



Delivering High-Functioning Collaborative Tools

IN A SHARED, FEDERALLY-FOCUSED ENVIRONMENT

Brendan O'Meara
Atlassian Solutions Expert
Senior Sales Manager

FEBRUARY, 2024



GovCollab

FedRAMP-Hosted Atlassian Solutions Provider



Silver
Solution Partner

 Confluence  Jira Software



Atlassian has the best toolset to deliver a solution for a collaboration, program management, and data collection-driven platform.

Delivering High-Functioning Collaborative Tools in a Shared, Federally-Focused Environment

Federal agencies remain separated across the board and compete with one another for increasingly limited resources. Agencies need a way to work with one another, operate at scale, and reduce costs. One of the best ways to do so is by combining resources. Investing in common platforms for base-level activities such as document sharing or ticketing services is the most effective means by which the government can serve the public. However, shared platforms are only as effective as the tools that are provided.

Atlassian tools have a unique set of properties that line up very well in a shared-platform offering such as a managed or shared service. Their applications have an open-by-default concept paired with granular permissions at multiple levels throughout each application, which delivers a highly customizable, but shareable environment. In addition, the basics of Atlassian tools provide solutions to a myriad of problems including but not limited to communications issues between organizations, workflow engine setup, or simply editing a document from a single server location. Atlassian has the best toolset to deliver a solution for a collaboration, program management, and data collection-driven platform.

Why Atlassian?

Atlassian tools have a wide variety of applications that work for the Federal government. The tools are easy to implement and use. Furthermore, Atlassian tools interact with and complement each other well, an aspect of technology usage often overlooked. For the Federal Government, users need the ability to access multiple tools for their important missions. Faced with a myriad of available solutions, agencies face difficult procurements, often purchasing multiple tools from different companies. This creates a complex web of contracts and procurement vehicles, a situation that is hardly financially or operationally efficient. However, Atlassian tools can be installed together and operate seamlessly between applications despite differences in their use cases. Whether this means setting up Confluence pages to ingest ticketing boards for



the Federal government ... relies heavily on communication between agencies to carry out its missions.

community awareness or integrating Bitbucket into your Jira development processes, Atlassian creates a seamless and effective multi-application experience for its users.

Collaboration Benefits

Collaboration tools are one of the most undervalued aspects of a Federal office. Whether someone is trying to edit, share, or review a document, share drives, folder systems, or drop boxes are the primary ways to go. However, most agencies need to work with external stakeholders or users who may not have access to the backend file systems to collaborate effectively. This is a frequent requirement for the Federal government which relies heavily on communication between agencies to carry out its missions. Federal agencies have their own distinct security profiles that complicate access provisioning for users who do not hold credentials within a specific agency.

Confluence is a top-of-the-line collaboration tool from Atlassian that allows users to work together on documents, create spaces for better file storage and communications, or set up pages where they can share their work without needing to always email important documents. This kind of environment delivers an all-inclusive workspace and allows for versioning of documents so users can revert to earlier edits as needed. All of this is enhanced by the fact that Confluence can sit in a secured data center environment where Federal agencies can pay for access to interact with one another rather than having to let each other behind their agency firewalls which can be a costly and time-consuming endeavor. Overall, Confluence provides a common, easy-to-use platform for basic collaborative functions that can dramatically increase the effectiveness of Federal agencies working internally or with one another.

Highlights

- Incorporate users from multiple locations in an office-like environment
- Seamlessly edit and create documents with the ability to drop them into work streams
- Manage workflows and complex business processes for an entire organization using tools that integrate with one another.



Confluence provides a common, easy-to-use platform for basic collaborative functions.

Jira: Unparalleled Data Collection

The key to Jira's extensive capabilities is its workflow engine. All Federal organizations, whether they realize it or not, operate under a set of complex workflows. Simply put, workflows are how Federal agencies get things done. Whether it's document tracking and clearance, human resource management, stakeholder engagement, or virtually any other process, if you're able to document the steps and transitions that your organization goes through then Jira can recreate it. Once the workflow is established for a given project in Jira, there's no limit on the number of tickets that can traverse the process, and project administrators can gain key insights while ushering tickets through the established processes. As the organization evolves and learns about inefficiencies through the use of the Jira workflow engine, the steps can be refined and automated to make the Federal agencies using it more effective and efficient.

