

August 3rd, 2022

## Reference letter from The International Air Transport Association (IATA)

The International Air Transport Association (IATA) is a trade association for the world's airlines. We represent around 290 airlines including the world's leading passenger and cargo airlines, carrying 83% of the global air traffic. Having over 50 offices over the world, IATA supports many areas of aviation activities and helps formulate industry policy on critical aviation issues. Our mission is to represent, lead, and serve the airline industry by simplifying processes and increasing passenger convenience while reducing costs and improving efficiency.

Itransition has long been our partner of choice. Previously, they helped us migrate from our ServiceNow support system to the Atlassian JSM Cloud solution. Having used the system for some time, we held a retrospective involving our support teams, collecting a list of possible improvements, and asked Itransition to analyze them. Taking into account the introduction of new JSM Premium features by Atlassian which occurred after the initial migration, Itransition team concluded that many out-of-the-box features would not only simplify IATA's processes, but also cover most of our requests regarding possible improvements. With this in mind, we decided to carry out an upgrade to the JSM Premium plan.

Itransition helped us upgrade to JSM Premium to simplify and improve our processes by utilizing out-of-the-box features and native integrations with Atlassian Insight and Opsgenie. For instance, several IATA's processes needed improvement in terms of more efficient asset and value management and the overall system performance. Itransition solved the existing issues by transferring the corresponding fields related to these processes to Insight used for asset and configuration management. The integration of JSM Premium with Insight also allowed for displaying all the information of an affected service directly in a ticket in case of creating an incident or enhancement request. Moreover, it helped store the data in one place, thus facilitating the work of the employees responsible for keeping this information up to date. After upgrading to JSM Premium, the mappings management was also improved as they are stored in Insight and can be easily read, understood, or edited even by an inexperienced user via a user-friendly JSM interface.


In terms of incident management, Itransition proposed to replace our initial approach and the related custom workflow and utilize the Opsgenie Major Incident feature instead, as all necessary functionality is available out-of-the-box. The integration of JSM Premium with Opsgenie would allow delivery of additional Opsgenie functionality to support agents, such as automatically notifying stakeholders, creating a conference bridge, linking several incidents to a major incident, running postmortems, and more.

The upgrade to JSM Premium and using its out-of-the-box features helped us close 90% of action items our support teams articulated during the retrospective after the migration to JSM. The project also allowed for saving more than 50% of IATA's Jira admins' time allocated for instance management tasks.

We are grateful to Itransition for their professional input vital for our business success. They have always demonstrated a creative and flexible approach, being ready to cover all our needs and beyond. We appreciate their dedication to our projects throughout our fruitful multi-year collaboration and definitely recommend them as a valued technology partner.

Sincerely,

Jean-Luc Surmont  
Head, Office CIO  
International Air Transport Association (IATA)

  
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