

Session 01

AI가 접목된 혁신적인 ITSM 솔루션 - Atlassian

01

| 박정광 jkpark@osci.kr



| 오픈소스컨설팅 Sales2 | Atlassian Sales Manger

오픈소스컨설팅에서 Atlassian, SAFe, Miro 등 협업을 위한 솔루션 영업을 담당하고 있습니다. 고객의 비즈니스 목표를 달성하기 위해 최적의 솔루션을 제공하며, 성공적인 디지털 전환과 협업 문화 정착에 기여합니다.

| 주요자격사항

- ITSM Sales Professional
- Agile at Scale Sales Professional
- Atlassian Operations Professional
- Atlassian Sales Professional
- Atlassian Technical Sales Professional
- Cloud Sales Professional



Contents

1. ITSM도입이 어려운 이유
2. 왜 Atlassian ITSM인가
3. Atlassian Intelligence (AI)

1.1 IT Service Management

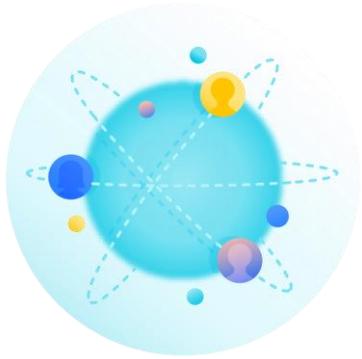
ITSM

IT서비스를 효과적이고 효율적으로 관리하는 방법론

1.1 IT Service Management

Information Technology **Service** **Management**
고객 중심 시스템화

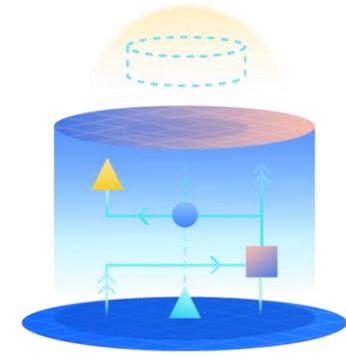
1.2 ITSM 도입 후 기대 효과



속도

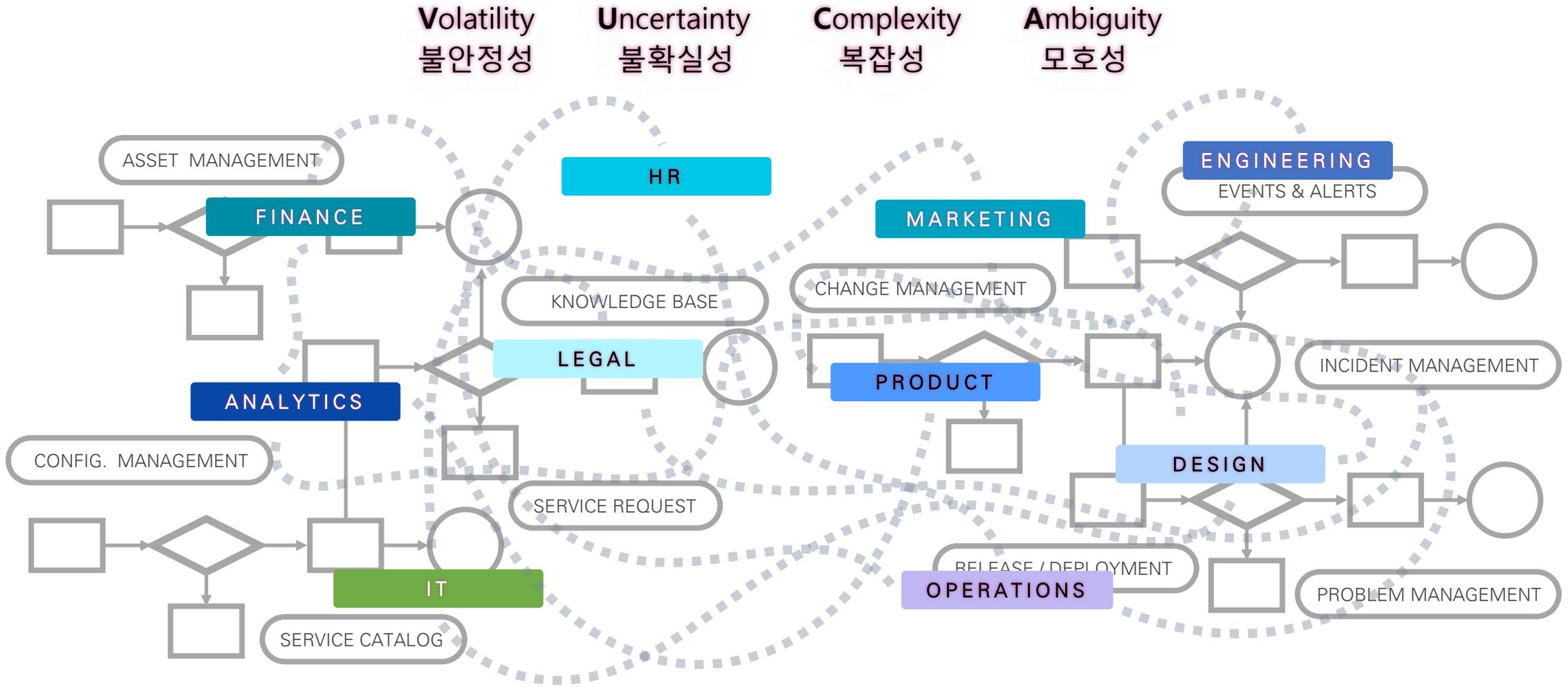


가시성



문맥적 사고

1.3 ITSM 도입이 어려운 이유 (1)

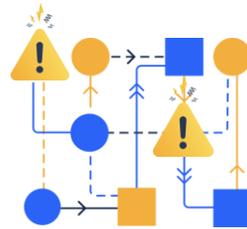


1.3 ITSM 도입이 어려운 이유 (2)



사일로 화

커뮤니케이션 비용
담당자 찾는 시간 소요
중복 업무 발생



프로세스 부재

서비스 편차가 큼
업무 병목 현상
현실과 괴리

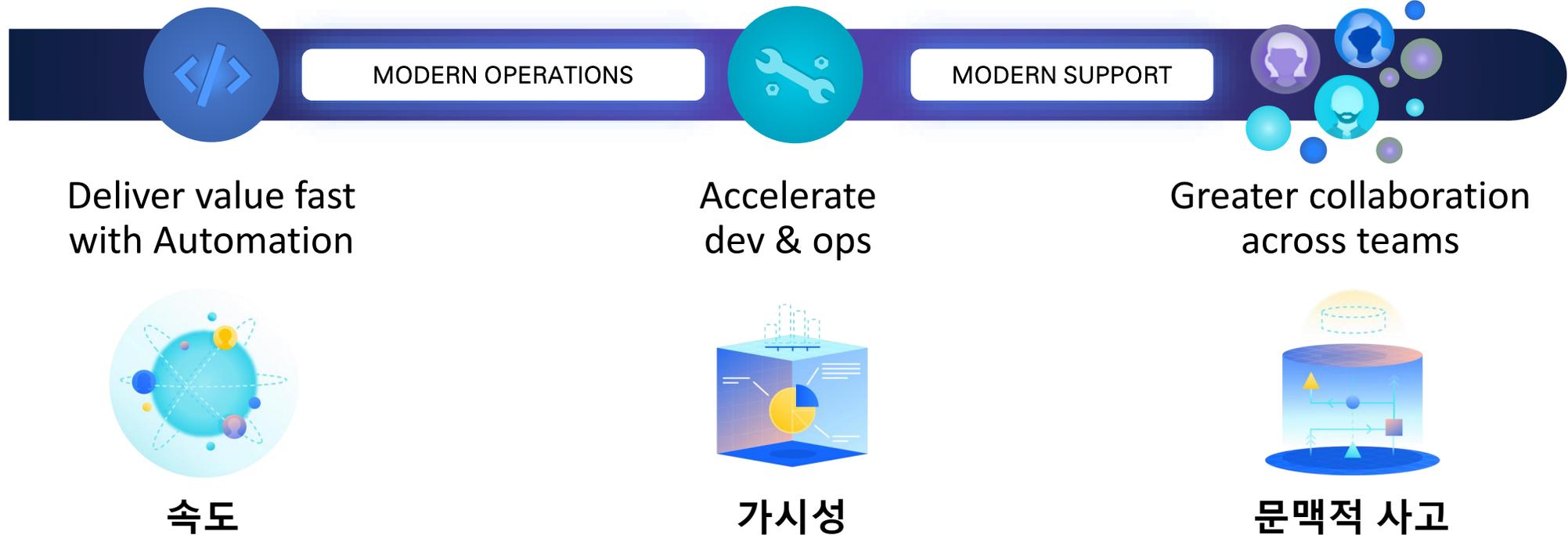


흩어진 시스템

솔루션 분리
반복되는 업무
변경 추적 어려움

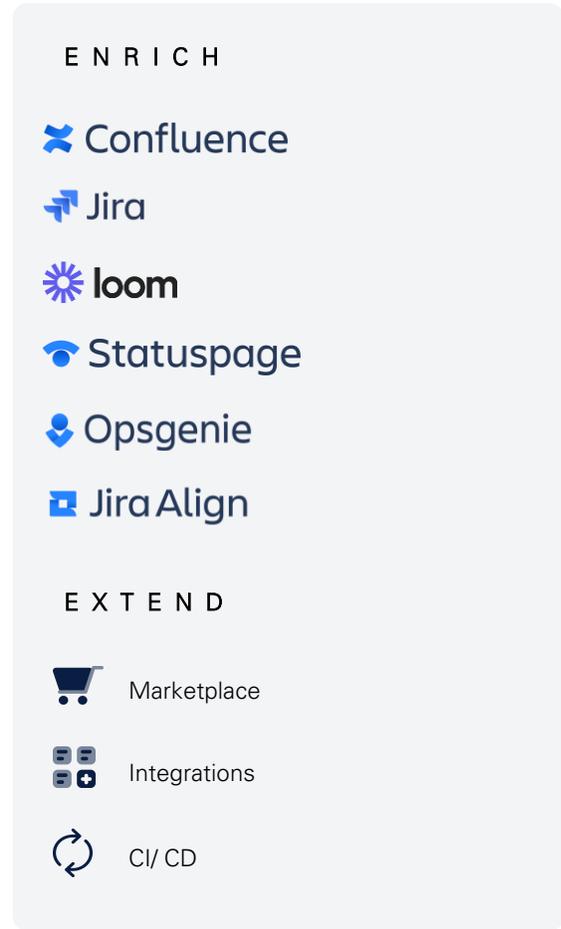
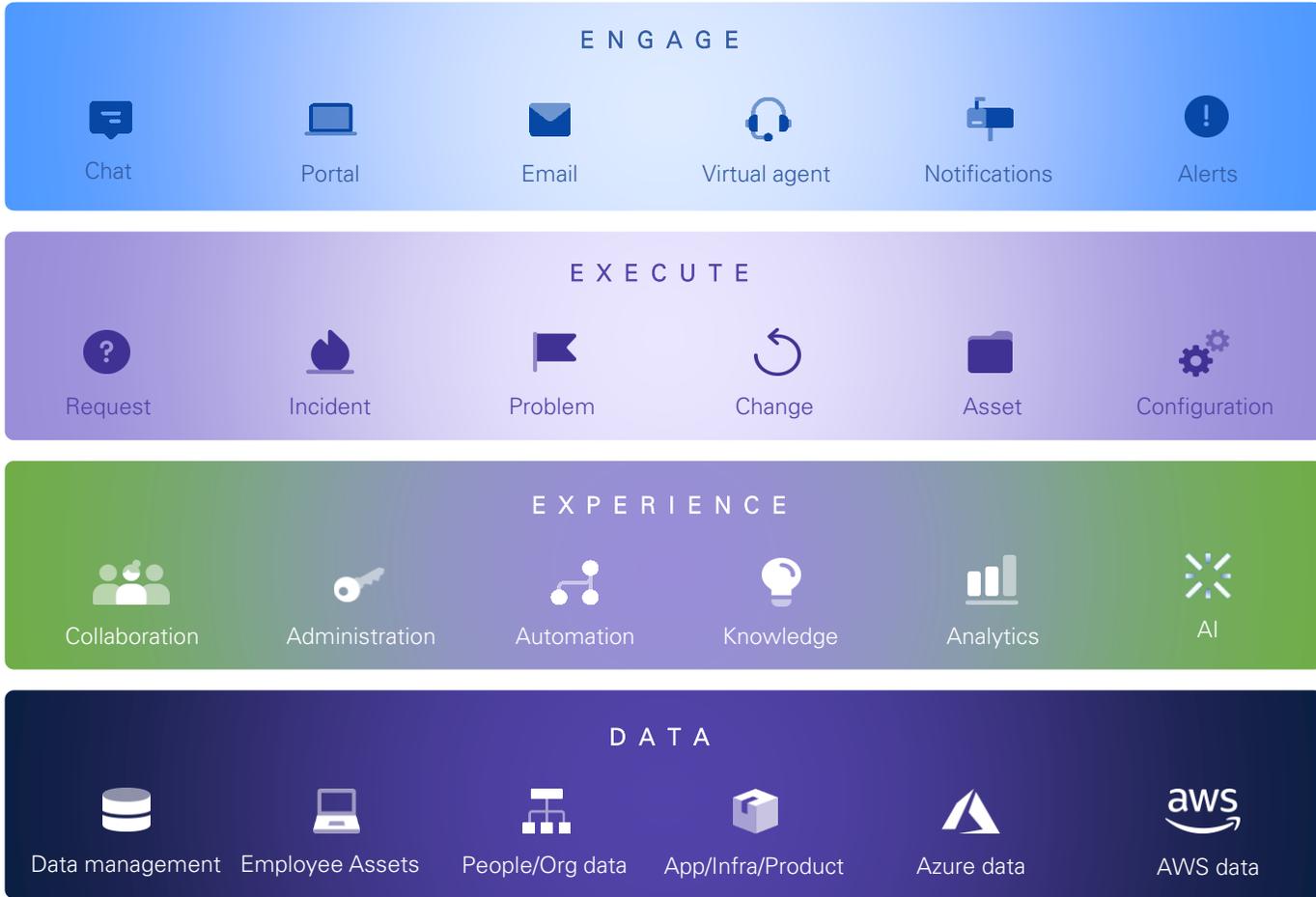
2.1 Why Jira Service Management?

Jira Service Management



2.1 Why Jira Service Management?

Jira Service Management



2.1 Why Jira Service Management?



Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM

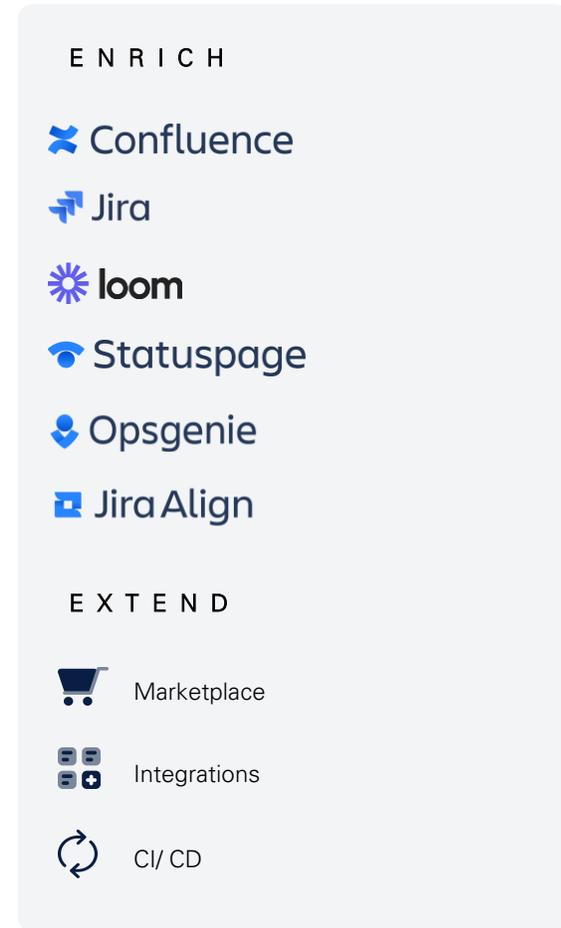
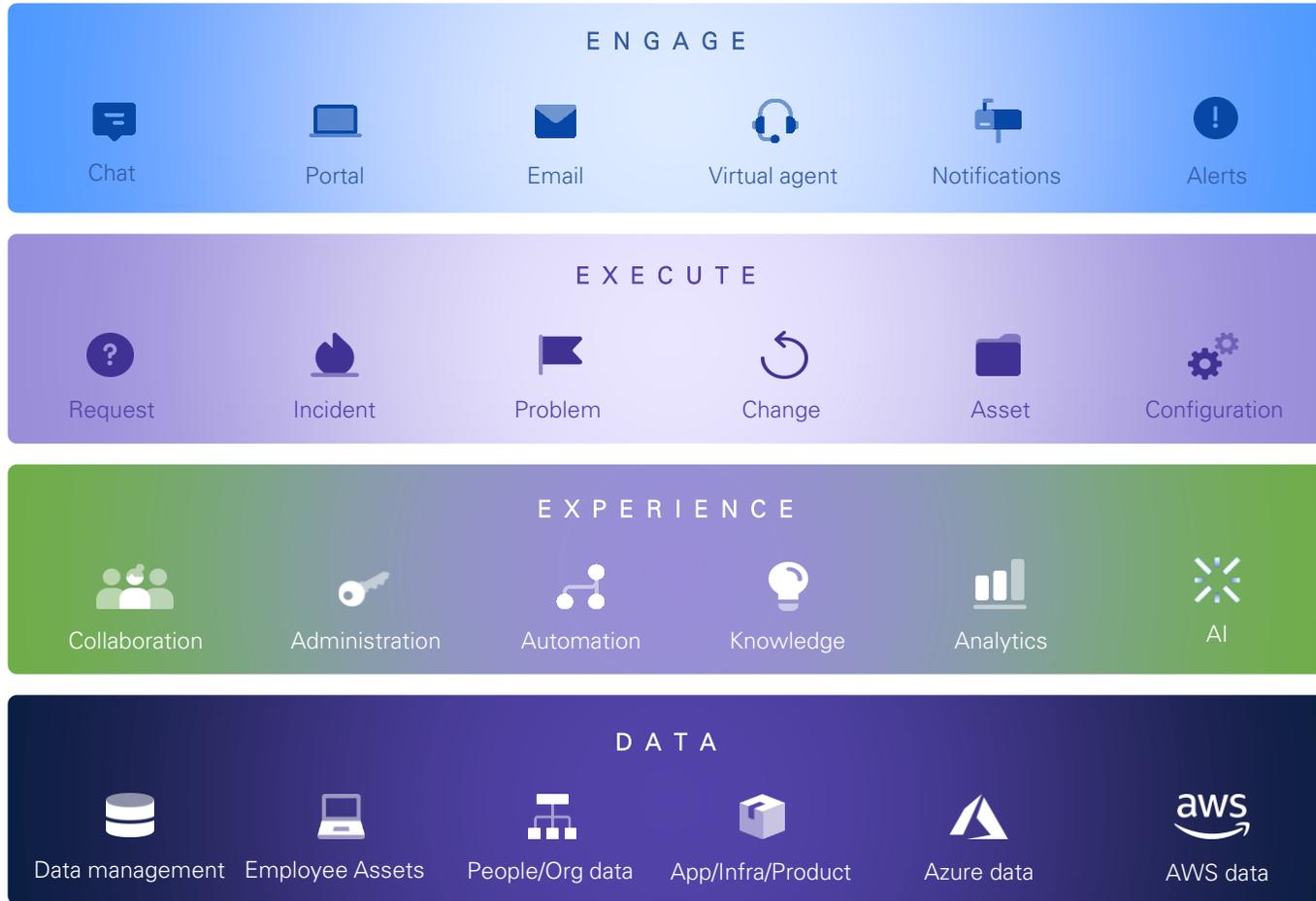


Platinum Solution Partner



2.1 Why Jira Service Management?

Jira Service Management



Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



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2.1 Why Jira Service Management?

