Tempo

Enhance your ITSM practices with Tempo

May 24, 2023

Tempo creates embedded solutions that **that enable organizations to track, plan, manage *and understand* time, their most constrained resource.**

Resource & cost management

Make decisions informed by time data to optimize your plans and resources

Timesheets

Stop losing time and start gaining insight with automated time tracking. Produce reliable data for reporting, invoicing and accounting.

Planner

A lean but powerful solution built to centralize and fast-track the planning process and capture actionable insights into your workforce operations.
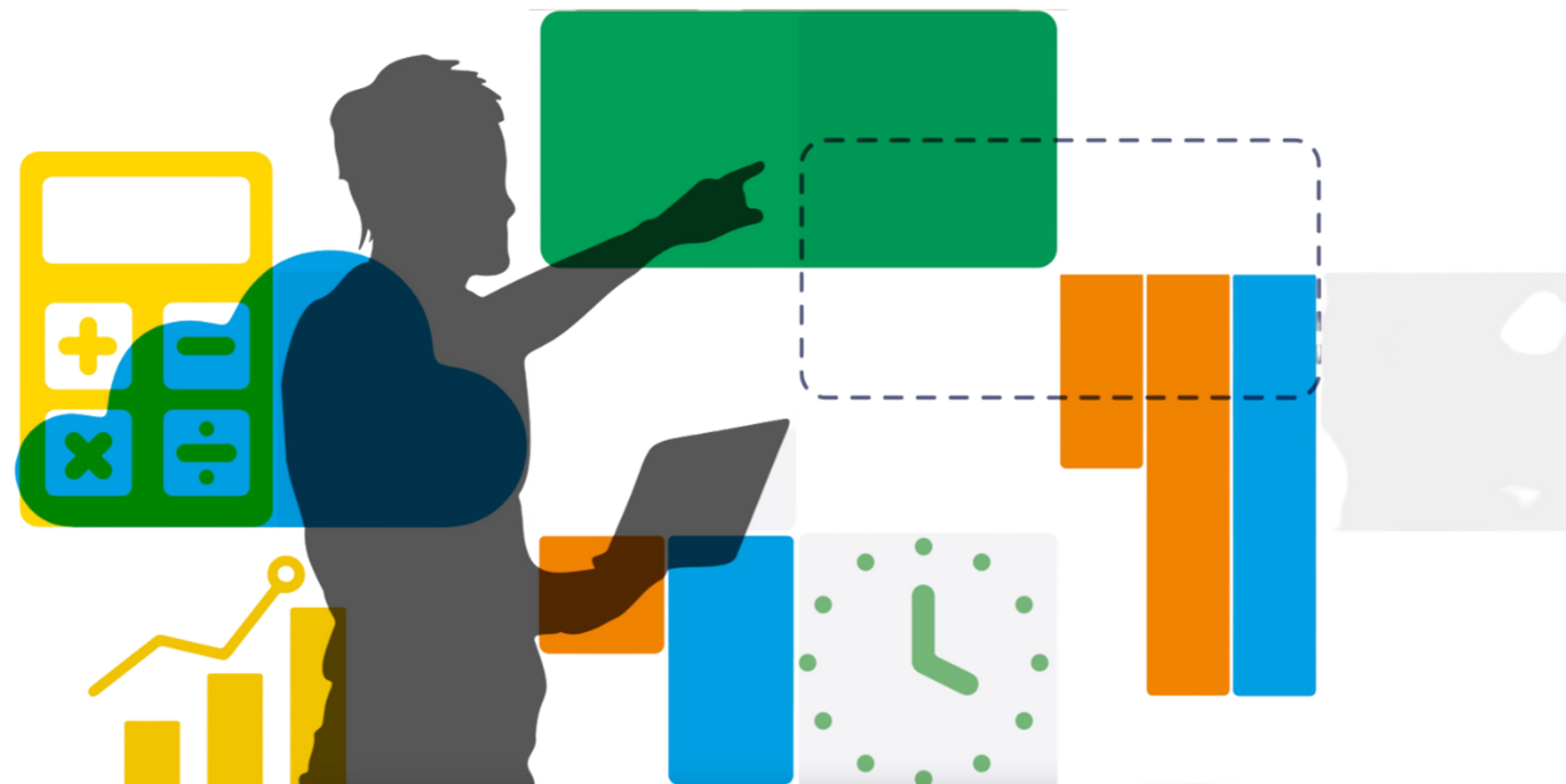
Cost Tracker

