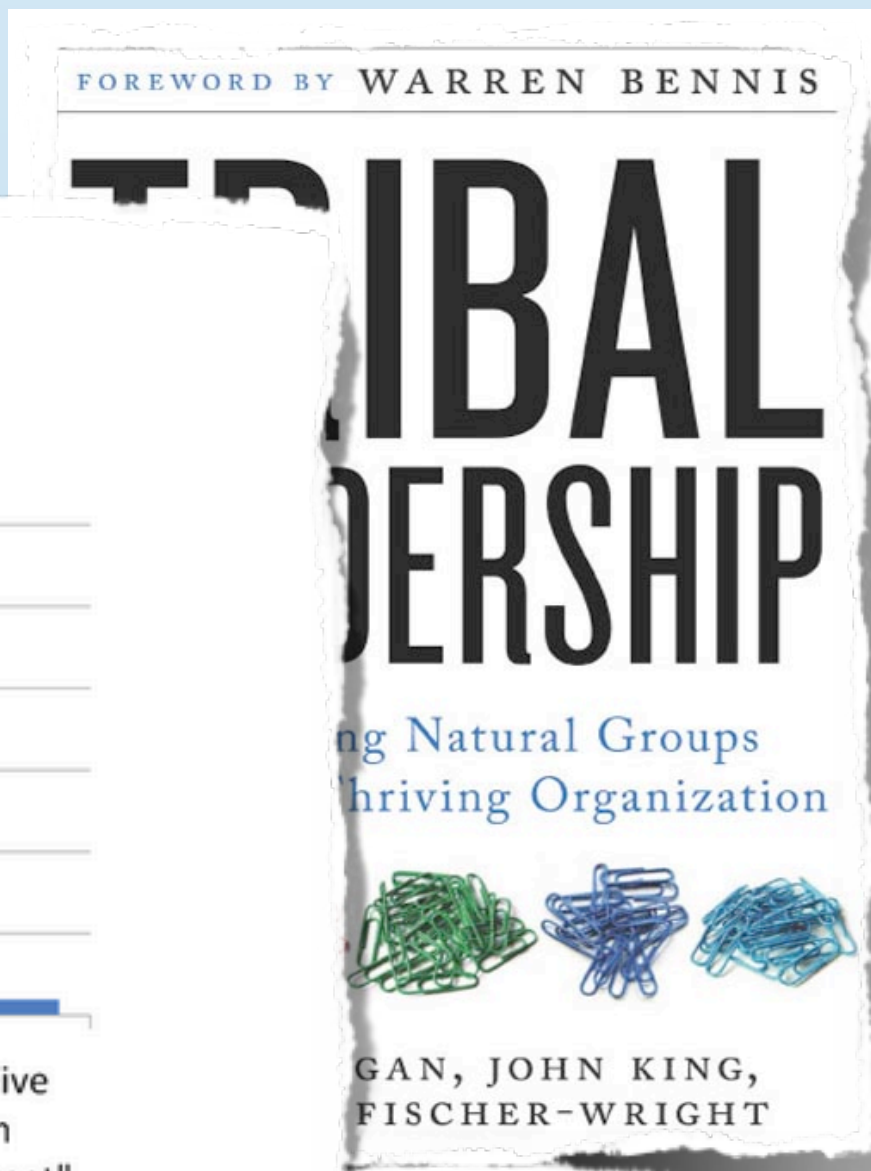
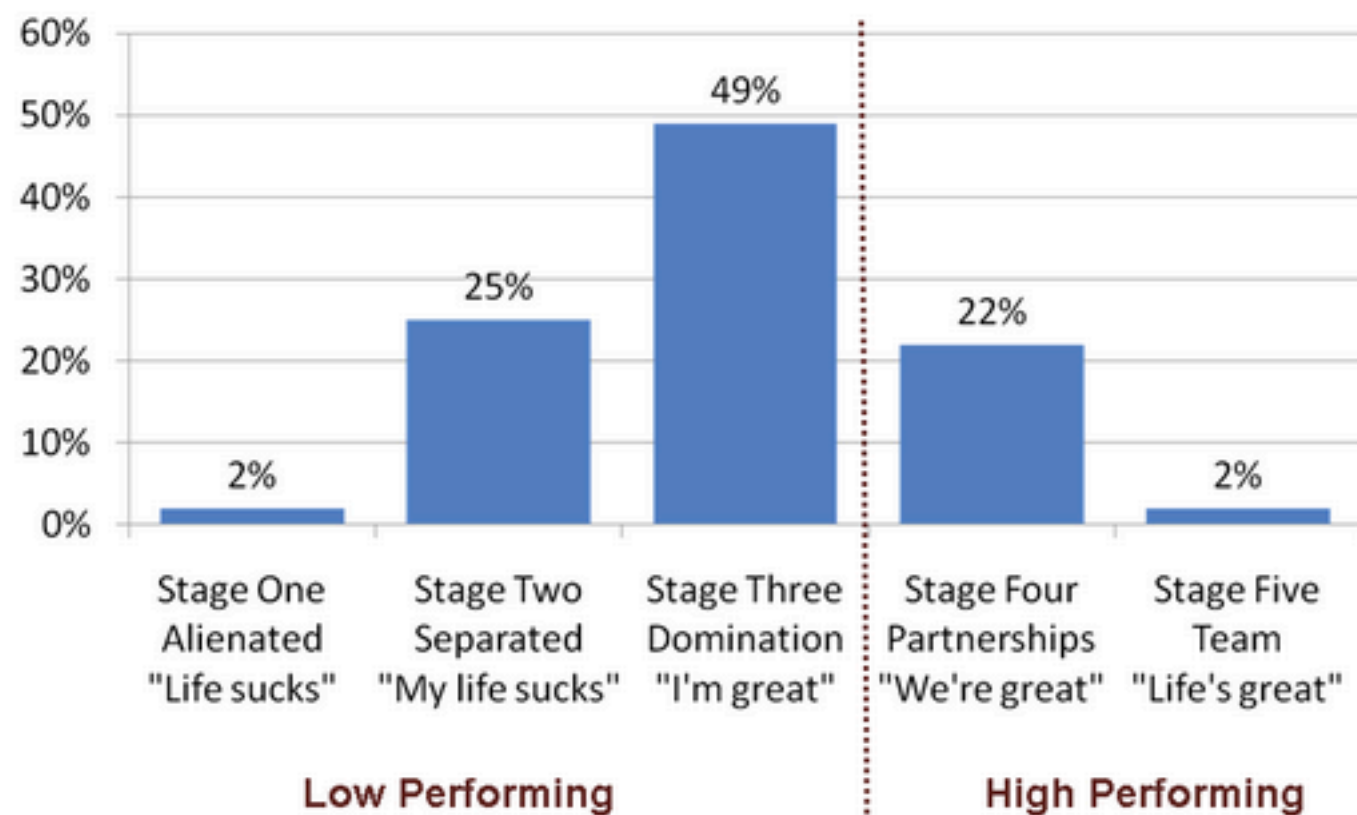
# Проект #6