⚡ Jira Service Management

EXECUTE



Request
요청관리

요청 채널 통합
SLA 준수



Incident
사고 관리

상시 대기 및
알림을 통한
신속한 대응



Problem
문제 관리

인시던스와
개발 백로그 연결
대시보드



Change
변경 관리

변경 요청
변경된 코드, 버전,
영향 받는 서비스
승인자



Asset
자산 관리

자산 생애 주기,
변경 사항을 공유
효율성 증대



Configuration
구성 관리

종속성, 영향도
평가

2.1 Why Jira Service Management?

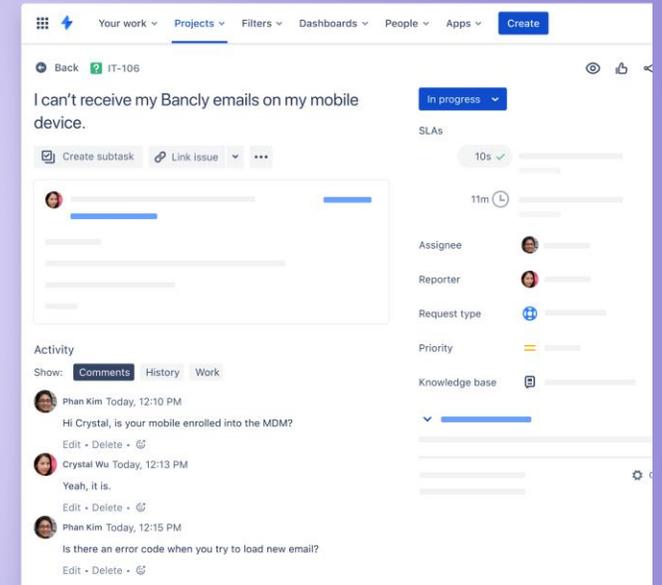
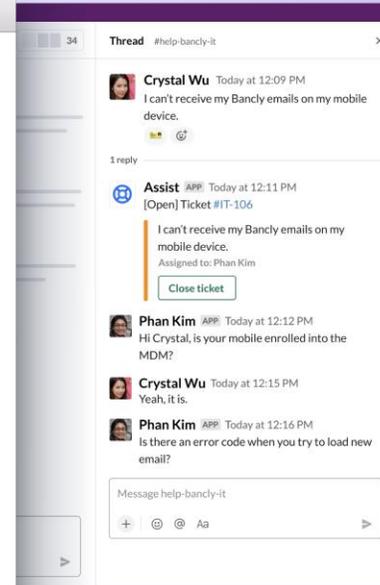
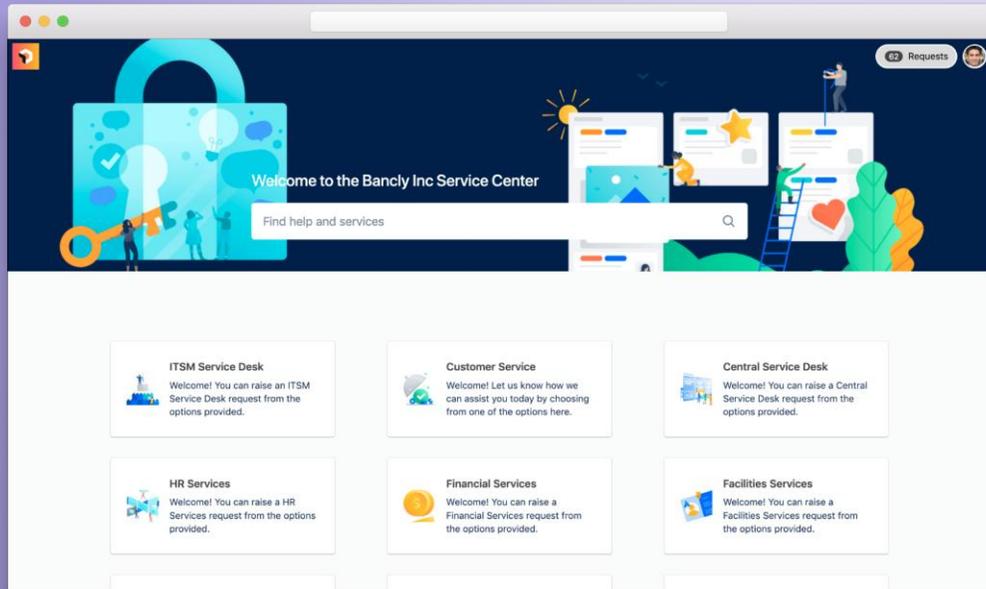
Jira Service Management

EXECUTE



Request
요청관리

요청 채널 통합
SLA 준수



2.1 Why Jira Service Management?

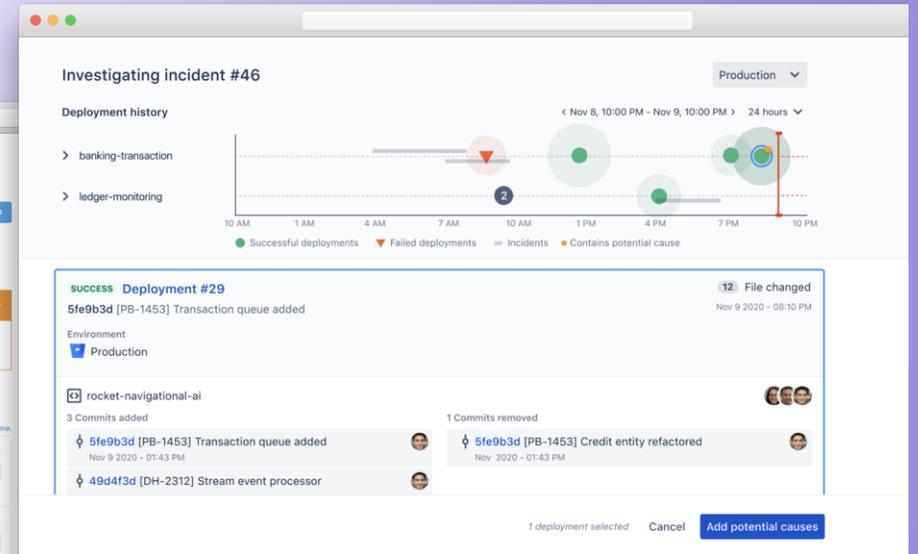
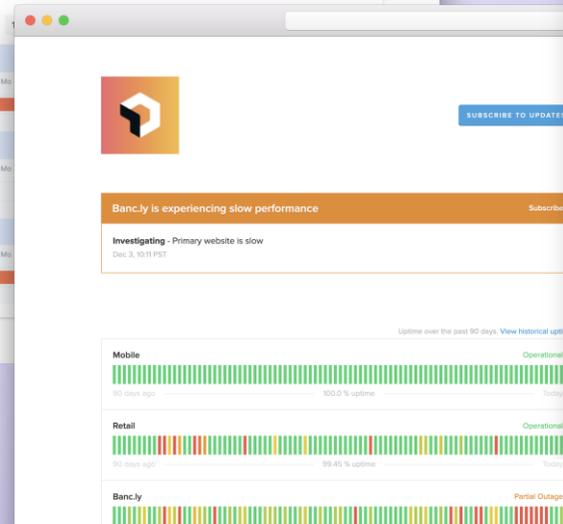
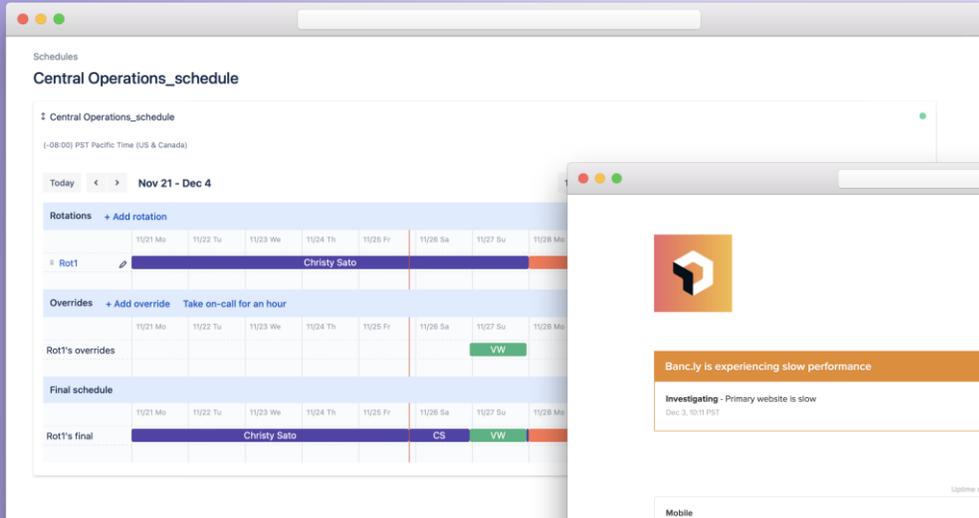
Jira Service Management

EXECUTE



Incident
사고 관리

상시 대기 및
알림을 통한
신속한 대응



Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



Platinum
Solution Partner



2.1 Why Jira Service Management?

⚡ Jira Service Management

EXECUTE

Problem
문제 관리

인시던스와
개발 백로그 연결
대시보드

2.1 Why Jira Service Management?

Jira Service Management

EXECUTE

Change
변경 관리

변경 요청
변경된 코드, 버전,
영향 받는 서비스
승인자

The image displays a collage of screenshots from various tools used in ITSM. On the left, a Jira Service Management interface shows 'Change details' for an infrastructure change, listing impacted services like 'WEB STORE', 'WEB PORTAL', and 'ORACLE DB'. Below this, the 'Automation' section shows a rule for 'Standard change - auto-approve' with details on its triggers and actions. In the center, a Bitbucket interface shows a pipeline for 'open-webstore' with a 'Change request pending' warning. On the right, a Jira dashboard shows 'Deployments' with a Gantt chart and insights.

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



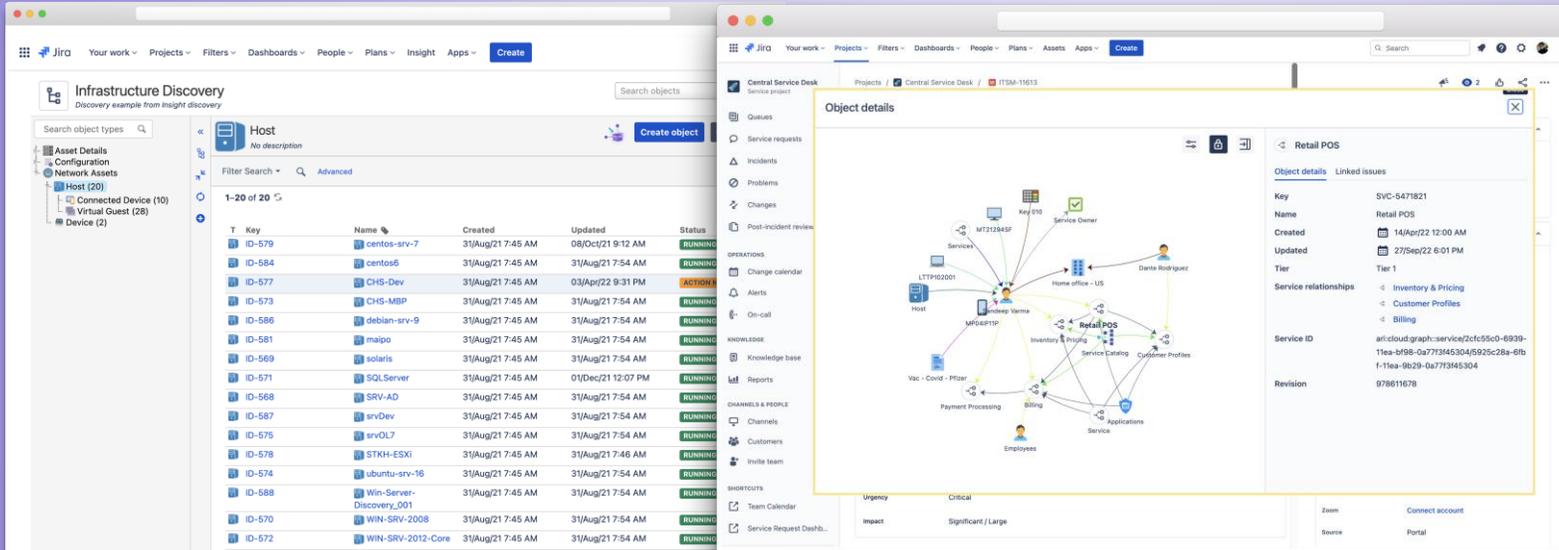
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2.1 Why Jira Service Management?

Jira Service Management

EXECUTE



Asset

자산 관리



Configuration

구성 관리

자산 생애 주기,
변경 사항을 공유
효율성 증대

종속성, 영향도
평가

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



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오픈소스컨설팅
OPEN SOURCE CONSULTING

2.2 Atlassian 도입 사례

금융권 M사

⚡ Jira Service Management
✖ Confluence ▣ Bitbucket ⚙ Bamboo ⚡ Jira

● 도입 배경

- 금융 사 IT 부서
- 여러 채널(이메일, 전화, 메신저, 게시판)로 들어오는 문의
- 내부회계감사 대응 필요
- 결제 프로세스 필요
- 개발 팀과 운영 팀 진행 상황 공유 필요

● 도입 결과

- 채널을 통합하는 포탈 화면 제공
- Knowledge Base(산출물, 메뉴얼, 참조문서) 관리 및 검색
- 형상관리와 연동
- 정기 또는 비정기 빌드 배포
- 유연한 결제 프로세스 구현
- 변경, 승인 등 감사 기록

IT회사 N사

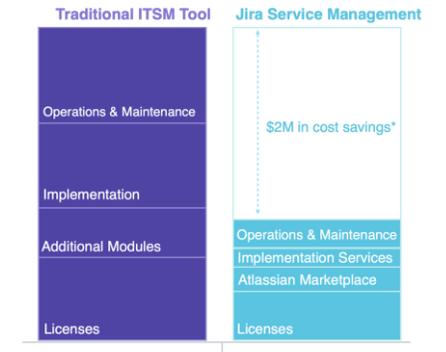
⚡ Jira Service Management
✖ Confluence ⚡ Jira

● 도입 배경

- Cloud 서비스 컨설팅, 구축 및 유지보수 지원
- 다양한 고객의 SR 통합 및 관리 필요
- 이슈 발생 시 다수 고객으로 유사한 요청이 몰림 (시급성 높음)
- 승인 프로세스 자동화 어려움
- 작업 계획서 연동 어려움
- 운영 자산 관리가 필요
- 비용 절감 필요 (기존 Zendesk 사용)

● 도입 결과

- 프로젝트별 그룹별 티켓 관리
- 승인 프로세스 구현 및 자동화
- 솔루션 별 연동 통합 (자산관리)
- 고객 만족도 조사 자동 발송 / 대시보드 제공



3. Atlassian Intelligence



ATLASSIAN Intelligence

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



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3. Atlassian Intelligence



자동화



분석/예측



개인화



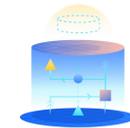
ATLASSIAN Intelligence



속도



가시성



문맥적 사고

3. Atlassian Intelligence



Accelerate individual
productivity



Augment
teams



Unlock
organizational data

3. Atlassian Intelligence

Accelerate individual productivity

AVAILABLE TODAY	COMING SOON
<ul style="list-style-type: none">Generative AI in editor Atlas, Bitbucket, Jira, Jira Service Management, Confluence, Trello, Jira Product Discovery (Beta)AI summaries Confluence, Jira Service Management, LoomNatural language automation Confluence, JiraAI service desk Jira Service ManagementAI work suggestions Jira (Beta)	<ul style="list-style-type: none">AI page catchup ConfluenceAI issue triage Jira Service ManagementAI sentiment analysis Jira Service ManagementAI recommendations Jira Service Management, JiraAI dynamic panels Confluence

3. Atlassian Intelligence

Augment teams

AVAILABLE TODAY

- AI answers in virtual agent**
Slack
- Request type suggestions**
Jira Service Management
- AI automation**
Jira, Jira Product Discovery,
Jira Service Management
- AI work breakdown**
Jira (Beta)

COMING SOON

- AI service desk configuration**
Jira Service Management
- AI in Whiteboards**
Confluence
- AI content conversion**
Confluence
- Issue reformatter**
Jira
- AI answers in virtual agent**
Help center portal, Microsoft Teams

3. Atlassian Intelligence

🔓 Unlock organizational data

AVAILABLE TODAY

-  **Natural language to JQL**
Jira
-  **Natural language to SQL**
Atlassian Analytics
-  **AIOps**
Jira Service Management (Beta)
-  **AI-powered chart insights**
Atlassian Analytics
-  **AI-powered template search**
Atlassian Analytics
-  **AI workflows**
Loom

COMING SOON

-  **Natural language to JQL**
Jira Service Management
-  **AI variables**
Loom
-  **Related resources**
Jira

Generative AI in editor

Project plan: Online support platform

To support the company-wide efforts to better meet customer needs and achieve our sales goals, we've identified building a new online support/communication platform as a key first step. This effort is essential for enhancing our ability to interact with and support our customers effectively.

Requirements

- Support partner and customer collaboration
- Optimize self-serve resources
- Increase visibility of giving opportunities
- Build a foundation for community growth
- Reduce feedback cycle times

AI work breakdown in Jira

Implement real-time vehicle tracking on main fleet dashboard

As a fleet manager, I want to receive real-time alerts on the dashboard when a vehicle in my fleet is involved in an incident, such as a collision or breakdown, so that I can quickly respond and minimize downtime.

The real-time alerts should be prominently displayed on the fleet management dashboard, using a visually distinct notification style (e.g., a pop-up message or a dedicated alerts section). The alerts should remain visible until acknowledged by the fleet manager, at which point they should be logged in an incident history for future reference.

Related resources

- Vita fleet - Alert dashboard idea
- Fleet manager Alert - Spec doc
- Vita fleet repo

Activity

Leave a comment

AI powered chart insights

Median cycle time in days

Task Story Bug

Insights BETA

Decreasing trend

The median cycle time increased significantly in June (9.88 days) from May (4.70 days). While it decreased in July (7.96 days), it remained relatively stable in August (8.11 days) and September (13.83 days). The increase in June might warrant investigation for process improvements.

Written by Atlassian Intelligence. Info quality may vary. Learn why

AI summaries in Confluence

Summarize

Benefits of social login

Convenience for the user: Most people already have social media accounts, and saves the user from having to create another account and remember another set of credentials.

Faster registration process: When users sign up with their social media accounts, the process is often faster and easier. This can lead to a better user experience and

The marketing plan includes a target audience, marketing strategy, and conclusion. The targeted audience includes tech-savvy dog owners, and the marketing strategy includes social media outreach, influencer marketing, paid advertising, and content marketing. The app uses machine learning algorithms to analyze various factors to provide personalized recommendations and alerts.

AI In whiteboards

ANNOUNCING

30+ new features as part of Atlassian Intelligence

AI ops in Jira Service Management

Jira Service Management

Alerts

Alert groups

Atlassian Intelligence groups alerts by their semantic similarity, to help you make decisions faster with intelligent insights and resolve issues effectively.

90% Noise reduction

5 Groups created

ID	P	Summary	Alerts	Provenance	Resolved	Status
#1233	High	Alert group - Checkout transaction area falling. Payment-act...	3	10 Apr 2024 10:03 AM	100%	Resolved
#1212	High	Alert group - Payment gateway APAC impacted. Payment-act...	3	10 Apr 2024 10:01 AM	100%	Resolved
#1202	High	Alert group - Checkout transaction area falling. Payment-act...	3	10 Apr 2024 10:00 AM	100%	Resolved
#1188	High	Alert group - Billing services area falling. Payment-act...	3	10 Apr 2024 09:53 AM	100%	Resolved
#1142	High	Alert group - Payment gateway EMA impacted. Payment-act...	3	10 Apr 2024 09:48 AM	100%	Resolved

AI-powered resources in Jira

KEY-123 Design and implement WebSocket communication TO DO

KEY-124 Develop incident detection and alerting system TO DO

KEY-125 Create UI components for incident alerts TO DO

KEY-126 Integrate with backend systems TO DO

KEY-127 Optimize performance and conduct testing TO DO

Related resources

- Vita fleet - Alert dashboard idea
- Fleet manager Alert - Spec doc
- Vita fleet repo

Activity

Virtual Agent in Jira Service Management

Help Agent

What is blocking the mobile release?

Search issues Project: Donut Plains

Type	Key	Summary
Document	DP-27	Add QR code to mobile app
Document	DP-34	Integrate our payment platform
Document	DP-42	Make irremovable sections of the form

Natural language to JQL

What is blocking the mobile release?

Search issues Project: Donut Plains

Type	Key	Summary
Document	DP-27	Add QR code to mobile app
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Document	DP-42	Make irremovable sections of the form

AI issue reformatter

3. Atlassian Intelligence - Trust

Atlassian Intelligence에서는 고객 데이터를 어떻게 사용합니까?

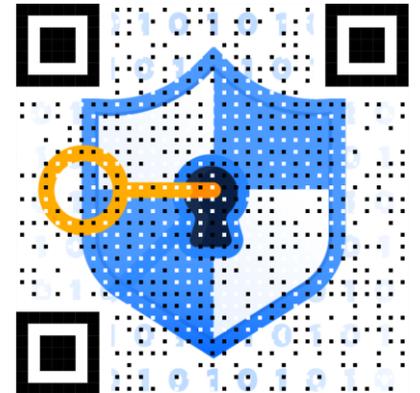
숨기기

Atlassian Intelligence는 사용자의 입력을 처리하여 사용자가 요청한 출력을 제공합니다. 또한 Atlassian은 **사용자가 볼 수 있는 권한**이 있는 제품 인스턴스 내에서 조직 데이터를 처리하고 해당 데이터를 사용자 입력에 포함합니다. 따라서 LLM이 더 정확하고 관련성 있는 상황별 응답을 제공할 수 있습니다.

파트너사인 OpenAI에서는 사용자의 입력 및 출력을 유지하지 않으며 **서비스 개선을 위해 사용자의 입력 및 출력을 사용하지 않습니다.**

하지만 Atlassian은 페이지 요약을 표시할 때 또는 검색 기록 표시와 같은 기능을 제공해야 할 때 지연 시간을 줄이기 위해 제한된 기간 동안 입력 및 산출물을 저장할 수 있습니다. 어떤 기능이 데이터를 저장하는지 자세히 알아보려면 [투명성 페이지](#)를 방문하세요.

이 정책의 중요한 변경 사항에 대한 알림을 받으려면 [여기에서 구독](#)을 신청하세요.