Translate Tempo Timesheets data to get true project costs (Cloud only)

Budgets

An effective and agile budgeting tool to plan and monitor project financials in depth, including CAPEX & OPEX (DC/Server only)

Project portfolio management

Give meaning to information scattered in Jira

STRUCTURE

Visualize multiple Jira projects, programs, and portfolios in one place, so you can align execution with strategy.

Other solutions within the Tempo brand

roadmunk

Roadmapping & idea management

Align on your strategy organization-wide with boardroom-ready roadmaps

≋ LiquidPlanner®

NEWS: March 2023

Adaptive & realistic planning

A project management solution that dynamically adapts to change and manages uncertainty

old street solutions

NEWS: April 2023

Data visualization tools

Build beautiful — and accessible — charts to visualize your Atlassian data

1 in 3 of the Fortune 500 choose Tempo

Telcos

Network & Comm

Megabanks

Aerospace

Financial Data Services

Medical Products & Equipment

Insurance (Life & Health)

Computer Software

Semiconductors & electronics

Computers

IT Services

Construction & Farm

% Fortune 500 customers

29,000+ customers globally

79K+ app installs

400M+ tracked time events

16M+ Jira issues structured

545 VAR solution partners

AIRBUS

DEISER

myview

RED space

VONAGE

Adobe

BOEING

E*TRADE

ORACLE

T··Mobile·

BANQUE NATIONALE

EA

McKESSON

sky

VW

ALDO

cbg.

GARMIN

PARADINE

TomTom

Bell

DOUBLE STALLION

NOVENTUM.

