



Improving collaboration between Dev and IT - Bug journeys at Skyscanner



Michael Hall
Business Tools Squad
Lead Skyscanner

Agenda

SCALING SKYSCANNER

BETTER PROCESSES

FASTER FIXES

STRONGER COLLABORATION

SCALING SKYSCANNER



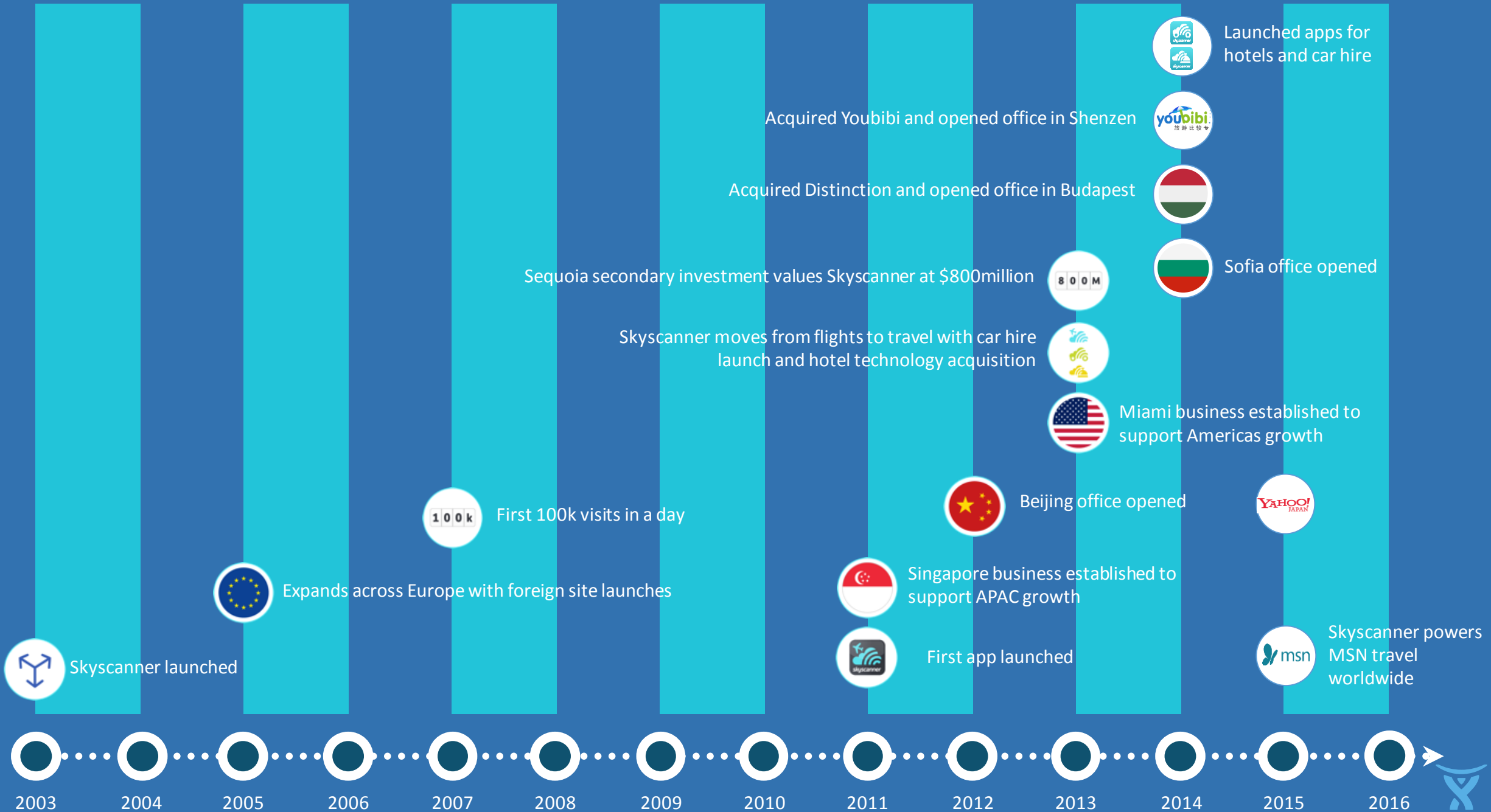
50 million users per month

30 different languages available

Thousands of results per second

#1 flight search engine in Europe

800 employees

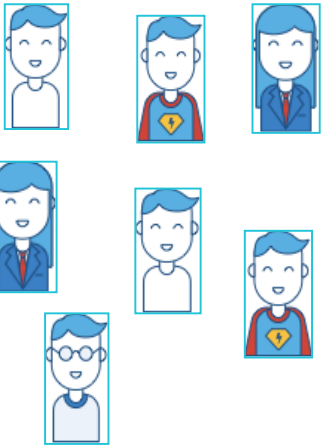


Scaling...