<https://www.atlassian.com/ko/trust/atlassian-intelligence>

Session 02

ITSM 프로세스에서 Atlassian 활용 시나리오 및 AI 주요 기능 데모

02



| 은서진 sjeun@osci.kr

| 오픈소스컨설팅 Solution Architect 1 Team Tech Lead

Atlassian 엔지니어로서 신한은행, LigNex1 등의 고객사에서 Atlassian 운영 업무 및 다수의 LG 그룹사, GS건설, 한글과컴퓨터, OCI정보통신 등 다수의 고객사에서 ITSM, CI/CD 구축 및 PM, 프로세스 컨설팅, 마이그레이션, 교육 등을 수행해 왔으며, 현재도 여러 기업에 Atlassian 솔루션을 활용한 시스템 구축 및 고도화 등을 하는 역할을 수행하고 있습니다.

| 주요자격사항

Cloud Migration Technical Delivery Accreditation

IT Service Management Technical Delivery Accreditation

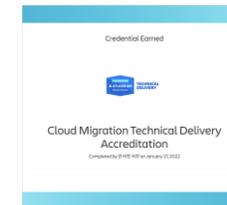
Product Development Technical Delivery Accreditation

Atlassian Certified Jira Project Administrator for Data Center and Server

Atlassian Certified System Administrator

Atlassian Certified Jira Administrator for Cloud

Atlassian Certified Jira Service Project Manager



Session 01

ITSM 프로세스 시나리오

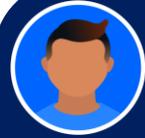
01

주요 역할



김고객
(BMS 사용자)

BMS 시스템에 수정
사항을 요청하는
역할



나승인
(BMS 관리자)

ITSM 관리자,
유운영의 팀장 역할



유운영
(BMS 운영자)

BMS 시스템 운영자
역할



최팀장
(BMS 개발 팀장)

BMS 시스템 개발 작
업 검토 및 계획 수립
역할



이개발
(BMS 개발자)

BMS 시스템 개발 작
업 역할



정그림
BMS 디자이너

BMS 시스템 디자인
작업 역할



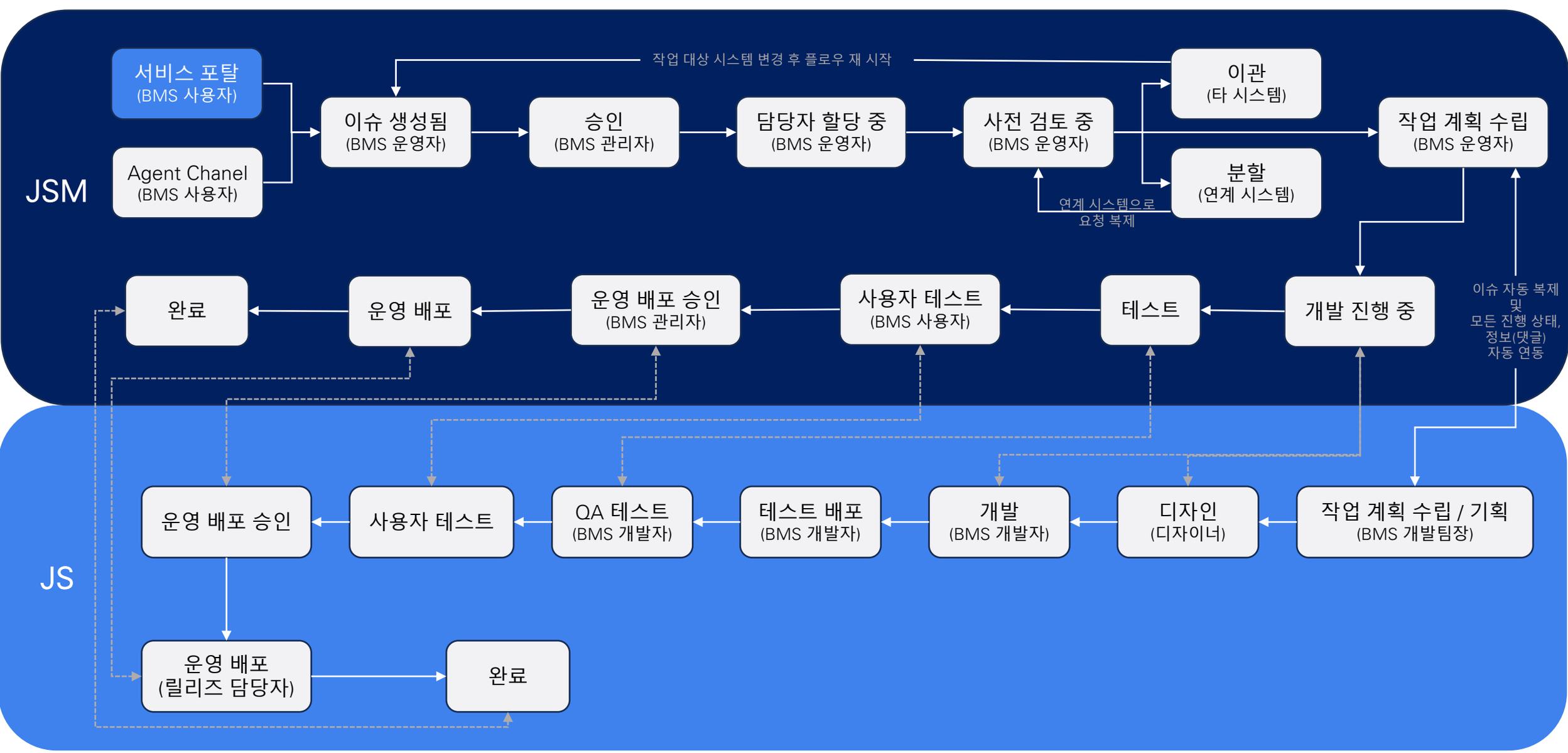
김검사
(QA/테스터)

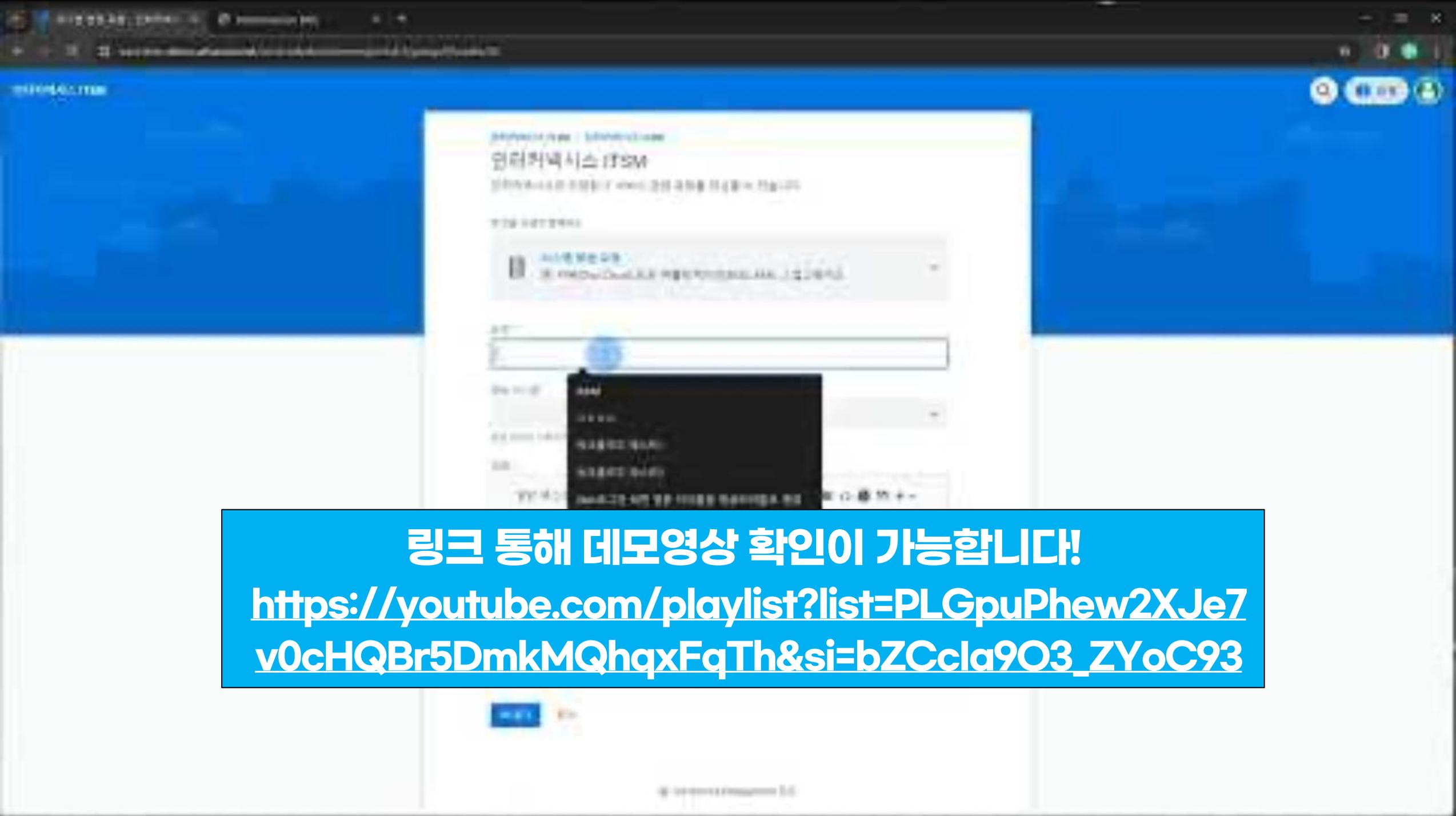
시스템 개발 테스터
역할



오배포
(릴리즈 담당자)

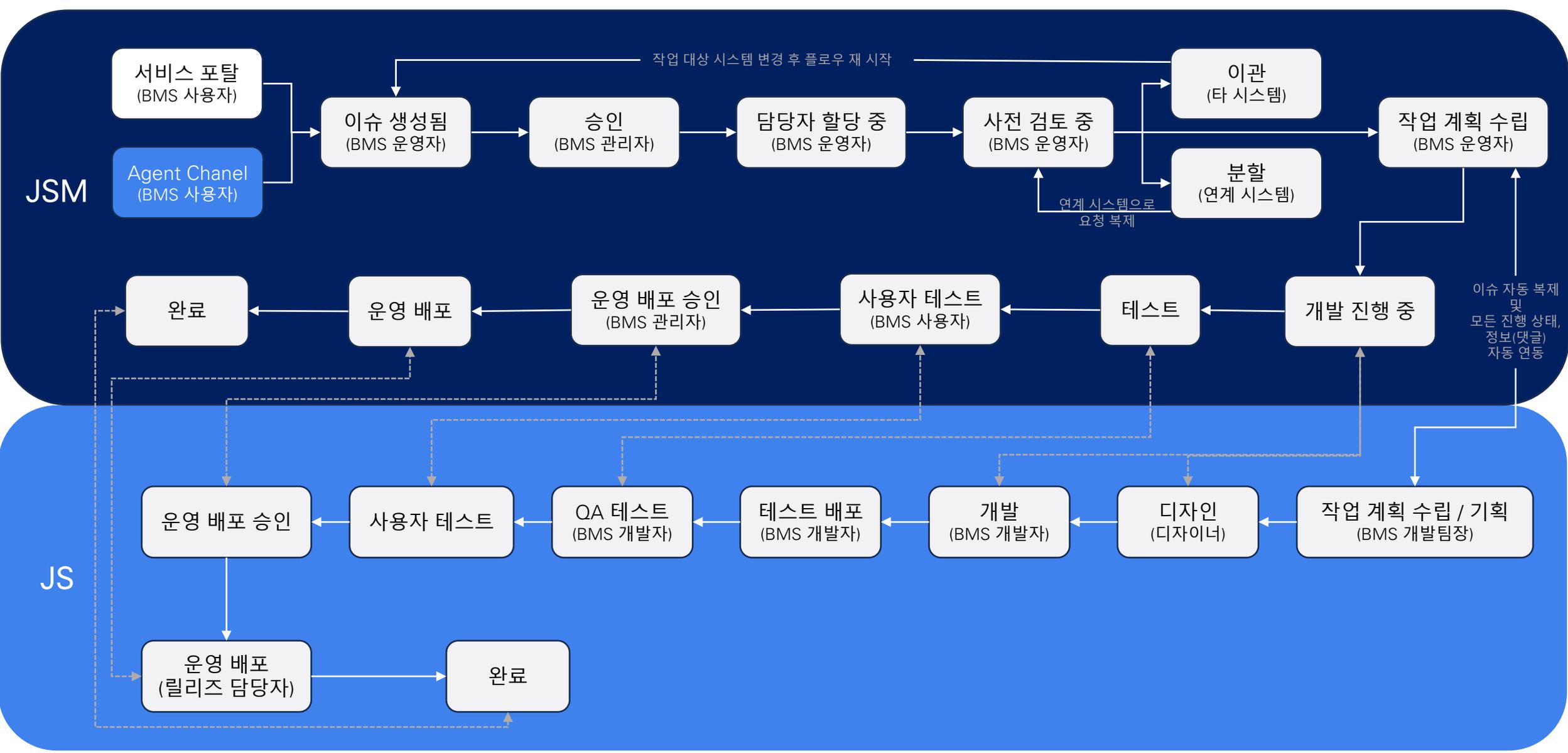
릴리즈 담당자 역할

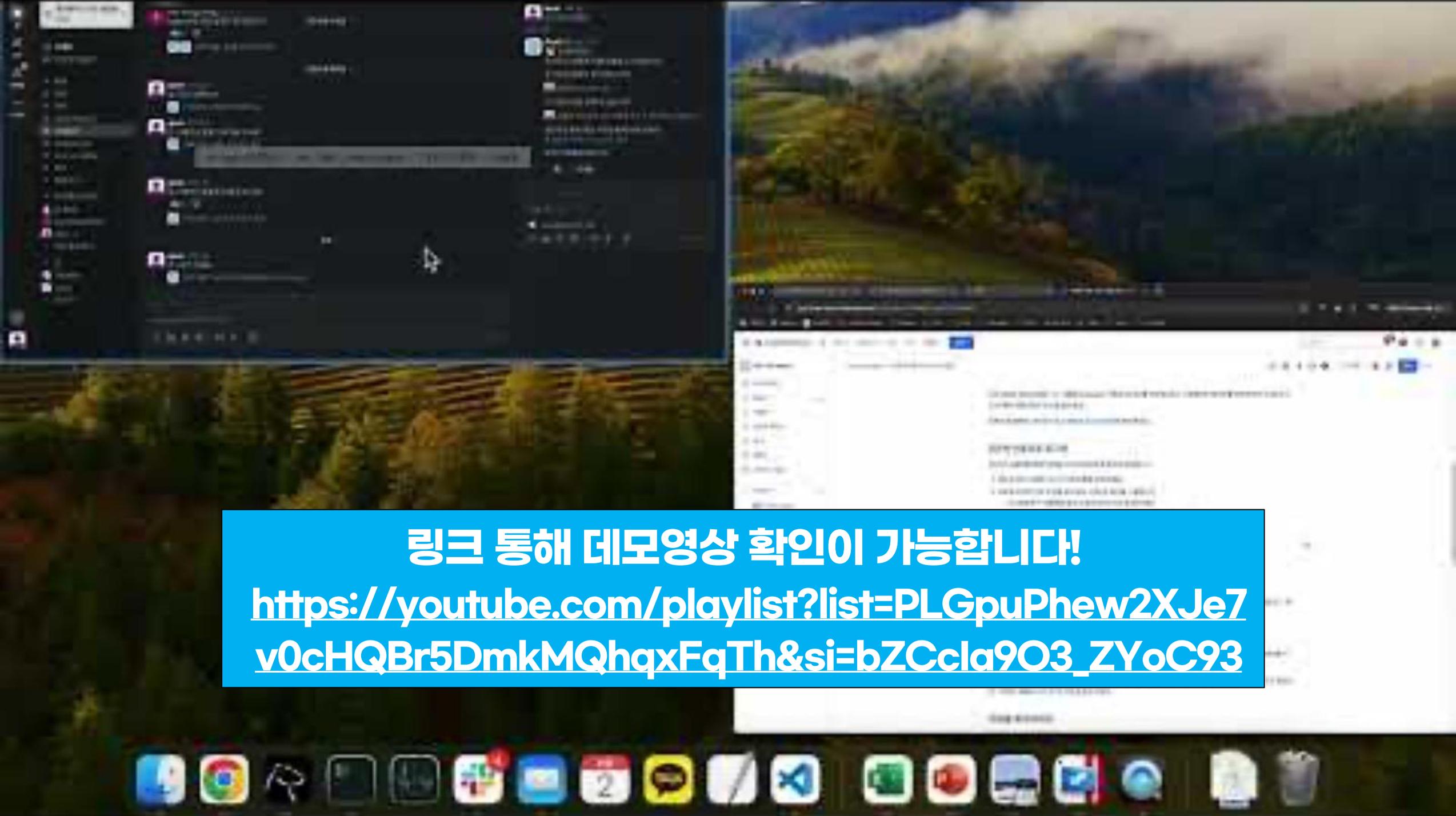




링크 통해 데모영상 확인이 가능합니다!

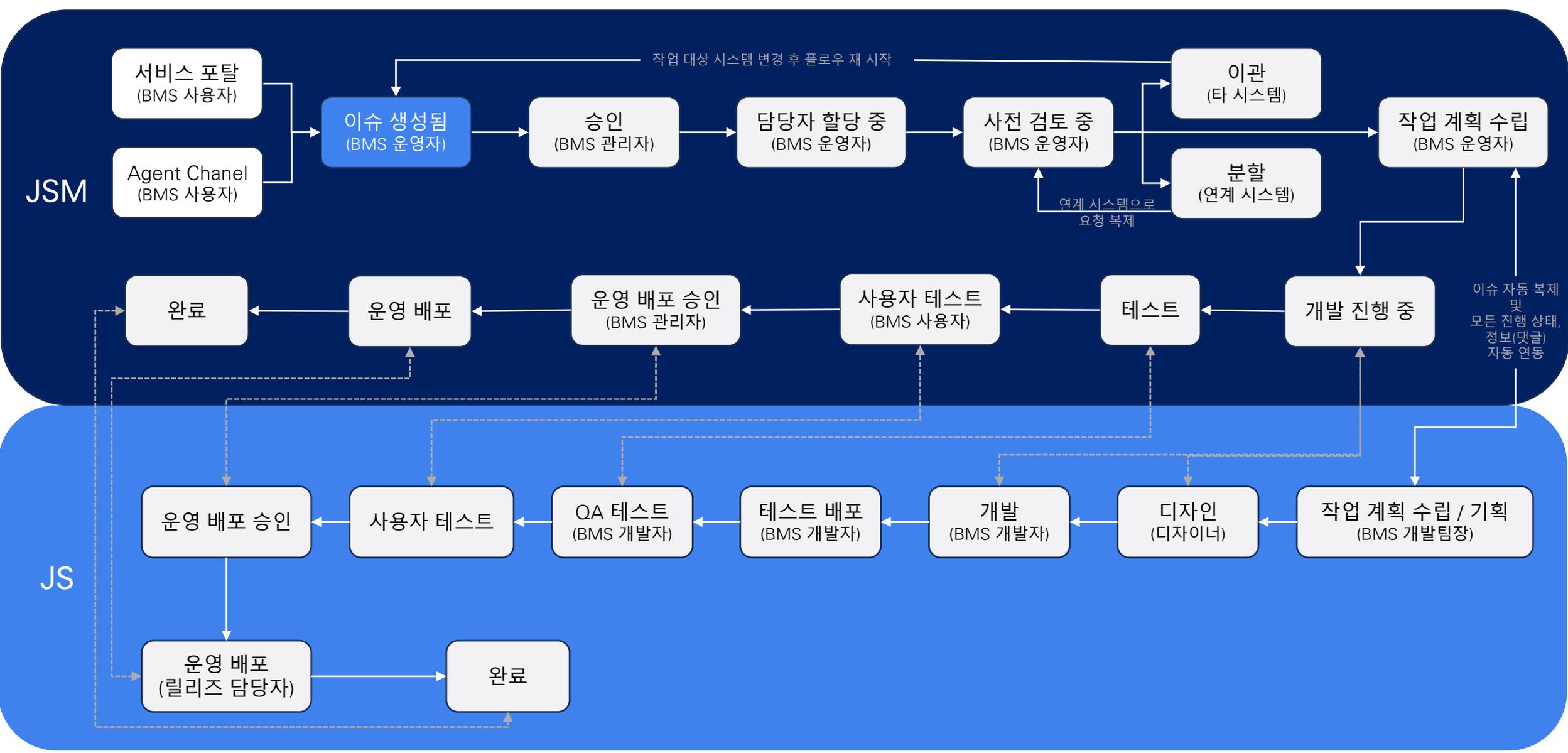
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93