'Culture & Values' - формируем коллектив

<http://www.triballea.com>

## 5 Stages of Culture

% of Tribes at each Stage

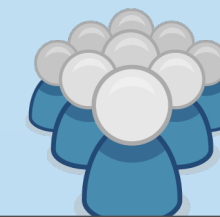
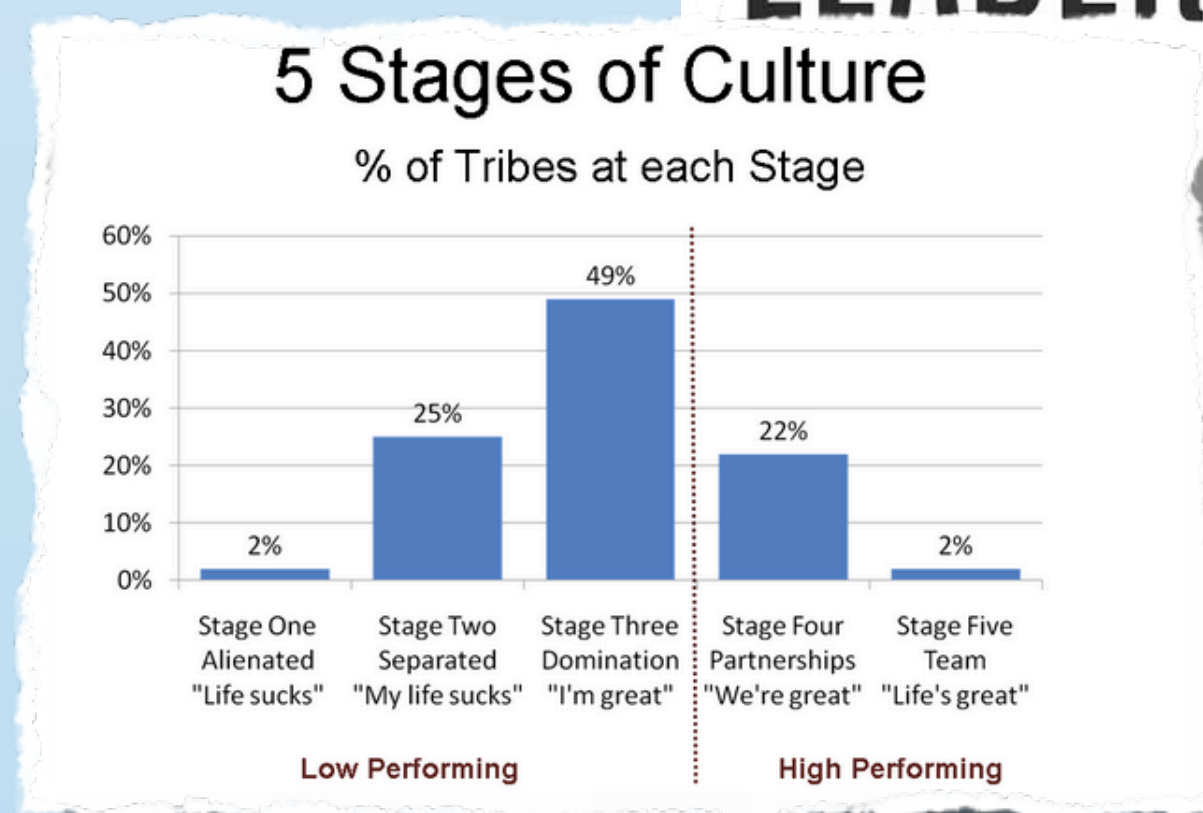


# Проект #6

'Culture & Values' - формируем коллектив

<http://www.triballeadership.net/audio-book>  
бесплатная версия

Задача: достигнуть  
пика производительности!  
т.е. - Стадии 4.



