

A Guide to Jira Service Management For the Cherwell User

ATLASSIAN

 Jira Service Management



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Ivanti Cherwell's upcoming End of Life (EOL) in 2026 presents a watershed moment for businesses relying on the platform. Organizations must proactively seek a robust and adaptable alternative to avoid security risks, operational disruptions, and the inability to capitalize on modern ITSM advancements. Atlassian's Jira Service Management (JSM) emerges as a compelling successor.

JSM's intuitive interface, collaborative features, and flexible design ensure a smooth transition from Cherwell while significantly enhancing service delivery. JSM offers tangible benefits, including:

- **Reduced complexity:** JSM streamlines service processes, minimizing disruptions during and after migration.
- **Enhanced collaboration:** JSM breaks down silos, fostering teamwork for faster issue resolution and greater customer satisfaction.
- **Future-proofing:** JSM scales alongside your organization and its evolving needs, ensuring its value long after the Cherwell EOL.

This white paper explores Jira Service Management as the ideal solution for the Cherwell user seeking a seamless transition, improved service delivery, and a powerful foundation for future ITSM success.

The Changing ITSM Landscape and the Cherwell Crossroads

The world of IT Service Management (ITSM) is undergoing a rapid transformation. To thrive in the digital age, organizations need exceptional agility, seamless collaboration across teams, and the ability to adapt to ever-evolving customer demands. Legacy ITSM solutions often struggle to keep pace, hindering service excellence and innovation.

Ivanti Cherwell, a popular ITSM platform, has served many organizations well. However, its looming End of Life (EOL) in 2026 presents both a challenge and a pivotal opportunity. Businesses dependent on Cherwell must embrace modernization to ensure uninterrupted service, mitigate security risks, and seize the chance to elevate their ITSM capabilities substantially.

This shift necessitates a future-oriented solution that prioritizes collaboration, flexibility, and scalability. Atlassian's Jira Service Management (JSM) rises to meet this demand. JSM is a powerful ITSM platform designed to empower IT, development, and business teams to deliver value to customers at an unprecedented pace. For organizations transitioning from Cherwell, JSM provides a compelling path forward.

Understanding JSM: A Familiar Territory for Cherwell Users

Migrating to a new ITSM solution can feel daunting, but for Cherwell users, the transition to Jira Service Management (JSM) promises a smooth journey. JSM shares core functionalities with Cherwell while offering a more intuitive interface and flexible data handling, making it a natural next step in your ITSM evolution.

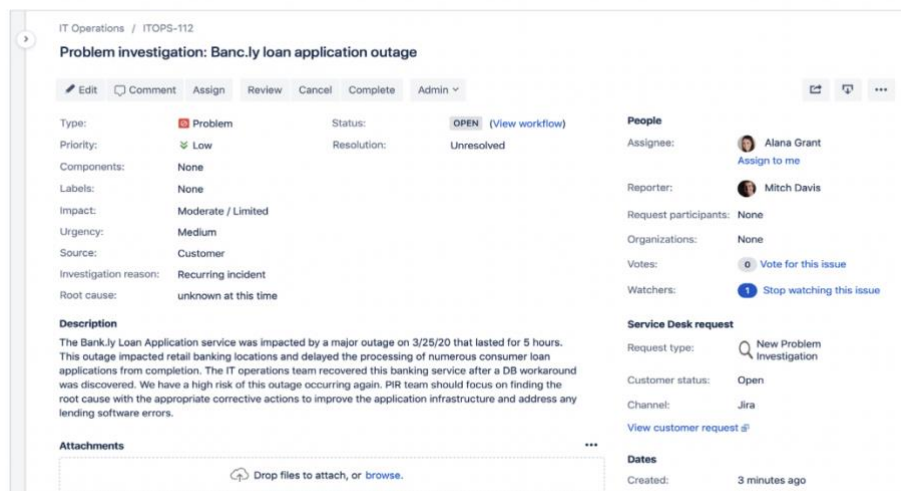
Core Functionalities: Smooth Transition, Enhanced Capabilities

The heart of any ITSM solution lies in its ability to manage incidents, service requests, problems, and changes. JSM mirrors these capabilities found within Cherwell, providing a familiar foundation for your teams:

- **Incident Management:** Swiftly log, prioritize, and resolve unexpected service disruptions to minimize customer impact.
- **Request Management:** Structure intake and fulfillment of service requests through user-friendly forms and customizable workflows.
- **Problem Management:** Analyze recurring incidents to identify and address root causes, preventing future disruptions.
- **Change Management:** Implement changes to IT infrastructure with controlled processes, reducing risk and ensuring alignment with business objectives.