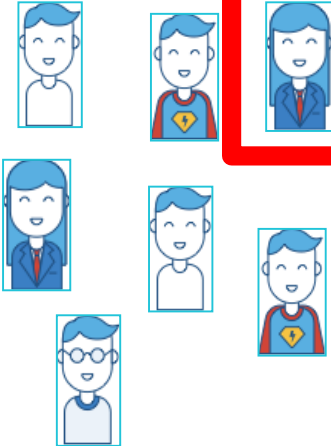
Program Board

C

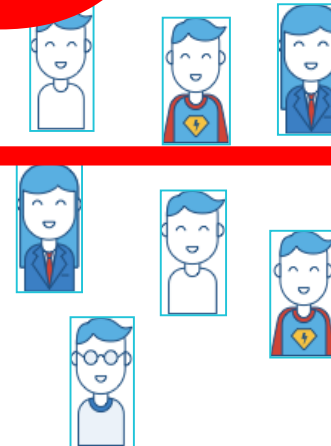
Flights



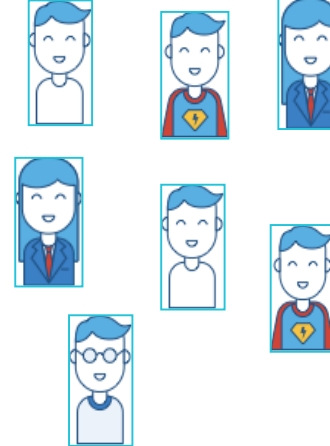
Hotels



Car Hire



B2B

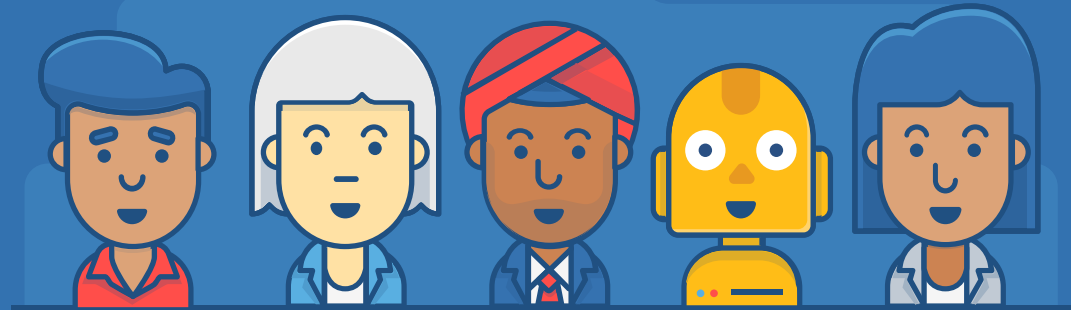


- Roadmaps
- Plans
- Risks
- Assumptions
- Issues
- Dependencies