# Проект #6

## 'Culture & Values' - формируем коллектив

**CHALLENGE OURSELVES AND EACH OTHER**

**Have fun**  
staffordshopham: Big shout out to Jeremy and Thiago in the @atlassian support team for patiently helping me solve an issue that ended up being my own fault!  
Twitter - May 6, 2010 5:45:51 AM

**Look forward to each customer**  
KyleAlbert95: Managed to recover all our #Confluence data thanks to awesome Support of @luziamendes and all the support staff at #Atlassian.  
Twitter - Sep 13, 2010 9:20:09 PM

**Do things and do them well**  
elamyr: again atlassian Support rocks and it's fast! #atlassian Thanks!  
Twitter - Jun 8, 2010 11:46:54 AM

**TAKE RESPONSIBILITY**  
Mairids: In my inbox full of stalled trouble tickets I've opened, #Atlassian Support stands out for actually resolving the issues same day, Kudus.  
Twitter - Feb 24, 2010 1:01:36AM

**WE NEED TO... MAKE THE CUSTOMER AWESOME.**

**FIX THE DAMN THING**  
randomeaster: Just had a <10 min turn around time for a support issue with Atlassian (Jira Studio Hosted) on a Sunday morning. Nice work!  
Twitter - May 16, 2010 2:00:06 PM

**Look for the root cause...**

**Keep the next customer from wasting time with the same problem**  
mccunniffont: @kwintkyle Ping a question to Atlassian Support on their wa... We did recently and got a spot-on usable code snippet in response. Nice.  
Twitter - Oct 23, 2010 12:40:02 PM - Full conversation

**Not wait for someone else to fix the problem**  
KyleAlbert95: @luziamendes Are you the same Luzia Mendes who has been helping me at Atlassian Support? If so, I want to give you a shout out on Twitter.  
Twitter - Sep 13 2010 7:39:50PM

**Keep learning**  
Work through problems while they're small  
jackbarty: Atlassian's Support has always been top notch.  
Twitter - Aug 3, 2010 3:05:13 AM

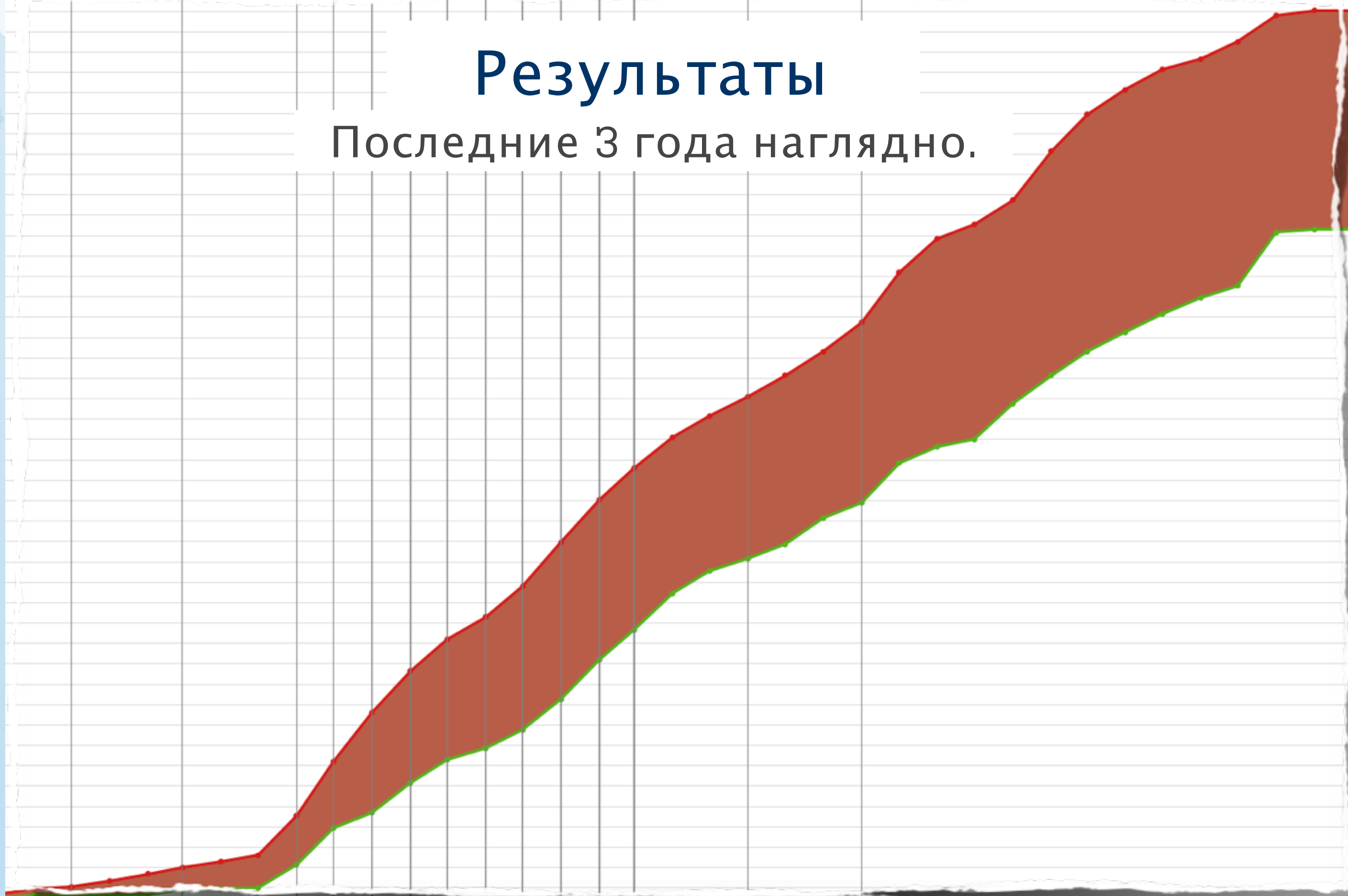
**Question our habits and assumptions**  
Ipsyon: Atlassian support rocks - issue with Jira Studio this morning. Raised a Ticket. Resolved in an hour.  
Twitter - Jul 23, 2010 1:46:46 AM

