

» **FLEXERA ONE + JIRA SERVICE MANAGEMENT  
INTEGRATION DATASHEET**

# Simplify IT Service Management with unified asset intelligence

Managing IT assets across hybrid environments is complex. Flexera One IT Visibility now integrates seamlessly with **Atlassian's Jira Service Management (JSM)** to streamline ITSM workflows with accurate, normalized asset data. This integration empowers IT teams to deliver faster, smarter, and more resilient services—while reducing risk and operational overhead.

## Key benefits



### Accelerate incident response

- Resolver teams gain instant context with synced asset data.
- Quickly identify affected devices or applications.
- Reduce resolution time and eliminate manual data hunting.



### Improve change management

- Assess change impact with rich metadata and relationship mapping.
- Avoid deploying updates to obsolete assets.
- Simplify audits with accurate configuration item (CI) linkage.



### Optimize asset management

- Enable proactive lifecycle tracking and refresh planning.
- Identify end-of-life assets and automate retirement workflows.
- Leverage normalized inventory for smarter decisions.

## » INTEGRATION HIGHLIGHTS

### Standardized data transfer

- Export normalized hardware, software, and relationship data directly into JSM.

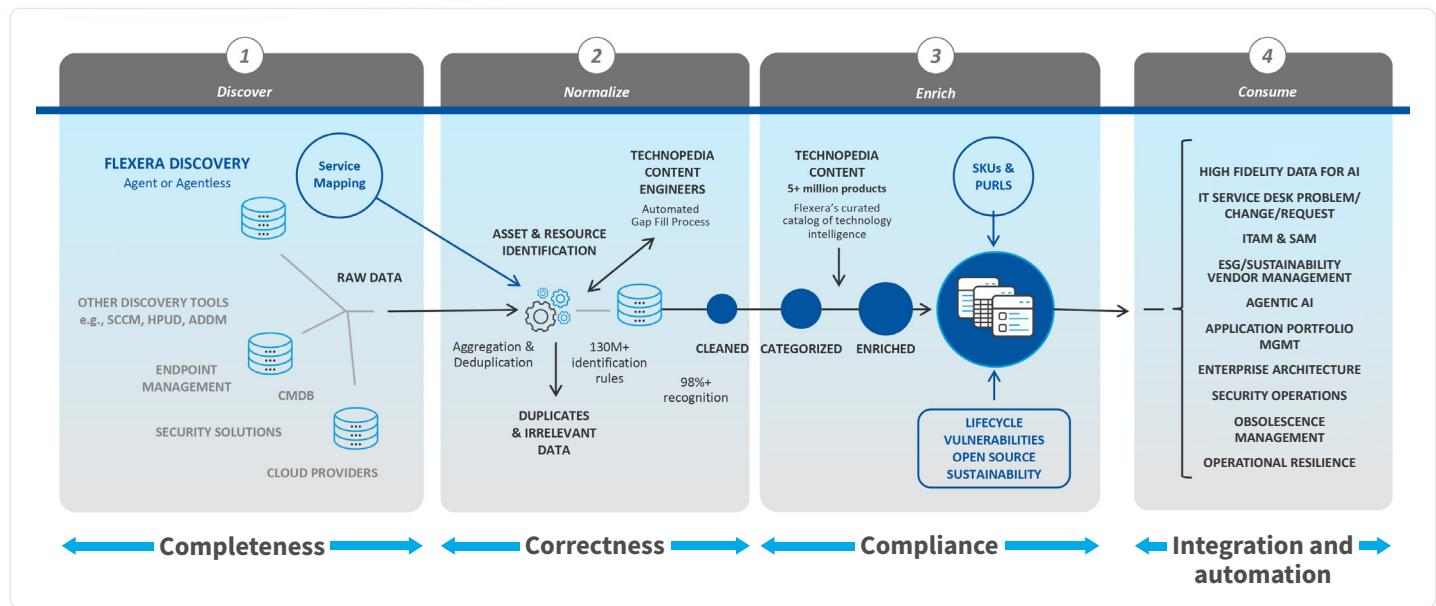
### Secure, fast synchronization

- Built on robust APIs for reliable, automated data flow.

### Technopedia-powered intelligence

- Leverages the world's most comprehensive technology asset database.
- Includes categories, subcategories, dependencies, and rich metadata.

