



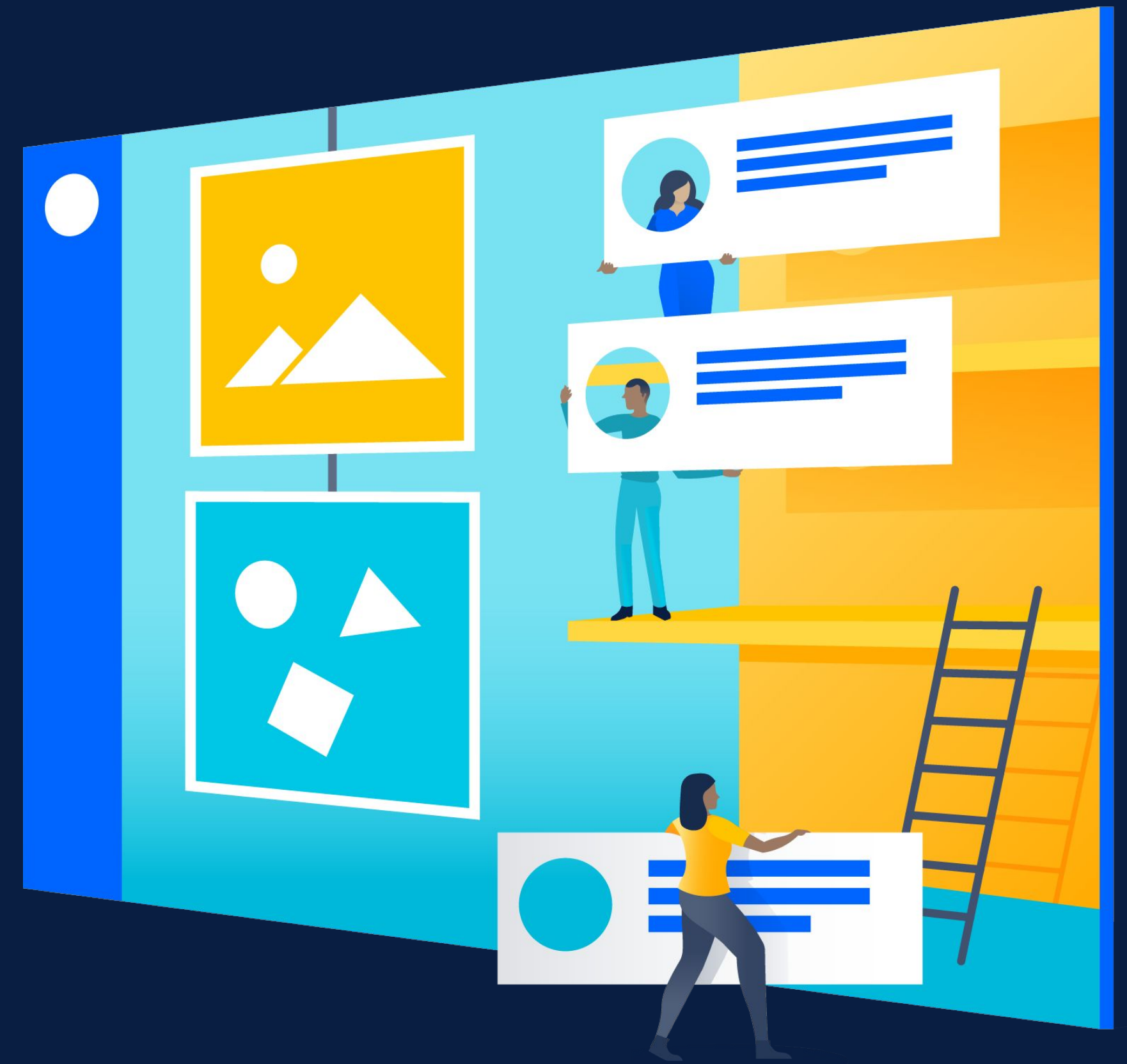
Atlassian at De Persgroep



Maarten Cautreels | Belgian AUG Leader | Collab Squad | @MCautreels

DE PERSGROEP?

Everything Media



3

Countries

150+

Newspapers

6.0000+

Employees

And more

Magazines

Mostly focussed on women and health

Websites & Apps

You can't live without any of them these days

TV & Radio

Through a sister company we also get in touch with TV & Radio processes

Agenda

Atlassian at De Persgroep

Routing Monitoring Incidents

Your personal TODO in JIRA

Managing Changes in JIRA

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Stats

- **32** Squads
- **909** Repositories



Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Stats

- **755** users (+/- 300 business users)
- **956** HipChat rooms
- Cleanup script
- Invite everyone script



Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Stats

- **1.800** users (mostly internal)
- **280** personal spaces
- **700** site spaces
- **200.000+** pages



6.1.0

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Team Calendars

Who's on holiday? Who's at a conference? Do our Danish colleagues have a bank holiday?

Gliffy

Who does not need diagrams?

Table Filter and Charts

Adds charting and filtering capabilities to Confluence, very useful!

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Stats

- **1.200** users
 - **535** projects
 - **440.000** issues
 - **540.000** comments
 - **215.000** attachments
-
- **241** statuses
 - **210** workflows
 - **376** custom fields



7.3.3

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Create on Transition

Used to create all work that needs to be done for onboarding/offboarding new employees.

JIRA Portfolio

Should help our project managers keep track of the roadmap and plan ahead.

JIRA Capture

Used, mainly, by our QA to capture screenshots, annotate and create issues instantly.

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Misc. Workflow Extensions

Used in most of the Squad's workflows.

Email This Issue

Allows us to manually send emails from JIRA using preconfigured templates.

Insight

Asset management within JIRA.

Tools

 **Bitbucket**

 **HipChat**

 **Confluence**

 **JIRA Software**

 **JIRA Service Desk**

Stats

- **6.000** (internal) customers
- **1.200** agents (all JIRA users)
- **25** portals
- **15** mailboxes
- **75** issues/day via portals