링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



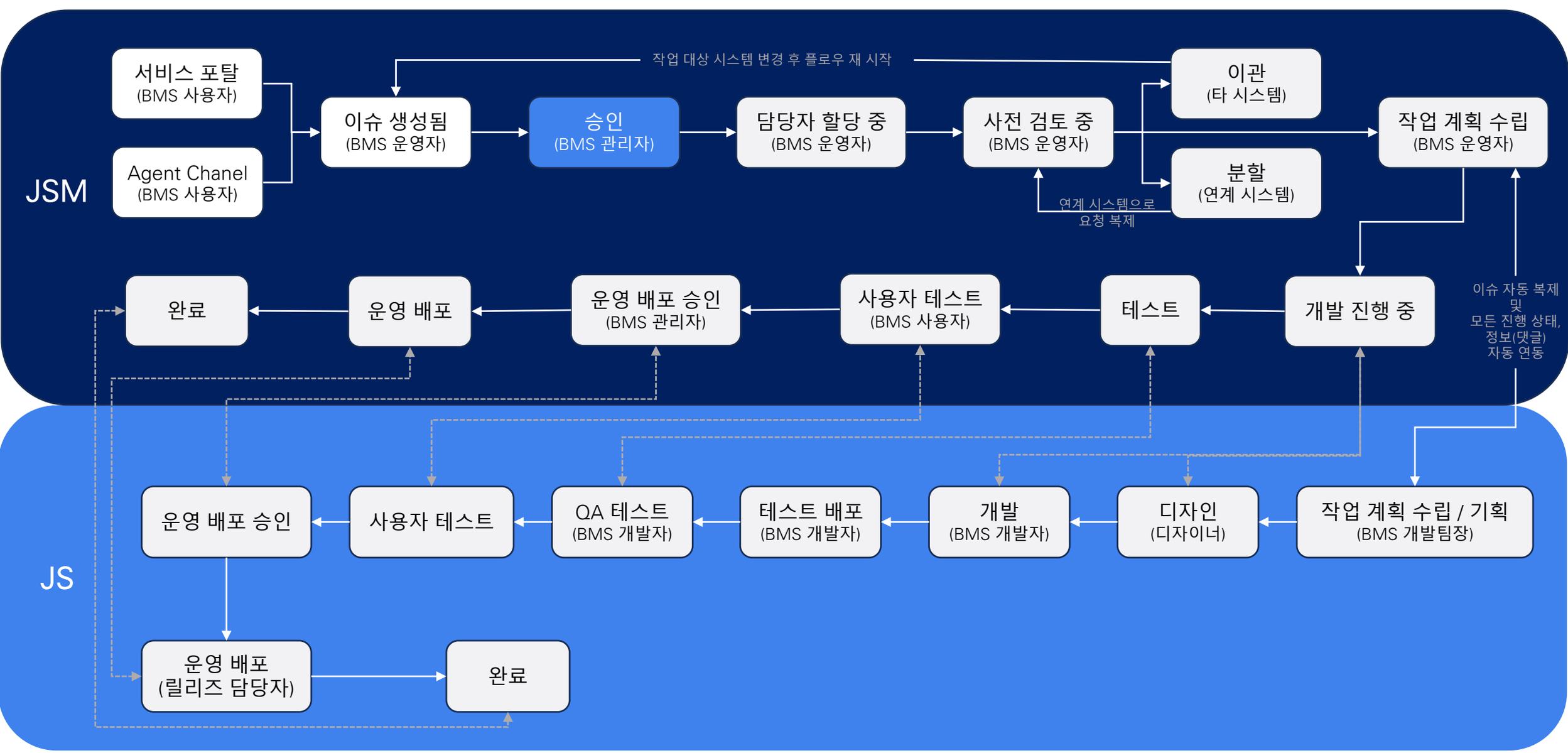
한글 다이어그램 부분 영문으로 변경 요청

출처: [링크]

이전 댓글 더보기

안녕하세요! 질문드립니다.
한글 다이어그램 부분 영문으로 변경 요청
출처: [링크]

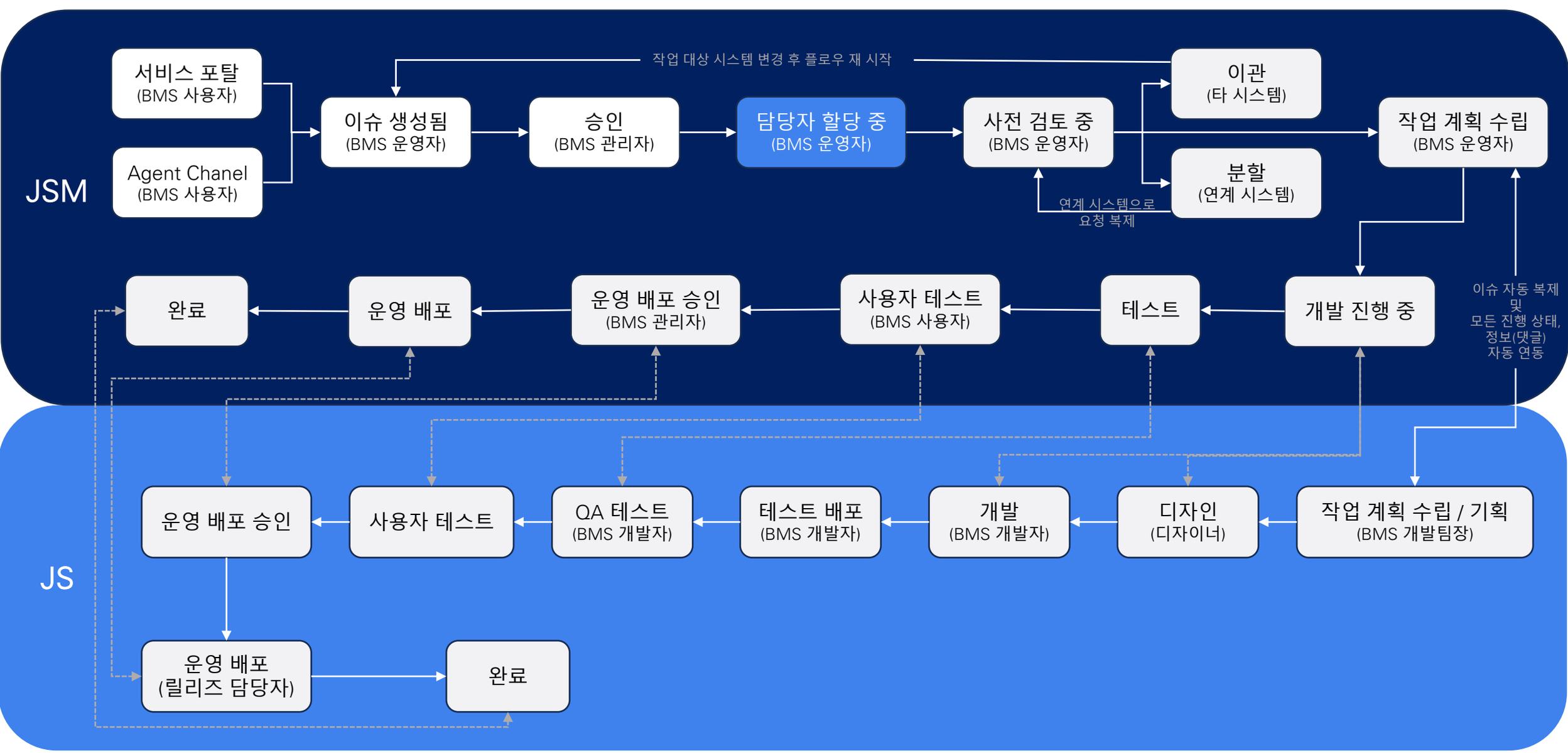
링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

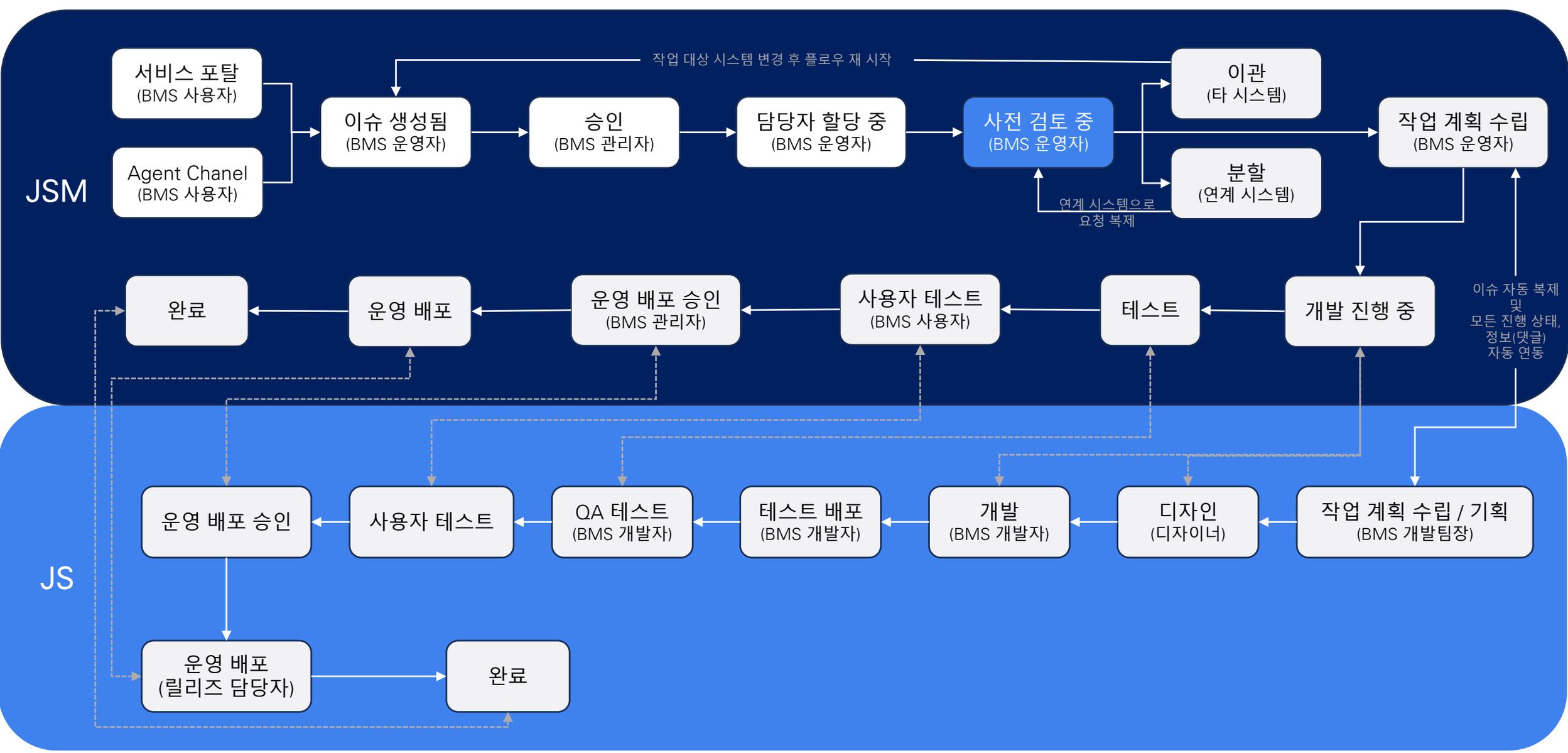


한글 타이틀 부분 영문으로 변경 요청

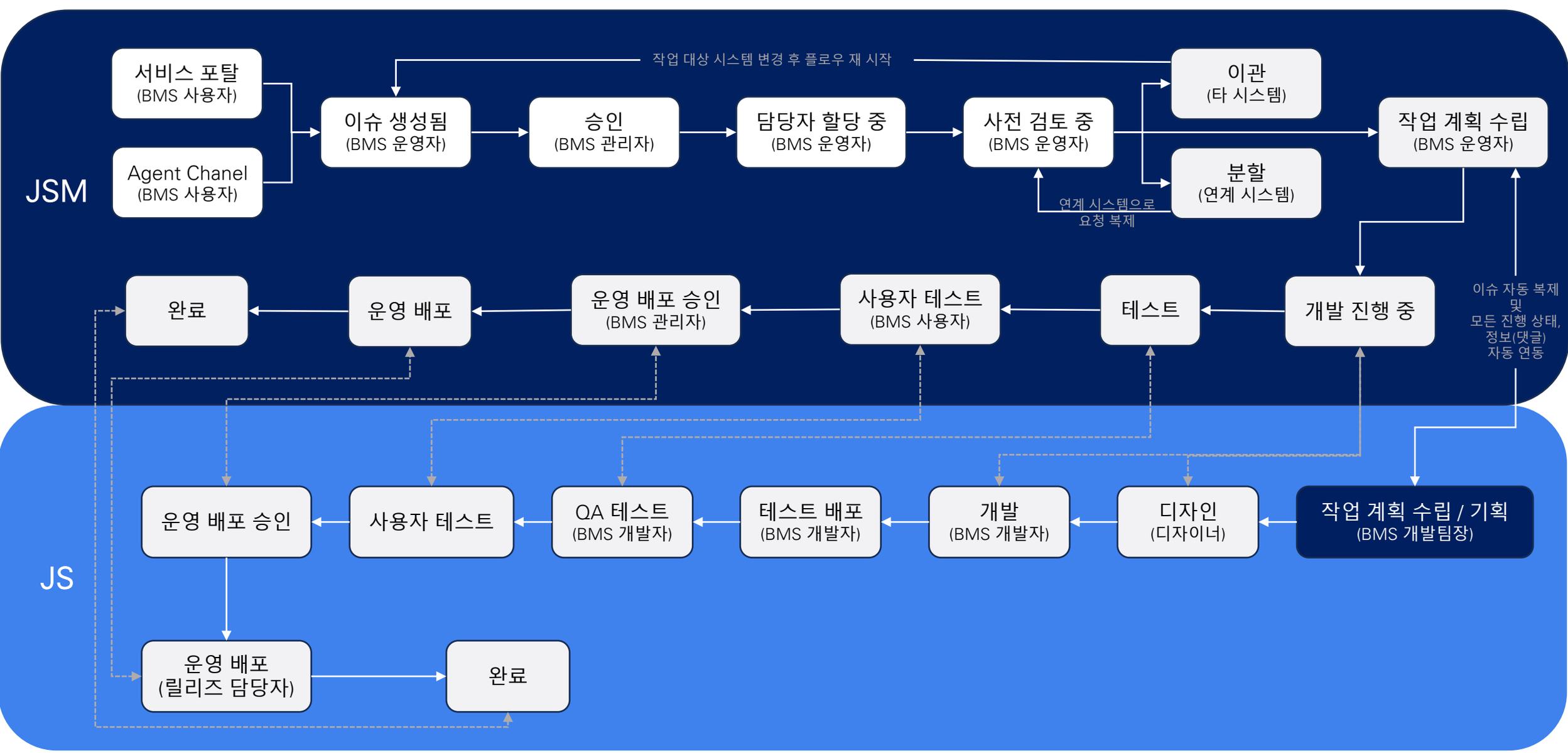
- 1. 영문 타이틀 부분 영문으로 변경 요청
- 2. 영문 타이틀 부분 영문으로 변경 요청
- 3. 영문 타이틀 부분 영문으로 변경 요청
- 4. 영문 타이틀 부분 영문으로 변경 요청

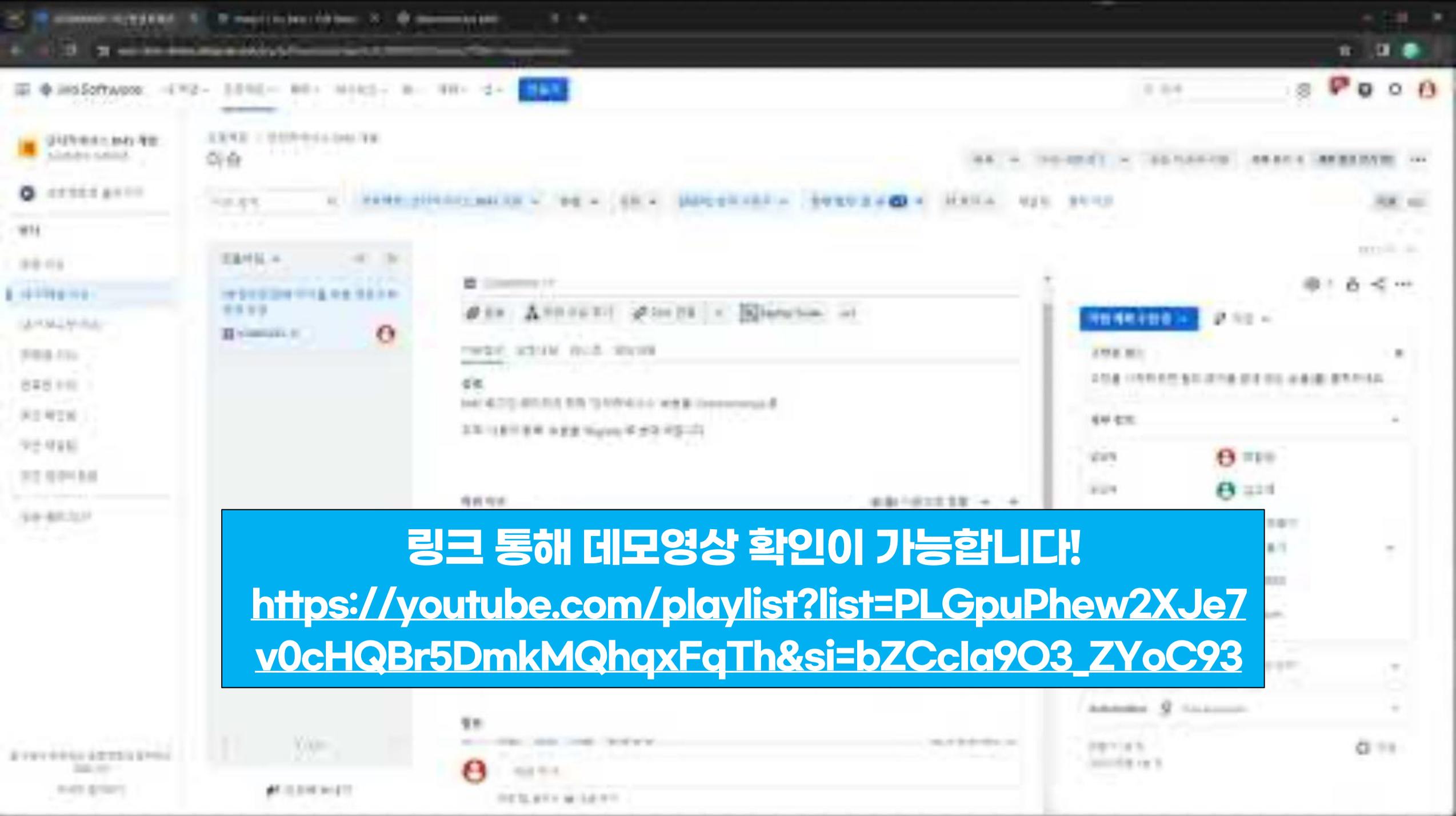
링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93





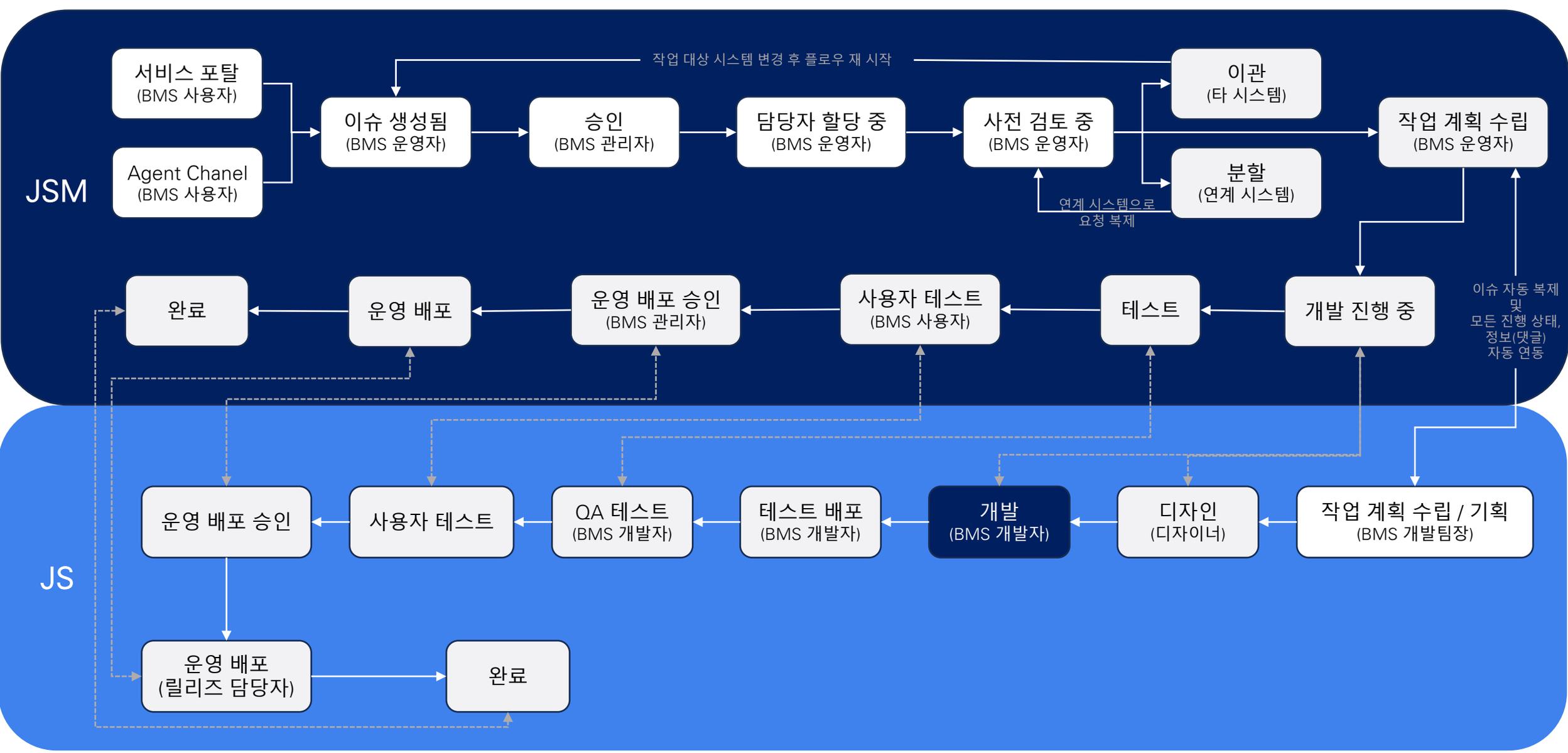
링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93





링크 통해 데모영상 확인이 가능합니다!

