

JIRA Service Desk Smart service in a digital age

Wednesday March 01 2017

Stuko Tel-Aviv 9:00 - 16:00

9:00 - 9:30

Gathering and Refreshments

9:30 - 11:20

Opening lecture

Yaniv Shoshani, Deputy CEO at Methoda.

JIRA SD version 3.3 Product Review

Ran Lavi, JIRA Expert at Methoda.

Customer Case Studies:

Toyga/Hexagon: Advanced ITSM and Customer Service Using the Atlassian Suite.
Weizmann Institute - Effective IT Service Management using JSD on the Cloud.

11:20 - 11:40

Break

11:40 - 13:00

Advanced capabilities of JIRA SD:

Assets management, Mobile services, Live Collaboration

Yaniv Shoshani, Deputy CEO at Methoda.

JSD Implementation based ITIL

Carmel Perutin, CTO at Methoda.

13:00 - 14:00

Lunch

14:00 - 16:00

Innovation Culture, and introduction to Atlassian

Vlad Cavalcanti, Channel Manager, EMEA at Atlassian.

Latest innovations in Atlassian's platform: JIRA, Confluence, Bitbucket,

Yaniv Shoshani, Deputy CEO at Methoda.