3.4.0

Agenda

Atlassian at De Persgroep

Routing Monitoring Incidents

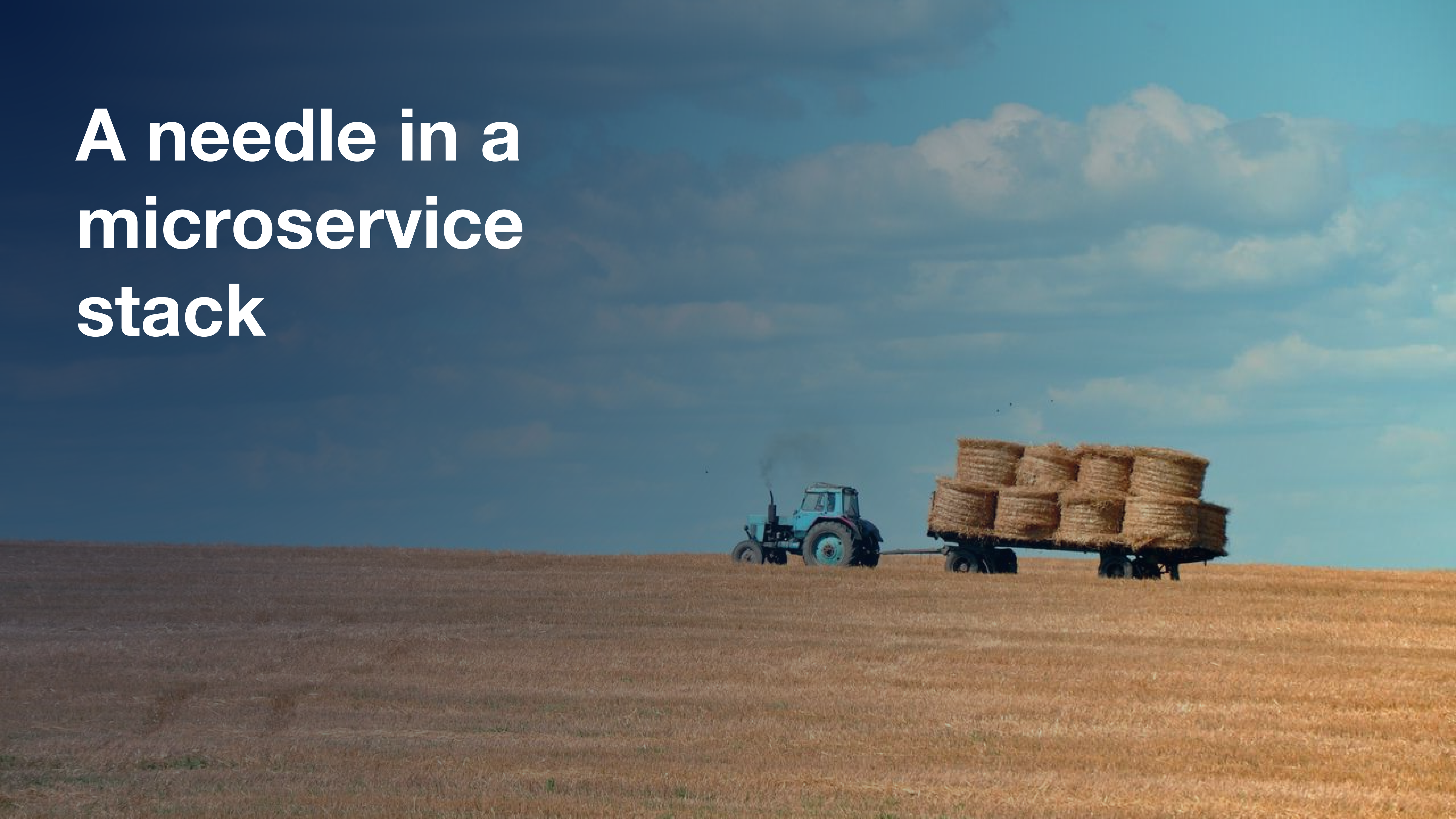
Your personal TODO in JIRA

Managing Changes in JIRA

**Back in
the day ...**



A needle in a microservice stack



**We have
Eagle Squad**



“

**If there are problems,
we've seen them. If we
haven't seen them, there
aren't any problems**

BHAG, Eagle Squad

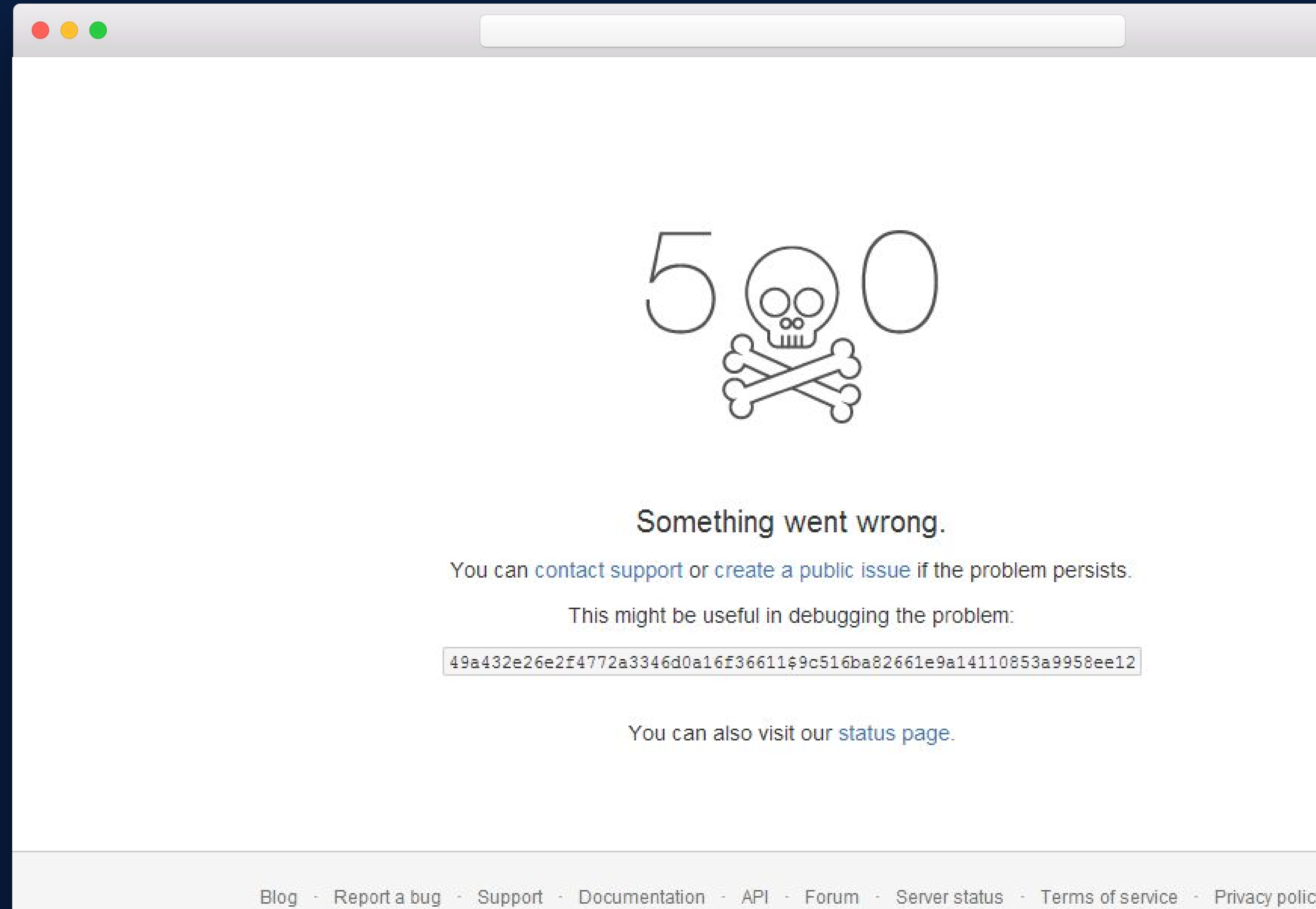
**So we need
monitoring**



MONITORING AND ALERTS

Identify issue

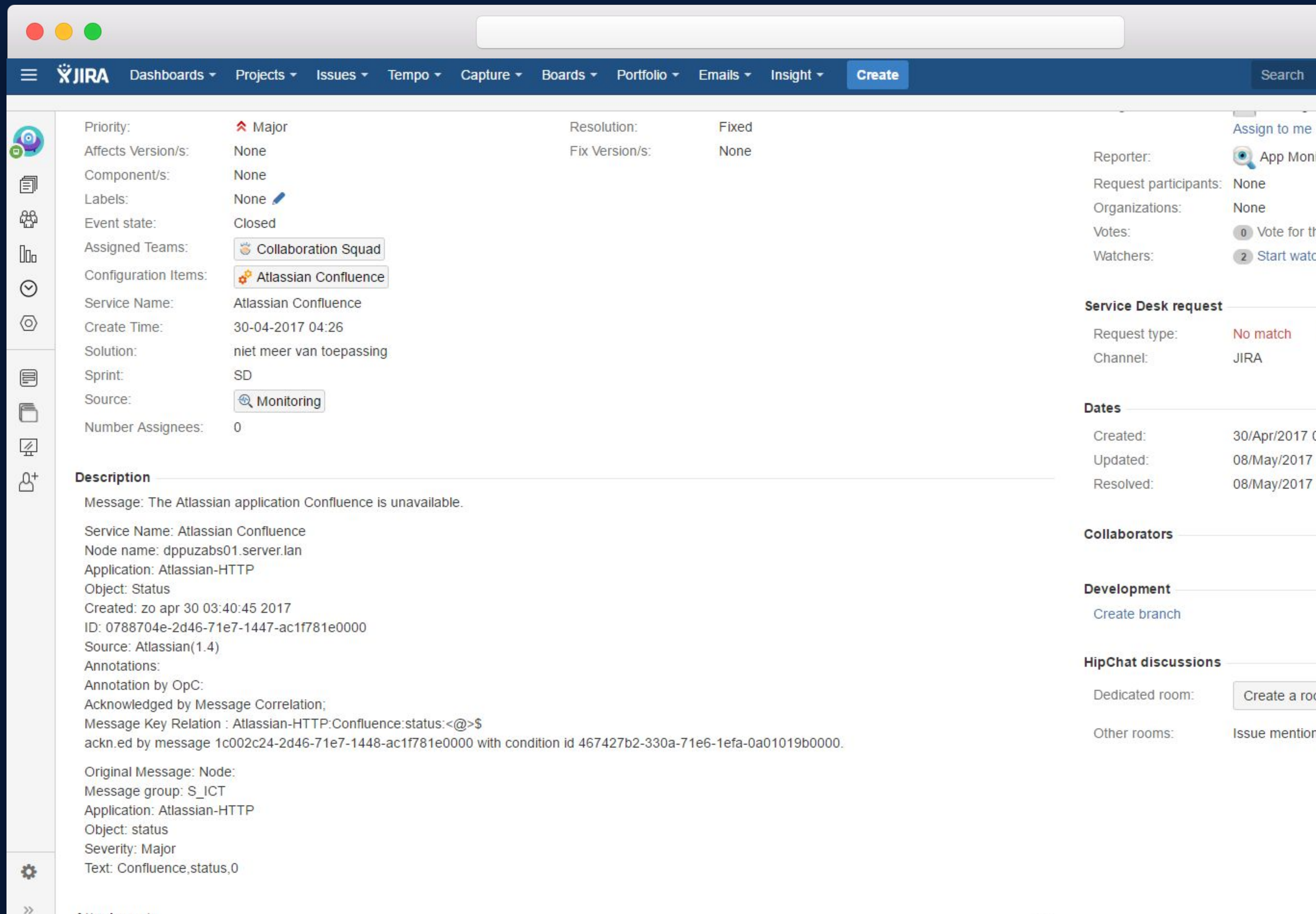
First, the monitoring identifies and logs a Monitoring Incident in JIRA.



MONITORING AND ALERTS

Identify issue

First, the monitoring identifies and logs a Monitoring Incident in JIRA.



MONITORING AND ALERTS

Identify issue

First, the monitoring identifies and logs a Monitoring Incident in JIRA.

Identify responsible

To make sure the issue gets picked up asap. JIRA will try to identify the responsible squad.

The screenshot shows a JIRA issue page for 'IT Service Desk / ISD-128137'. The issue title is 'The Atlassian application Confluence is unavailable.' and its status is 'CLOSED'. The issue is categorized as a 'Monitoring Incident' with a 'Major' priority. It affects no versions or components. The event state is 'Closed', and it is assigned to the 'Collaboration Squad'. The configuration item is 'Atlassian Confluence'. The service name is 'Atlassian Confluence', created on '30-04-2017 04:26', with the solution 'niet meer van toepassing' and source 'Monitoring'. The description includes a message about the application being unavailable and technical details like node name, application, object status, and creation time. The right sidebar shows the 'People' section with an unassigned assignee, and the 'Service Desk request' section with a 'No match' request type.

JIRA Dashboards Projects Issues Tempo Capture Boards Portfolio Emails Insight Create Search

IT Service Desk / ISD-128137

The Atlassian application Confluence is unavailable.

Edit Comment Assign More Assign to Team In Progress Workflow Admin

Details

Type: Monitoring Incident Status: CLOSED (View Workflow)

Priority: Major Resolution: Fixed

Affects Version/s: None Fix Version/s: None

Component/s: None

Labels: None

Event state: Closed

Assigned Teams: Collaboration Squad

Configuration Items: Atlassian Confluence

Service Name: Atlassian Confluence

Create Time: 30-04-2017 04:26

Solution: niet meer van toepassing

Sprint: SD

Source: Monitoring

Number Assignees: 0

Description

Message: The Atlassian application Confluence is unavailable.

