**WORKSHOP PACKAGE**

**Solutions Services Modules**

**Engage Jira Align expertise via pre-paid services, for specific activities**

Predicting the evolving needs of your Agile transformation while designing for the varying levels of skills across your organization, and then budgeting for the appropriate level of consulting time required from subject matter experts on Jira Align, can be a challenging task to estimate exactly.

To address this challenge, Atlassian offers you assistance in estimating a general quantity of services hours required over the course of a broader Jira Align rollout, helping you budget for the overall effort, while giving you the confidence that this budget can be applied flexibly towards well-understood Jira Align professional services activities.

Introducing Atlassian Solutions Services Modules. We’ve designed a menu of predictable sized modules of work, with predictable estimates and a high-level definition of the work.

Working with the Atlassian Jira Align services team, we are now able to quote you a fixed set of pre-paid consulting hours, and the ability to apply those pre-paid hours against a fixed set of activities.

**How it Works:**

1. Connect with the Jira Align sales team to scope your overall transformation journey and services needs;
2. Purchase a fixed quantity of pre-paid Jira Align consulting hours, to be redeemed within the pre-defined service period, in accordance with a mutually agreed Program Plan, which will match the specific activities you need, to the individual modules listed in this datasheet;
3. Once you confirm that the modules selected meet your needs, the service delivery team will provide the appropriate hours mapped to those modules, to deduct from your balance of pre-paid hours, and schedule of modules and hours;
4. The services team will then connect with you to schedule a Jira Align Solutions Architect to commence delivery of the selected modules in accordance with the Program Plan.

**Solution Architects**

Ensure success in deploying Jira Align across the enterprise by enlisting a Solution Architect to model your organization, configure your full solution, and build an on-boarding plan for Jira Align.

Solution Architects are:

- Seasoned in Jira Align adoption and can share proven deployment patterns for the product
- Experienced in application best practices that can be shared via training
- Able to serve as an enterprise transformation advisor, and are skilled as enterprise change agents
- Certified in industry-leading scaled agile frameworks
- Ready to guide in the adoption of industry standards across the entire Atlassian ecosystem
<table>
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<th>MODULE</th>
<th>ACTIVITY SUMMARY</th>
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| **Jumpstart Product Training** | Training modules to be delivered:  
  - Introduction to Jira Align  
  - Jira Align for PI Planning  
  - Jira Align for Product Managers and Product Owners  
  - Jira Align Administration  |
| **Jumpstart Discovery Prep** | Assess current Program and team agile maturity  
  Evaluate cultural impediments and resistance to change  
  Formulate a program agility & Jira Align implementation plan |
| **Discovery and Planning** | Align with decision makers on the goals of the pilot launch and critical information required to configure Jira Align instance per customer context |
| **Jira Integration** | Connect Jira Align to existing customer Jira instance. |
| **Jira Mapping and Optimization for Scale** | Discuss Jira scalability issues and provide guidance for customer or partner reconfiguration of Jira to meet the Jira Align integration requirements  
  Perform and/or Support JA Integration/configuration necessary to surface critical Jira Team tool data in Jira Align |
| **Capture Backlog** | Capture the near term work in Jira Align to be used for planning, delivery and tracking |
| **Prioritize Backlog** | Identify workflows to support decision making around work prioritization |
| **Build Roadmap** | Communicate strategic intent and visualize the delivery of work over time |
| **Prep for Quarterly Planning** | Align the core team on the goals for the next planning increment  
  Load the program increments with work items |
| **Quarterly Planning** | Demonstrate platform key views within Jira Align to support Planning Meeting |
| **Scrum of Scrums and PO Sync** | Track the quarterly plan, remove impediments to delivery and set expectations |
| **Train Pilot End-Users** | Perform role based end-user training on the intended workflows and use cases in Jira Align |
| **Ongoing Assessment** | Provide guidance for end-users through weekly office hours  
  Adjust Jira Align configuration as needed, identify operational gaps, and provide additional training as needed |
| **Review and Move forward plan** | Facilitate workshop to review Jumpstart Program outcomes and plan for next phase of delivery  
  Perform documented readout of the session and a plan for next steps |
| **Jira Software - Current Configuration Discovery** | Develop a shared understanding of the current state of the Jira schemas to be connected to Jira Align  
  Leverage JET reporting to assist in identifying potential integration risks |
| **Program Discovery** | Gather information to define an agreed upon:  
  - Teaming structure to support the current state of program behavior and desired future state  
  - Outline the program launch candidates and define a timeline for appropriate integration. |
| **Program Launch (i.e. ART Launch)** | Train program team on how to use Jira Align to understand capacity, manage dependencies, reduce the delivery risk and manage the program backlog  
  Configure initial set of features and stories so they are visible in program backlogs  
  Connect Program to Jira via the Jira Connector |
| **Portfolio Discovery** | Develop common understanding of the current state of portfolio behaviors and the desired future state  
  Assess the change management targets for the first 90 days  
  Facilitate initial configuration of Jira Align Portfolio terminology, kanban and themes |
| **Portfolio Setup and Config** | Perform portfolio structure and governance configuration in Jira Align in preparation for launch |
| **Portfolio Launch** | Train portfolio team on how to use Jira Align to connect to enterprise strategy, manage an epic backlog, improve visibility of planned budgets and current progress, build roadmaps, and improve business agility  
  Prepare initial set of epics and themes so they are visible in portfolio backlogs |
| **Advanced Jira Align Administration** | Perform training to enable basic competency with the Administration interface in Jira Align |
Jira Connector Configuration Design, Maintenance, and Governance