**ATLASSIAN SUPPORT**



# Результаты

Последние 3 года наглядно.

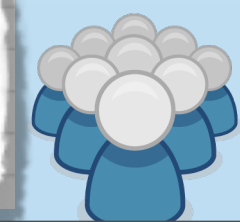
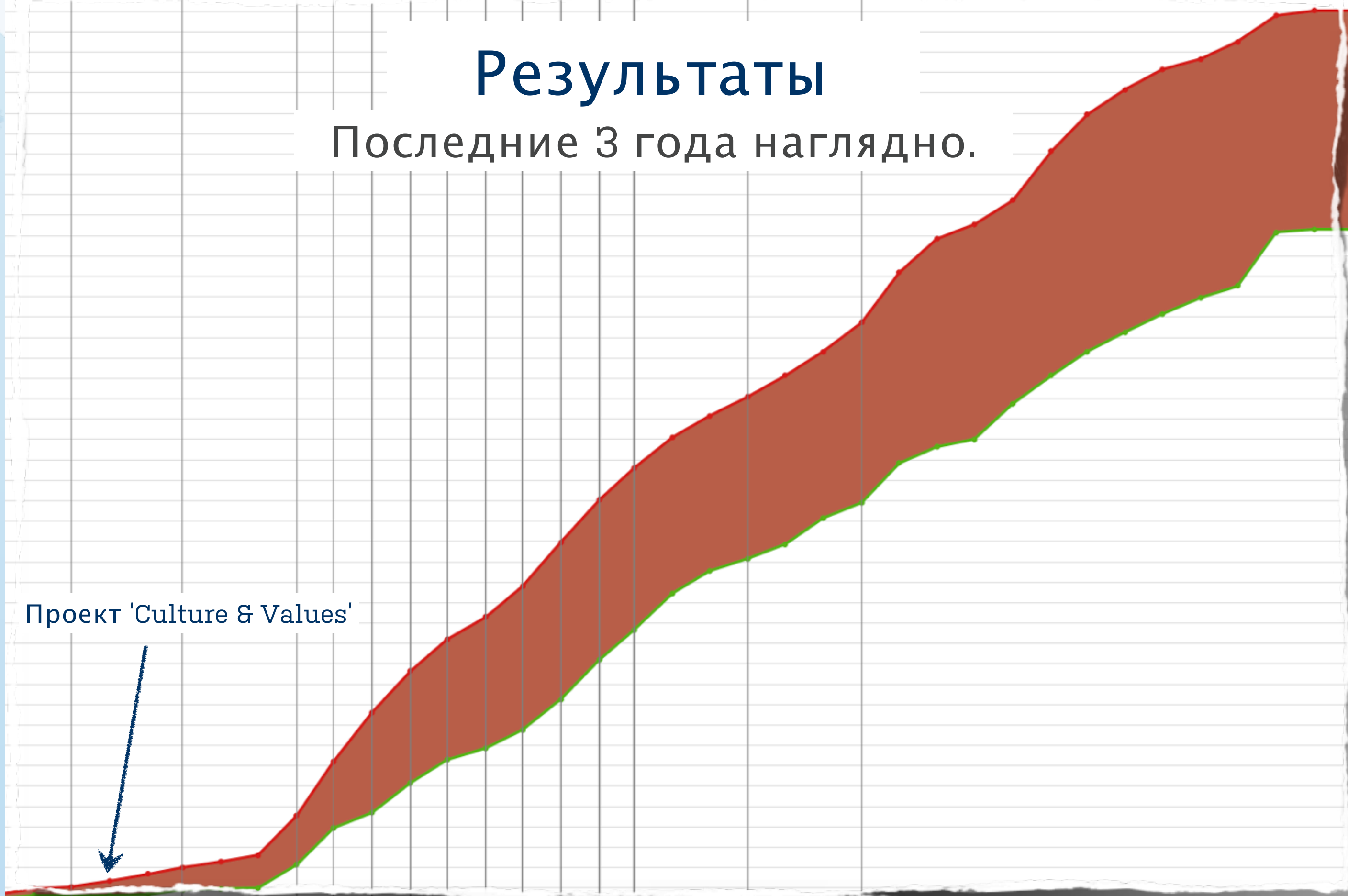
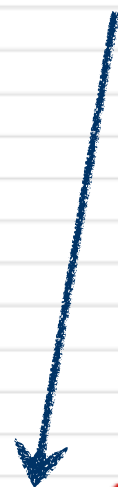