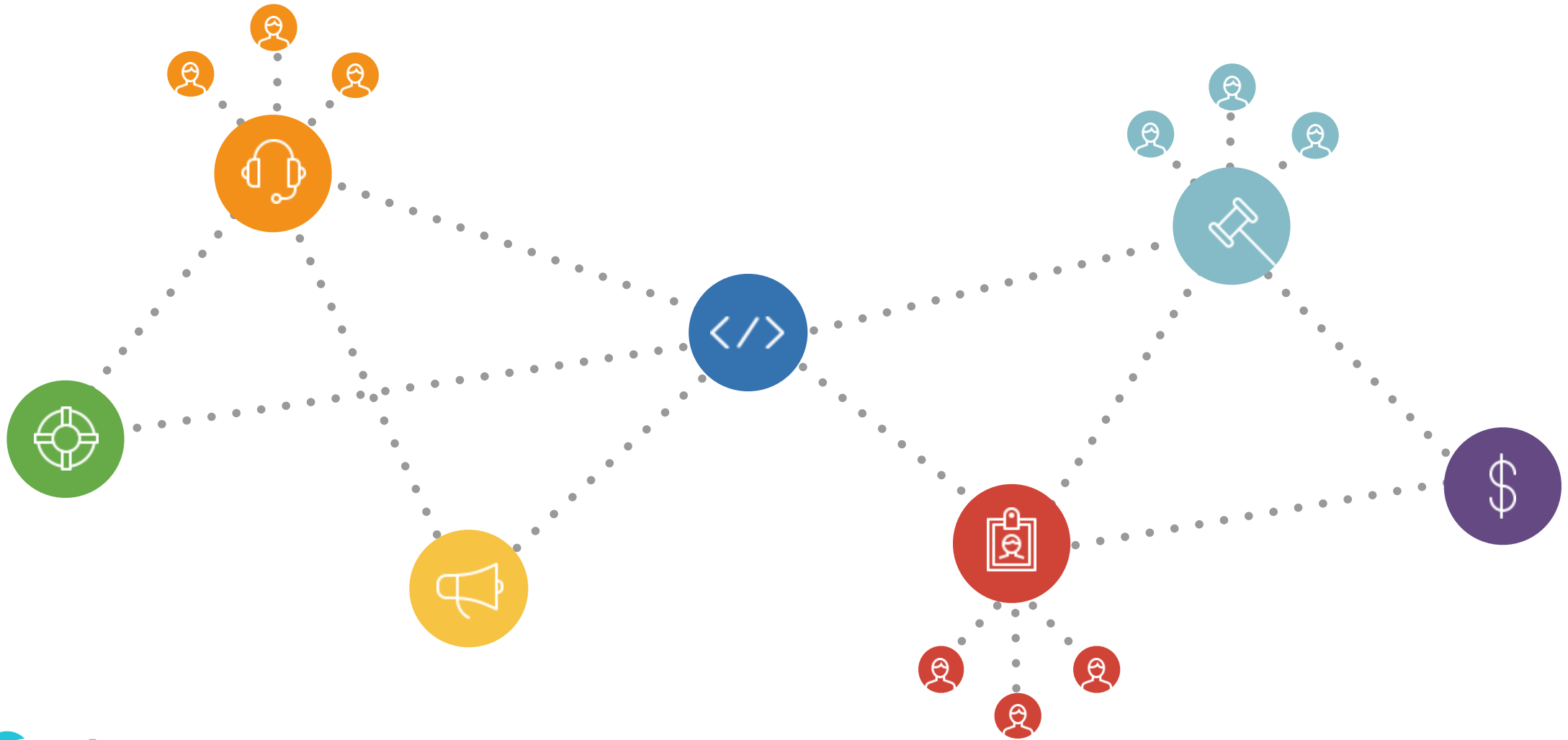
Better Processes

The autonomous squad



purpose, mastery & autonomy

Scaling the company



Increasing Agility Squads at Skyscanner



Global Availability Performance



Business Tools



Hotels



Flights



JIRA Software



Faster Fixes

After JIRA

How did staff raise tickets?



