

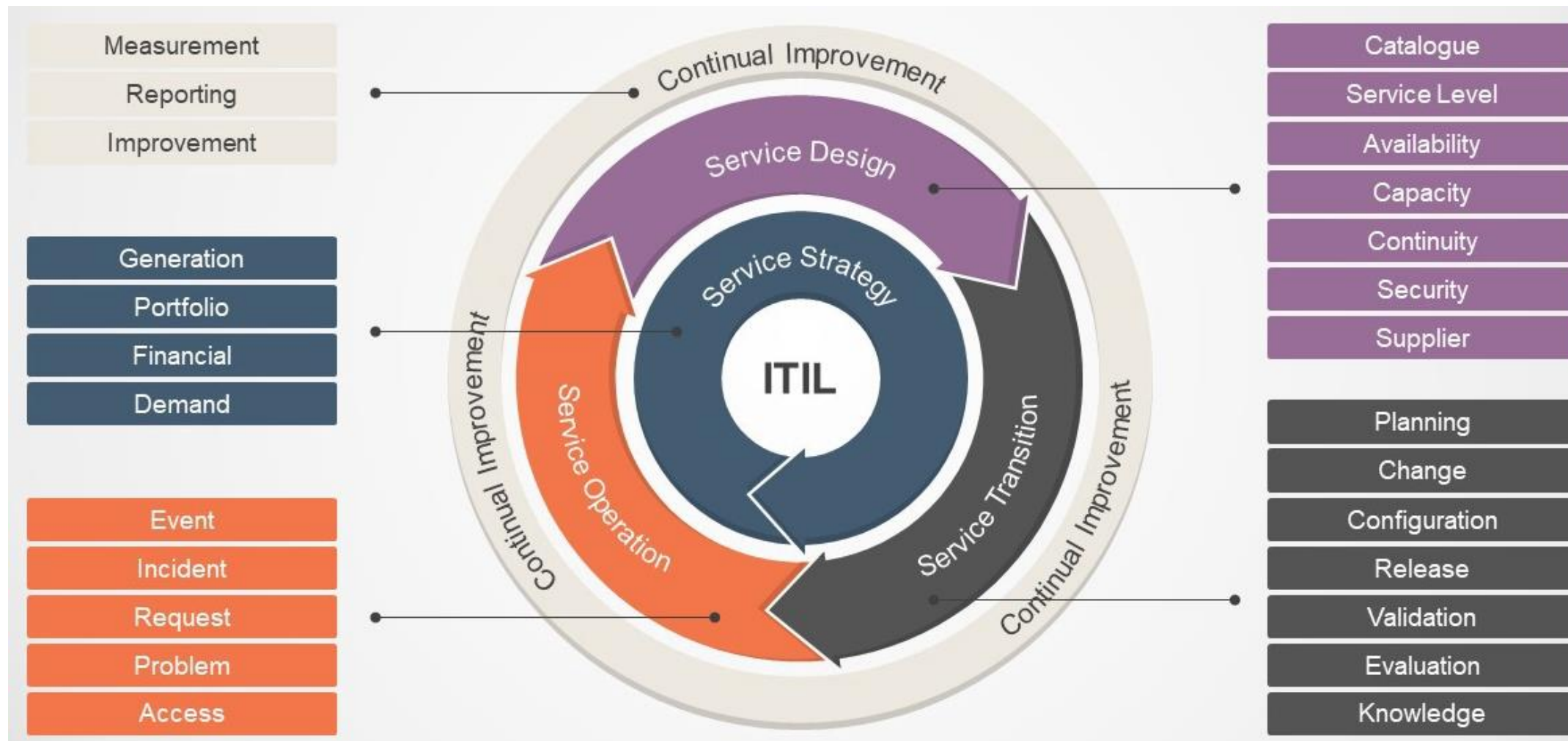


IT 服務轉型實戰心法

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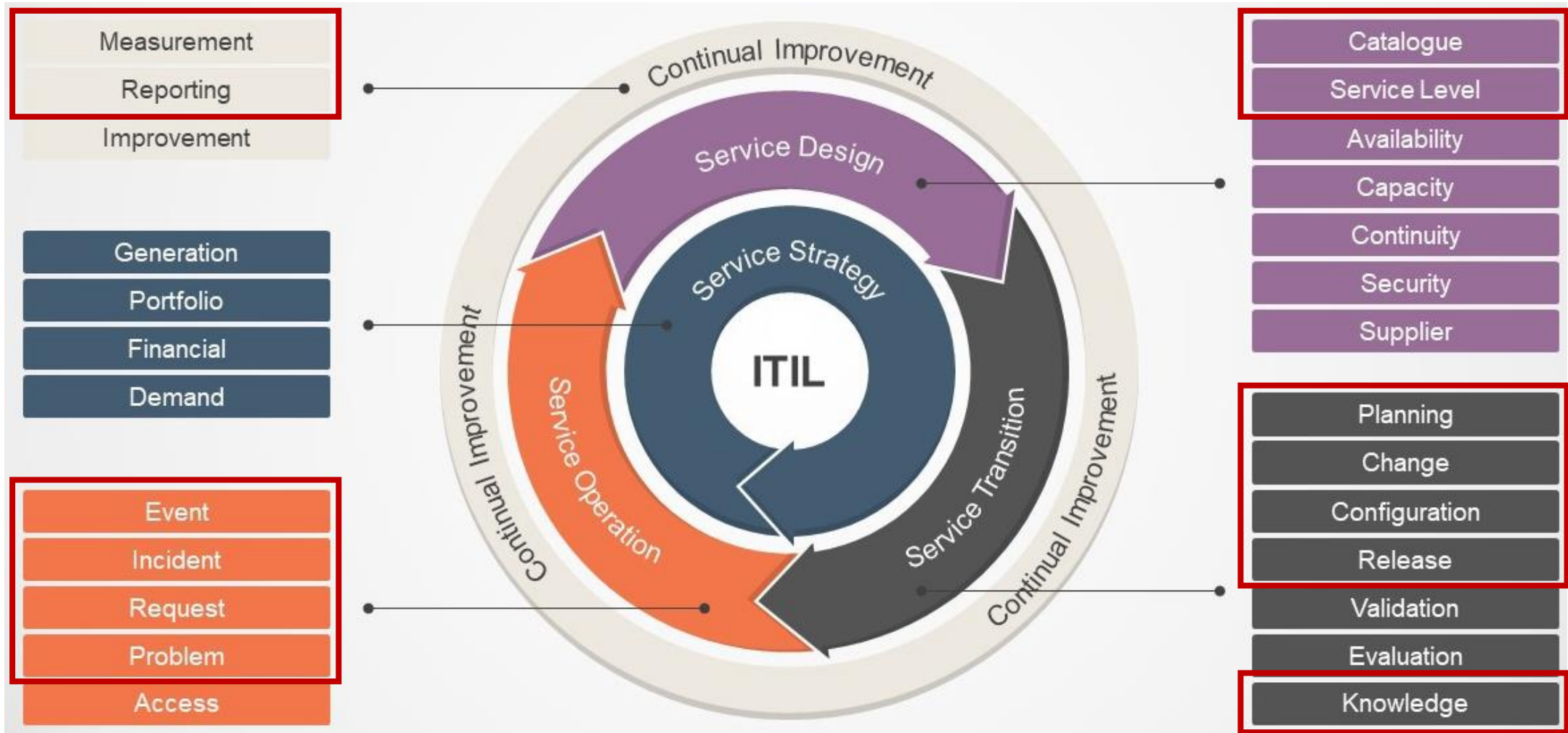
IT 服務管理最佳實踐：ITIL Framework