# Результаты

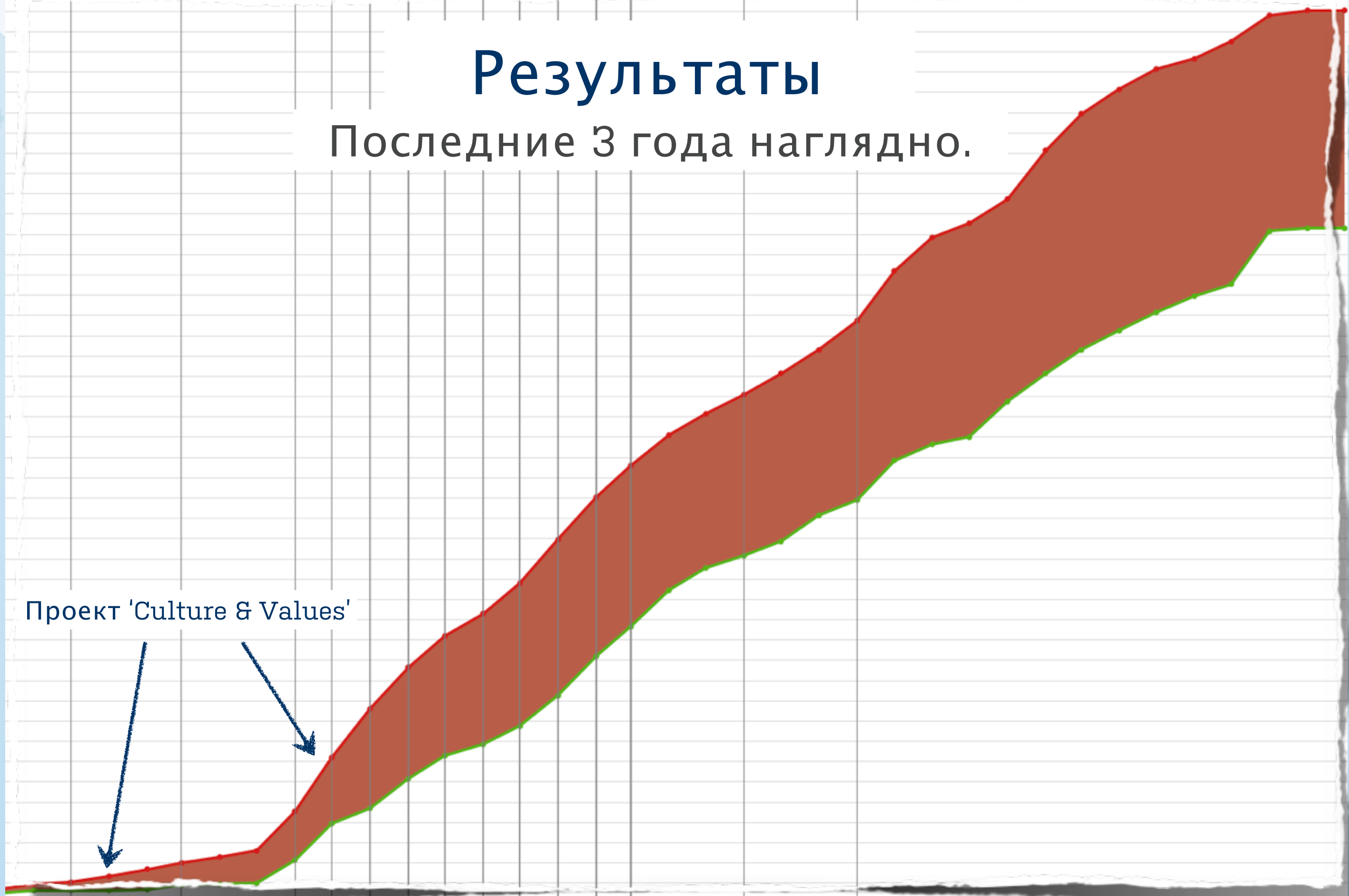
Последние 3 года наглядно.