# Accelerate and sustain Jira Service Management CMDB with Flexera



## Business impact

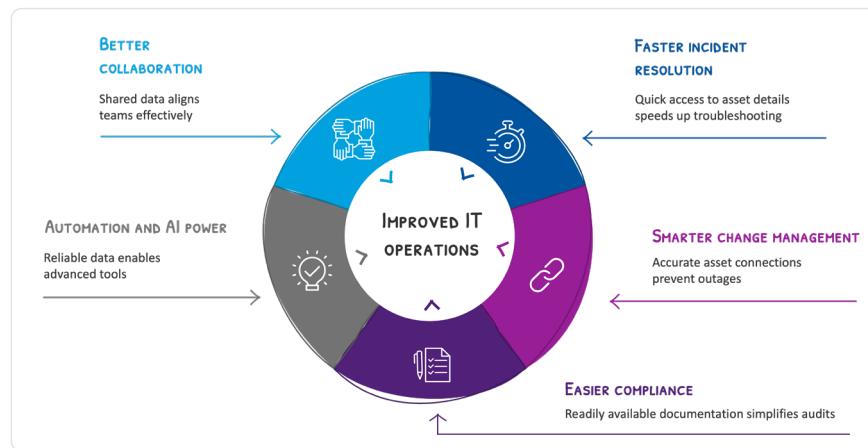
<b>Operational efficiency</b>	<ul style="list-style-type: none"> <li>Eliminate manual data entry and reduce errors</li> <li>Free up IT resources for strategic initiatives</li> </ul>
<b>Data consistency</b>	<ul style="list-style-type: none"> <li>Keep your CMDB synchronized with Flexera's authoritative inventory</li> <li>Ensure all teams work from a single source of truth</li> </ul>
<b>Risk reduction</b>	<ul style="list-style-type: none"> <li>Proactively identify vulnerabilities and compliance gaps</li> <li>Minimize costly incidents and downtime</li> </ul>

## Future-ready features

<b>Expanded export support coming soon</b>	<ul style="list-style-type: none"> <li>Datacenters, clusters, hosts and VMs, cloud, SaaS, containers and users</li> </ul>
<b>Multi-schema support</b>	<ul style="list-style-type: none"> <li>Connect multiple JSM environments</li> </ul>
<b>Custom scheduling</b>	<ul style="list-style-type: none"> <li>Control when exports occur to fit your operational needs</li> </ul>

## Benefits of clean asset data

### 5 ways clean data boosts IT performance



The interface shows a 'Computers' list with a selected 'LAPTOP' entry. The details page for the laptop includes:

- Name: LAPTOP
- Operating System: Windows 11
- Cost Center: IT-OPS-001
- Status: Active
- Environment: Production
- Data Classification: Confidential
- Maintenance Schedule: Ad-Hoc: Maintenance as required, no fixed schedule
- Serial Number: 1122334455
- Category: Computers
- Subcategory: Notebooks
- Manufacturer: Lenovo

Below the details are sections for 'Linked objects', 'Linked work items', and 'Attachments'. The 'Linked objects' section shows 'Made by' (Lenovo) and 'Installed' (Release 48). The 'Linked work items' section shows a work item for 'SUP-3 WiFi does not work'. The 'Attachments' section has a placeholder for adding an attachment.

On the right, an 'Object graph' for the laptop is displayed, showing a complex network of relationships between various software and hardware components. The graph includes nodes for Microsoft Visual C++, Microsoft Policy Platform, and various Microsoft Office and System Center products.

Flexera's integration drives better JSM and CMDB results

## About Flexera

Flexera helps organizations understand and maximize the value of their technology, saving billions of dollars in wasted spend. Powered by the Flexera Technology Intelligence Platform, our award-winning IT asset management, FinOps and SaaS management solutions provide comprehensive visibility and actionable insights on an organization's entire IT ecosystem. This intelligence enables IT, finance, procurement and cloud teams to address skyrocketing costs, optimize spend, mitigate risk and identify opportunities to create positive business outcomes.

More than 50,000 global organizations rely on Flexera and its Technopedia reference library, the largest repository of technology asset data.

To learn more, visit [flexera.com](https://flexera.com)

## » NEXT STEPS

The Jira Service Management connection is available today with Flexera One IT Visibility

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[Download setup instructions →](#)