Intuitive Interface: Designed for User Adoption

JSM boasts a remarkably user-friendly and intuitive interface. Cherwell users will find navigation straightforward, minimizing the learning curve and ensuring a rapid transition. JSM's visual and customizable workflows further enhance usability, promoting faster adoption across your teams compared to potentially more complex Cherwell setups.



The screenshot displays the JSM interface for a problem investigation. The breadcrumb path is "IT Operations / ITOPS-112". The main title is "Problem investigation: Banc.ly loan application outage". Below the title is a toolbar with buttons for "Edit", "Comment", "Assign", "Review", "Cancel", "Complete", and "Admin".

The problem details are as follows:

- Type: Problem
- Priority: Low
- Components: None
- Labels: None
- Impact: Moderate / Limited
- Urgency: Medium
- Source: Customer
- Investigation reason: Recurring incident
- Root cause: unknown at this time

The status is "OPEN" with a "View workflow" link. The resolution is "Unresolved".

The "People" section shows:

- Assignee: Alana Grant (with "Assign to me" link)
- Reporter: Mitch Davis
- Request participants: None
- Organizations: None
- Votes: "Vote for this issue" button
- Watchers: "Stop watching this issue" button

The "Service Desk request" section shows:

- Request type: New Problem Investigation
- Customer status: Open
- Channel: Jira
- View customer request @

The "Dates" section shows:

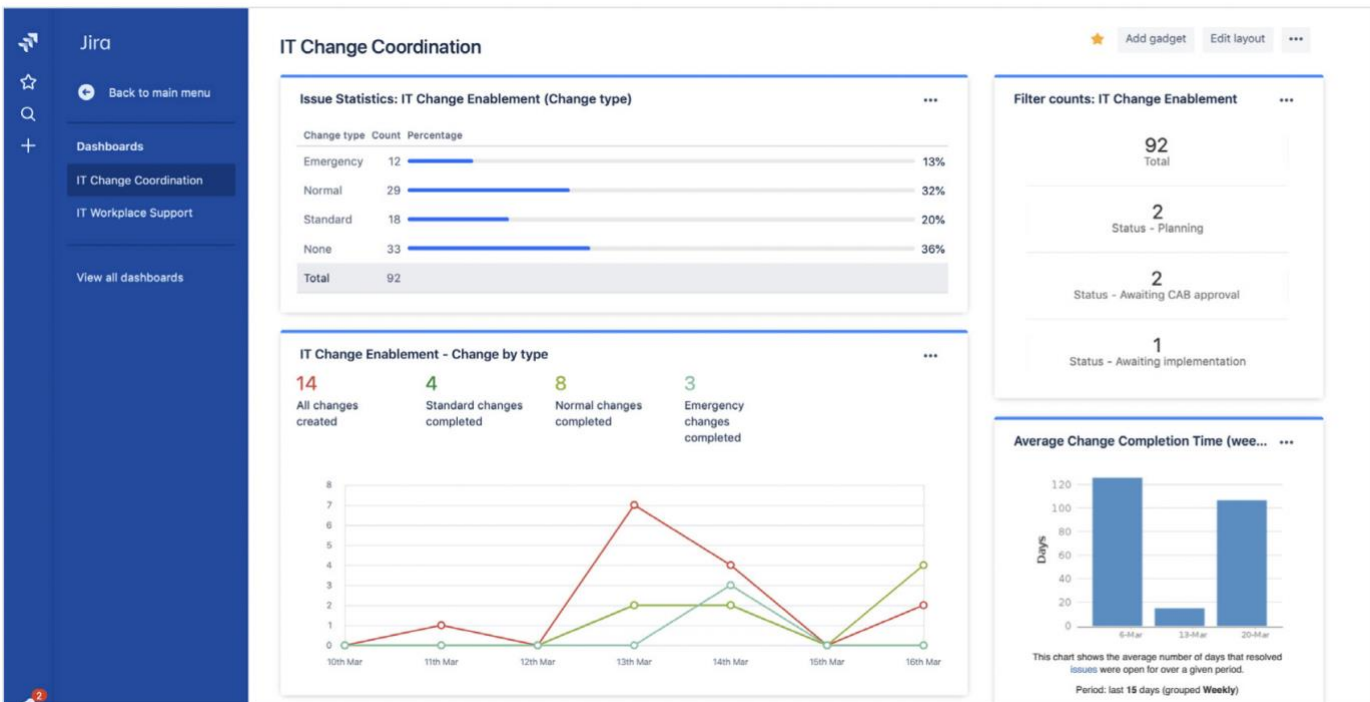
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At the bottom, there is an "Attachments" section with a "Drop files to attach, or browse." button.