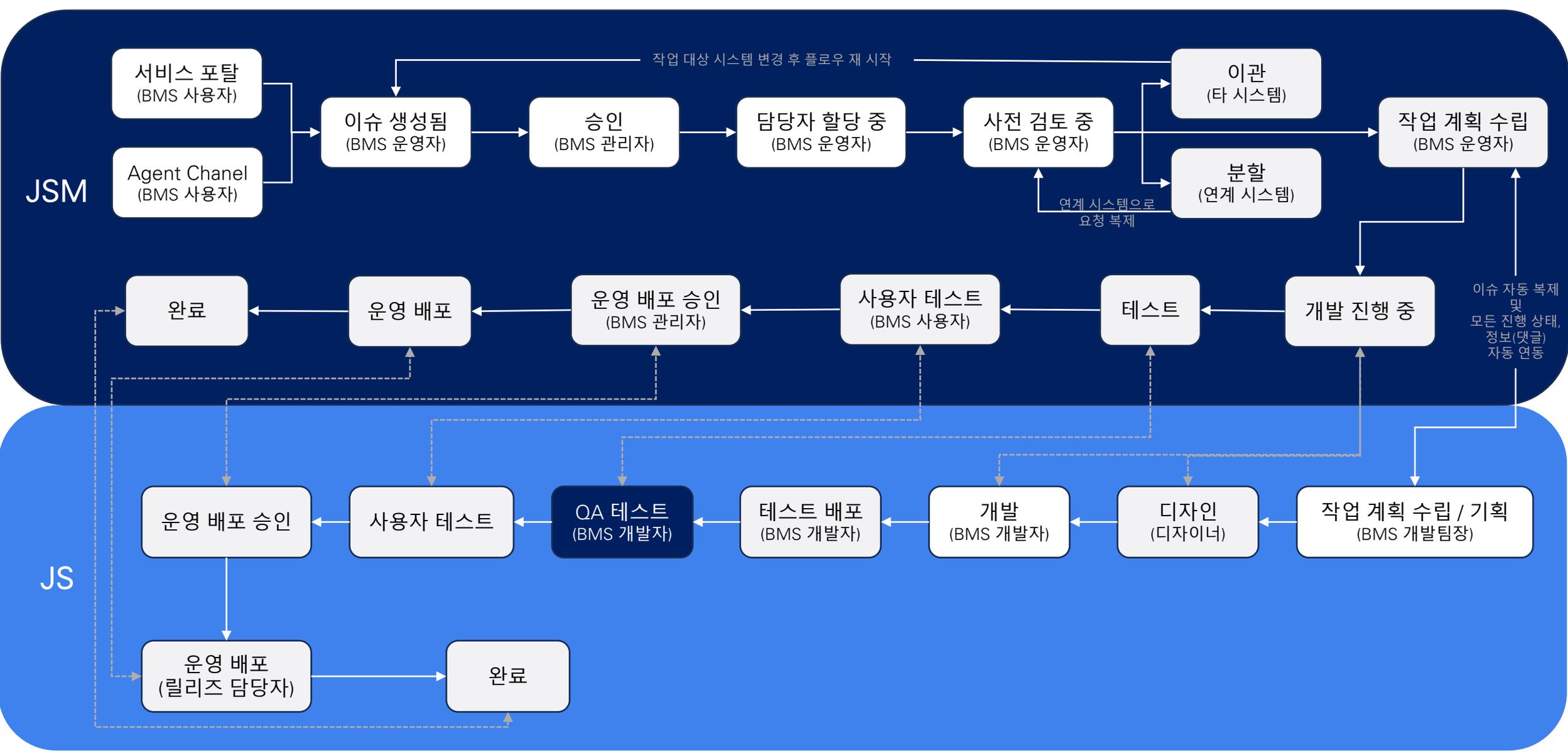
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93





링크 통해 데모영상 확인이 가능합니다!

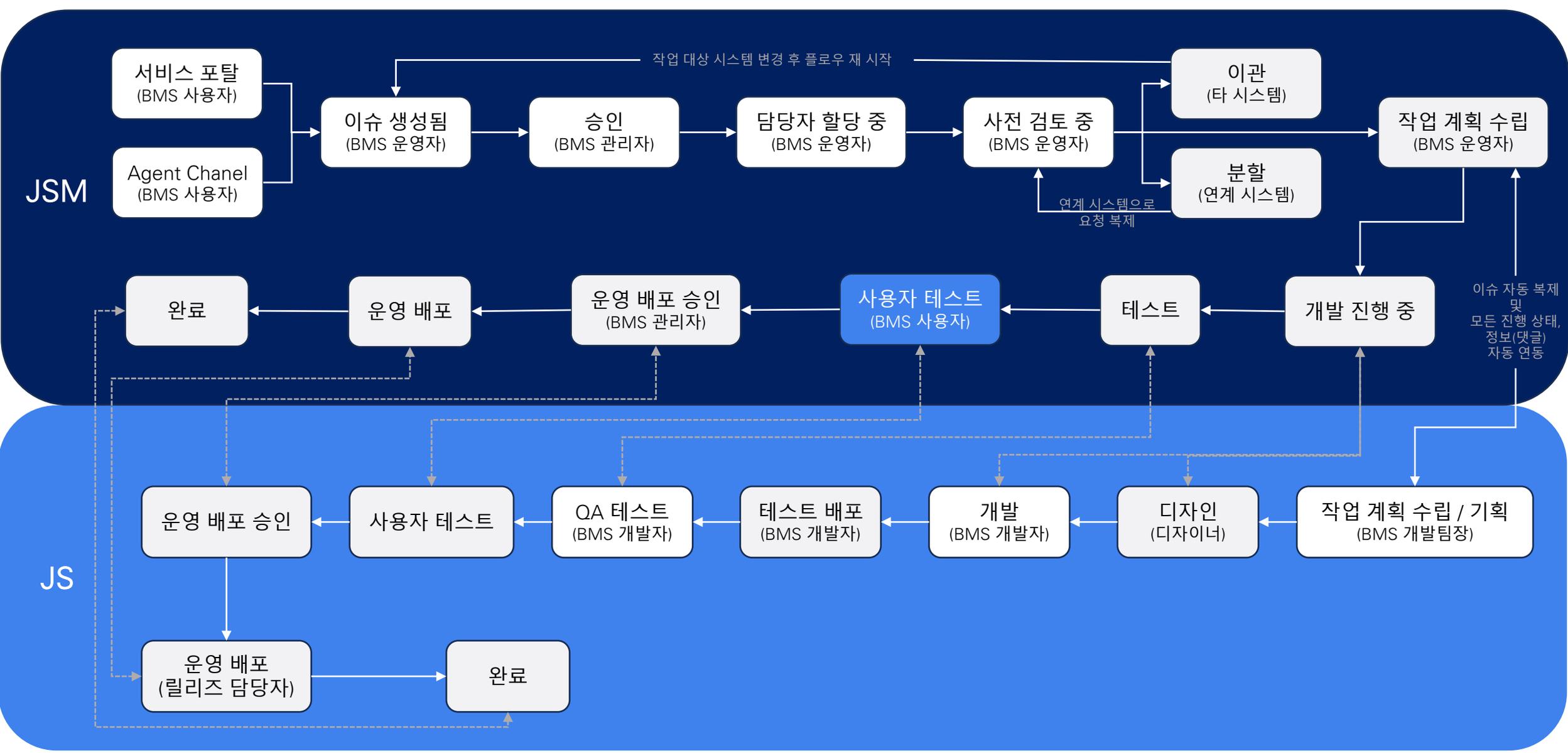
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



Interconnecsys
BMS

링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

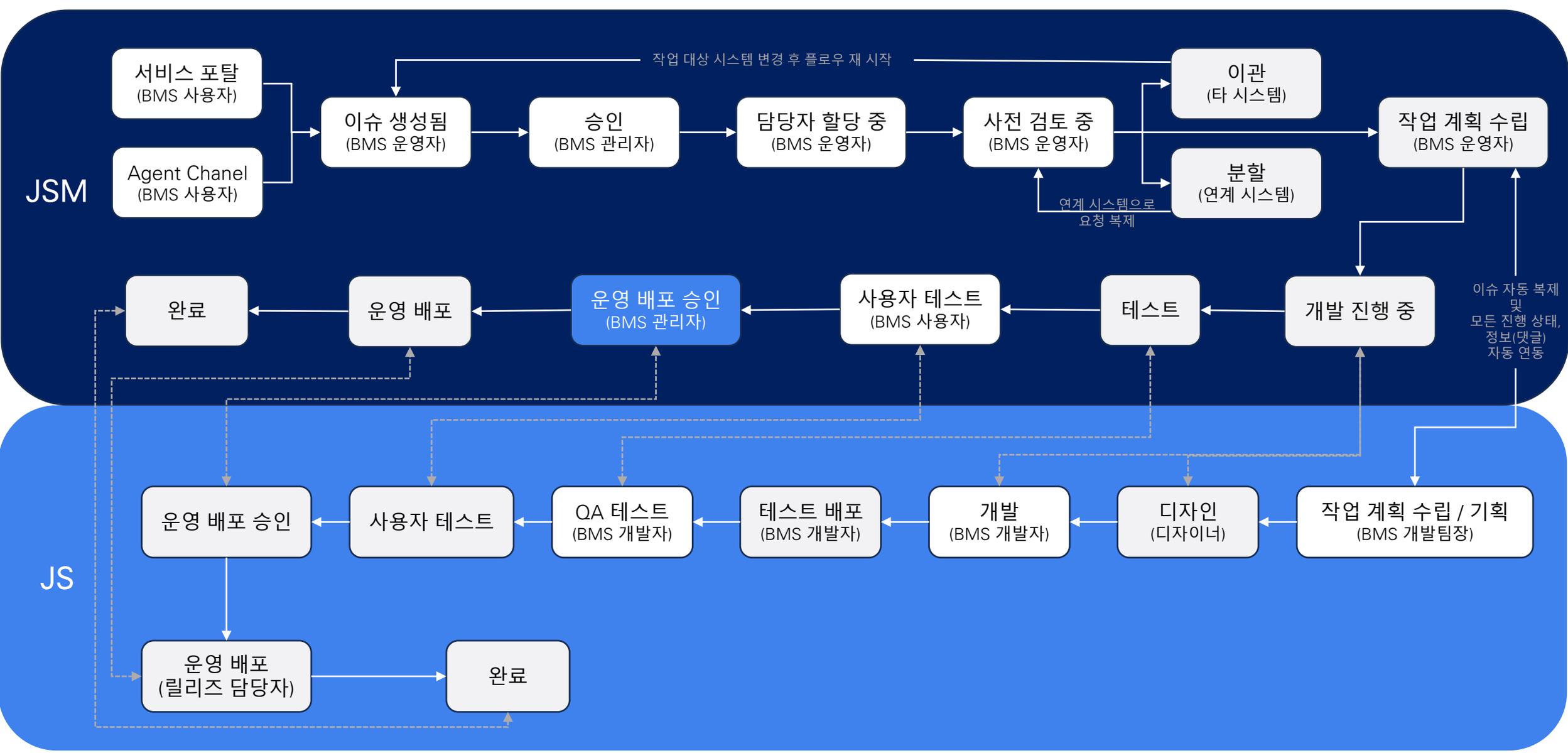


ecsys

Register

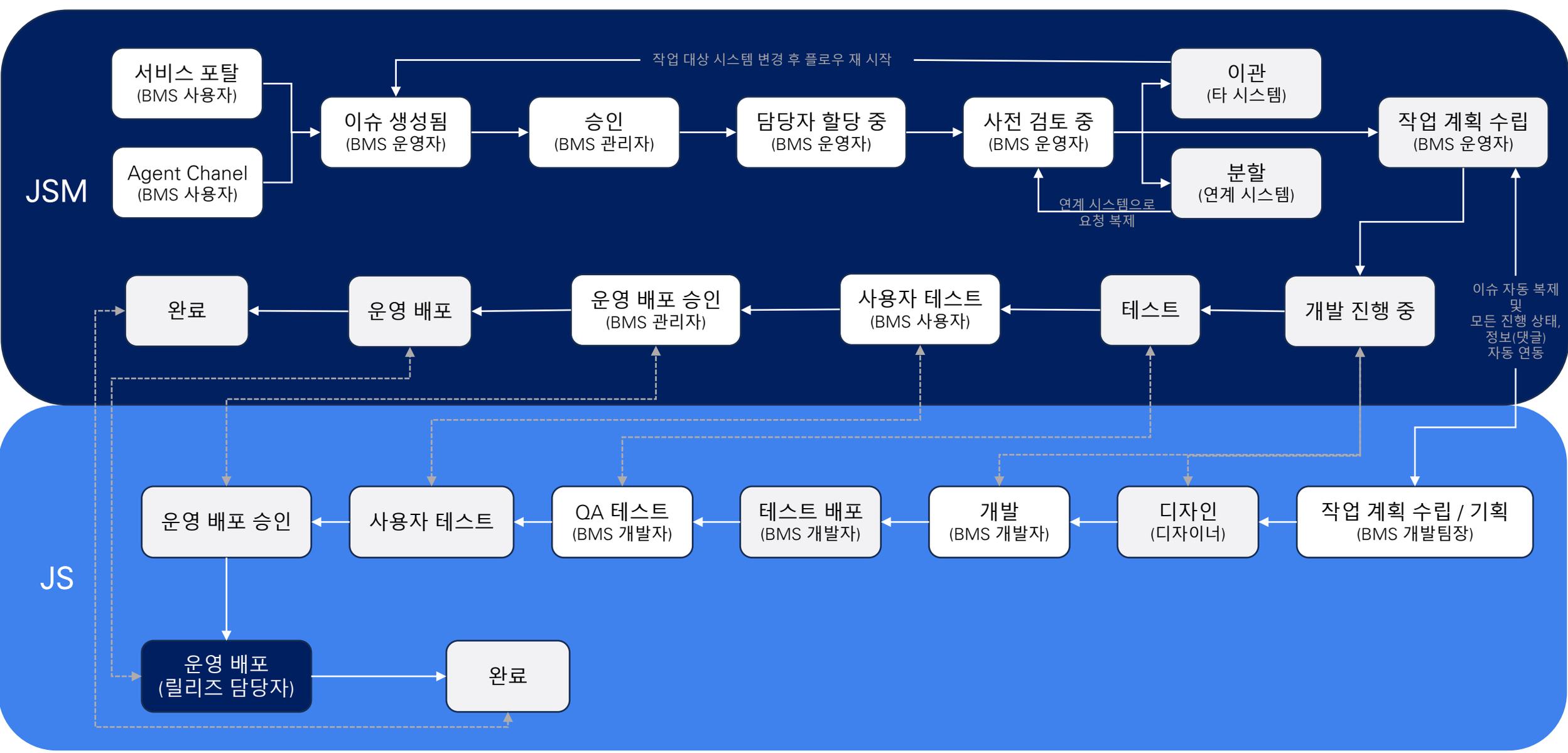
링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



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https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



ICS8MSDEV-18 요청사항 HTML 반영 완료

김민준 (김민준)

김민준 (김민준)

본문

요청사항 반영 완료

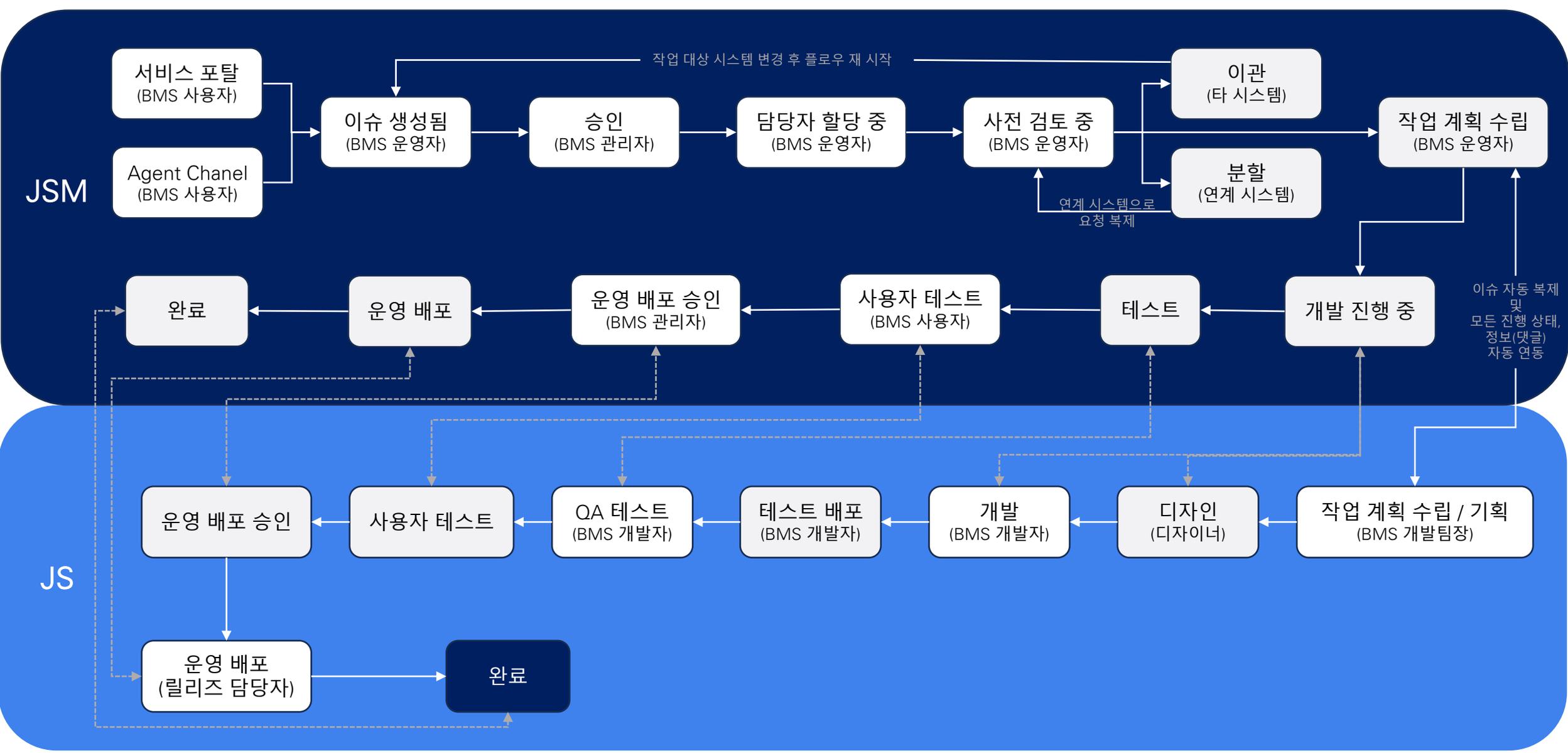
댓글

첨삭

김민준 (김민준)

1 댓글

링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



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https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 데모 (Jira + JSM + Bitbucekt)

Open Source Consulting Inc.

ITSM

Sharing Technology.
Growing Together.