Проект 'Culture & Values'

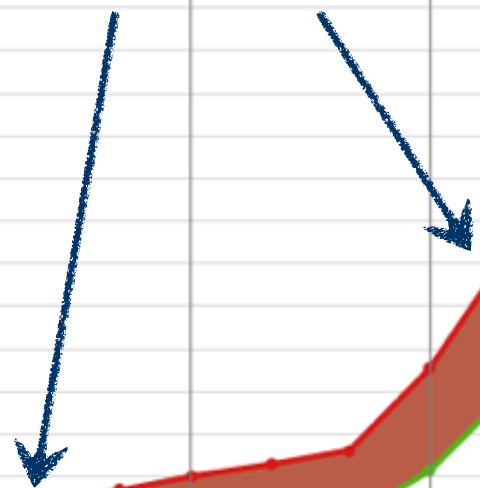


# Результаты

Последние 3 года наглядно.

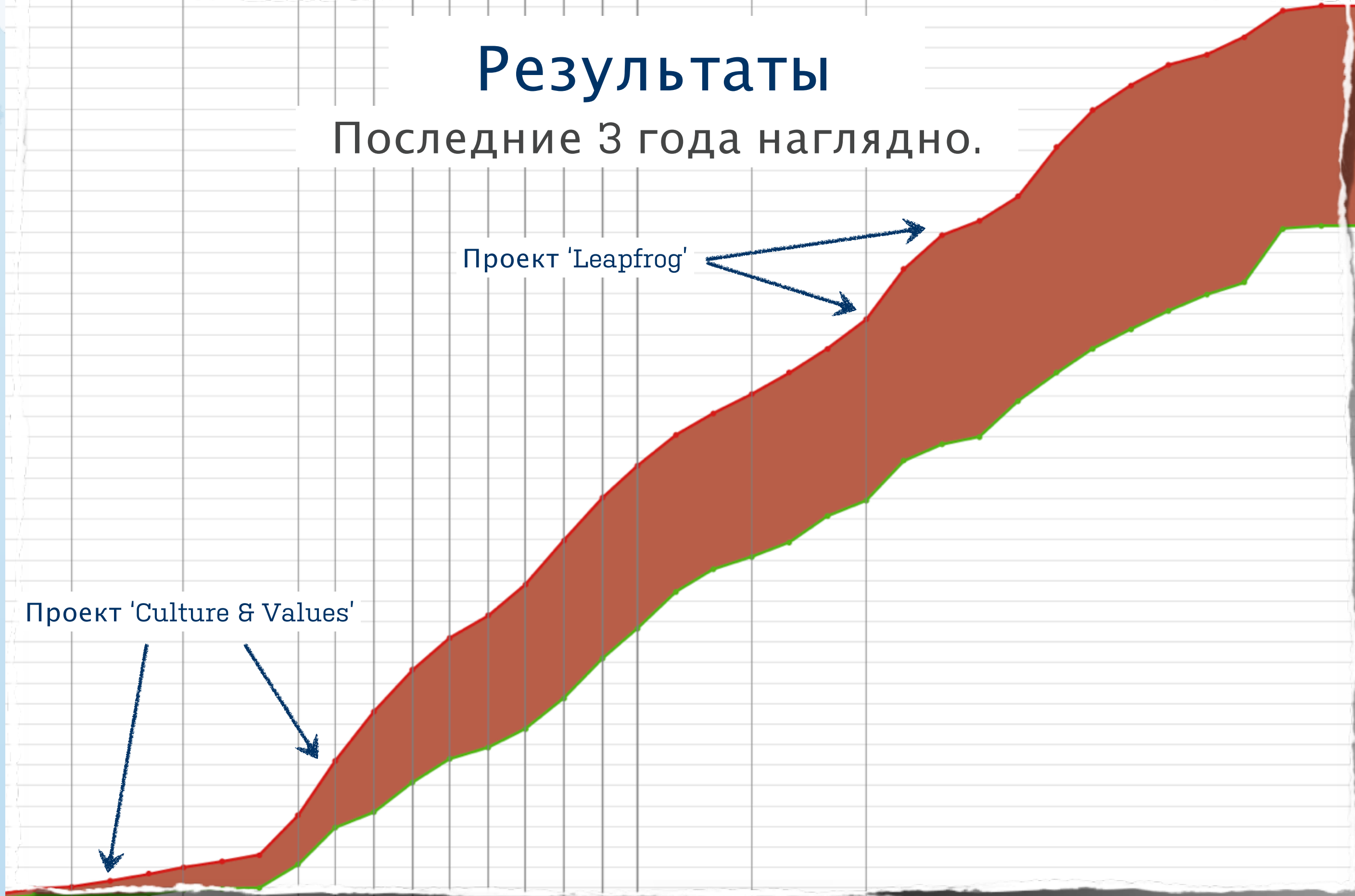


Проект 'Culture & Values'