Service Name: Atlassian Confluence
Node name: dpuzabs01.server.lan
Application: Atlassian-HTTP
Object: Status
Created: zo apr 30 03:40:45 2017
ID: 0788704e-2d46-71e7-1447-ac1f781e0000
Source: Atlassian(1.4)
Annotations:
Annotation by OpC:
Acknowledged by Message Correlation;
Message Key Relation : Atlassian-HTTP:Confluence:status:<@>\$

People

Assignee: Unassigned Assign to me

Reporter: App Monitor

Request participants: None

Organizations: None

Votes: 0 Vote for this issue

Watchers: 2 Start watching this issue

Service Desk request

Request type: No match

Channel: JIRA

Dates

Created: 30/Apr/2017 04:26

Updated: 08/May/2017 09:00

Resolved: 08/May/2017 09:00

Collaborators

Development

Create branch

HipChat discussions

Dedicated room: Create a room

Other rooms: Issue mentioned in

MONITORING AND ALERTS

Identify issue

First, the monitoring identifies and logs a Monitoring Incident in JIRA.

Identify responsible

To make sure the issue gets picked up asap. JIRA will try to identify the responsible squad.

Get updates

If the monitoring or anyone else, has an update on the incident, they can add a comment.

[illegible]

Bits & Bytes

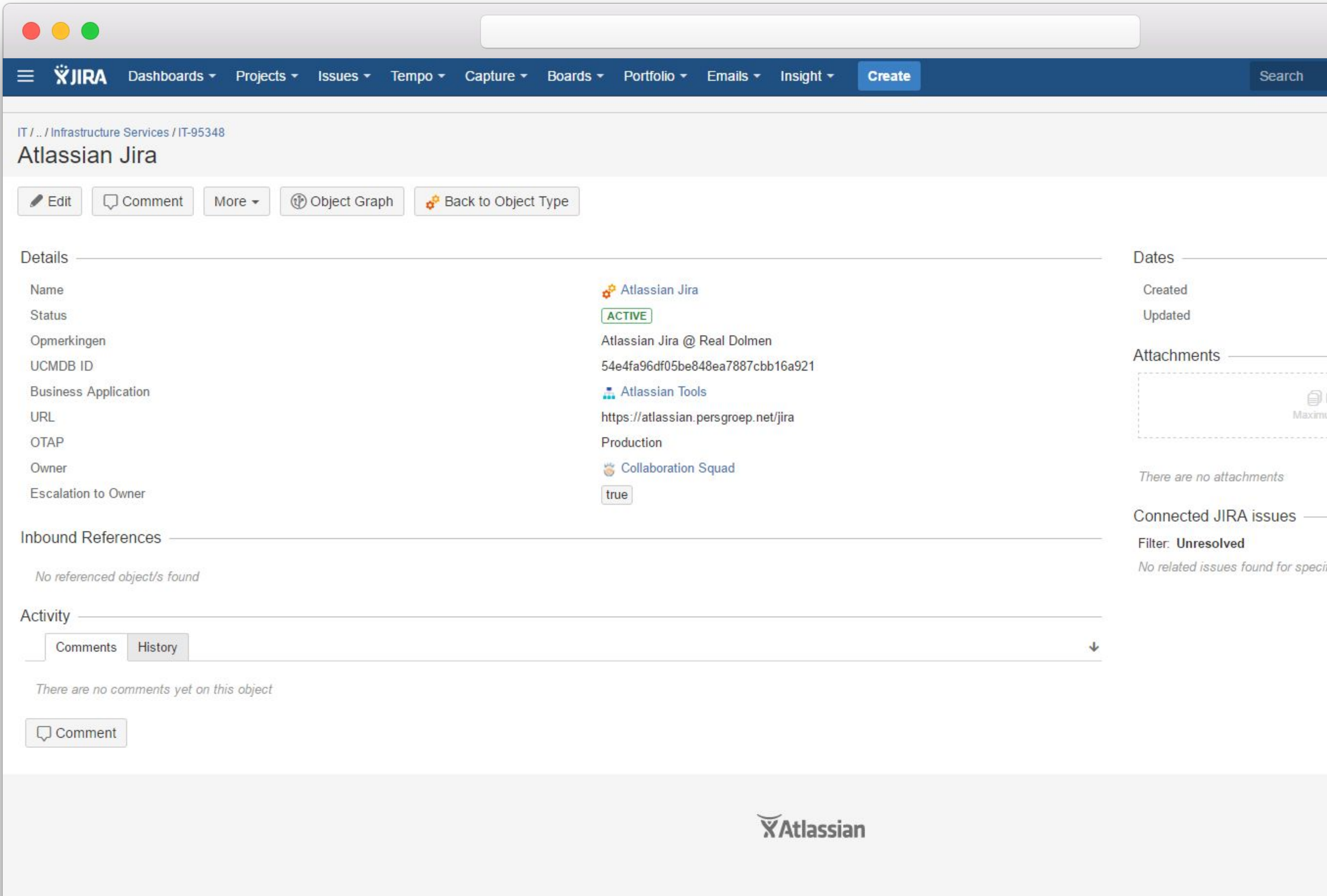
Assigning

No responsible

HipChat

Agile board

Who's the owner?