Tailored For Agency Missions

In addition to the powerful workflow engine Jira provides, it provides tremendous value to Federal users through its tailored screens, fields, and data entry points. Federal use cases for data collections vary drastically from agency to agency, but Jira's customizable input options ensure that each stakeholder is presented with the appropriate form to provide their valuable information.

Project administrators can customize the names, input types, positioning, formatting, and more of every data field they wish to collect and track. This means that the forms the end users interact with only present them with the relevant input opportunities and the administrators doing the data collection get the exact data they're looking for in the tailored format they need to report from. There's no limit on the number of custom fields or screens in Jira for a given data collection project, and all customized and standard fields can be mapped to workflows and other project-related information to provide robust real-time tracking capabilities.

In addition to the fully configurable notifications, permissions, screens, and fields in Jira there are countless other opportunities to customize the user interface for your agency's requirements. It's vitally important for Federal users of data collection platforms to experience a tailored solution that uses the appropriate terminology and organizational conventions. The



... all customized and standard fields can be mapped to workflows and other project-related information to provide robust real-time tracking capabilities.

beauty of Jira is that it can offer those characteristics while also remaining flexible enough to be applicable to virtually any data collection, regardless of which agency is collecting information and what their information standards may be. Jira is an excellent platform for Federal data collections that are small, large, simple, complex, and everything in between. And when agencies bundle together on a shared platform, the tool only gets stronger as lessons learned, templates, plugins, and more are shared across diverse stakeholders.

User Engagement Through Notifications

Federal agency missions are complex, demanding, and time-consuming. The thought of integrating a new platform into the course of business may initially be cumbersome to some, but Jira's configurable notification system can make that undertaking much more manageable. Everyone uses email, and the notification schemes that Jira provides allow all users, based on project roles, to receive email notifications for the key events they wish to and nothing more. Virtually every action taken in Jira can turn into a notification, which allows users a more passive approach to stay engaged with the platform and important work within, but only take action themselves when the email notifications they receive deem it necessary. The customized notifications also allow other stakeholders who may be interested but not necessarily directly involved in the project to stay automatically informed from a distance. Awareness and communication is key to the success of every Federal organization, and Jira enables users to break down barriers to make sure work continues to flow through the system.

Federal Security in Mind

Security is essential to any Federal platform, and Jira has the configurations to meet your organization's security needs. At a global access level, Jira can work with any government or commercial identity and authentication provider to deliver seamless authorization upon login. Once users are logged in, Jira allows instance and project-level administrators to configure role-based access. Much like the customizable notification schemes referenced above, virtually every action at a project and ticket level can be restricted or permitted through project-level, role-based permission schemes. This granular control lets Federal users rest easy knowing that their sensitive data is protected from unauthorized users, whether that be from other agencies, non-federal partners, or beyond.



...virtually every action at a project and ticket level can be restricted or permitted through project-level, role-based permission schemes.

Highlights

- Easy to configure workflow engine for any Federal use case
- Data entry via import, duplication, or manual input into a plethora of field types
- Tailored notifications for alerting stakeholders of critical additions and updates
- Role-based, structured permissions to keep your data collections secure from unauthorized users
- Customizable project and ticket types to ensure consistency with agency terminology

Conclusion

Shared platforms are an effective way for the Federal government community to increase time to delivery, efficiency, and effectiveness by sharing information, costs, and platform security. Atlassian Confluence and Jira are proven tools to enable a shared platform, and their capabilities lend themselves extremely well to Federal missions. They're low-code solutions that are highly configurable for unique government use cases, and they provide a meeting place for cross-agency collaboration like no other SaaS products on the market. Using Atlassian tools in a shared environment promotes collective learning and progress in the way Federal users collect, organize, track, and disseminate information amongst themselves and to stakeholders beyond the Federal community. Atlassian Confluence and Jira in a shared environment make sense for Federal missions because it's easily accessible, cost-effective, and remove traditional barriers to collaboration.

Additional Resources

[Atlassian Migration: Preparing for Server End of Life »](#)

[Atlassian Support for Federal Agencies is Ending »](#)

[One-page Overview of GovCollab Service Offerings »](#)

[Custom versus Out-of-the-Box:](#)

[Finding Value In Your Environment's Approach »](#)