SONY

ESTĒE LAUDER

ARIVA.DE

CISCO

JOHNS HOPKINS UNIVERSITY

PayPal

TURKISH AIRLINES

BMW

DAIMLER

Office DEPOT

Staples

Yale

ASU Arizona State University

Danske Bank

Lenovo

Rakuten

VECTOR

Jira Service Management
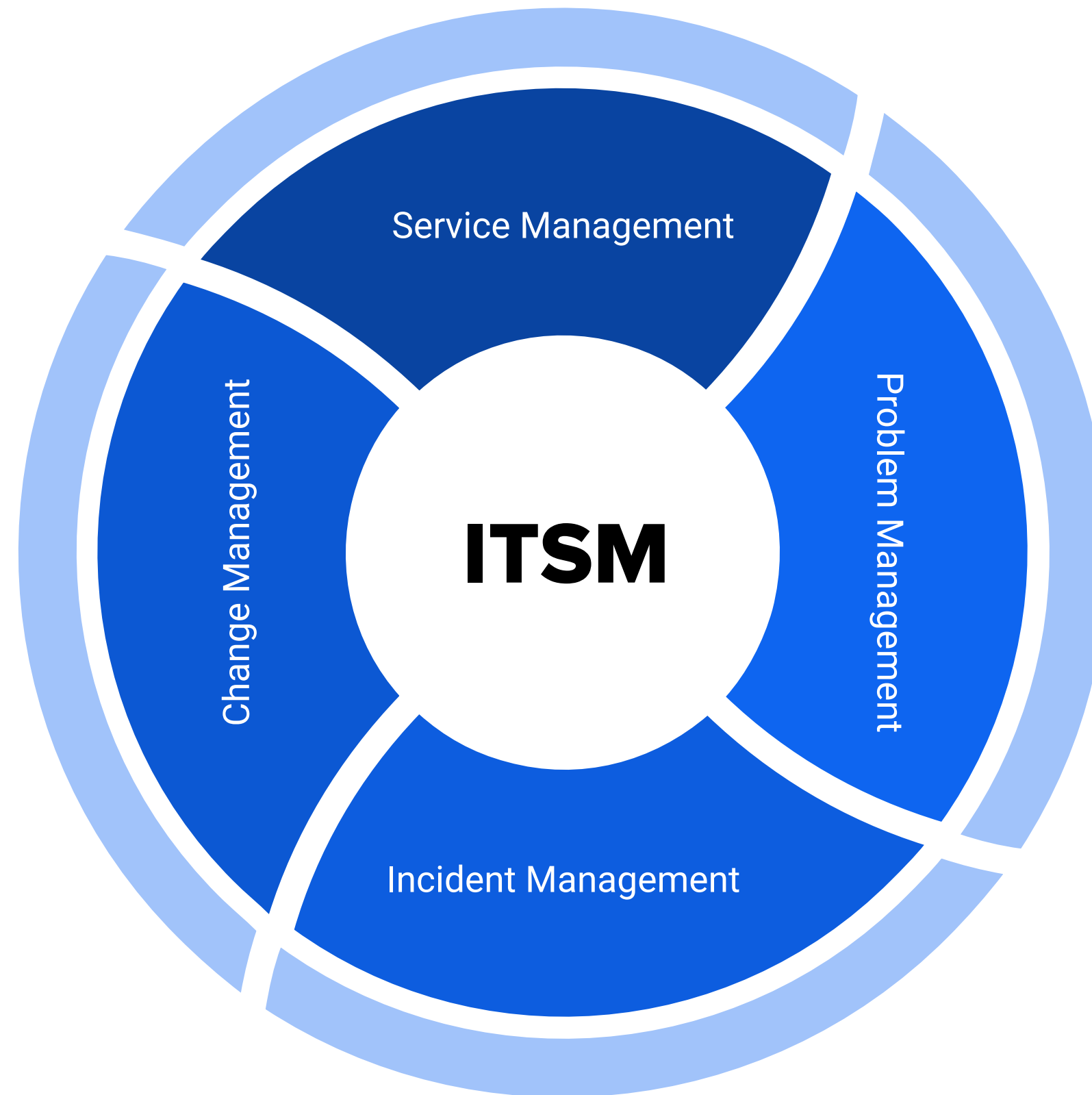
To truly see value from **Jira Service Management**, we need to expand its capabilities with other tools...
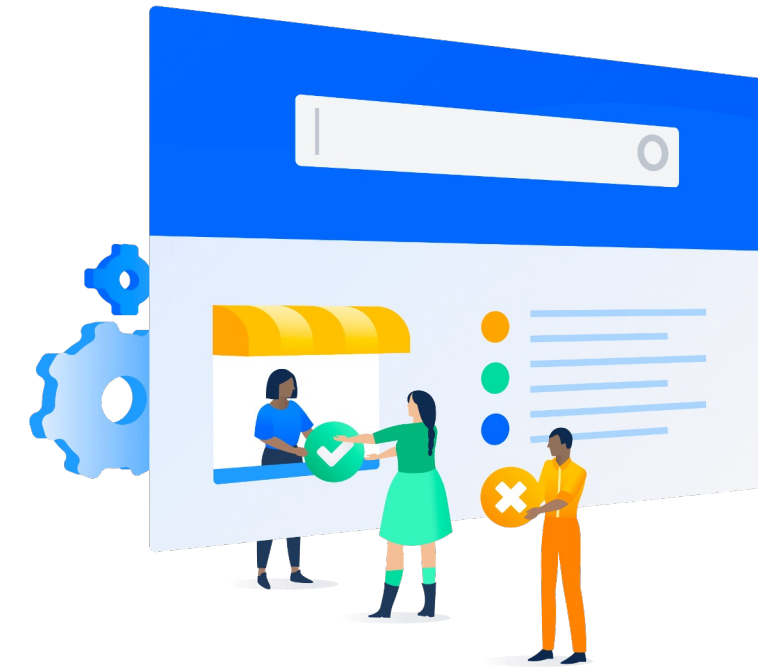
That's where **Tempo** comes in.

| IT Efficiency	Customer	Service & Support Team	Leadership
STRUCTURE **Timesheets** by Tempo	- Improves response time - Increases satisfaction - Prevents issues from escalating	- Increased efficiencies - Establishes clear expectations - Provides best possible service - Streamlined processes	- Greater competitive advantage - Insightful reports - Visibility into use of resources - Decreased churn - Increase NRR/NPS

Tempo
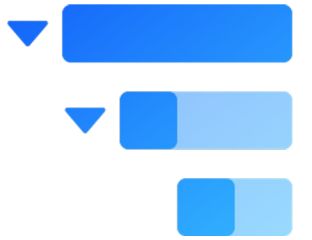
Service Management Efficiencies

Track service level commitments (SLAs) with customers so we can discover areas needing improvement.