Bits & Bytes

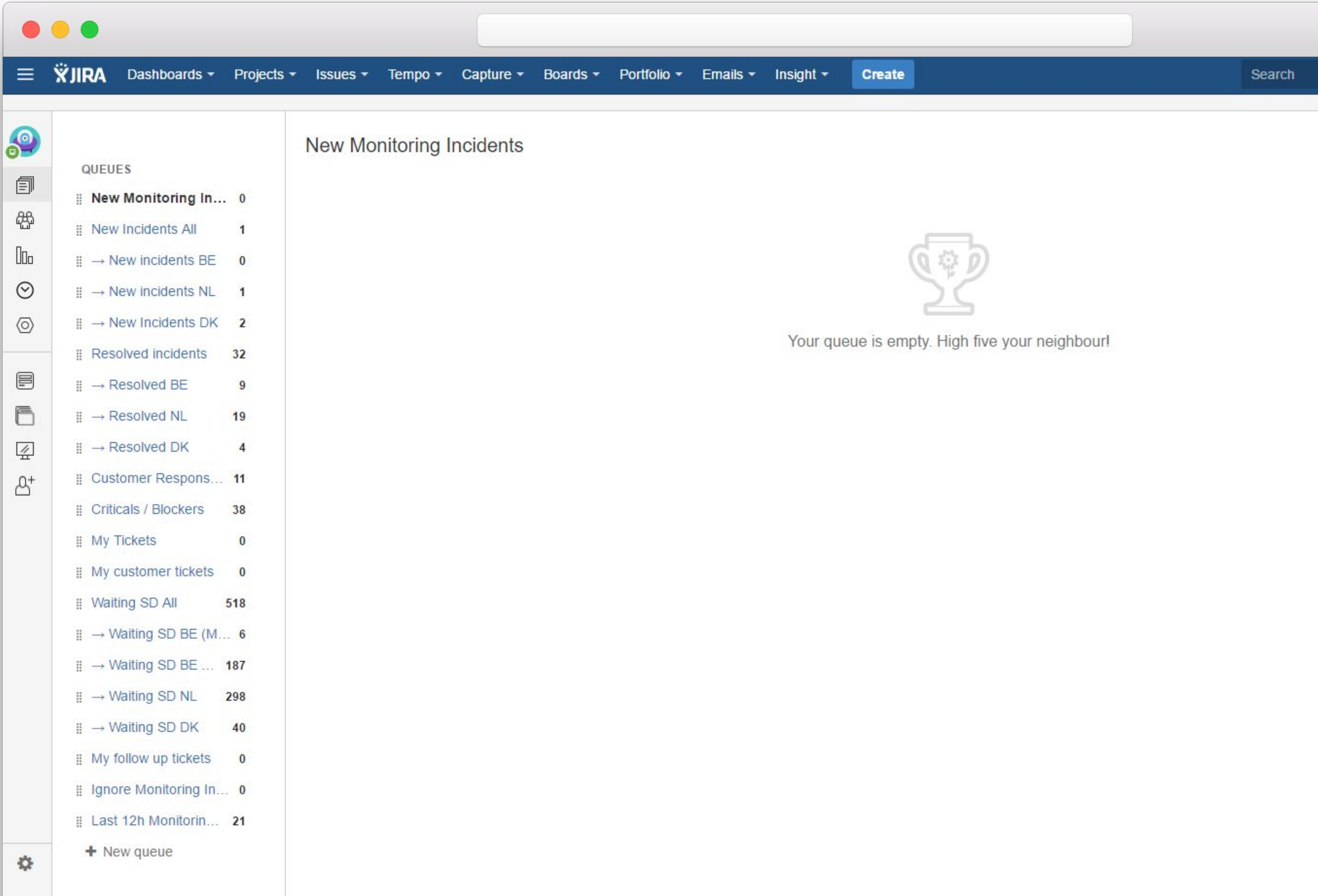
Assigning

No responsible

HipChat

Agile board

No owner



Bits & Bytes

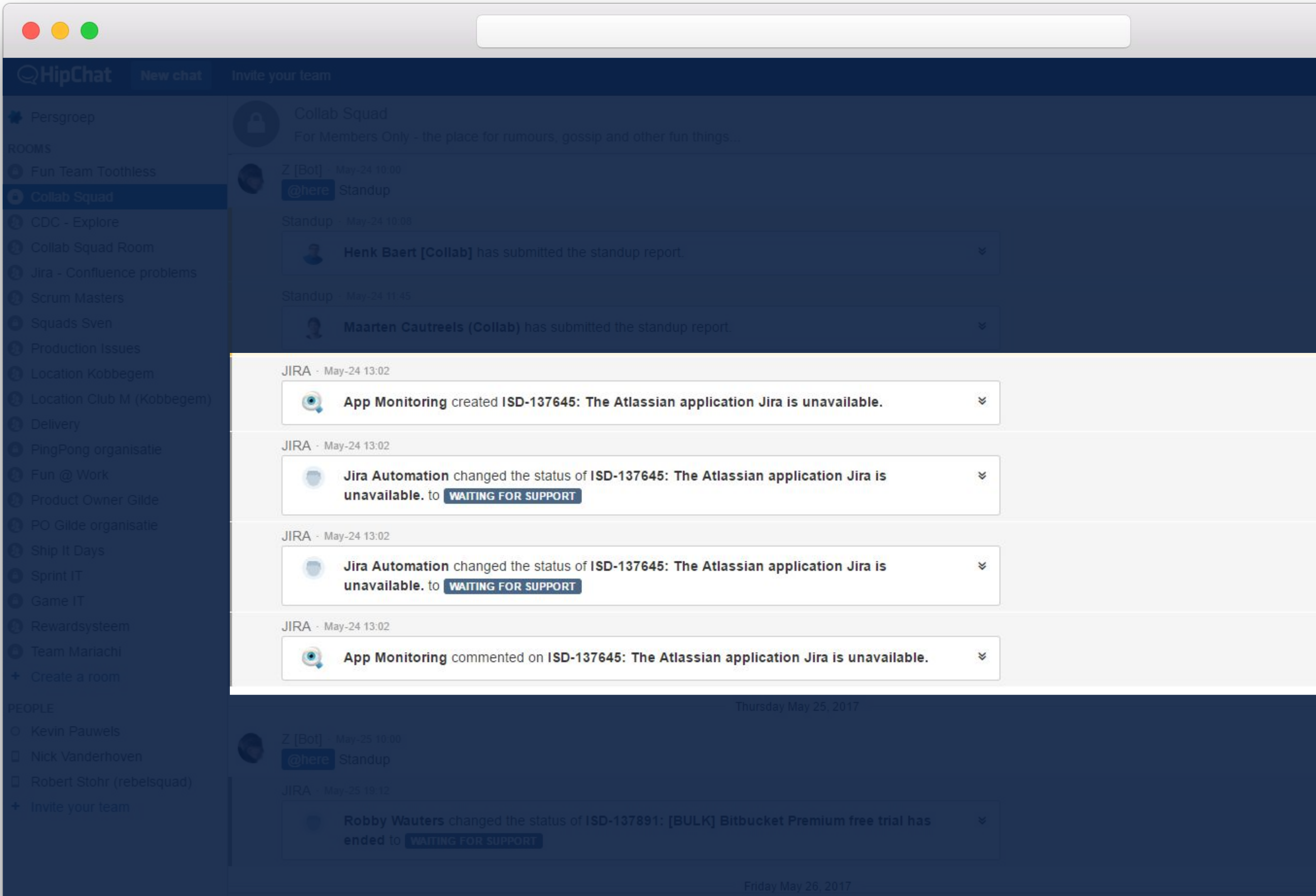
Assigning

No responsible

HipChat

Agile board

HipChat notifications



Bits & Bytes

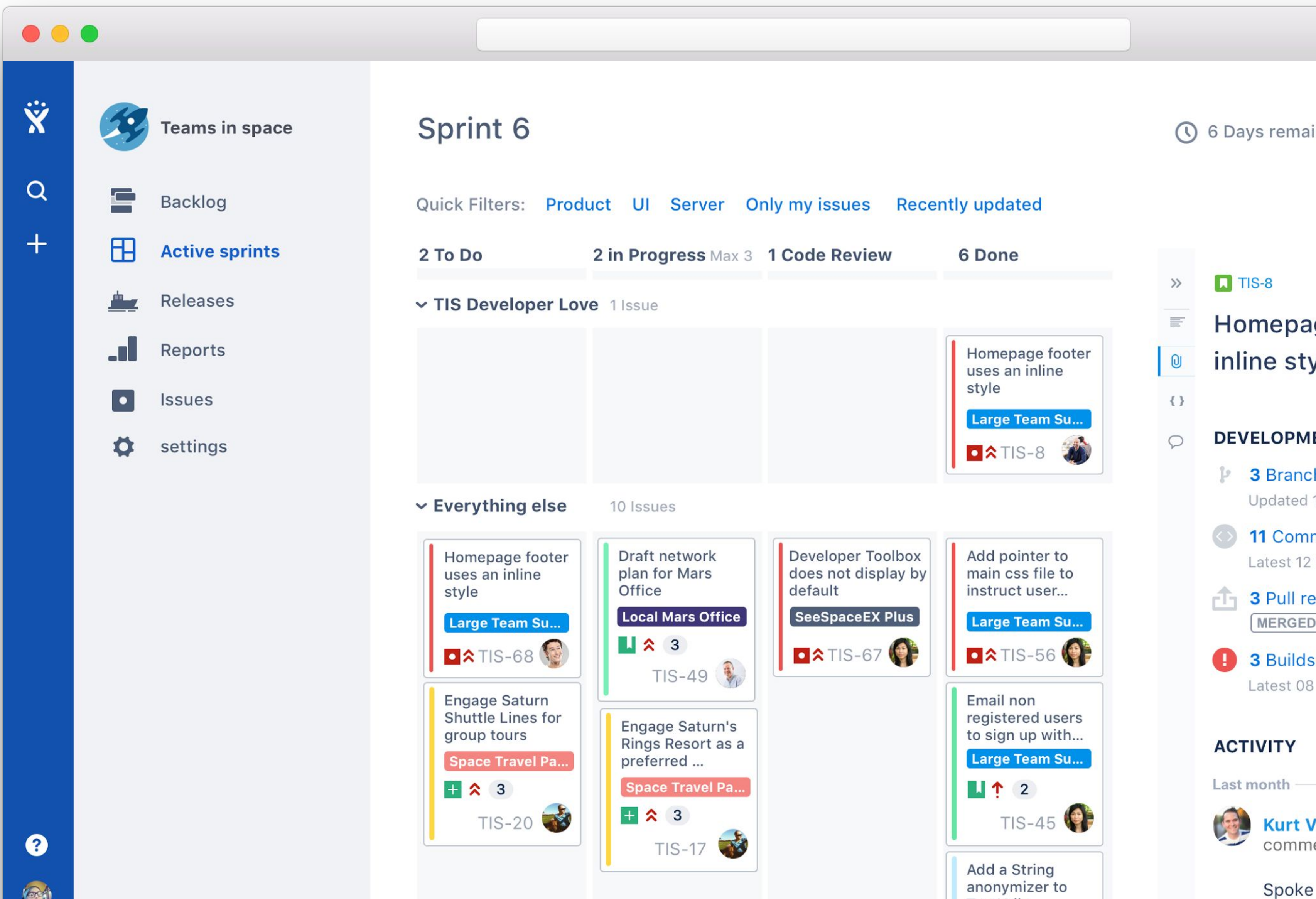
Assigning

No responsible

HipChat

Agile board

On the Scrum/Kanban board



- SRMFix Dashboard
- Toothless Dashboard
- Toothless Operational
- Basfix Dashboard
- Bugs Last 120 Days
- CIC Dashboard
- ServiceDesk BE Backup
- ISD Queues
- All Issues
- Atlassian Monitoring