Staff had a hard time reporting issues





Old Service Desk

 **JIRA Service Desk**

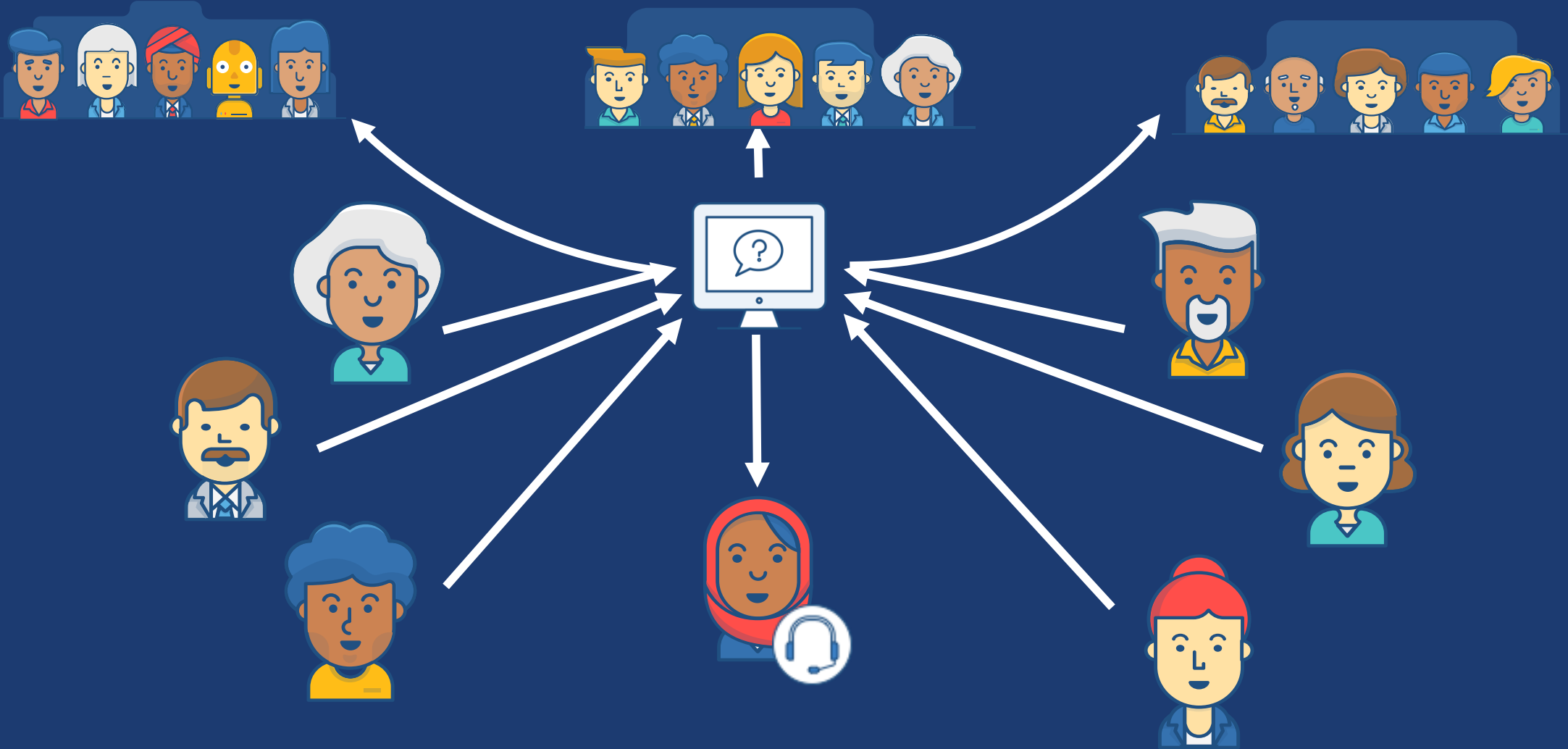


- **Not scalable**
- **Too many hops between systems**
- **Portal not user-friendly**
- **Missed issues**
- **Poor adoption**
- **No visibility or reporting**
- **Misfiled tickets**

Flights

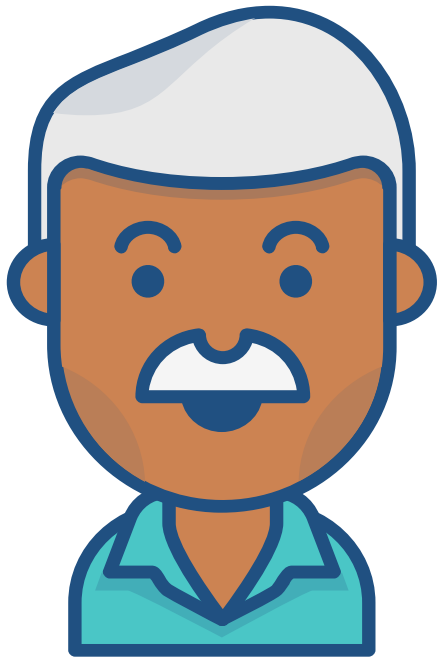
Hotels

Car Rental



Goodbye Cherwell, Hello JIRA Service Desk

After JIRA Service Desk



- Staff love to use it
- Easy triaging
- Better visibility
- Reporting on issues

Return One way Multi-city

[Map](#)

From

To

 Add nearby airports Add nearby airports

Depart

Return

Cabin Class & Travellers

 Direct flights only[Search flights](#)

Pricecheck (new windows)

 Expedia (Flight+Hotel) StudentUniverse (Under 26 / Student) Hotels.com Cheap TicketFares last checked 07/06/2016
Travelling on 23/08/2016

EDINBURGH
TO
LONDON
£25 ONE WAY
LET'S DO THIS!

T&Cs apply

[Feedback](#)

We search over 1,200 trusted airline and travel sites including:

[Accessible?](#)[product feedback](#)



SKY TREK

Ranks & Prizes

Award	BOTW Requirement
Sticker	1
Lanyard	2
T-shirt	4
Hoodie	5
Gift Voucher (£25)	7
Gift Voucher (£50)	10
Gift Voucher (£100)	12
+1 Week Annual Leave	15

Rank	Prize
Ensign	Lanyard
Lieutenant	Laptop sticker
Lieutenant Commander	Laptop sticker
Commander	Laptop sticker
Captain	T-shirt
Commodore	Hoodie
Vice Admiral	£50 gift voucher
Admiral	£100 gift voucher
Fleet Admiral	+ 1 week shore leave!