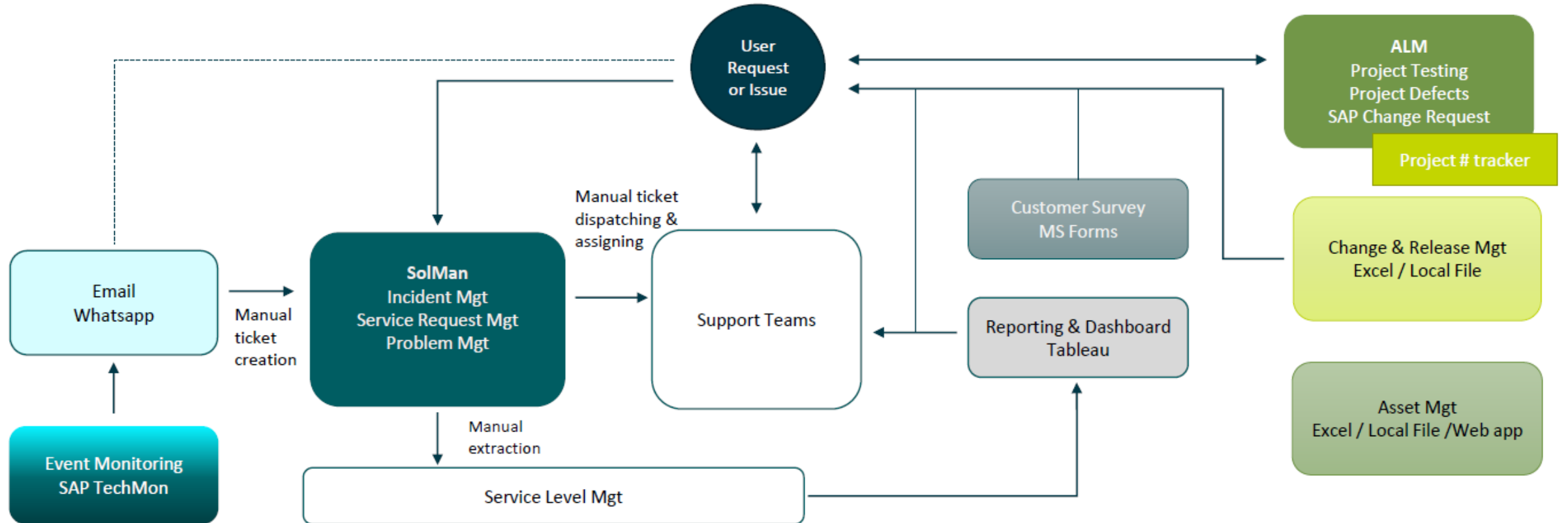
IT 服務管理最佳實踐：ITIL Framework

Enabled by Jira Service Management (JSM)