Structure for Jira will allow you to build reports and dashboards of aggregate information that you couldn't get from JSM alone.

You can customize this to metrics or KPIs you have internally to track health and challenges.

Creating dashboards to show at risk issues in real time
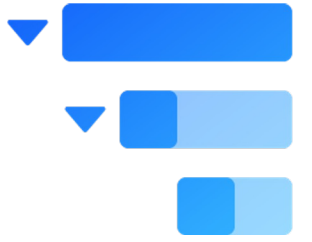
	Summary	AVG{TTFR}	AVG{TTR}	TTFR SLA Breached
●8	▸ ▢ 01 Jan	20h 29m	3d 21h 17m	9
	▸ ▢ 02 Feb	1d 3h 7m	3d 13h 28m	17
	▸ ▢ 03 Mar	20h 44m	3d 11h 12m	23
	▸ ▢ 04 Apr	23h 35m	3d 12h 37m	16
	▸ ▢ 05 May	1d 1h 17m	3d 4h 59m	24
	▸ ▢ 06 Jun	1d 8h 5m	3d 7h 7m	17
	▸ ▢ 07 Jul	22h 50m	2d 20h 41m	11
	▸ ▢ 08 Aug	20h 39m	2d 17h 2m	2

Reporting 2022

Highlight important metrics to make informed decisions

Jira Software — Dashboards ⌄ Projects ⌄ Issues ⌄ Boards ⌄ Structure ⌄ + Create   Search

Add ⋯   ✎ ✂ 🗐 ⧉ ✕   ⚡ Automation +   Share   Export ⌄

☰ ALM Works PMO ⌄ ⓘ   ⚡ 📌 ▤ ▽ 🔍 ▥ PMO ⌄

		Key	Lead	Risk	Summary	Progress	Σ Budget '18	Σ Cost	Σ Time Spent	Current Status	Health		Σ Original Estimate
				HIGH	☰ ALM Works PMO	▰▰▰▱	1157	13	568	42w 1d 6h		🌤 OK	78w 4h
✋	✔	INI-1	😀	HIGH	▾ ☰ Core Products	▰▰▰▱	670	13	275	34w 3d 7h	Addressing scope change	🌤 OK	58w 3d 4h
✋		INI-3	🧑	HIGH	▾ 💡 Structure	▰▱▱▱	551	13	208	29w 2d 4h	Roadmap published	✨ Great	53w 2d 1h
✋				HIGH	▾ 🗀 Roadmap Features	▰▰▱▱	466	13	175	29w 2d 4h		⚡ At Risk	53w 2d 1h
✋		STR-3		HIGH	▾ ⚡ Formulas	▰▰▱▱	199	50	69	13w 10w	All ok – plan to release so	⚡ At Risk	18w 3d 5h 18w 2d
✋	✔	STR-6	👧	HIGH	▾ 📗 As a formula author, I want to edit	▰▰▰▱	53	27	14			🌤 OK	1d
✋	✔	STR-7		HIGH	📘 UX Design: larger dialog for	▰▰▰▰	13					🌤 OK	
✋		STR-8		HIGH	📘 Implement new UX	▱▱▱▱	13					✨ Great	1d
✋ ⚫		STR-15	👨	HIGH	▾ 📗 As a formula author, I want to be	▱▱▱▱	81	68	55			✨ Great	⋯
✋		STR-16		HIGH	📘 Design syntax	▱▱▱▱	13					✨ Great	
✋	✔	STR-18		HIGH	📕 Technical Debt	▰▰▰▱	15		3w			🌤 OK	
✋		STR-2	🧑	HIGH	▾ ⚡ Synchronize Attribute to Custom Field	▰▱▱▱	131	30	62	6w	Need to review architectu	⚡ At Risk	24w 1d 20w 3d
✋		STR-11	😀	HIGH	📗 Mapping Mechanism	▱▱▱▱	38		25			✨ Great	1w
✋		STR-12	😀	HIGH	📗 On-demand synchronization	▱▱▱▱	28		15			✨ Great	3d
✋		STR-10	🧑	HIGH	📗 Scheduled synchronization	▱▱▱▱	35		22			✨ Great	2w
✋		STR-4		HIGH	▾ ⚡ Non-Jira Notes Field / Column	▰▱▱▱	123	53	44	10w 2d 4h		⚡ At Risk	10w 2d 4h
✋	✔	STR-13		HIGH	📗 Ability to add comments to issues	▰▰▰▱	33		20			🌤 OK	
✋	✔	STR-14		HIGH	📗 Support for multiple Notes colum	▰▰▰▱	37		24			🌤 OK	