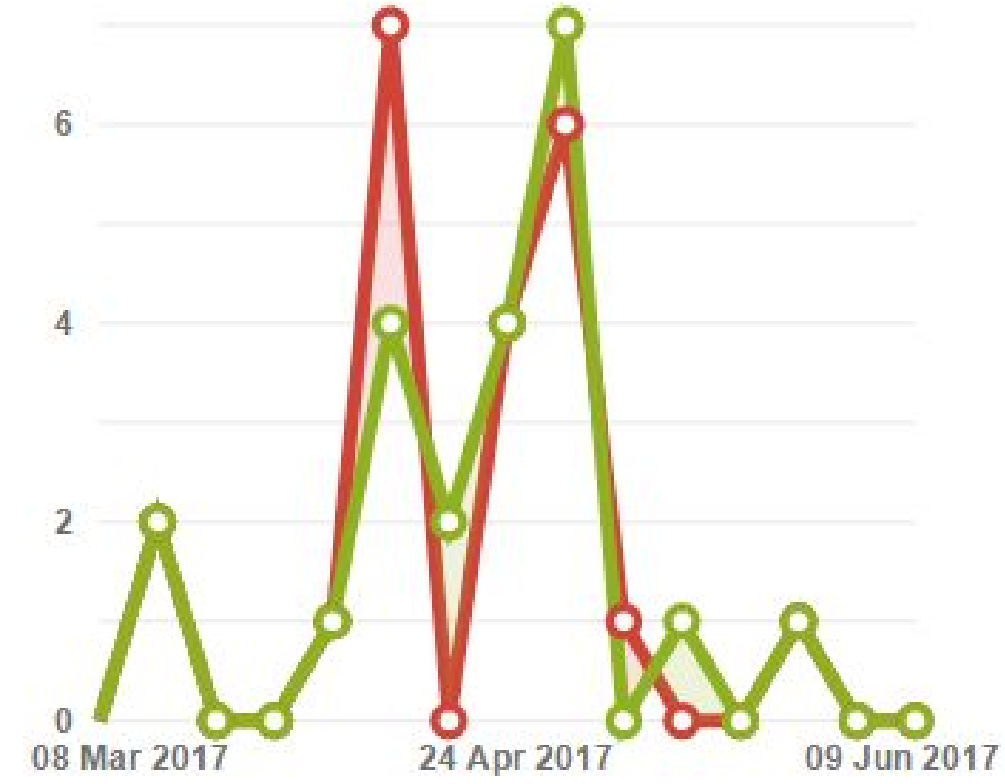
Atlassian Monitoring

Add gadget

Edit layout



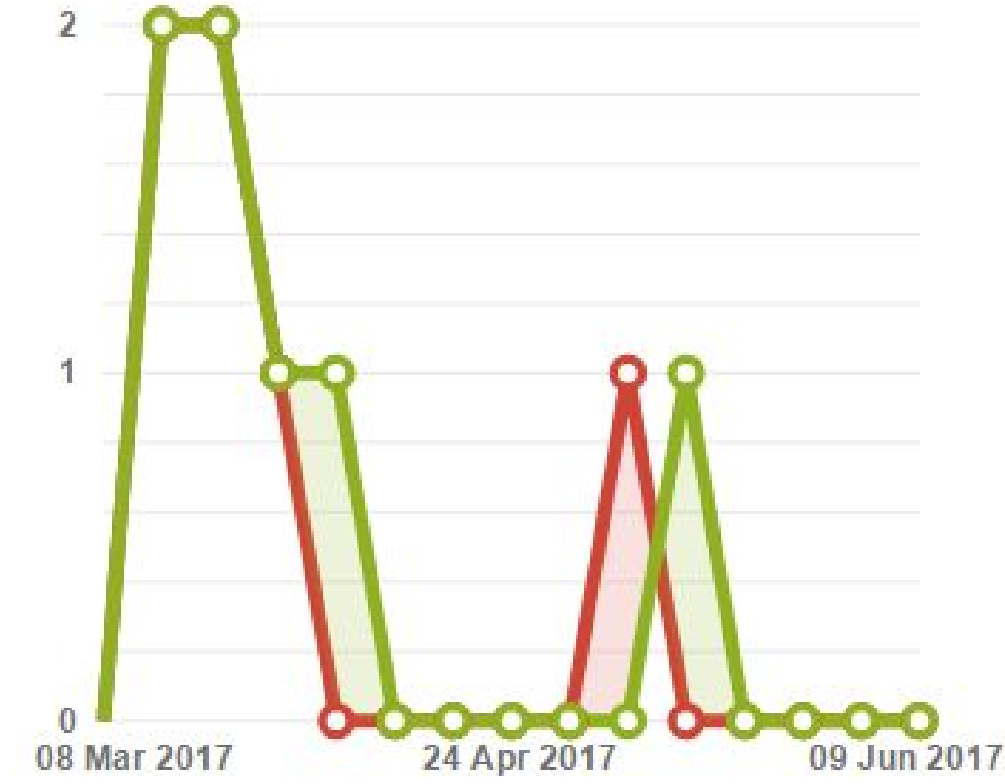
Created vs. Resolved Chart: JIRA Monitoring



Issues in the last 90 days (grouped weekly) [View in Issue Navigator](#)

- Created issues (22)
- Resolved issues (22)

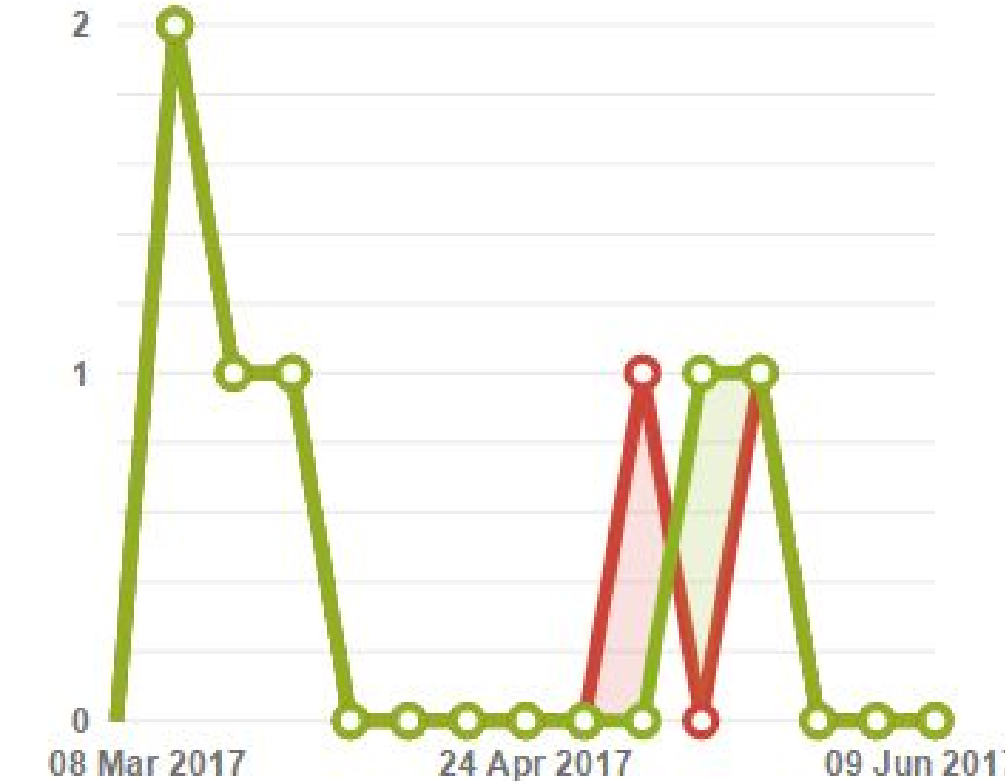
Created vs. Resolved Chart: Confluence Monitoring



Issues in the last 90 days (grouped weekly) [View in Issue Navigator](#)

- Created issues (6)
- Resolved issues (7)

Created vs. Resolved Chart: Crowd Monitoring



Issues in the last 90 days (grouped weekly) [View in Issue Navigator](#)

- Created issues (6)
- Resolved issues (6)

FILTERS

«

New filter

Find filters

My open issues

Reported by me

All issues

Open issues

Done issues

Viewed recently

Created recently

Resolved recently

Updated recently

FAVORITE FILTERS

All issues

Collab Open Bugs

Collab Open Incide...

Collab Open Probl...

Collab Resolved AI...

Collab Resolved B...

Collab Resolved C...

Collab Resolved IS...

Confluence Monito...

Crowd Monitoring ▾

DNR Project Mana...

Filter for Marketing...

Filter for Awesom-...

Crowd Monitoring

— Edited

Save

▾

Details

★

Email

Share

Export ▾

Tools ▾

Project: All ▾

Monitoring Incident ▾

Status: All ▾

Assignee: All ▾

Contains text

More ▾

Advanced

Configuration Items: Atlassian... ▾

×

1–32 of 32

Columns ▾

Key	Summary	Status	Assigned Date	Resolved	Created ↑	Solution
ISD-92536	The Atlassian application Jira is unavailable.	CLOSED		25/Jan/2017	25/Jan/2017	Full GC van JIRA: {code} 310242.535: Total time for which application threads were stopped: 83.2747259 seconds, Stopping threads took: 0.0018930 seconds {code}
ISD-92960	The Atlassian application Jira is unavailable.	CLOSED		26/Jan/2017	26/Jan/2017	Full GC van JIRA:
ISD-93368	The Atlassian application Jira is unavailable.	CLOSED		27/Jan/2017	27/Jan/2017	Full GC at 08:26:35
ISD-93867	The Atlassian application Jira is unavailable.	CLOSED		29/Jan/2017	29/Jan/2017	Follow-up in ISD-93868
ISD-94570	The Atlassian application Jira is unavailable.	CLOSED		31/Jan/2017	31/Jan/2017	Full GC {code} 313646.880: [GC concurrent-mark-start] 313646.900: [Full GC (Metadata GC Threshold) 4918M->4212M(10G), 93.3102812 secs] 313740.223: [Full GC (Last ditch collection) 4212M->2149M(10G), 12.2672736 secs] 313752.492: Total time for which application threads were stopped: 105.8073007 seconds, Stopping threads took: 0.0002010 seconds 313752.492: [GC concurrent-mark-abort] {/code}
ISD-95165	The Atlassian application Jira is unavailable.	CLOSED		01/Feb/2017	01/Feb/2017	Full GC van JIRA
ISD-95202	The Atlassian application Jira is unavailable.	CLOSED		01/Feb/2017	01/Feb/2017	Monitoring incident mag gesloten worden.
ISD-96277	The Atlassian application Jira is unavailable.	CLOSED		03/Feb/2017	03/Feb/2017	Full GC
ISD-104466	The Atlassian application Jira is unavailable.	CLOSED		24/Feb/2017	24/Feb/2017	
ISD-106720	The Atlassian application Jira is unavailable.	CLOSED		03/Mar/2017	02/Mar/2017	Niets opvallends gevonden in de logs, ging over een korte onderbreking. JIRA antwoorde mogelijk even niet snel genoeg.

