iTMethods.

Summary of iTMethods' Atlassian Administration & Functional Support

ADMINISTRATION / SUPPORT SERVICES	INCLUDED
APPLICATION CUSTOMIZATION	
Configuration settings to match the organization's requirements (branding guidelines, logo, website links in the application navigator, default language)	✓
Customize system dashboard, user/team dashboards, and filter columns for organization	✓
INTEGRATION SUPPORT	
Illustrate the purpose, functionality, and benefits of Atlassian Add-Ons	✓
Support in utilizing the universal plug-in manager	✓
Supported Atlassian Add-On assessment	✓
Recommend integrations between Atlassian applications	✓
USER ADMINISTRATION	
Configure additional authentication / authorization / SSO methods	✓
Add, Delete & Inactivate Users and/or Groups	✓
Associate Users to Groups and/or Project Roles	✓
Configure Users and Roles for a new or legacy project	✓
Remove access of all Atlassian Users for migrations or upgrades	✓
SECURITY & PERMISSIONS	
Set up actions needed to secure applications	✓
Configure password policy & manage global permissions	✓
Configure roles & permission structure for a project	✓
Set up issue-level security in a project	✓
Grant global settings to meet business requirements	✓
Troubleshoot permission issues with a user	✓
CUSTOMIZED PROJECT SPACE SETUP	
Create Project & Archive Project	✓
Create issue types and issue type scheme for a project based on client requirements	✓
Create & organize screens, screen schemes, and issue type screen schemes	✓
Create & configure new fields and the appropriate configuration	✓
Associate workflows with issue types in a workflow scheme	✓
Configure workflow properties, triggers, validators, conditions, and post functions to attend client requirements	✓
Set resolution value to attend client requirements	✓
JQL QUERY CREATION / REVIEW	
Create JQL query	✓
Review & optimize existing JQL query	✓
SYSTEM OPTIMIZATION	
Help clients managing shared filters and dashboards	✓
Create group subscriptions identifying the impact of some group subscriptions	✓
Execute bulk changes identifying possible negative effects of the global permission	✓
Troubleshoot email notifications	✓
Support clients with import and export workflow	✓
Resolve issues when a field does not appear on an issue	✓