Data Model Compatibility: Protecting Your Investment

Migrating data from Cherwell to JSM needn't be a disruptive ordeal. JSM's federated data model accommodates your existing data structures. This flexibility allows you to maintain the integrity of historical data while simultaneously enjoying the benefits of JSM's centralized view. JSM experts, like those at Oxalis, can guide you through migration strategies, ensuring a seamless transition with minimal impact on your operations.

Key Takeaway: JSM provides a familiar foundation for Cherwell users. With its shared core functionalities, user-friendly interface, and flexible data handling, JSM promises a smooth migration and a more empowered service delivery experience.



Beyond Cherwell: JSM's Advantages for Enhanced Service Delivery

Jira Service Management (JSM) isn't merely a replacement for Cherwell; it represents a significant leap forward in ITSM capabilities. JSM excels by fostering seamless collaboration, offering unmatched flexibility, integrating with powerful tools, and ensuring scalability – advantages that propel it far beyond legacy solutions like Cherwell.

Collaboration Built-in: Breaking Down Silos

In today's interconnected business landscape, cross-team collaboration is essential for swift and effective service delivery. JSM shines by breaking down traditional silos between IT, development, and business teams. Unlike Cherwell, where data can be compartmentalized, JSM provides a unified platform where all stakeholders work towards a common goal – exceptional service. This fosters a more responsive, transparent, and customer-centric approach.

Flexibility and Customization: Tailored to Your Needs

One size rarely fits all in the world of ITSM. JSM understands this, offering a high degree of customization to adapt to your unique workflows and processes. Unlike Cherwell's potentially rigid framework, JSM allows for easy tailoring of ITIL processes and workflows. This ensures a seamless fit with your existing ways of working, accelerating adoption and maximizing JSM's value.



Modern Integrations: A Connected Ecosystem

JSM thrives within the robust Atlassian ecosystem. Native integrations with tools such as Confluence (for knowledge management) and Jira Software (for development and project management) streamline information flow and reduce friction. This connected environment allows for a more holistic approach to service delivery, empowering teams to collaborate effectively and access the right information at the right time – a capability not always as seamless with Cherwell.

Scalability and Future-Proofing: Built for Growth

JSM is designed to scale alongside your organization. Whether you're experiencing rapid expansion or anticipate future growth, JSM's cloud-based architecture ensures it adapts to your changing needs. This future-proofing eliminates the risk of outgrowing your ITSM solution (as is possible with Cherwell) and safeguards your investment for years to come.

Key Takeaway: JSM empowers your organization to break free from the limitations of legacy systems and embrace a truly agile, collaborative, and future-oriented approach to service management.