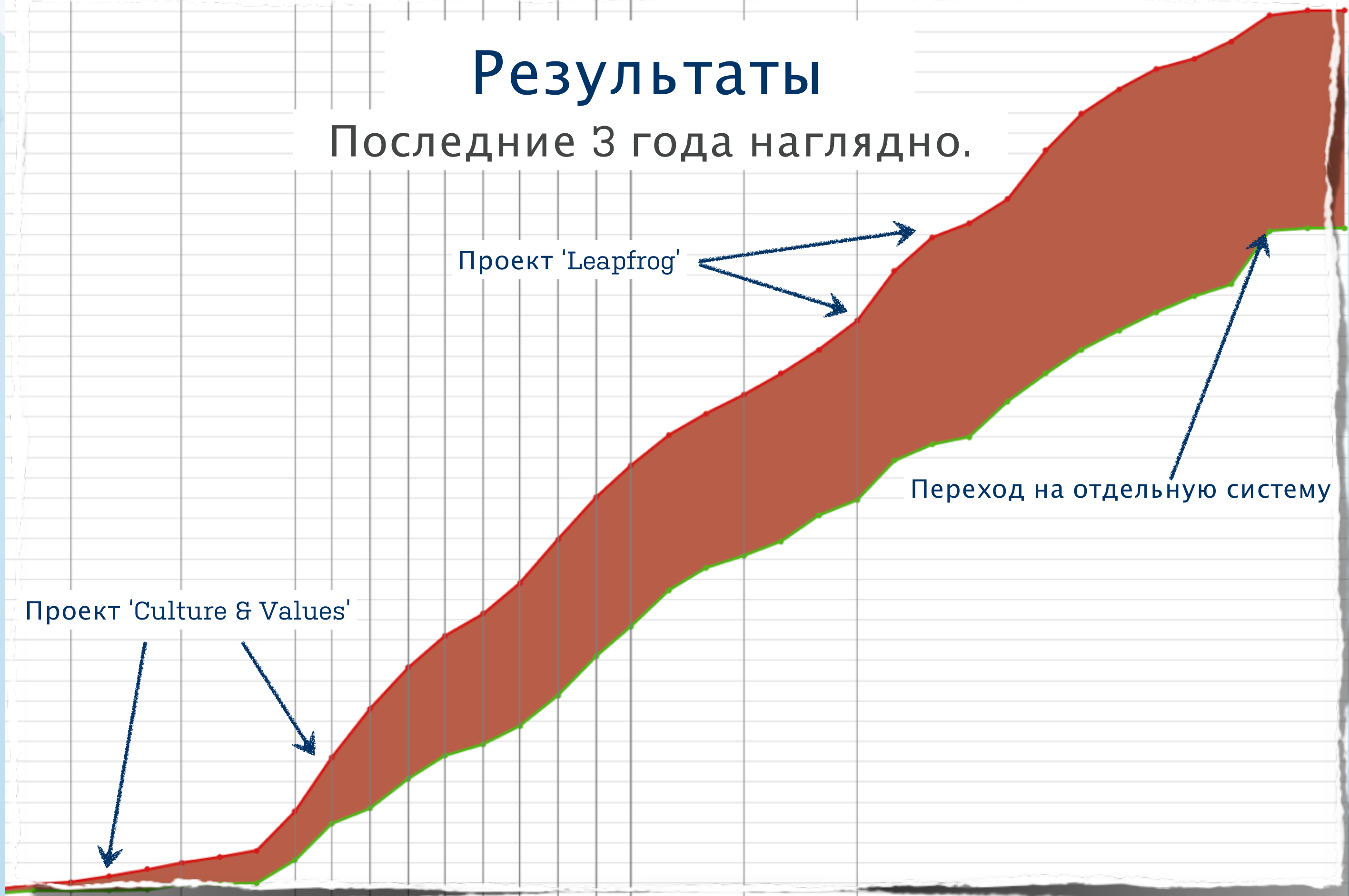
# Результаты

Последние 3 года наглядно.



# Результаты

Последние 3 года наглядно.



Проект 'Leapfrog'

Переход на отдельную систему

Проект 'Culture & Values'