Agenda

Atlassian at De Persgroep

Routing Monitoring Incidents

Your personal TODO in JIRA

Managing Changes in JIRA

Personal TODO in JIRA

**Have you very used JIRA as
your personal todo list?**

DETAILS

One single project

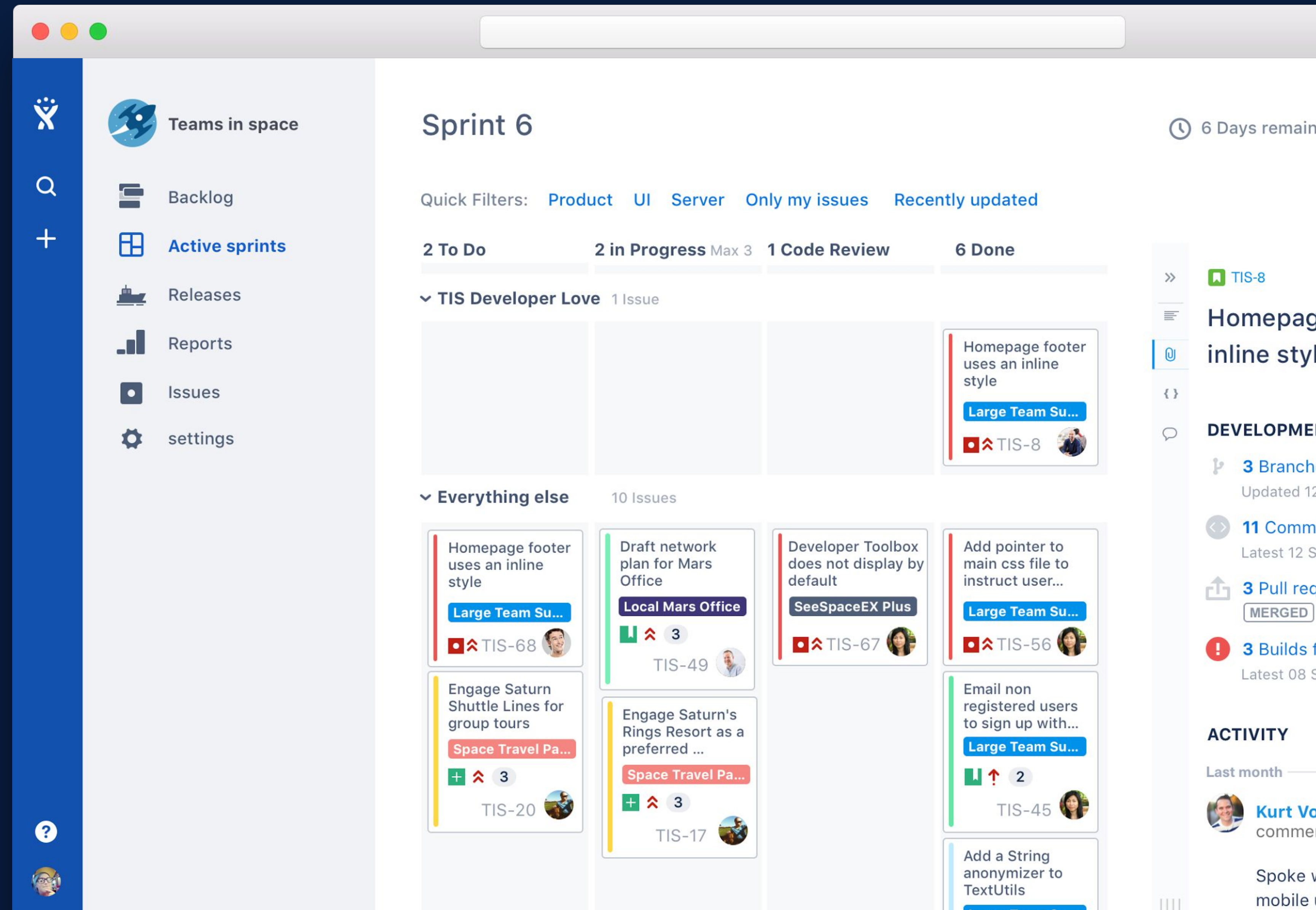
You don't want to setup a project for every single user.

Security

It's pretty simple, just create a permission scheme that gives access to the reporter and assignee.

Be a manager

You can put your work on someone else's TODO!



Agenda

Atlassian at De Persgroep

Routing Monitoring Incidents

Your personal TODO in JIRA

Managing Changes in JIRA

Add announcement

 Help Center

Change Management

Welcome! You can raise a Change Management request from the options provided.

What do you need help with? 

-  **Standard Change Request**
Standard Request for Change (Approval needed)
-  **Pre-Approved Change Request**
Pre-Approved Changes - No Impact (change config settings, operational jobs,...)
-  **Urgent Change Request**
Urgent change request will be automatically approved and will appear on the Change Calendar
-  **Software Distribution**
Client Software Rollout (New Software, Upgrade Software, Remove Software, ...)
-  **Application Lifecycle**
Launches/Go-Lives, Deploys, Remove Application/Instance, ...
-  **Application Performance**
Data Migration, Load Testing,

Help Center / Change Management

Standard Change Request

Standard Request for Change (Approval needed)

Raise this request on behalf of

Maarten Cautreels

Contact

Search for object/s

The person or team doing the intervention or the responsible(s) that can be contacted if necessary.

Summary

A short description (Title) of the change. (Title Change Calendar Dashboards)

Locations

Search for object/s

The geographical location(s) that can be impacted by the intervention

Start date *(optional)*

When the start date is already known, you can fill it in.

End date *(optional)*

When the end date is already known, you can fill it in.

Technical Description

The full description for this intervention.

Help Center

Requests 2

Help Center / Change Management

Standard Change Request

Standard Request for Change (Approval needed)

Raise this request on behalf of

Maarten Cautreels

Contact

Maarten Cau

Maarten Cautreels (mcautreels)

Summary

A short description (Title) of the change. (Title Change Calendar Dashboards)

Locations

Search for object/s

The geographical location(s) that can be impacted by the intervention

Start date *(optional)*

When the start date is already known, you can fill it in.

End date *(optional)*

When the end date is already known, you can fill it in.

Technical Description

The full description for this intervention.

Who's responsible?



Help Center / Change Management

Standard Change Request

Standard Request for Change (Approval needed)

Raise this request on behalf of

Maarten Cautreels

Contact

Maarten Cautreels
(mcautreels)

The person or team doing the intervention or the responsible(s) that can be contacted if necessary.

Summary

Our instance will be at AUG Köln 10. Treffen

A short description (Title) of the change. (Title Change Calendar Dashboards)

Locations

BE

NL

DK

The geographical location(s) that can be impacted by the intervention

Start date *(optional)*

When the start date is already known, you can fill it in.

End date *(optional)*

When the end date is already known, you can fill it in.

Technical Description

The full description for this intervention.

Who's impacted?



available for anyone during that time.

Impact / No Impact

Impact

Technical Impact

JIRA won't be available for use during this change.

The full description of the impact for this intervention.

... - The impact

Configuration Items *(optional)*

Search for object/s



Select the server, database,... you will work on (if known)

Priority

Major

Attachment *(optional)*

 Drag and drop files, paste screenshots, or browse

You can give an Actionplan. Template location: <https://atlassian.persgroep.net/confluence/display/CHAN/Actieplannen+Changes>

Create

Cancel

available for anyone during that time.

Impact / No Impact

Impact

Technical Impact

JIRA won't be available for use during this change.

The full description of the impact for this intervention.

Configuration Items (optional)

✕ ⚙ Atlassian Jira

Atlassian Con

⚙ Atlassian Confluence

Major

Attachment (optional)

📎 Drag and drop files, paste screenshots, or browse

Create

Cancel

What's affected?

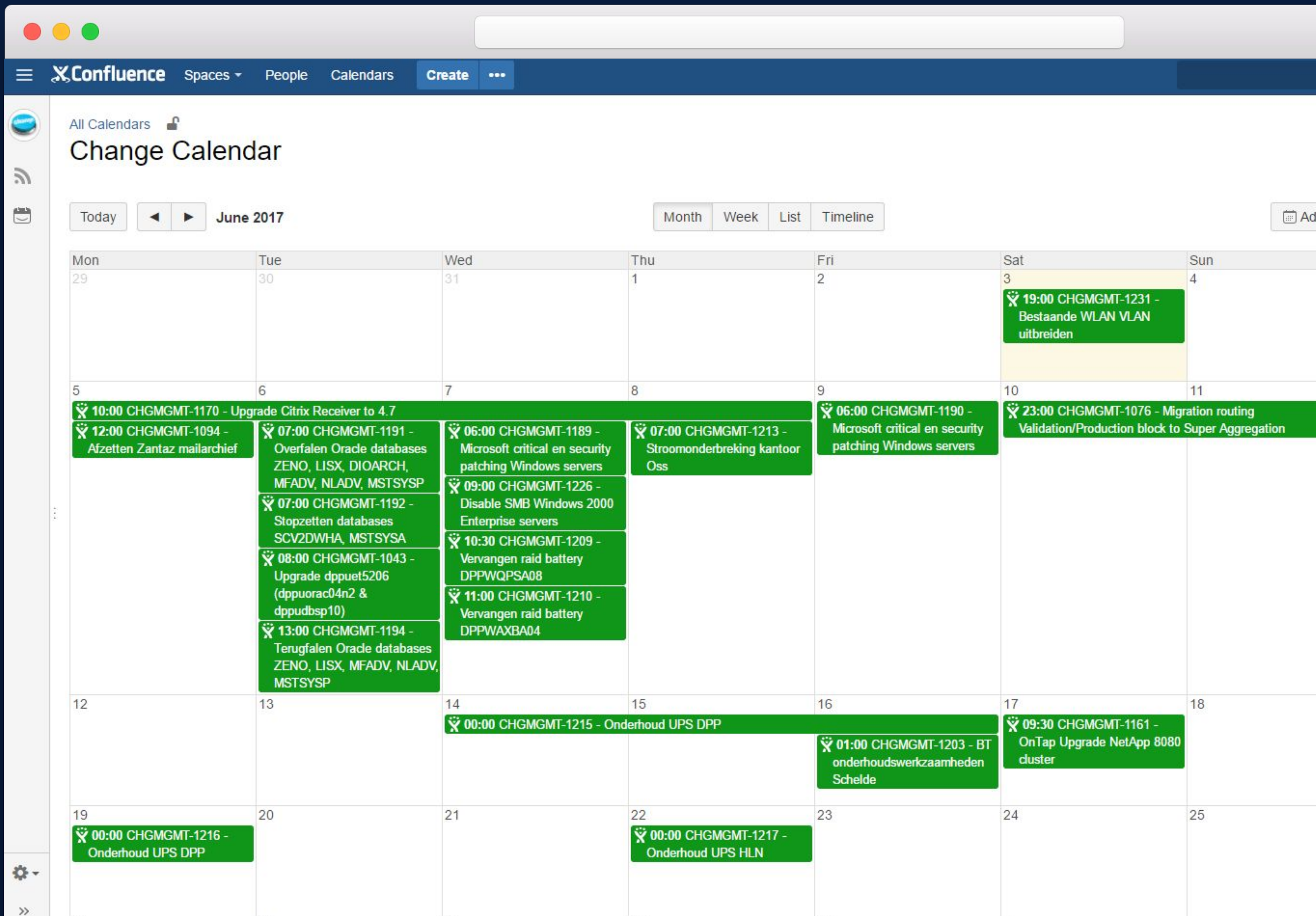
Change has been approved/planned

Sends out email

JIRA will send an email to all affected squads and people to announce an upcoming change.