- Aide in knowledge transfer to a new Jira Align Admin to manifest a working knowledge of the configuration items behind the Jira Connector Administration
- Provide guidance on maintaining a connected environment between Jira and Jira Align

Lean/Agile Transformation Discovery

- Provide overview of key practices needed to unlock the value of Jira Align
- Review existing transformation plans, and provide guidance on how to leverage Jira Align to accelerate the journey
- Refine current state vs. future state diagrams

Establishing a Center of Excellence

- Define change management strategy to support the deployment of Jira Align

Enable the Program Launchers

- Customize program team training curriculum
- Provide advanced Jira connector training
- Facilitate customized onboarding process
- Prepare roadmap of next programs to be launched

Time Tracking Understanding and Review

- Discuss and align time tracking needs across IT and finance groups, as well as other teams that might need to be involved
- Develop understanding of current processes and changes that will need to be made to support Jira Align

Time Tracking Training

- Provide training and consulting for time admins, time entry and time approver roles

Time Setup and Enablement

- Perform consulting and hands-on work to enable time tracking, including:
  - Region and city setup
  - Rules setup (general and compliance)
  - Blended rates, employee classification, etc
  - Billing codes
  - Time tracking periods

Enterprise Insights Workshop

- Review Connectivity
- Review Data Model Characteristics
- Troubleshoot User Cases

Learn more at atlassian.com/jira-align

To the extent Customer’s Order specifies time and material hours in addition to specified workshops, the parties shall meet within a reasonable timeframe of the Order Effective Date to mutually agree to the allocation and schedule of hours in a services program plan, which shall be comprised of the Modules and correlating Activity Summaries as set forth above (“Program Plan”). For the avoidance of doubt, activities not included in Module listing above are not included in time and materials services.

The Program Plan shall include a schedule of distributed hours corresponding to the selected Modules. The customer must consume the purchased hours in accordance with the Program Plan, except to the extent the parties mutually agree to a modified Program Plan. Upon the earlier of: (i) the consumption of the hours in accordance of the Program Plan; or (ii) 12 months, except to the extent a different Subscription Term is set forth on the Order, the purchased hours shall expire with no further credit or refund and shall have no value thereafter. Jira Align Premier Support is not included in the services described herein, and instead is a standalone service that you may purchase separately to complement your purchased services. This datasheet is for informational purposes only. ATLASSIAN MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET.