

New IT Service Management Tool Boosts Efficiency and Collaboration

Oregon Housing and Community Services
Management Innovation: Technology

HFA Staff Contact

LeiLani Barney

leilani.barney@hcs.oregon.gov

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Background

In 2023, Oregon Housing and Community Services (OHCS) was experiencing exponential growth. The agency received historic funding from the state legislature, and the number of employees working for OHCS grew steadily. The increased staffing meant that the volume and complexity of internal service requests also continued to grow. This growth phase was not without its challenges. OHCS leadership, alongside the IT department, decided to reconfigure how they provide services to employees agencywide.

The teams involved in this project spent countless hours conducting market research, utilizing focus groups, and performing product testing to find the right tool. Their commitment created a modern OHCS Help Center using JIRA Service Management (JSM). Now, employees have a centralized place to submit requests, troubleshoot technical challenges, and read knowledge articles supported by the Confluence knowledge base, an Atlassian product that works with JSM. Additionally, it helps our employees streamline their approach to tracking urgent needs and planning agency operations.

Since its original launch, JSM has served the agency in overwhelmingly positive ways. Multiple divisions find value in using the software by building ticketing systems and knowledge centers for the program areas. Implementing this system has enabled OHCS to provide better customer service to our employees and set up successes for years to come.

Innovative

JSM allowed us to take steps to modernize and align with service management and asset management best practices. Though the software itself is not groundbreaking (it's an off-the-shelf, with no custom coding—just very flexible configuration), the processes we used to implement the tool are unlike any process framework used in the past at OHCS. Utilizing agile project management practices, the IT department strategically implemented the product in phases, providing value from the start and building upon iteratively. The flexibility of the Jira and Confluence solutions allows us to transform the way the agency provides internal services, maturing our operations in IT services, application development, business services, procurement, and more.

Replicable

JSM provided our agency with invaluable organization and consistency. Through employee collaboration, JSM is easily replicable for Housing Finance Agencies to implement and reap similar positive effects on employee morale. From the initial launch in 2023, we continue to find value in ways we didn't expect. From operations and business services to external resources for our partners, JSM provides value for people inside and outside of OHCS. Partnering with an experienced Atlassian implementation consultant was key to our success, and the global reach of certified Atlassian partners makes this viable for any HFA.

Responding to management challenges or opportunities

Since 2020, OHCS has steadily grown as an agency. Historic funding increases from the Oregon State Legislature have added more positions than ever in the agency's existence. With the number of employees increasing yearly, we had to modernize our service and asset management systems to meet the moment.

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JSM has not only provided a pathway to track inventory, onboard employees, and seamlessly integrate an agency-wide ticketing system but also significantly enhanced our operational efficiency, security posture, and service quality.

Our IT representatives and other service portal reps throughout the agency can proactively educate employees on present challenges by tracking commonly asked questions through the Confluence knowledge base, thereby preventing future obstacles.

Achieve measurable improvements in agency operations

Implementing JSM has significantly improved our agency's strategic priorities by streamlining IT operations.

From January to December 2024, the impact of this transformation is clear:

- From May 2024 to April 2025, 4,381 tickets were created, and 4,344 were resolved.
- Utilizing Confluence, IT published 171 knowledge articles.
- Since launching in 2023, more than 7,900 issues have been actively tracked and managed through the system, enhancing accountability, performance monitoring, and resource alignment.
- Employees' engagement with the JSM knowledge base peaked at over 1,200 monthly views, indicating growing autonomy and reduced reliance on IT for challenges.

Demonstrate effective use of resources

Before JSM, OHCS used a shared email box to track requests for over 250 employees. This operating model led to repetitive requests, burdensome turnaround times, and confusion about which IT person would handle specific tasks. Focusing on an outdated system took time away from strategic planning efforts, making it more challenging to handle wide-scale projects enacted by the agency.

By switching to JSM and Confluence, these challenges were overcome. This software streamlined efficiency and bolstered communication through automation and hands-on service by the service portals' representatives. Reps receive notifications to alert them when time has passed if a task took longer than expected. Automation can be set up to alert groups for the on or offboarding of employees, asset reports, and SLA timers. Employees can track progress on their request, communicate with the reps handling their issues, and close the ticket as necessary.

The most valuable case for JSM is the trust it built between employees and the internal teams they rely on to provide services. Instead of sending an email into the void, employees get automated responses, case managers, and opportunities to add context to their requests if needed. Employees who feel supported in their roles stay with the agency longer, develop into leaders on their team, and clear the path to becoming subject matter experts. JSM is helping us continue that positive trajectory as a housing finance agency.

Achieve Strategic Objectives

JSM aligned our agency's strategic objectives by:

- Improving employee support
- Making it easier to get things done
- Focusing on what is most important.

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Each objective is central to making OHCS resilient, accountable, and team-centric.

Improving employee support

JSM is essential to meeting our team's needs. It has been a vital tool for IT ticketing and knowledge sharing, and it continues to affect other program sections positively. From Affordable Rental Housing to Homeless Management Information Systems (HMIS), procurement, and beyond, JSM has increased team collaboration, improved project management, and established consistent and effective customer service.

Making it easier to get things done

One of JSM's many benefits is its knowledge library. IT was the first team to invest in knowledge articles to support employees. If they needed assistance with their technology but preferred to troubleshoot it themselves, IT representatives published dozens of knowledge articles to help new and seasoned employees navigate their virtual workplace. The same is now true for other sections of the agency. Our Project Management Office (PMO) began to use JSM to track business operations, and Affordable Rental Housing, human resources, and others are following their lead. The knowledge articles have mitigated the effects of turnover and document processes in an easily searchable format.

Focusing on what is most important

Teams using JSM can strategically plan and communicate solutions through various channels by capturing commonly asked questions. Utilizing a system that documents these common questions, employees feel supported knowing their internal service providers are tracking challenges and implementing solutions for employees to refer to at their convenience.

Sections around the agency use JSM tools to meet their needs. HMIS is utilizing JSM to share data and solve challenges with external partners. Affordable rental housing continues to use JSM as a knowledge hub for software like ProLinkHFA and Procorem.

JSM helps all customers focus on what matters most and delivers information in a streamlined way. It will continue to be a source of innovation for sections around the agency for years to come.

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(JSM Main Page)

OHCS Help Center

Search for information

Announcements

We are pleased to announce the new OHCS **Business Services Help Center**. This new portal will help you with any facility, vehicle, or office supplies questions you may have.

Portals

- IT Services**
Welcome to the IT Services Help Center! You can submit a request for OHCS IT Services using the...
- OPUS**
Welcome! You can raise a request for OPUS HelpDesk using the options provided.
- ARH Data Systems**
Welcome to the Data Systems Help Desk! Please choose from the options below to submit a support...
- Business Services**
Welcome! You can raise a request for Business Services Help Center using the options provided.
- OMC HMIS**
The Oregon Multi-Continuum Homeless Management Information System (OMC HMIS) is an...
- OregonBuys**
Welcome to the OregonBuys Help Center! Please choose from the options below to submit a support...

IT Help Center

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OHCS Help Center / IT Services



IT Services

Welcome to the IT Services Help Center! You can submit a request for OHCS IT Services using the options provided below or browse our help articles [here!](#)

Contact us about

Support - Is something not working?

Software Issue, Hardware Issue, General issue, In-House Application Support



Requests - Do you need something?

IT Query Request, File Restoration, General request, Request Hardware Devices, Request software, Media Cart Request, ECHO Request, Shared Mailbox, Web Content Filter Request, Distribution List, Device Check Out, Teams External Guest Request Form, Request a new Microsoft Teams Group



Mobile devices

Mobile device issue, Request an app for a mobile device



Housing & Development Software (HDS)

Request services for HDS, Report a problem with HDS



Jira Service Management

JSM Project issue



Tickets created vs resolved for IT Services.

Projects / IT Services / Reports

Created vs Resolved



Show

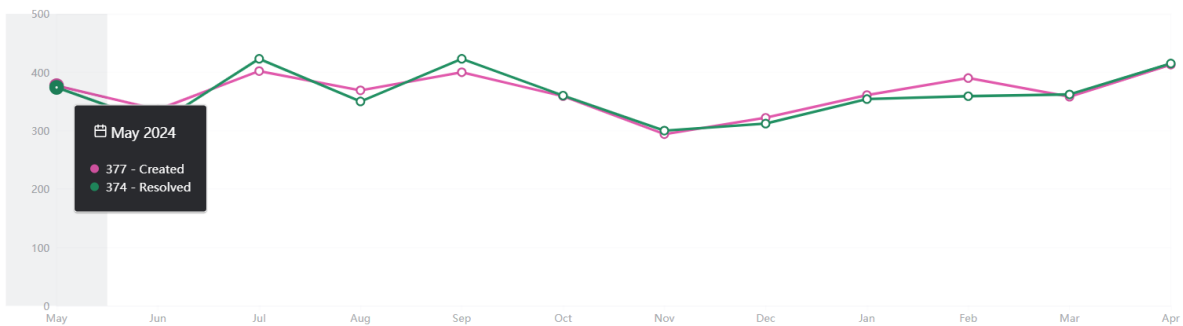
Past year by month

4381

Created

4344

Resolved



Overall IT Help Center engagement

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Engagement overview

7D 1M 3M YTD All-time All content Reset all