Cloud

Agile

People

Cloud Migration

Technology

Sharing

Open Source

오픈소스컨설팅
OPEN SOURCE CONSULTING

<https://www.youtube.com/watch?v=rBH10RUXhLE>

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



Platinum
Solution Partner



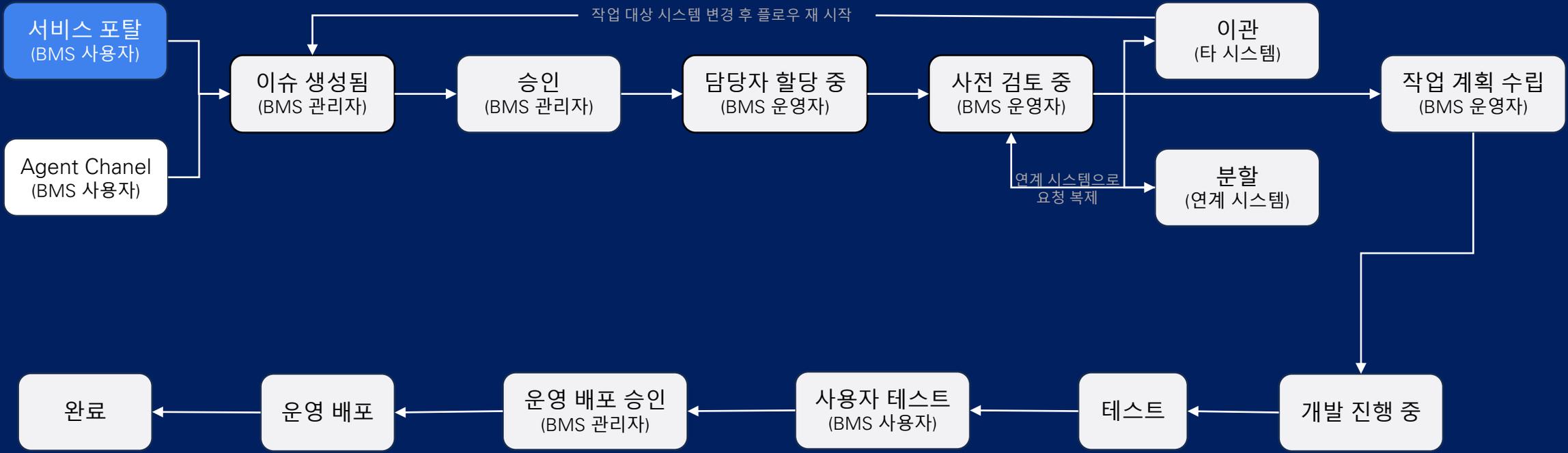
Session 02

ITSM 프로세스에서 활용하는 주요 AI 기능

02

ITSM 프로세스에서 AI 활용

JSM



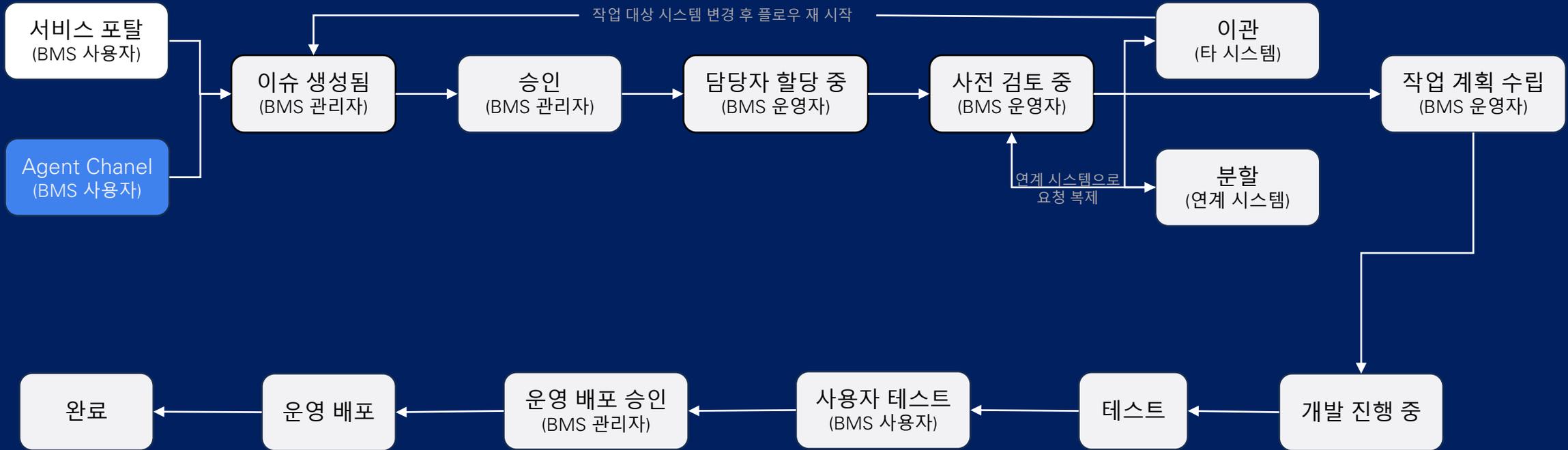


링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

[unclear]

ITSM 프로세스에서 AI 활용

JSM



Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



Platinum
Solution Partner

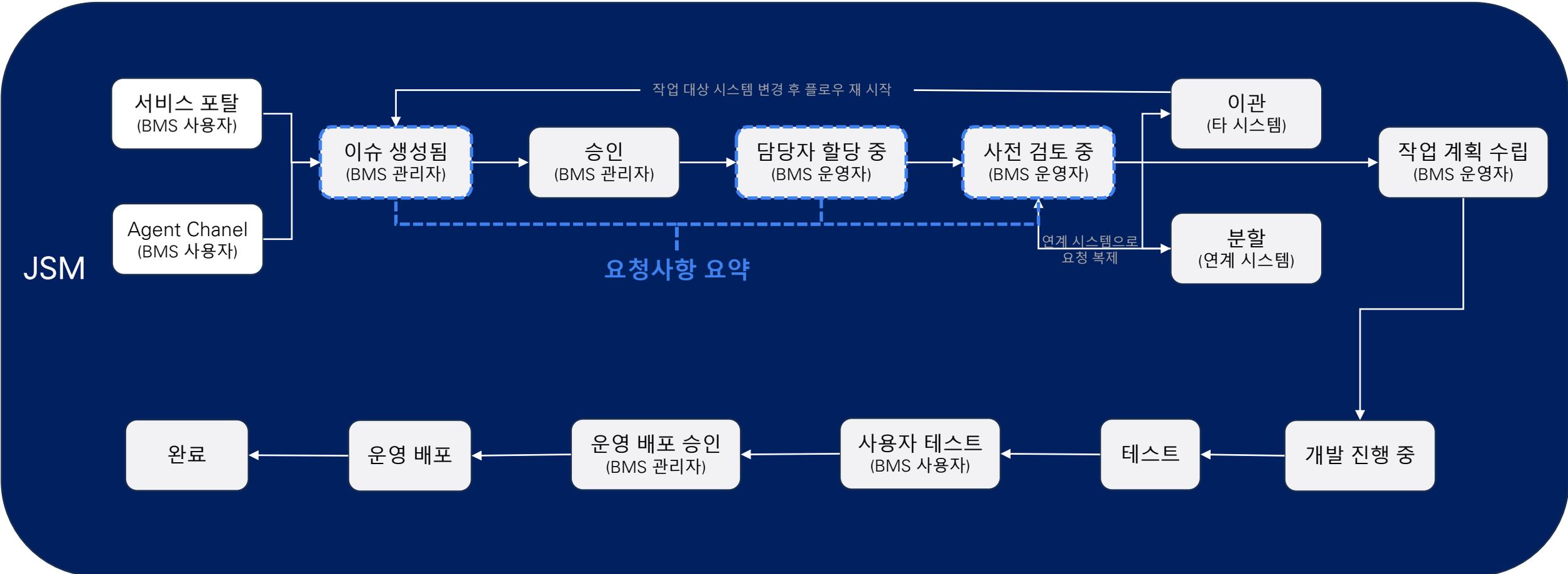


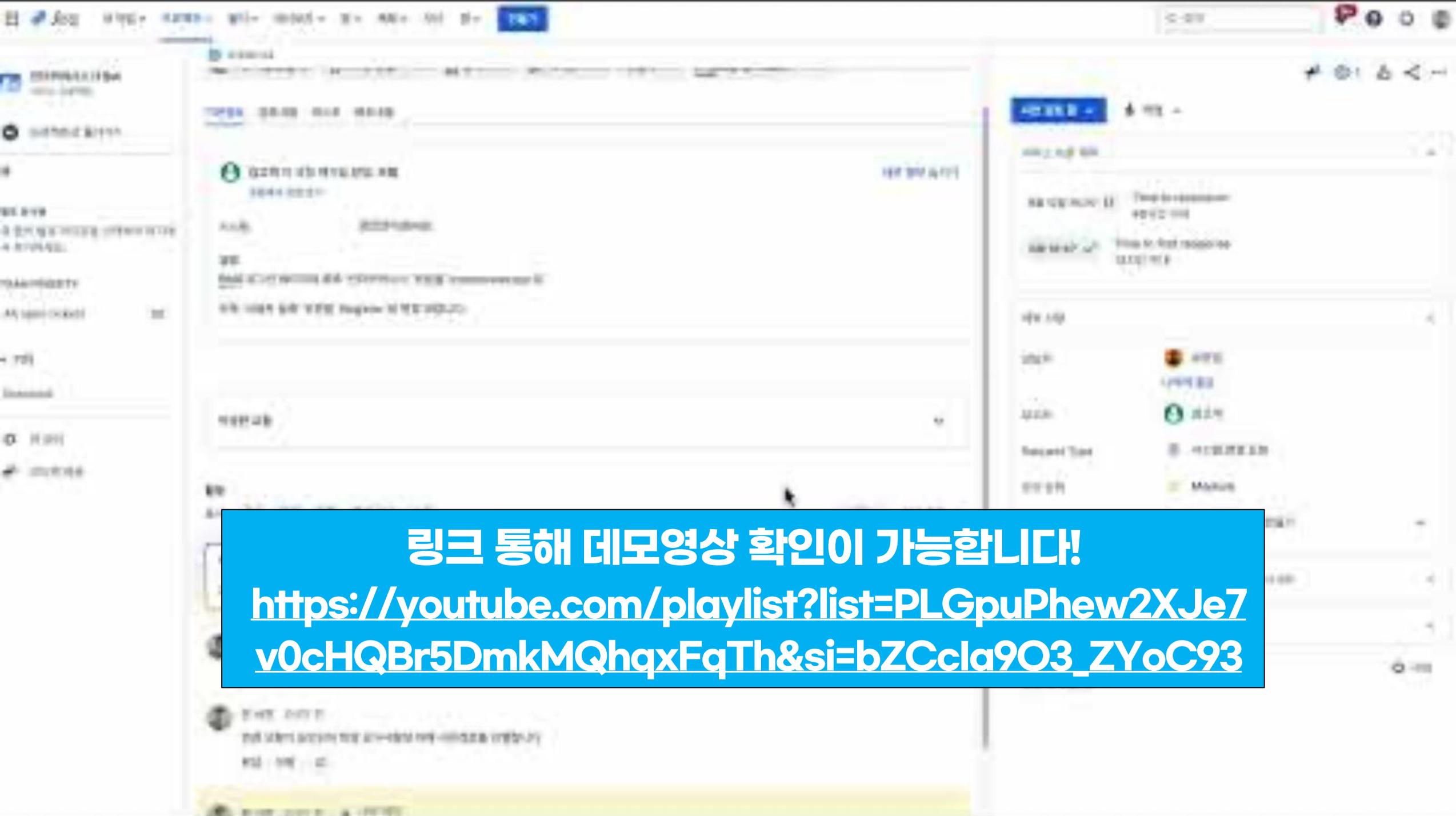


링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 프로세스에서 AI 활용

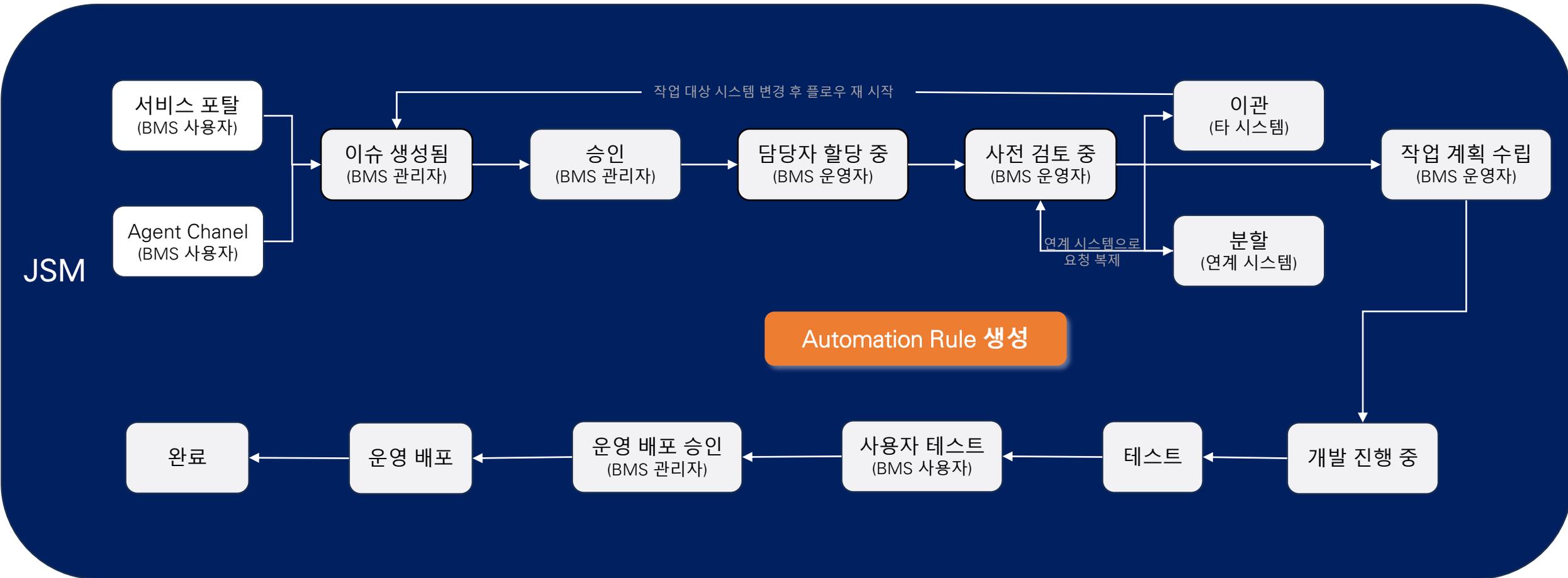




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https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 프로세스에서 AI 활용



Automation

22 04 2024 10:53 AM

이 자동화 작업을 구성해 보았을 때
이러한 자동화 작업은 해당 워크스페이스에 있는 모든 리소스에 대해 실행되며, 해당 리소스가 변경될 때만 실행됩니다.
자동화 작업은 해당 워크스페이스에 대해 실행됩니다.

1 24 04 2024 09:55 AM

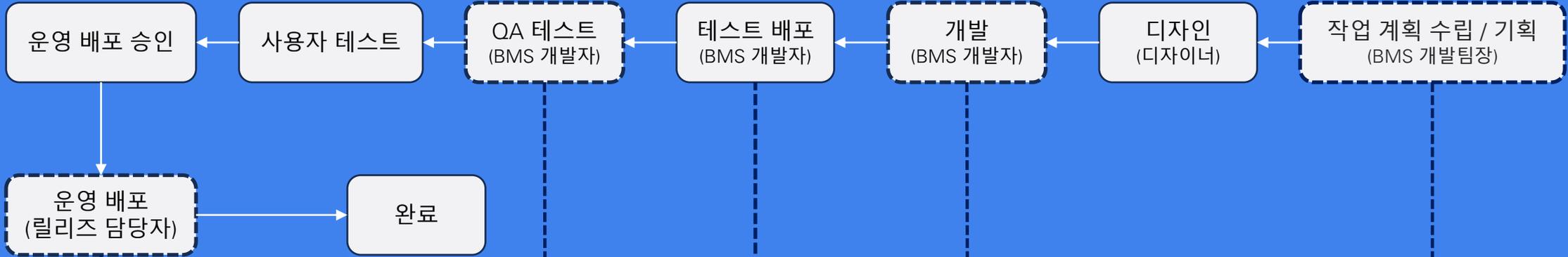
Q 자동화 작업

이름	상태	종류	빈도	마지막 실행	활성화	삭제
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—
자동화 작업 이름 - 자동화	실행 중	자동화	1시간	1 month ago	ON	—

링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 프로세스에서 AI 활용

JS



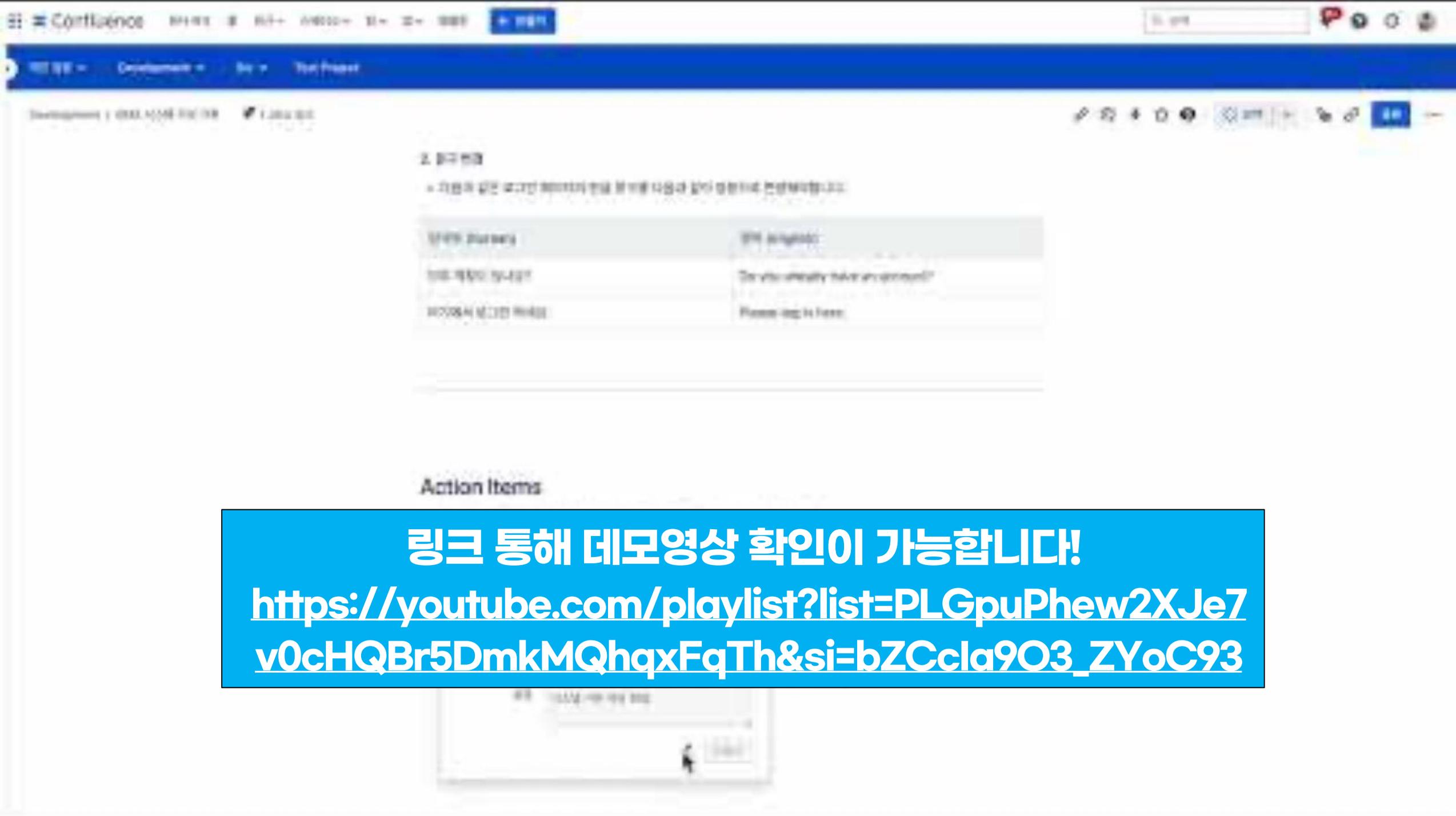
Bitbucket
PR Description AI 기능

Zephyr
테스트 자동화 AI 기능

IDE + LLM
IDE : VSCode, IntelliJ, JetBrains, etc...
LLM : Claude, Copilot, ChatGPT, etc...

Confluence
Page + White board

Rovo

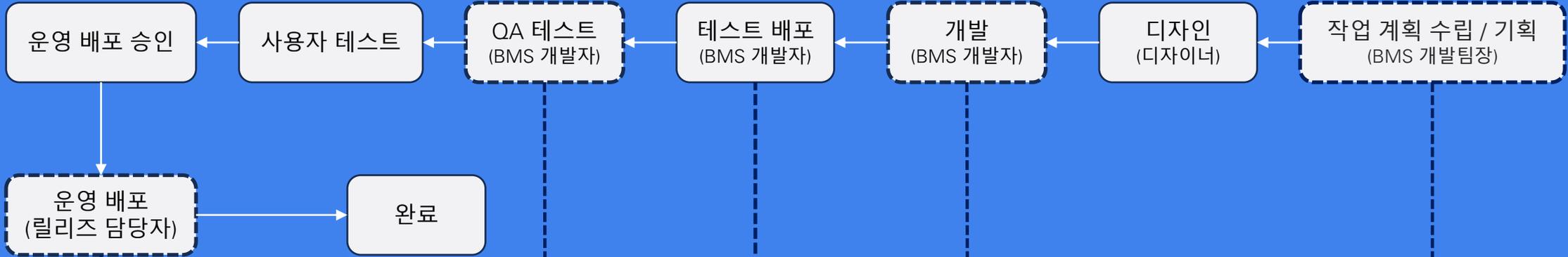


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https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 프로세스에서 AI 활용

JS



Bitbucket
PR Description AI 기능

Zephyr
테스트 자동화 AI 기능

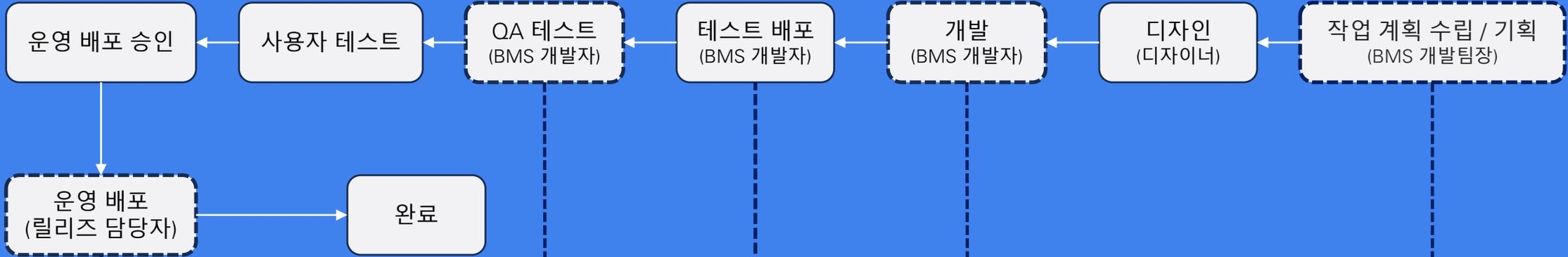
IDE + LLM
IDE : VSCode, IntelliJ, JetBrains, etc...
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Confluence
Page + White board

Rovo

ITSM 프로세스에서 AI 활용

JS



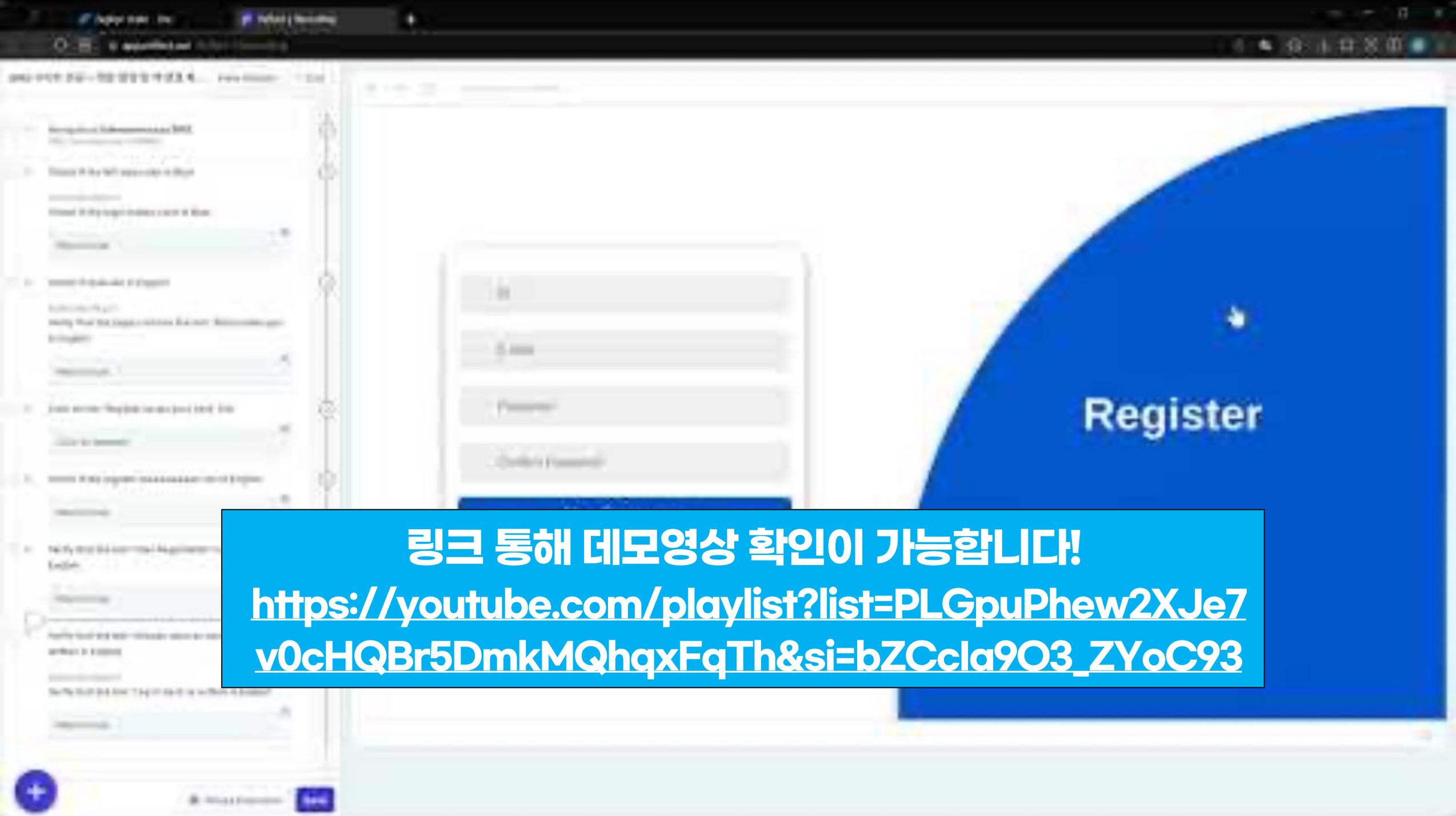
Bitbucket
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IDE : VSCode, IntelliJ, JetBrains, etc...
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Confluence
Page + White board





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https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

ITSM 프로세스에서 AI 활용

JS



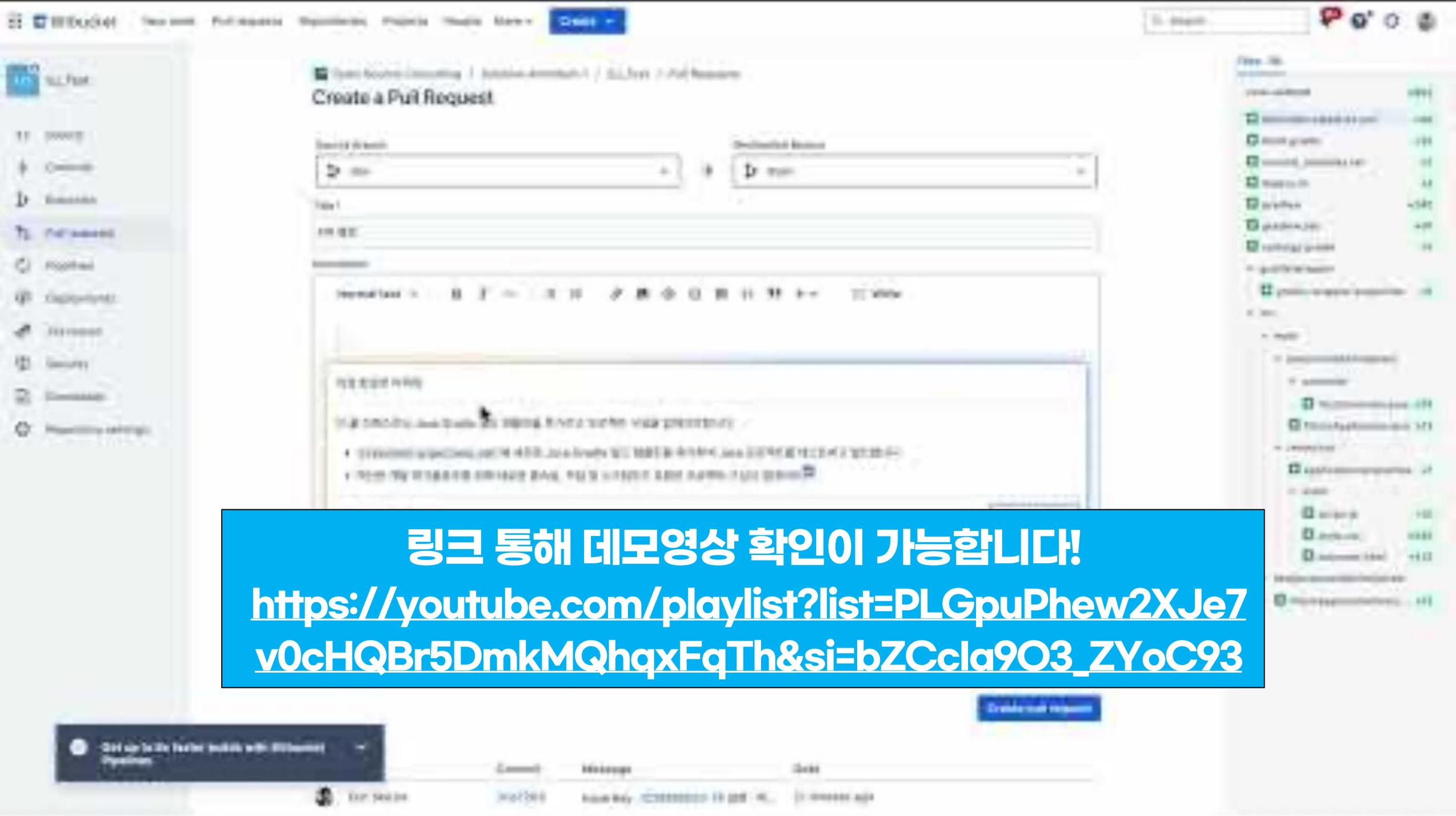
Bitbucket
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Confluence
Page + White board



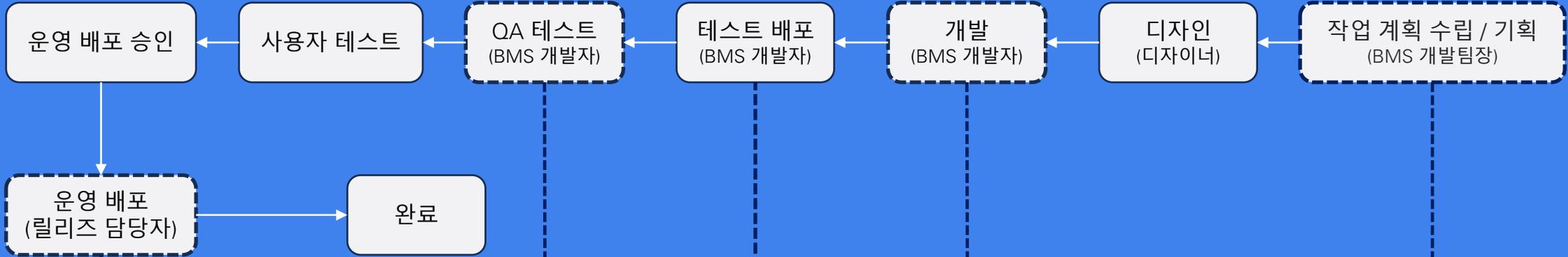


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ITSM 프로세스에서 AI 활용

JS



Bitbucket
PR Description AI 기능

Zephyr
테스트 자동화 AI 기능

IDE + LLM
IDE : VSCode, IntelliJ, JetBrains, etc...
LLM : Claude, Copilot, ChatGPT, etc...

Confluence
Page + White board



Session 03

Atlassian New AI Teammate, Rovo 소개

03



ATLASSIAN Rovo

POWERED BY ATLASSIAN INTELLIGENCE



Find
🔍 Search



Learn
Knowledge 🗨 Chat

Action
🏠 Agents

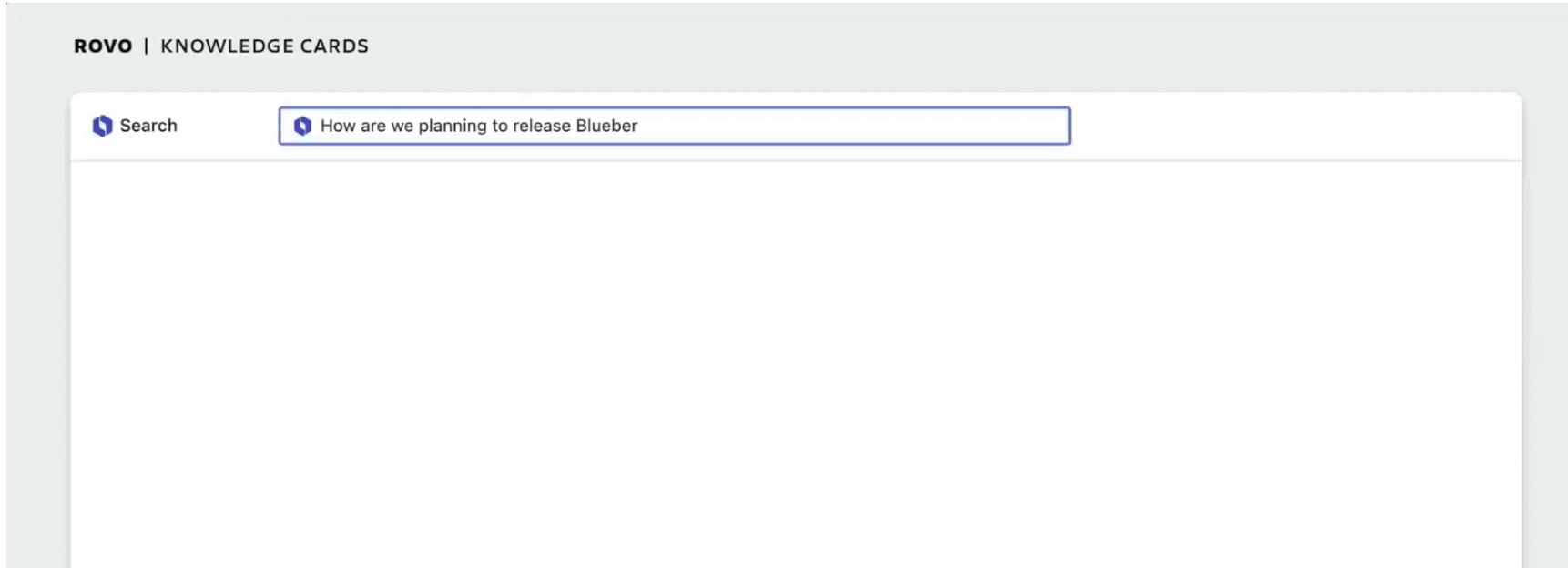


- Find – Unified Search

The screenshot displays the Atlassian Rovo 'Find' interface. At the top, it says 'ROVO | FIND CONTENT FROM ALL YOUR APPS'. A search bar contains the query 'Customer portal testing'. Below the search bar, there are filters for 'Filter by app' and 'Type'. The results section shows 'Showing 10 of 32 results'. The first result is a document titled 'Customer Portal Testing strategy' from Sharepoint, with a snippet: 'The primary objective of the Customer Portal Testing Strategy is to ensure the quality, reliability, and security of the customer portal system. This comprehensive strategy encom...'. Below this is a 'Trending' tag and '3 similar results >'. The second result is a team page for 'Vitafleet Web Dev Team' with a 'View all' link and three team members: Gabrielle Bossio (Director of Engine...), Andrea Wilson (Engineer), and Fidelis Ejima (Designer). The third result is a Slack thread titled '#Customer-Portal-Testing' with a snippet: 'Priya: We can definitely follow up on bugs to fix. We already have some of the portal sec...'. On the right side, there is a 'Topic' card for '# Customer Portal Testing' with a snippet: 'Vitafleet's multi-disciplinary approach to innovation is evident as its Web Development team introduces a new customer inventory portal, aimed at optimizing Just-in-Time (JIT) shipping methods to streamline operations and reduce inventory costs.' Below this are 'Related topics' including '# Customer portal development' and '# Portal apps'. A large blue banner is overlaid on the bottom of the screenshot, containing white text.

링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

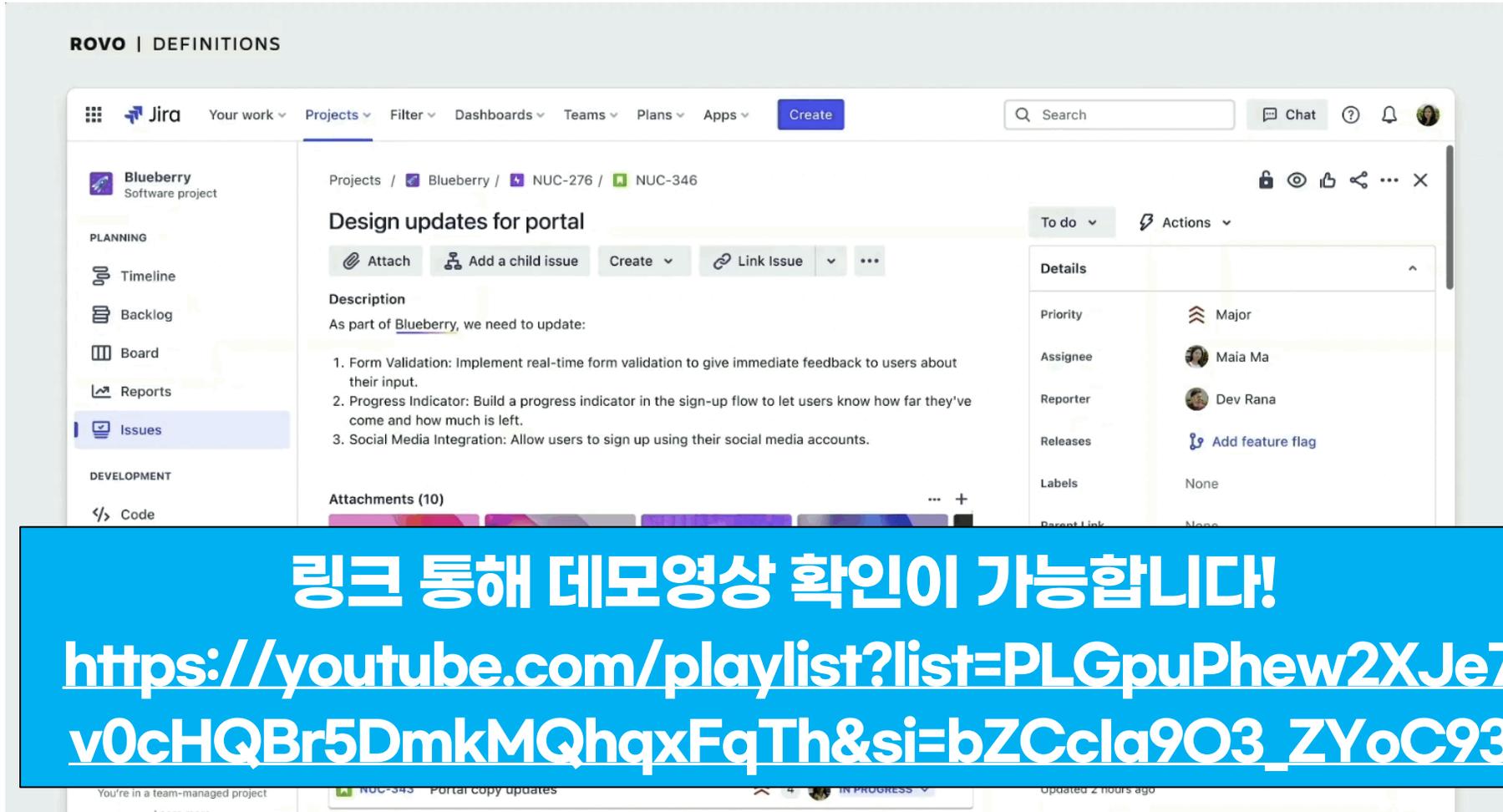
- Find- Knowledge Cards



링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

- Learn - Definitions



링크 통해 데모영상 확인이 가능합니다!

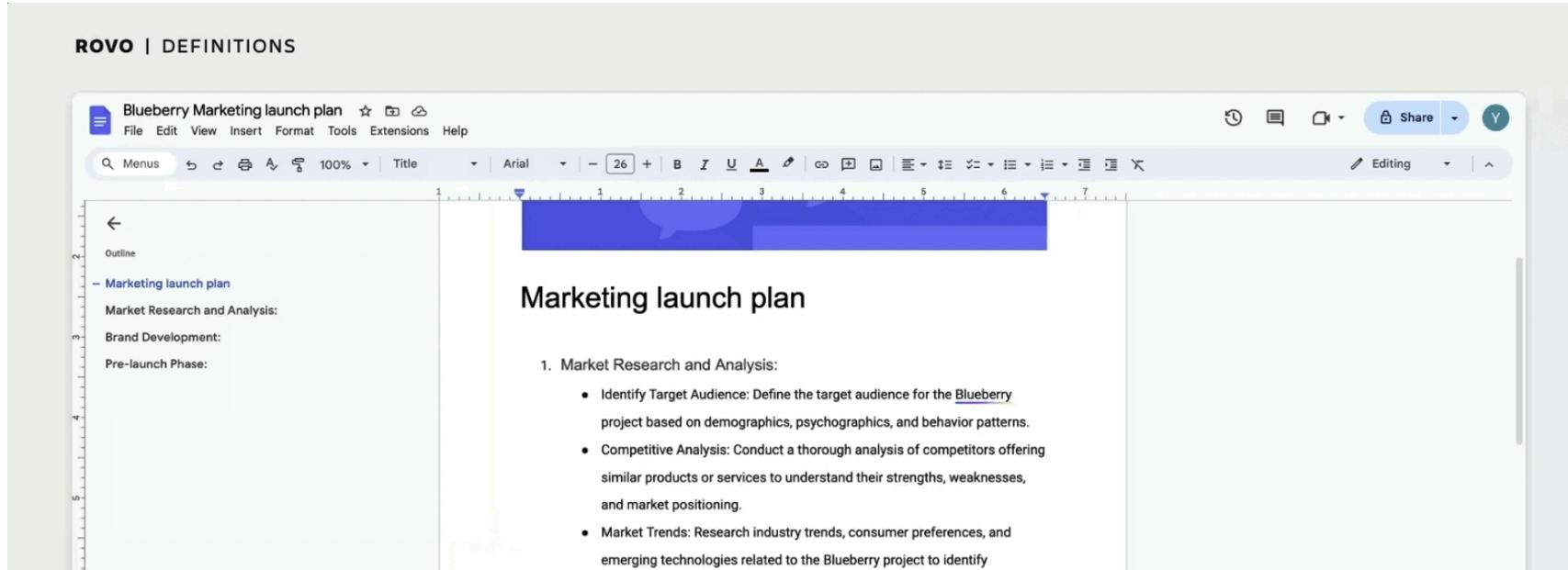
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

4. Atlassian Rovo - Learn

2024

Early Access 모집 중
올해 4Q 출시 예정

- Learn - Definitions



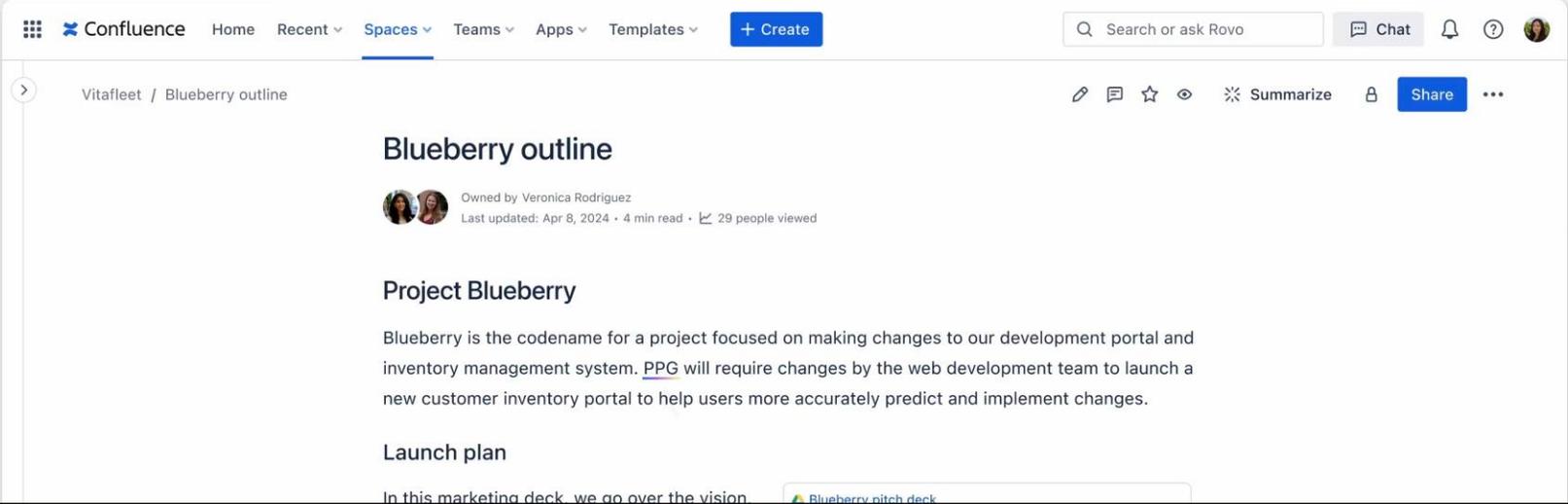
링크 통해 데모영상 확인이 가능합니다!
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4. Atlassian Rovo - Learn

2024

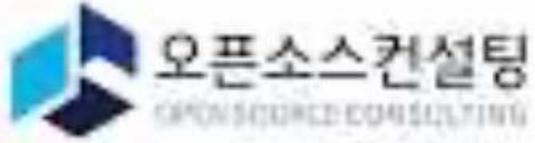
Early Access 모집 중
올해 4Q 출시 예정

- Learn - Chat



The screenshot shows a Confluence page for 'Blueberry outline' within the 'Vitafleet' space. The page is owned by Veronica Rodriguez and was last updated on April 8, 2024. It contains sections for 'Project Blueberry' and 'Launch plan'. A video link is visible in the 'Launch plan' section.

링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93



링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

Chat window with Korean text:

- 1. Docker 설치 및 환경 설정
- 2. Docker Compose 설치 및 환경 설정
- 3. Docker Compose로 서비스 배포

참고 자료

- Docker 설치 및 환경 설정
- Docker Compose 설치 및 환경 설정
- Docker Compose로 서비스 배포

가장 완벽한
위한 At

우리 회사에 꼭 맞는 협업 소프트웨어를 설계부터 구축까지, Future 500 기업들 대부분 전세계 200,000개 이상 기업에 혁신을 함께 하세요!
오픈소스컨설팅은 공식 Atlassian Partner Partner 회사.
Atlassian 제품의 도입부터 통합까지 Total Service를 제공합니다.

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents



Rovo Agent

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents



Rovo Agent



Goals

Defined objectives to complete



Knowledge

Specific information to learn from



Character

Characteristics that enhance contribution to the team



Actions

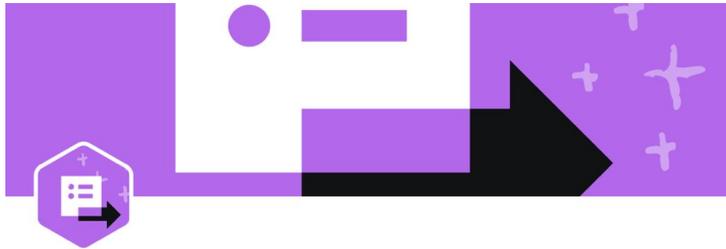
Specified actions to complete objectives, with permission

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents – Communication Crafter



Comms Crafter

@Commscrafter

Agent by [Corp Marketing](#) (Vitafleet)

Craft and refine all things blogs, external comms, and announcements. Align with your brand's voice.

CAPABILITIES

- Copywriting
- Brand alignment
- Fact checking
- Compliance review
- Generate announcements
- Identify experts



Goals

Align content to brand voice and tone guidelines



Knowledge

Company brand guidelines



Character

Consistent, educative, detailed orientated



Actions

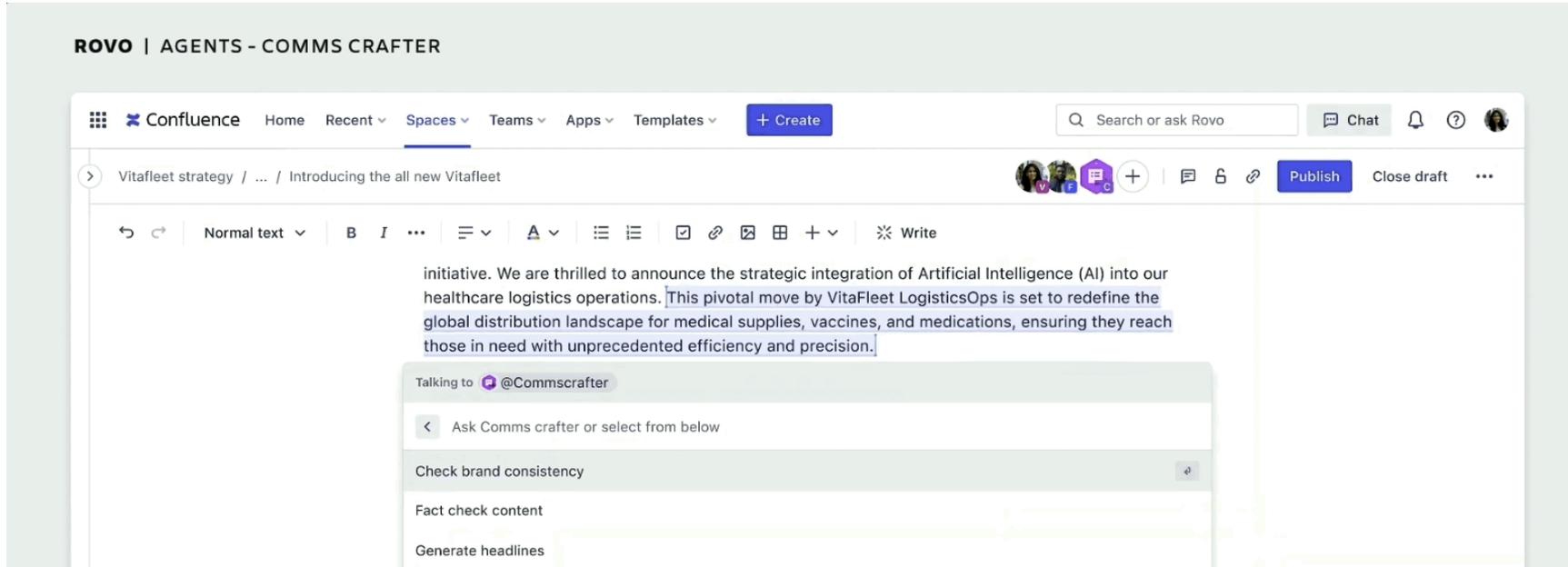
Generate and make suggestions on content for company announcements

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents – Communication Crafter



링크 통해 데모영상 확인이 가능합니다!

https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents – Backlog Buddy



Backlog buddy

@Backlogbuddy

Agent by Atlassian

Streamline and organize your Jira projects by cleaning up and prioritizing tasks making sure your project backlog remains tidy and up to date.

CAPABILITIES

- Dependency mapping
- Duplication detection
- Breakdown tasks

링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

- Agents – Draw.io

The screenshot shows the Atlassian Rovo interface within a Confluence page titled "Onboarding Process overview". The interface includes a navigation bar with "Confluence", "Home", "Recent", "Spaces", "Teams", "Apps", and "Templates", along with a "+ Create" button. A search bar contains "Search or ask Rovo". The main content area displays a list of tasks for an onboarding process:

- 1. HR manager
 - a. Complete intake documents
 - b. Send NDA to new teammate
 - c. Enter payroll details
- 2. IT Engineer
 - a. Create login credentials
 - b. Configure laptop

Below the list, a "Draw.io" agent has generated a sequence diagram. The diagram shows three lifelines: HRManager, ITEngineer, and NewTeammate. The HRManager lifeline has a self-call labeled "Complete intake documents". A message arrow labeled "Send NDA to new teammate" points from HRManager to NewTeammate. The diagram is displayed in a window titled "Tell Draw.io what to do next" with the instruction "Suggest a sequence diagram that showcases the process". At the bottom of the window are buttons for "Chat", "Cancel", "Insert below", and "Replace".

4. Atlassian Rovo - Agents

2024

Early Access 모집 중
올해 4Q 출시 예정

Agents – ZAPIER

ROVO | AGENTS - ZAPIER

Confluence Home Recent Spaces Teams Apps Templates + Create

Search or ask Rovo Chat

Thrive for Tomorrow / ... / Customer invite list

Customer invite list

Owned by Jenna Nangong
Last updated: Just a moment ago · 3 min read · 41 people viewed

RSVP

- @Aoife Burke (aburke@tft.com)
- @Andrew Park (apark@tft.com)
- @Brooke Hadwor (bhadwor@tft.com)
- @Jenna Nangong (jnangong@tft.com)
- @Olivia Yang (oyang@tft.com)
- @Raul Gonzalez (rgonzalez@tft.com)
- @Robi Lopez (rlopez@tft.com)
- @Ting Chen (tchen@tft.com)

Directions

Dinner directions.pdf
Shared with Dropbox
Dropbox

Zapier

Context: Team outing — May 2024

Find the dinner directions on Dropbox

For sure! I've found the "dinner directions.pdf" file on Dropbox. You can access the directions using the link here [Dinner directions.pdf](#)

Insert to page

Draft an email for each person in the customer invite list

I've drafted your emails for those who haven't RSVP'ed. Here's a link to the drafts.

Open drafts

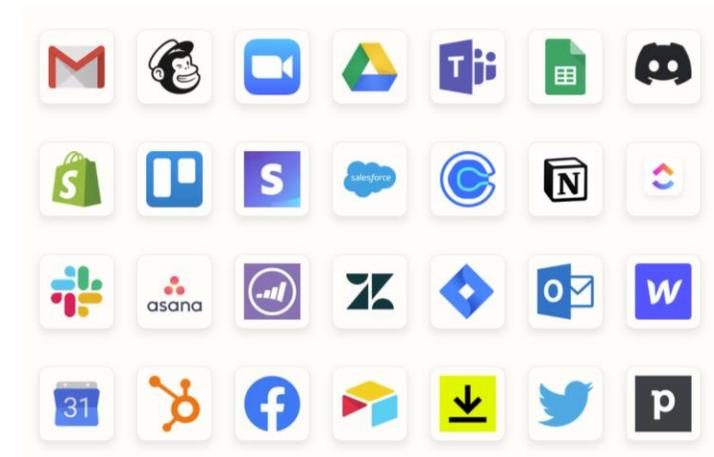
Write a prompt, @mention someone, or use / for actions

Content quality may vary Powered by Rovo

1. 트리거(Trigger)
A trigger is an event that starts your Zap

+

2. 액션(Action)
An action is an event a Zap performs after it starts



4. Atlassian Rovo

2024

Early Access 모집 중
올해 4Q 출시 예정

Enterprise search for SaaS apps and custom connectors

Filter by app | Type

Find

- Vitafleet API documentation
- Perf 360
- Vitafleet customer docs
- Google Drive
- Figma
- Github
- Slack

Rovo Chat

...

Enterprise-grade permissions and security

Knowledge Cards

Blueberry PROJECT

Mobile development # Mobile apps

Blueberry is the internal codename for a project that aims to develop a comprehensive inventory management system tailored to meet the needs of businesses across various industries. FS consulting will own all of the Branding assets for Blueberry.

Related people and teams

Related work

Out of the box agents

Build your own agents

Feature flag cleanup

@Featureflagcleanup
Agent by Atlassian

Keep your codebase fresh by removing stale feature flags. Agent uses the issue details to automatically write code and create a pull request.

CAPABILITIES

Write code | Create pull request

Many more Agents in the Marketplace...

scibert// | zapier

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



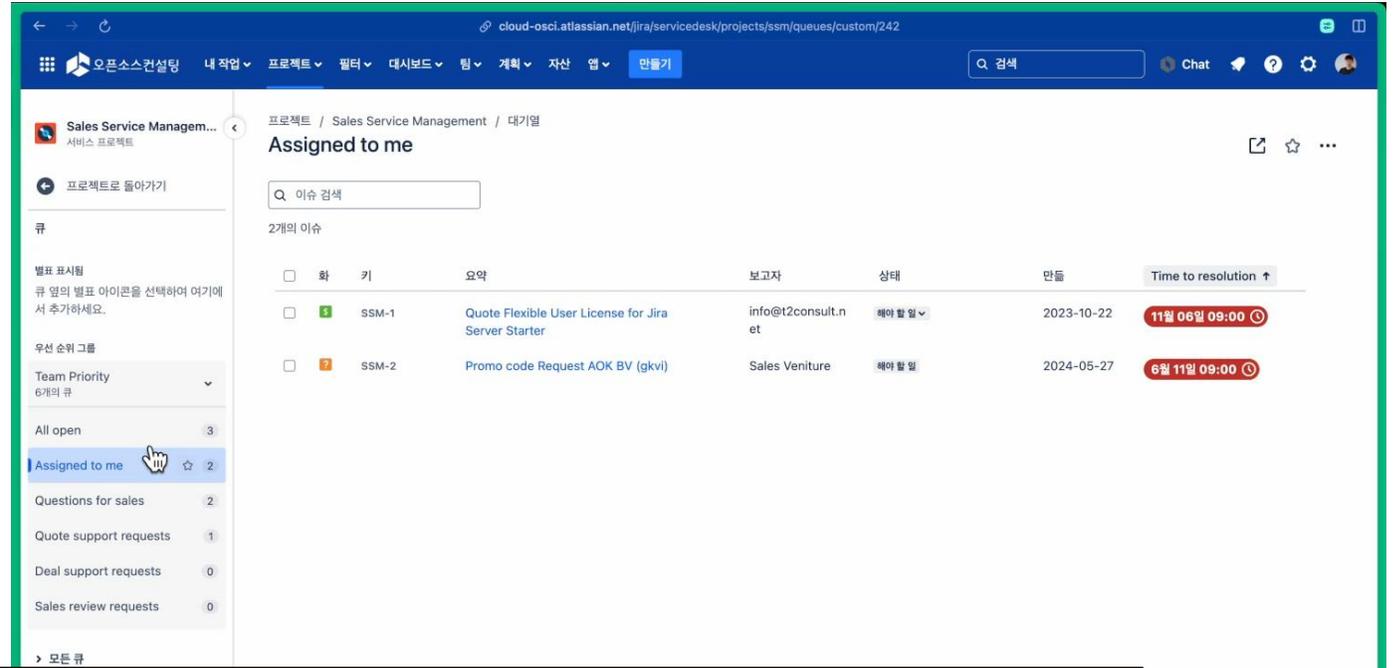
Platinum
Solution Partner



4. Atlassian Rovo – Custom Agents

AI Powered ITSM Agent

- 요청사항
 - Azure AD와 Atlassian Guard SSO 연동
- 배경
 - 기존에 없는 새로운 요청 유형 발생
- 워크플로우
 1. (AI를 통한) 새로운 요청 유형 생성
 2. (AI를 통한) 요청 양식 필드 추가
 3. (AI를 통한) 요청 자동 분류
 4. (AI를 통한) 요청 사항 정리
 5. (AI를 통한) 중요도 설정 및 담당자 할당
 6. (AI를 통한) ...
 7. (AI를 통한) ...



링크 통해 데모영상 확인이 가능합니다!
https://youtube.com/playlist?list=PLGpuPhew2XJe7v0cHQBr5DmkMQhqxFqTh&si=bZCcla9O3_ZYoC93

4. Atlassian Rovo – Custom Agents

Name*
People can use this to find the Agent.
ITSM Agent (AI)

Description
People can use the description on the Agent's profile to learn more about it.
AI ITSM Agent로 필요한 역할을 수행합니다.

Instructions
How do you want this Agent to behave? What can it do? [More on writing instructions for an Agent](#)
당신은 IT 서비스 관리(ITSM) 환경에서 다양한 역할을 수행할 수 있는 AI 어시스턴트입니다. 각 역할에 따라 적절한 행동을 취하여 IT 서비스 요청을 효과적으로 처리하세요.
[Atlassian Support 담당자 역할 Job Description]
회사 소개:
오픈소스컨설팅은 세계적인 협업 도구 제공 업체인 Atlassian의 제품을 활용하여 다양한 산업의 고객들에게 최상의 서비스를 제공하고 있습니다. 우리는 고객이 JIRA, Confluence, Bitbucket 등 Atlassian 제품을 최적으로 사용할 수 있도록 지원하며, 이와 함께 고객의 성공을 돕기 위해 끊임없이 노력하고 있습니다.
직무명: Atlassian Support 담당자
직무 설명:
Atlassian Support 담당자는 고객이 Atlassian 제품을 성공적으로 도입하고 활용할 수 있도록 돕는 역할을 수행합니다. 이 직무는 고객의 문제를 신속하고 정확하게 해결하며, 복잡한 기술적 이슈에 대한 심층 분석을 통해 최상의 고객 경험을 제공하는 것을 목표로 합니다. Atlassian 제품에 대한 깊은 이해와 고객 서비스에 대한 열정을 바탕으로, 고객의 만족도를 높이는 데 중점을 둡니다.
주요 업무:
• Atlassian 제품(JIRA, Confluence, Bitbucket 등)에 대한 기술 지원 제공
• 고객의 기술적 문제를 진단하고, 해결책을 제시
• 문제 해결을 위한 심층 분석 및 리포팅
• 고객과의 지속적인 커뮤니케이션을 통해 신뢰 구축
• 고객 피드백 수집 및 제품 개선을 위한 내부 팀과 협력
• 지식 베이스 및 고객 지원 문서 작성 및 업데이트
• Atlassian 제품의 베스트 프랙티스 안내 및 교육

Conversation starters
When people interact with the Agent, conversation starters can help get a chat going.
:: 화면의 이슈를 해결해줘
:: 요청을 분석하고 이해시켜줘
:: 팀장 입장에서 우선순위를 정해줘

Knowledge
Specify the Agent's knowledge by only allowing it to reference the sources you provide
 Only reference these sources
Confluence
Open Source Consulting

Custom Agents

- **Name:** Agent 이름
- **Description:** 설명
- **Instruction*:** 지시
- **Conversation Starters:** 대화 시작 문구
- **Knowledge:** 지식기반(Knowledge Base)를 지정

Instruction Tips

- 에이전트의 기대 또는 목적
- 제한 사항 – 에이전트가 해야 할 일과 하지 말아야 할 일
- 에이전트가 다양한 입력에 어떻게 응답할 것인가
(예를 들어, 특정한 것을 질문받았을 때 특정한 방식으로 응답해야 함)
- 에이전트가 사람들과 상호작용하는 방식
(예를 들어, 에이전트에게 특정한 어조를 지정하고 싶을 수 있음 – 항상 교수처럼 말해줘)

Agentic Workflow

- 팀원의 역할을 정의하고 워크플로우에 맞게 지시
- 1. **고객 역할:** 요구사항 정리
- 2. **팀장 역할:** 중요도 설정, 담당자 할당 / 피드백
- 3. **담당자 역할:** 이슈 해결 / 관련 티켓 및 KB 검색

Thank you

사전등록 및 설문응답자

스타벅스 아메리카노



50명

Atlassian AI를 활용한 ITSM 프로세스 혁신

AI-Powered ITSM



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