Enterprise Team workspace that fit the team and the mission

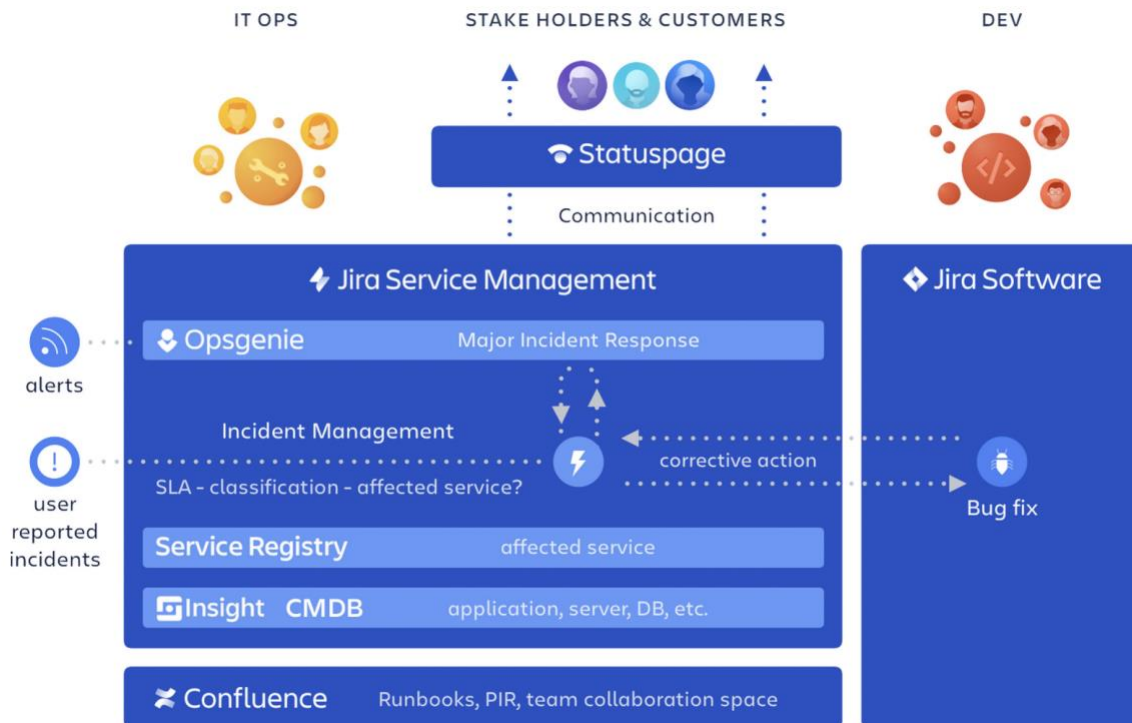


The prospect of migrating from Cherwell to JSM can raise understandable concerns about potential disruptions and user adoption challenges.

Partnering with an experienced Atlassian solutions expert, such as Oxalis, significantly smooths this transition, ensuring minimal operational impact and a seamless JSM rollout.

Oxalis understands the criticality of maintaining service continuity during your migration. Our experts follow a proven methodology to minimize downtime and ensure your business keeps running as you switch to JSM:

- **Phased Migration:** We can design a phased migration plan, moving components of your ITSM setup incrementally, allowing for careful testing and adjustment without total disruption.
- **Data Integrity:** By employing industry best practices and leveraging JSM's flexibility, we ensure the safe and accurate transfer of your valuable data from Cherwell.
- **Downtime Strategies:** When necessary downtime is unavoidable, we work with you to schedule these updates during off-peak hours to minimize impact on users and customers.



**Migrating from
Cherwell to JSM
doesn't have to be a
disruptive or
intimidating process.**

**With Oxalis as your
partner, you can rely
on proven migration
methodologies, data
transfer expertise,
and comprehensive
training and support,
making the transition
a source of growth
rather than
disruption.**

Training and Change Management: Empowering Your Users

Successful migration requires more than just technical expertise. Oxalis recognizes the importance of user adoption for realizing the full benefits of JSM. Our change management approach prioritizes:

- **Customized Training:** Tailored training programs designed to meet the specific needs of Cherwell users, ensuring a smooth transition to JSM's interface and workflows.
- **Ongoing Support:** We provide ongoing support beyond the initial migration phase, assisting your users as they navigate the new JSM environment.
- **Communication:** Clear and proactive communication throughout the migration process builds trust and ensures your teams feel informed and prepared.

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