Lawrence Berkeley National Laboratory Improves Jira and Confluence Workflows with ServiceRocket's Managed Services

Lawrence Berkeley National Laboratory (Berkeley Lab) partnered with ServiceRocket's Atlassian Managed Services team to improve Jira and Confluence usage. The partnership involved workflow enhancements and deeper insights into Atlassian instances with the added bonus of quick turnaround times.

Challenge

Berkeley Lab wanted to avoid complicated operations across their multiple internal teams using Jira and Confluence, so sought help centralizing support tickets and improving workflows.

Solution

Berkeley Lab partnered with ServiceRocket to build workflows, establish project requirements and provide best practices for their Jira and Confluence use cases.

Outcome

Quick turnaround times and open communication from ServiceRocket's Atlassian-certified experts helped Berkeley Lab shift focus back to their core vision: scientific research.

Challenge

As a leading scientific research center, Berkeley Lab uses Jira and Confluence to track their research projects across multiple teams. However, as each team works toward a different goal, their Jira and Confluence instances get increasingly siloed, which leads to a unique and diverse set of workflows that can be complex to manage and maintain. And without a dedicated internal Atlassian expert to take the lead, it left a support gap to be addressed.

To better manage their projects, Andrew Netto, Division Deputy of Operations, ALS-U Project at Berkeley Lab, wanted a partner to help them reach their desired state. They wanted a partner to help refine their current setup and use Jira and Confluence more efficiently.

Solution

To manage their research teams' varying Jira and Confluence needs, ServiceRocket worked with Berkeley Lab to develop a centralized workflow request system. **The goal:** manage incoming requests for all teams and provide timely solutions. This system enables researchers to submit tickets for review to the internal service team, who then triage and submit them to ServiceRocket's Managed Services team for action.

From there, ServiceRocket works to resolve the requests by improving their workflows, setting up projects according to their requirements and providing best practices and recommendations in the ecosystem.

Service
ROCKET

Outcome

With the help of ServiceRocket, Berkeley Lab implemented effective measures to streamline its intricate system, resulting in enhanced efficiency and productivity. Under this partnership, service tickets are often returned the same day with actionable solutions in place for immediate use.

Plus, with tasks now being outsourced to ServiceRocket, Berkeley Lab saves time on in-house performance reviews and no longer needs to micro-manage their ticketing system. With ServiceRocket, they get a partner who provides open communication channels to ensure the work is completed.

It is an ongoing engagement with ServiceRocket to continue improving their work and best practices.

About Lawrence Berkeley National Laboratory

The Lawrence Berkeley National Laboratory (Berkeley Lab) is a scientific research facility managed by the University of California in association with the U.S. Department of Energy's Office of Science. Their research includes four primary areas of expertise: discovery science, clean energy, healthy earth and ecological systems and the future of science.

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