zenoss
Own IT.

⚡ Jira Service Desk

Facilitate IT Collaboration and Eliminate Costly Downtime

Solution Highlights:

- **Dynamically Update Service Models**
  Zenoss understands logical and physical device relationships, and ties deep infrastructure layers to applications and services. The Zenoss-Jira Service Desk integrations provide more accurate alerts based on trends that impact service availability and informed by full horizontal visibility and deep vertical discovery of dependencies.

- **Optimize Response Orchestration**
  Zenoss maps real-time models of all dependencies in dynamic, complex modern IT environments and simplifies processes — leading to faster resolutions. The Zenoss-Jira Service Desk integration enables alignment between IT Ops, ITSM and DevOps teams.

- **Scale Your ITOM Ecosystem**
  Zenoss Cloud scales monitoring and offers valuable insights into other ITOM solutions, including alert management, incident management, CMDB, provisioning/orchestration, APM and more. It is delivered as a SaaS solution, freeing IT from installing, managing and maintaining a critical component in their ITOM landscape.

- **Build an Efficient Path to the Cloud**
  Zenoss and Jira Service Desk enable critical alignment between IT Ops, ITSM and DevOps teams, helping them scale to your future needs — including migrations to the cloud. Zenoss natively supports every major enterprise cloud platform, including AWS, Azure, Google Cloud and Nutanix. It also natively monitors Kubernetes and Docker container environments.

Zenoss & Jira Service Desk

For most IT Ops and ITSM teams, avoiding service disruptions is not easy. Teams struggle to communicate effectively or to identify the root cause of an issue due to the large number of monitoring tools in use and the existence of monitoring silos in most IT environments.

Zenoss provides the leading secure, SaaS-based hybrid IT monitoring platform for the world's largest organizations. Zenoss delivers the ultimate level of service health by providing insights from the most granular and intelligent infrastructure relationship modeling possible, at any scale, and sharing those unique insights with other ITOM tools like Jira Service Desk.

Zenoss dynamically maps which resources belong to which services, even as services are moved. This gives operations an accurate and up-to-date line of sight into the health of a service and its supporting infrastructure. The elimination of blind spots both across the enterprise and deep within infrastructure resources allows operations to zero in on compromised resources and use Jira Service Desk to initiate remediation long before they affect users, critical services or the bottom line.

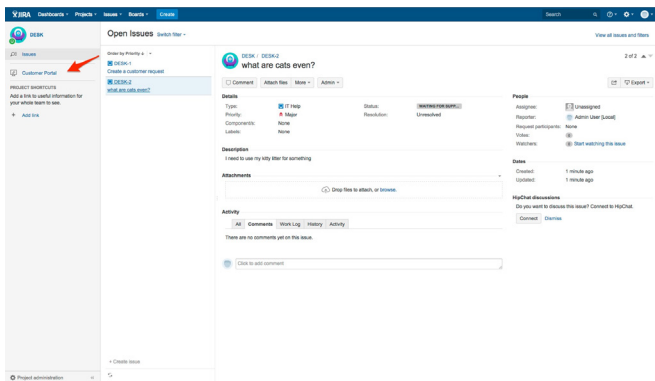## Zenoss & Jira Service Desk: Key Benefits

Reduce mean time to resolution (MTTR) **by 85%**

Reduce monitoring software licensing **by 90%**

Increase IT administration productivity **by 50%**

Reduce alert noise by up to **99.9975%**

Share Insights & Coordinate Remediation With Other ITOM Systems

No matter which IT tools help your company succeed, the only way to ensure you're getting maximum value from them is to connect them and create efficiencies that cannot be achieved by the individual parts.

Zenoss offers out-of-box integrations with these key ITOM systems:

- Incident Management
- CMDB
- Orchestration & Provisioning
- AIOps
- Log Analytics
- Application Performance Monitoring
- Network Performance Monitoring
- Unified Communications Monitoring
- BI & Analytics

Jira Service Desk Integration Capabilities

Offered directly through Zenoss, the Jira Service Desk integration provides a shared resource for IT Ops and ITSM teams to work together efficiently and effectively during service disruptions. Integrating Zenoss and Jira Service Desk allows teams to monitor their entire infrastructures from cloud, virtual and physical IT environments.

Key Features Of Incident Management Integration

- **AUTOMATIC TICKET CREATION** - Based upon event triggers and notifications, Zenoss can automatically open tickets in Jira Service Desk that include event data and other details, reducing the need for manual input.

- **BIDIRECTIONAL STATUS SYNCHRONIZATION** - Zenoss ensures the status of incidents and events remains current in both places by automatically creating, updating and closing tickets in Jira Service Desk based upon real-time performance and availability data. This ensures IT Ops and ITSM teams are fully aligned.

- **ACTIONABLE DATA DELIVERY** - Tickets created by Zenoss include an actionable, correlated, deduplicated, and confidence-ranked triage list, which helps identify likely root causes and speeds incident resolution.

- **INTELLIGENT JIRA SERVICE DESK INCIDENT TICKETS** - Zenoss automatically generates incident tickets as soon as an anomaly is detected. In addition, the Jira Service Desk tickets include information about not only the incident but also the events related to the incident. This provides ITSM teams with better insight into alerts, eliminating delays associated with user-initiated notification of events, and llows them to identify ways to avoid similar issues in the future. tickets in Jira Service Desk based upon real-time performance and availability data. This ensures IT Ops and ITSM teams are fully aligned.

GET STARTED

Contact us today to schedule a consultation and live demonstration of the Zenoss-Jira integration.
https://www.zenoss.com/#schedule-a-demo

ATLASSIAN

Level 6, 341 George Street, Sydney, NSW 2000, Australia
https://www.atlassian.com | Twitter: @atlassian

zenoss

11305 4 Points Drive, Building 1 Austin, TX 78726
512-687-6854 | https://www.zenoss.com | Twitter: @zenoss