On the calendar

The change will be shown on the calendar at the locations that were configured



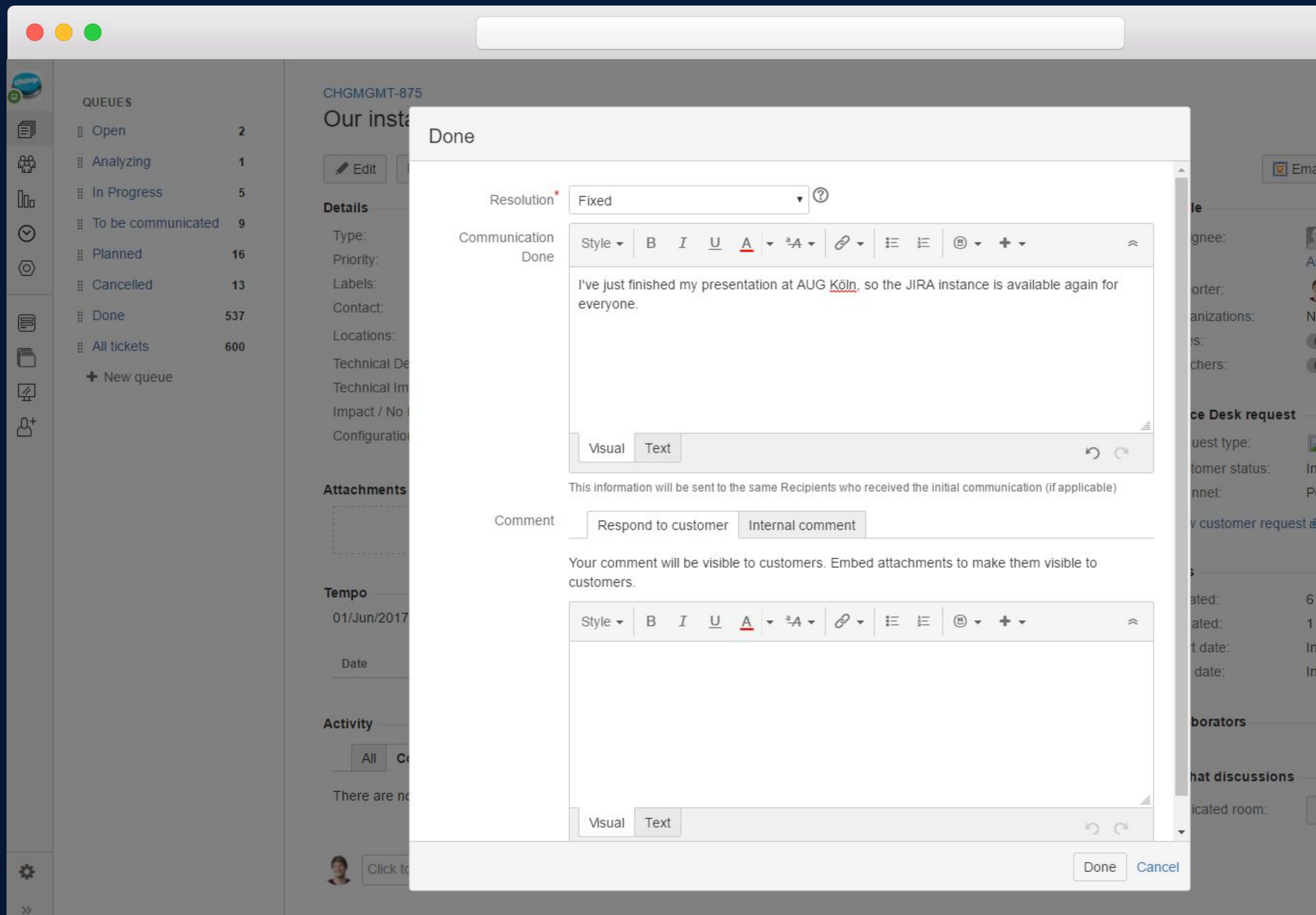
Change is going down

3,2,1 go go go

To keep everyone up to date, an email is sent when the change is put in progress.

Hurray

Once the change has been completed another email is send to the affected users & squads.