# Проект #6

## 'Culture & Values' - формируем коллектив

xperiments

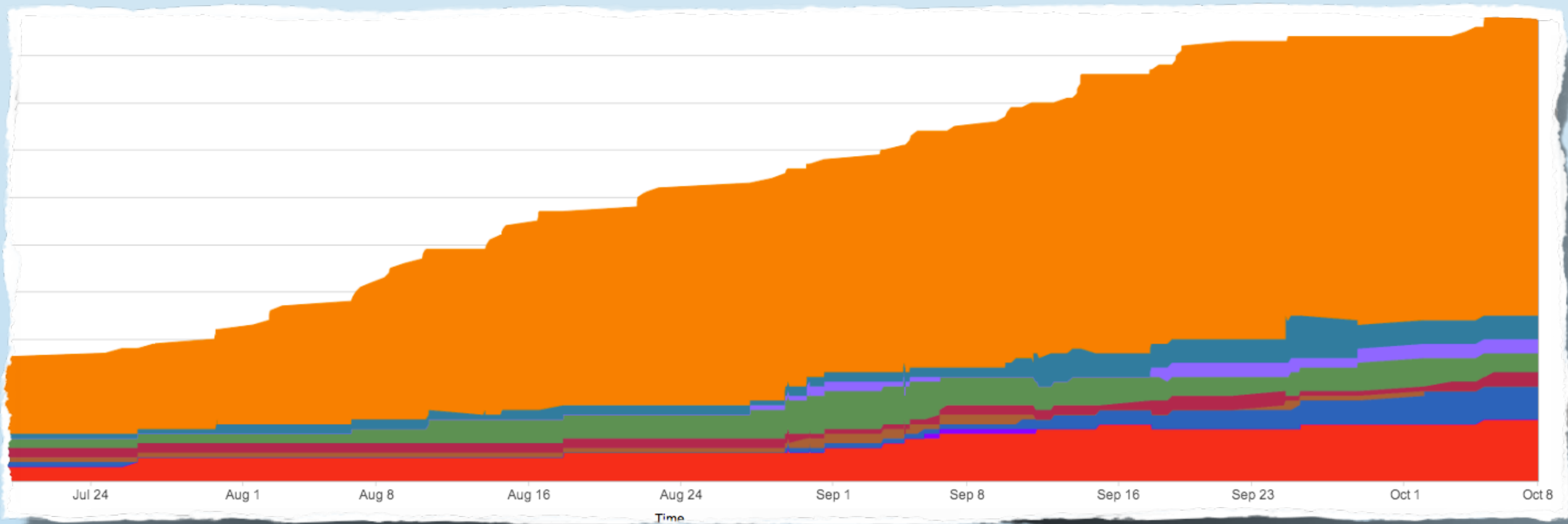
Click Filters: RBA Stalled Experiments CX Lean KaaP SET Only My Issues Recently Updated

Idea Backlog	Research	Ready for Experiment	Design Experiment	Running Experiment	Analyzing Data	Reporting Results	Follow-up	Finished
63	5	3	4	3	0	7	0	13
<ul style="list-style-type: none"><li>LEAN-66: Help users understand they'll need a new login for SAC (even if they)</li><li>LEAN-75: Clustered support ticket almost all the time got overlooked</li><li>LEAN-34: EOL versions</li><li>LEAN-77: Unlock information stored in SAC en masse.</li><li>LEAN-37: Improve metrics for KB article usage</li><li>LEAN-70: Write Kb Articles to OnDemand gaps</li><li>LEAN-72: Add Sales FAQs to all Virgil results</li></ul>	<ul style="list-style-type: none"><li>SET-3: Provide "in product" guidance</li><li>KAAP-308: Hercules V2</li><li>KAAP-307: Hercules Reporting on Stacktrace Misses</li><li>KAAP-306: Hercules visualization of matches: lightbox UI for viewing metadata around a</li><li>KAAP-309: Hercules False Positive Identification</li></ul>	<ul style="list-style-type: none"><li>LEAN-80: Analyze technical contacts versus non technical contacts...</li><li>LEAN-42: Automated canned responses from within the browser...</li><li>IDEA-145: Putting Virgil in SAC tickets will increase its usefulness</li></ul>	<ul style="list-style-type: none"><li>LEAN-58: Look at effectiveness of new issue creation screen four months in...</li><li>CX-3: Send surveys when issues are resolved...</li><li>LEAN-25: Task engineers with processing unassigned resolved issues...</li><li>CX-7: First Response Training</li></ul>	<ul style="list-style-type: none"><li>LEAN-17: Send an automated response about missing logs....</li><li>CX-4: Inactivate issues after 1 day and auto-close after 5 to reduce timeouts....</li><li>KAAP-305: Evaluate hercules results for a large sample to test</li></ul>		<ul style="list-style-type: none"><li>LEAN-8: Scheduled Follow-up</li><li>LEAN-9: Why are cases reassigned?</li><li>KAAP-302: Knowledge as a by-product</li><li>KAAP-300: Knowledge Quadrant v2</li><li>KAAP-301: Staffing Poorly Reviewed Popular Articles</li><li>KAAP-303: How many issues can Virgil Solve?</li><li>KAAP-304: Staffing Hercules Misses</li></ul>		<ul style="list-style-type: none"><li>LEAN-4: Use Dispatcher to Reduce Timeouts</li><li>LEAN-2: Get in contact early to reduce timeouts</li><li>LEAN-3: Automated vs. human timeout responses</li><li>LEAN-5: Replace "This issue was" question to get more useful data</li><li>LEAN-18: Confirm whether the location of the twitter button affects</li><li>KAAP-324: Enable Virgil for OnDemand</li><li>LEAN-68: Resolution options should be reevaluated</li></ul>



# Проект #6

'Culture & Values' - формируем коллектив



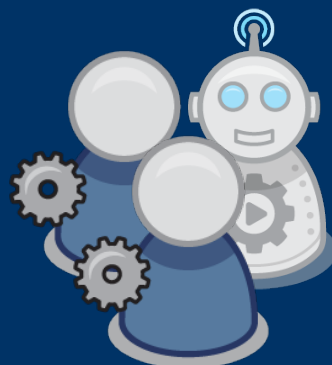
# Наша Служба



Коллектив



Процессы



Инструменты

# О Чём Была Речь На Самом Деле?



“

Когда в товарищах согласия нет,  
На лад их дело не пойдёт,  
И выйдет из него не дело, только мука.

”





Спасибо!