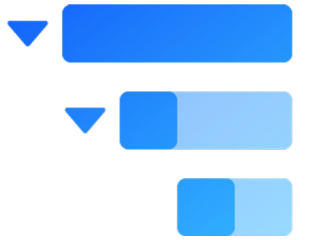Showing **35** items   ⓘ Info

12
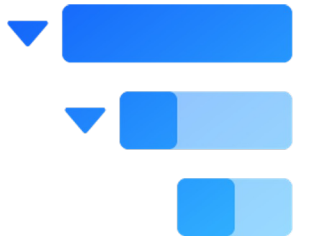
Resource Management Efficiencies

Visualize all of issues in one place and to get the real-time status and real-time insights.

Using the sort by features, management has the real time visibility on team's workload.

View multiple JSM projects in one place

Time Management Efficiencies

Track average times to first response, as well as top and bottom quartile.

Timesheets by Tempo will allow you to have better insight into what your agents are spending their time on within tickets, allowing you to identify pain points and opportunities.

With time tracking as easy as hitting a button, data collected will allow teams to create reports to improve processes.

With Tempo Reports, get actionable insights

With Structure and Timesheets together, the insights are even more powerful.

Key	Summary	Urgency	Progress	Status	Severity	Assignee	Time to Resolve	Tempo Work Logged
	⊞ Group by **Tempo team**							
	➕ Insert issues: **Project (Billy's Brewery, Peter...**							
	▼ 👥 Tempo team: Arachnid Team		▬▬▬					
PETER-3	☑ Leak in storage room	Low	▬	OPEN	Sev-1			
✓ BILLY-2	☑ Spiders after slight flooding over the we...	High	▬▬▬▬	RESOLVED	Sev-3	CC Chris Cha...	18h 32m	6h 30m
	▼ 👥 Tempo team: Fly Team		▬▬					
✓ PETER-5	☑ Flies in storage room	High	▬▬▬▬	COMPLETED	Sev-3	🧍 Kathryn	2w 17h 17m	6h 15m
BILLY-4	☑ Weird insect found in beer storage room	Medium	▬▬	IN PROGRESS	Sev-2	🧍 Kathryn		4h
BILLY-1	☑ Dead bugs keep appearing	Medium	▬	OPEN	Sev-2			
	▼ 👥 Tempo team: Termite Team		▬					
PETER-4	☑ Possible termite attack	High	▬▬▬	WORK IN PROGRESS	Sev-2	🧍 Kathryn		2h
BILLY-3	☑ Request termite check	Medium	▬	OPEN	Sev-2			2h

With Structure and Tempo together, the insights are even more powerful, using these features:

Teams by Tempo

Accounts by Tempo

Aggregation by Structure

Tempo understands that support teams, are the unsung heroes of the organization.