Bits & Bytes

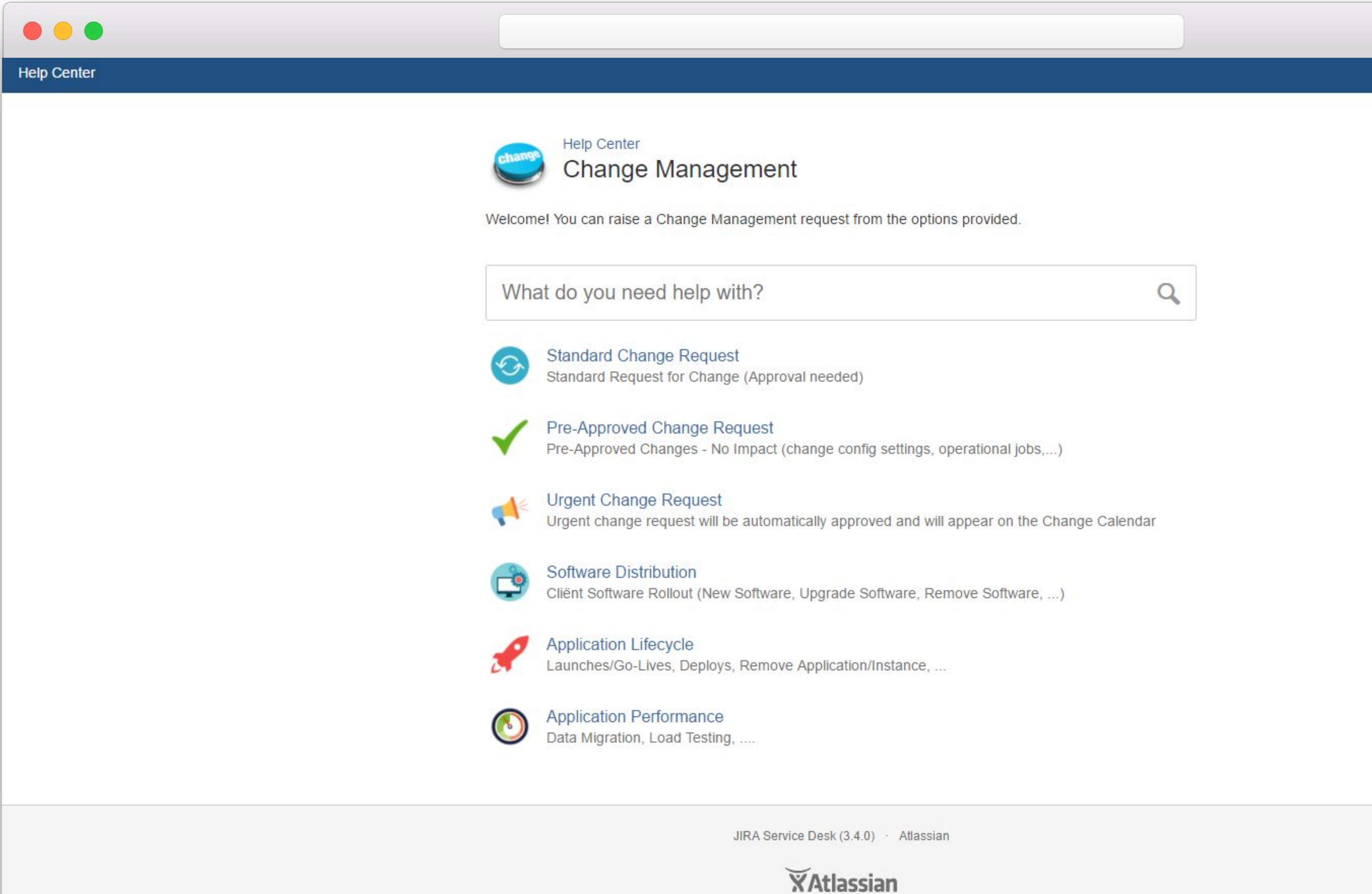
JIRA Service Desk

Team Calendars

Email This Issue

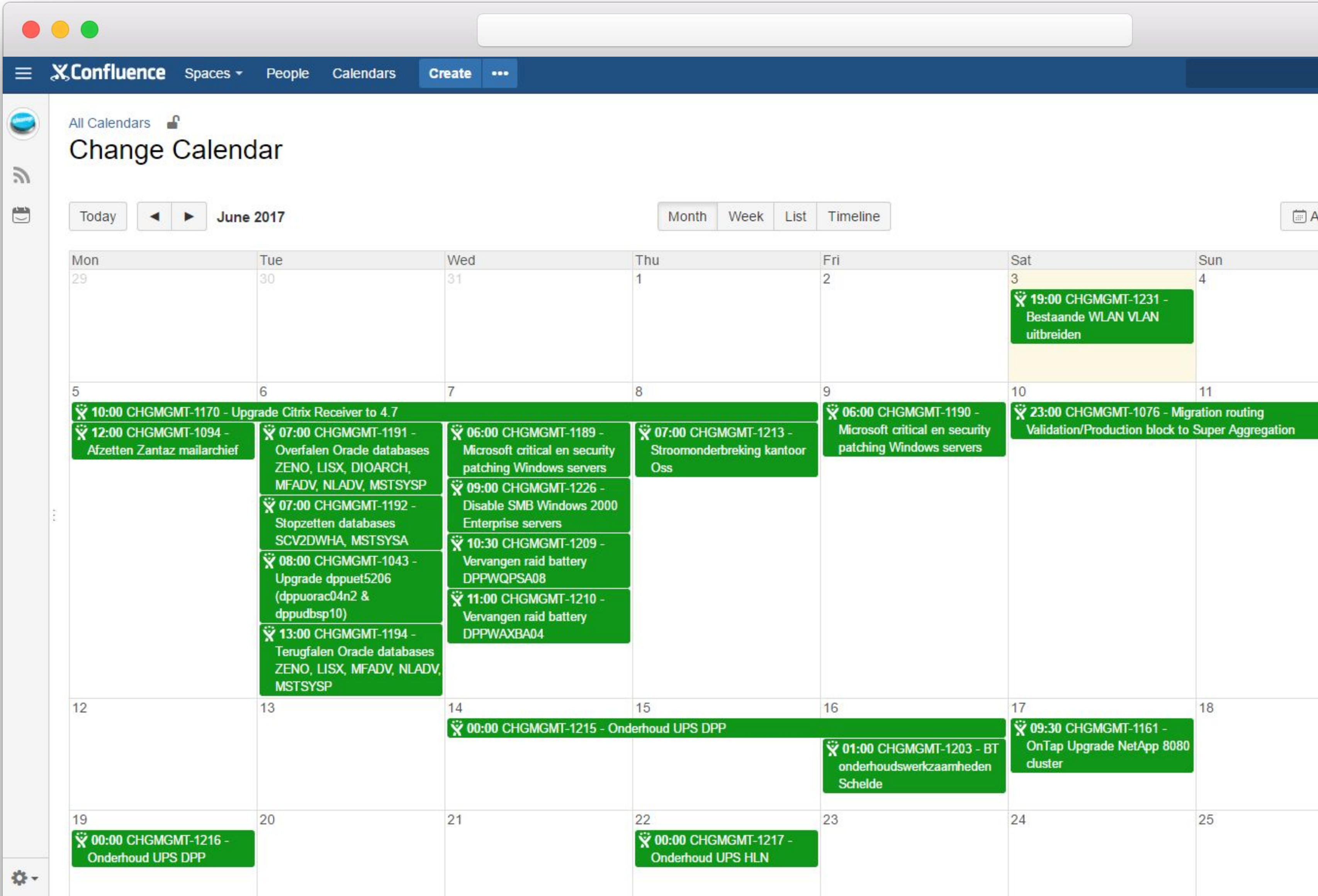
Insight

Changes Portal



Bits & Bytes

Change Calendar



JIRA Service Desk

Team Calendars

Email This Issue

Insight

Bits & Bytes

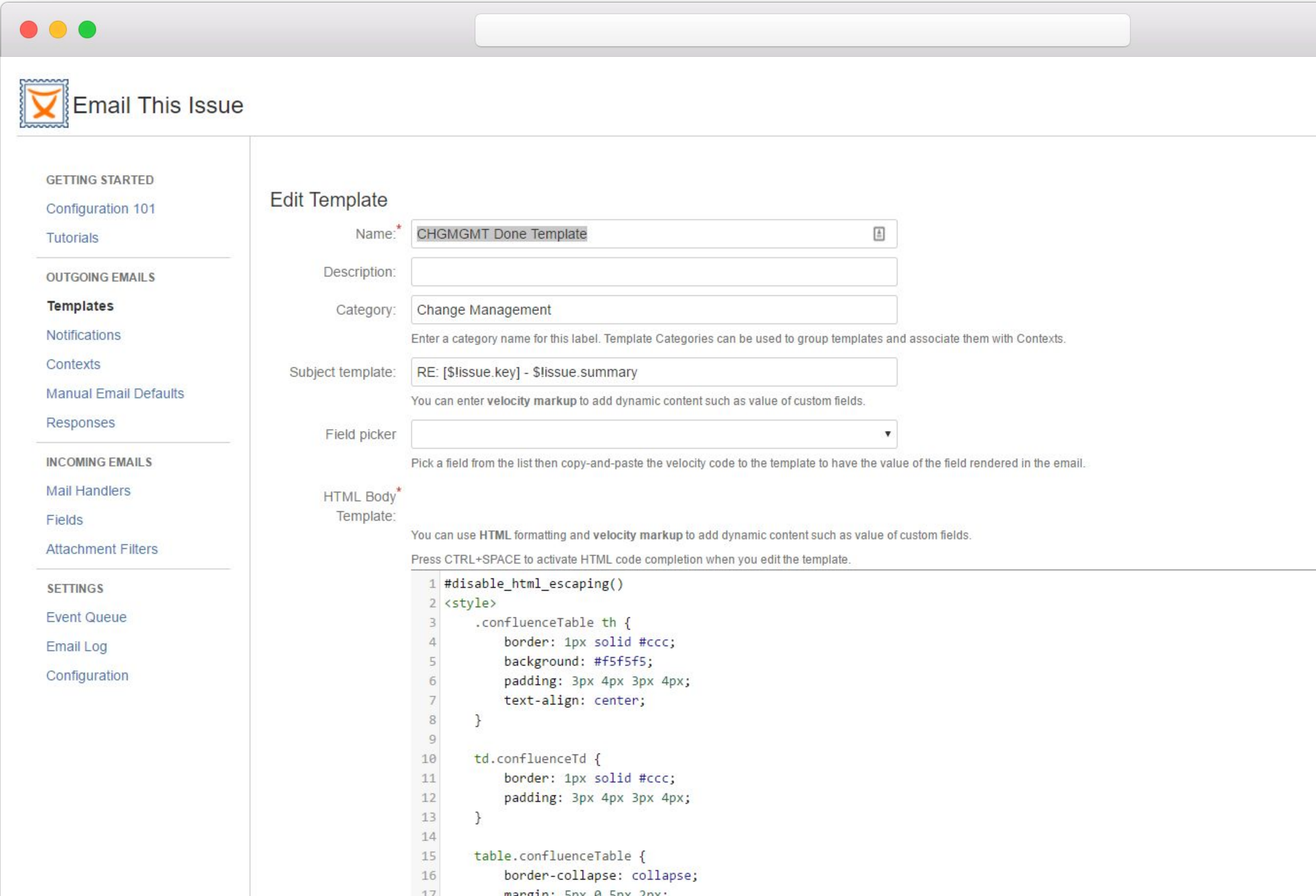
JIRA Service Desk

Team Calendars

Email This Issue

Insight

Email Templates



Bits & Bytes

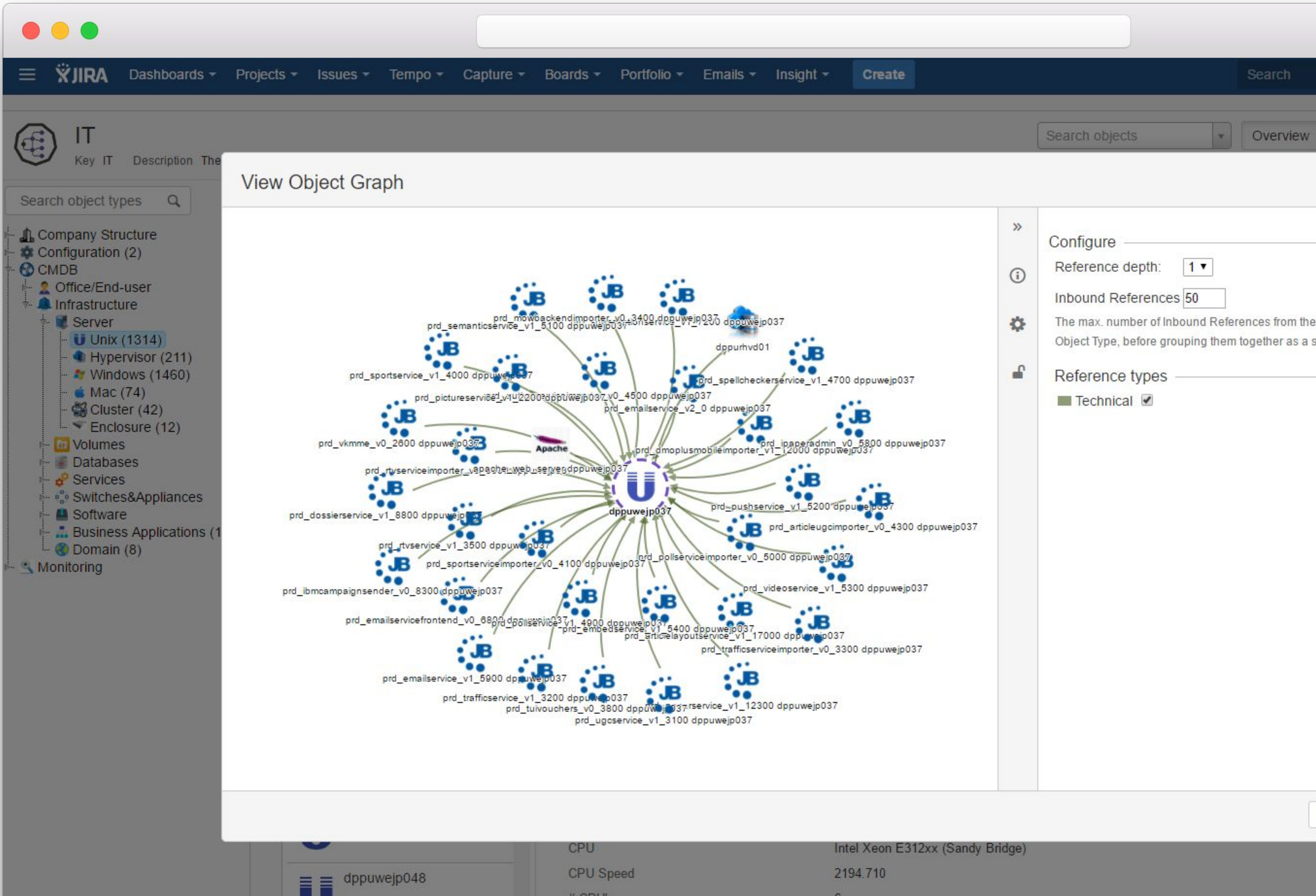
JIRA Service Desk

Team Calendars

Email This Issue

Insight

Insight Object Graph





Thank you!



Maarten Cautreels | Belgian AUG Leader | @MCautreels