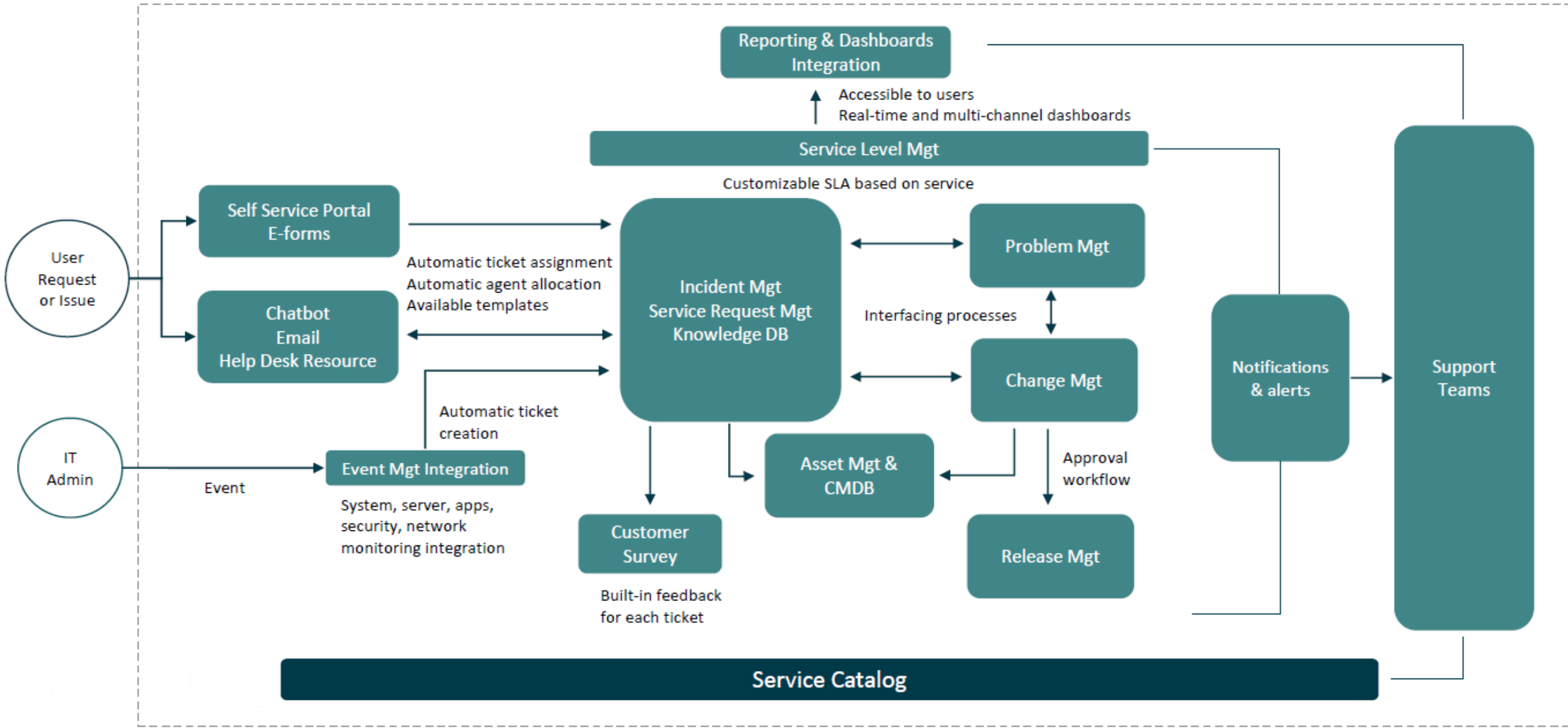


Before JIRA Adoption





Future State

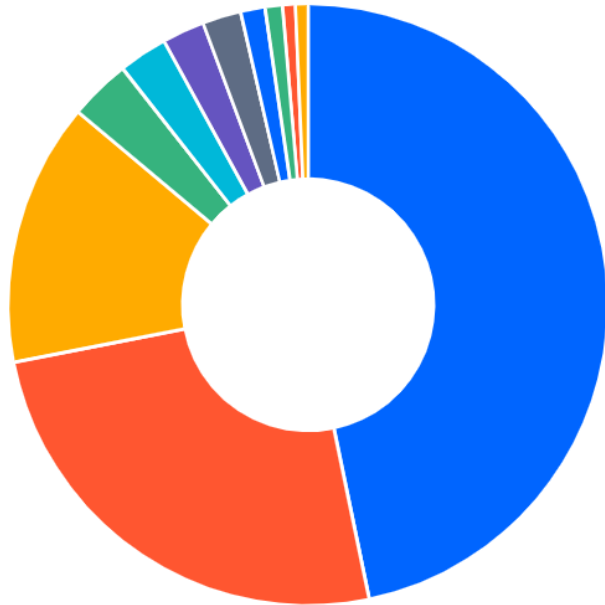




To See is To Believe

IT 幫幫忙

Pie Chart: ISD All

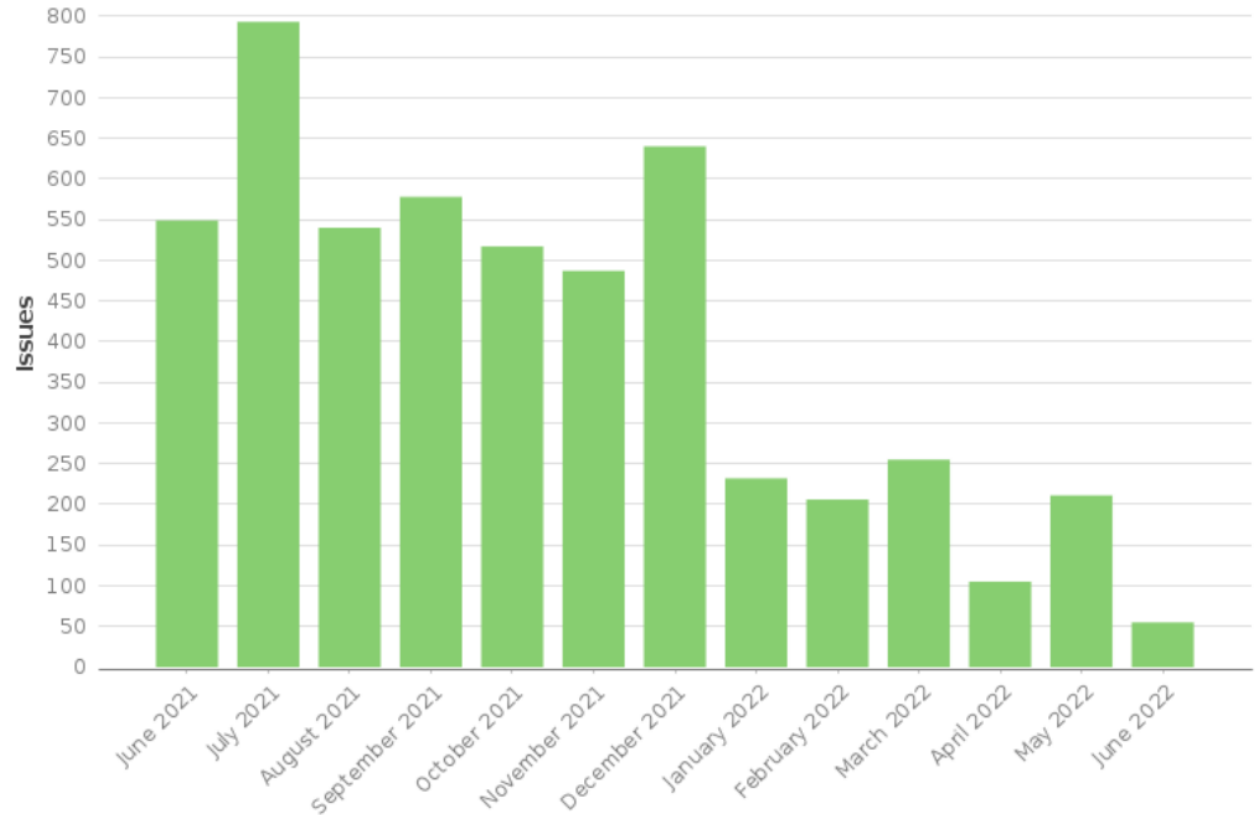


Components

Total Issues: 14362

Active Directory	6712
Application	3621
Infrastructure	2031

Recently Created Chart: IT Service Desk



Total Issues: 5168



3 Takeaways

- Service Desk → 心態致勝
- Data Talk → Analysis
- Continuous Improvement