Building better, together

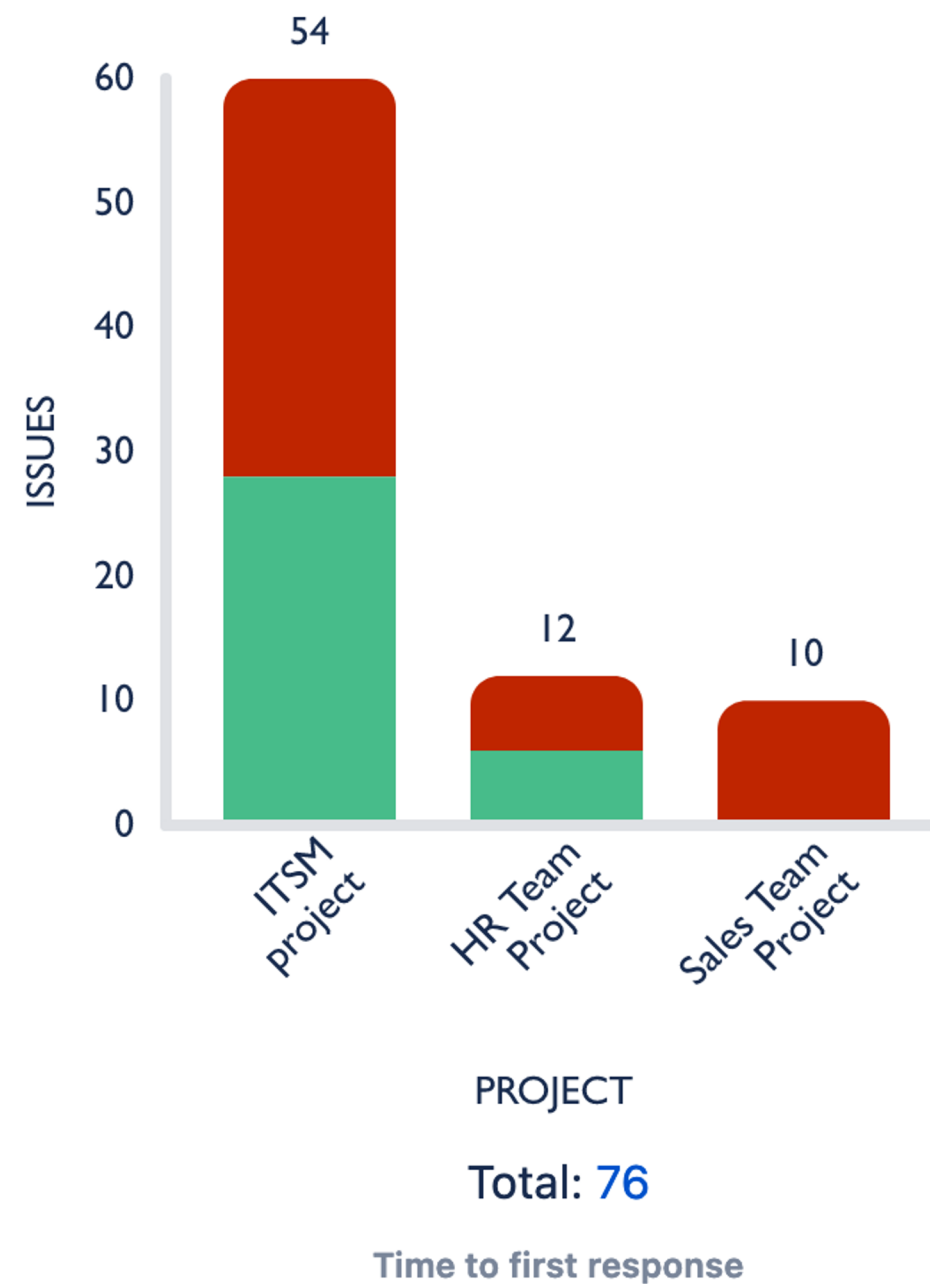**Timesheets** by Tempo **+** **STRUCTURE**
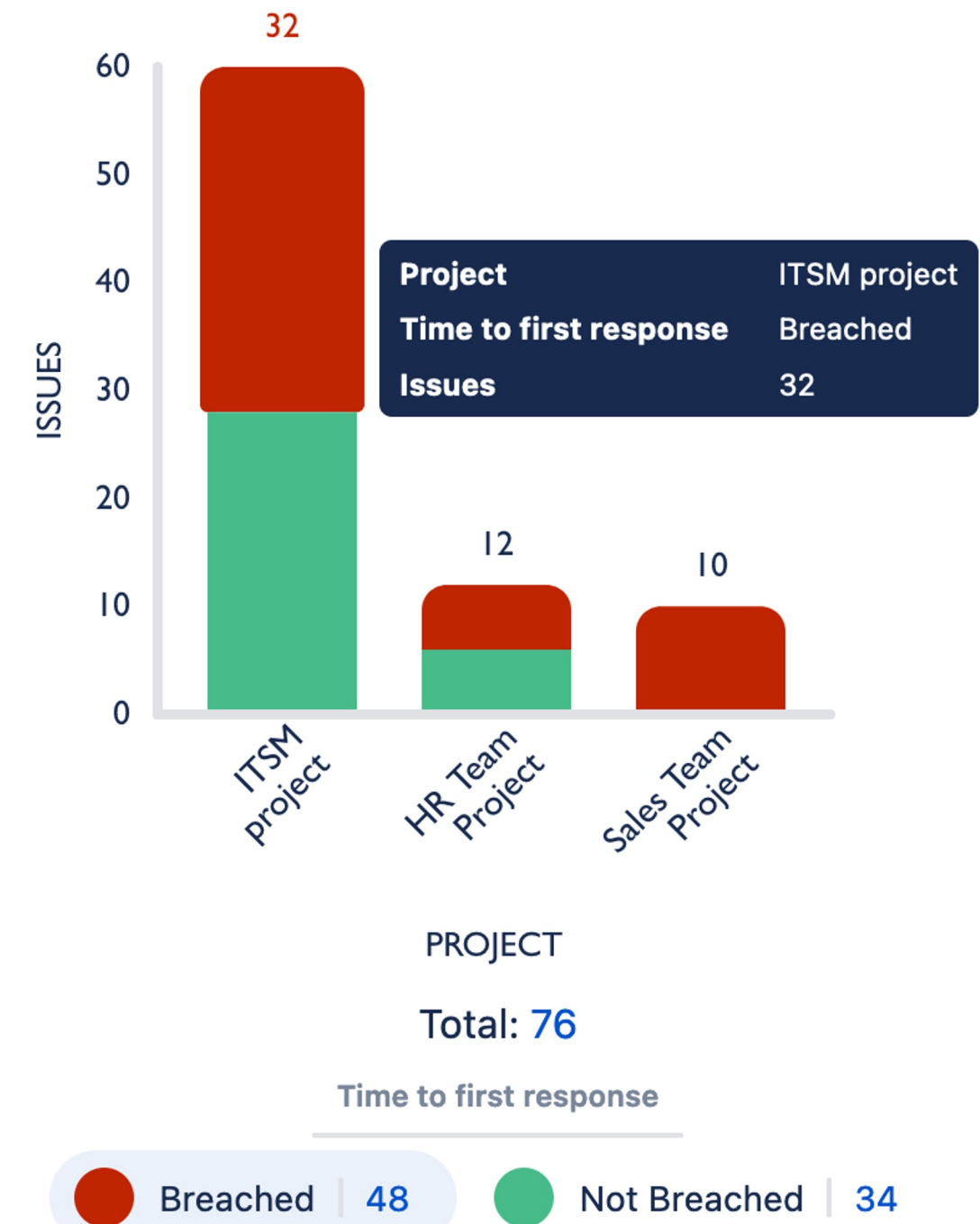
Jira Service Management

With Custom Charts it is easier to track and present your data for the whole organization

Time to First Response SLA Metrics Per Project

ISSUES (y-axis: 0–60)

- ITSM project: 54
- HR Team Project: 12
- Sales Team Project: 10

PROJECT

Total: **76**

Time to first response

● Breached | **48**   ● Not Breached | **34**

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ISSUES (y-axis: 0–60)

- ITSM project: 32

Project	ITSM project
Time to first response	Breached
Issues	32

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Thank you for your time

Tempo.io

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