Customer portal

Easy to Navigate

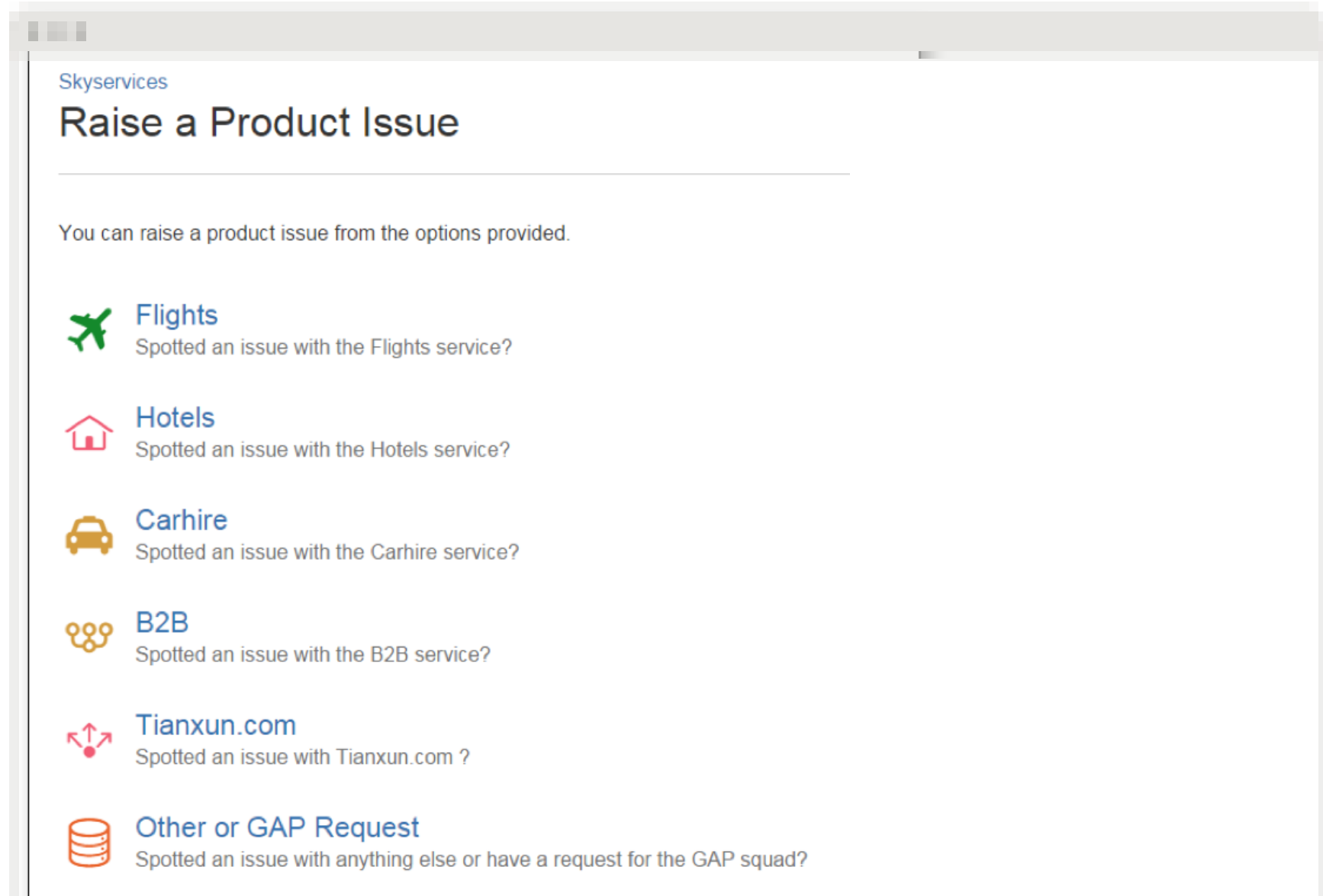
Not many options so people can find what they need

Clean and clear look

Nothing extra on the page

Have many service desks

This is just the Global Availability and Performance desk



Skyservices

Raise a Product Issue

You can raise a product issue from the options provided.



Flights

Spotted an issue with the Flights service?



Hotels

Spotted an issue with the Hotels service?



Carhire

Spotted an issue with the Carhire service?



B2B

Spotted an issue with the B2B service?



Tianxun.com

Spotted an issue with Tianxun.com ?



Other or GAP Request

Spotted an issue with anything else or have a request for the GAP squad?

Adding the details

Configurable fields

Can add just the fields that are required for this request

Customizable field names

You can mask each field name per request type

Customizable help text

Add helpful text to prompt people for the information you need

A screenshot of a web form titled "Skyservices / Raise a Product Issue" for "Hotels". The form includes a breadcrumb trail, a home icon, and a title. Below the title is a horizontal line, followed by a paragraph of instructions: "Use this Form to report any issues you have experienced while accessing our Hotels products". A dropdown menu is labeled "Raise this request on behalf of" and shows "Michael Hall". Another horizontal line follows. The form is divided into several sections, each with a label and a corresponding input field or text area. The "Summary" section has a text input field and the label "Title / Brief Summary". The "Description" section has a larger text area and the label "Please be as detailed as possible. Error message / Device & OS / Browser version / Internet connection / Language & Currency / Date & Time when issue occurred.". The "Full URL (optional)" section has a text input field and the label "Please provide the full URL.". The "Attachment (optional)" section has a "Choose file(s)" button and the label "Please provide a screenshot if possible.". The "Priority (optional)" section has a dropdown menu set to "None" and the label "Please rate priority based on predicted customer impact". The "Environment (optional)" section is partially visible at the bottom.

From the agent side

Customizable queues

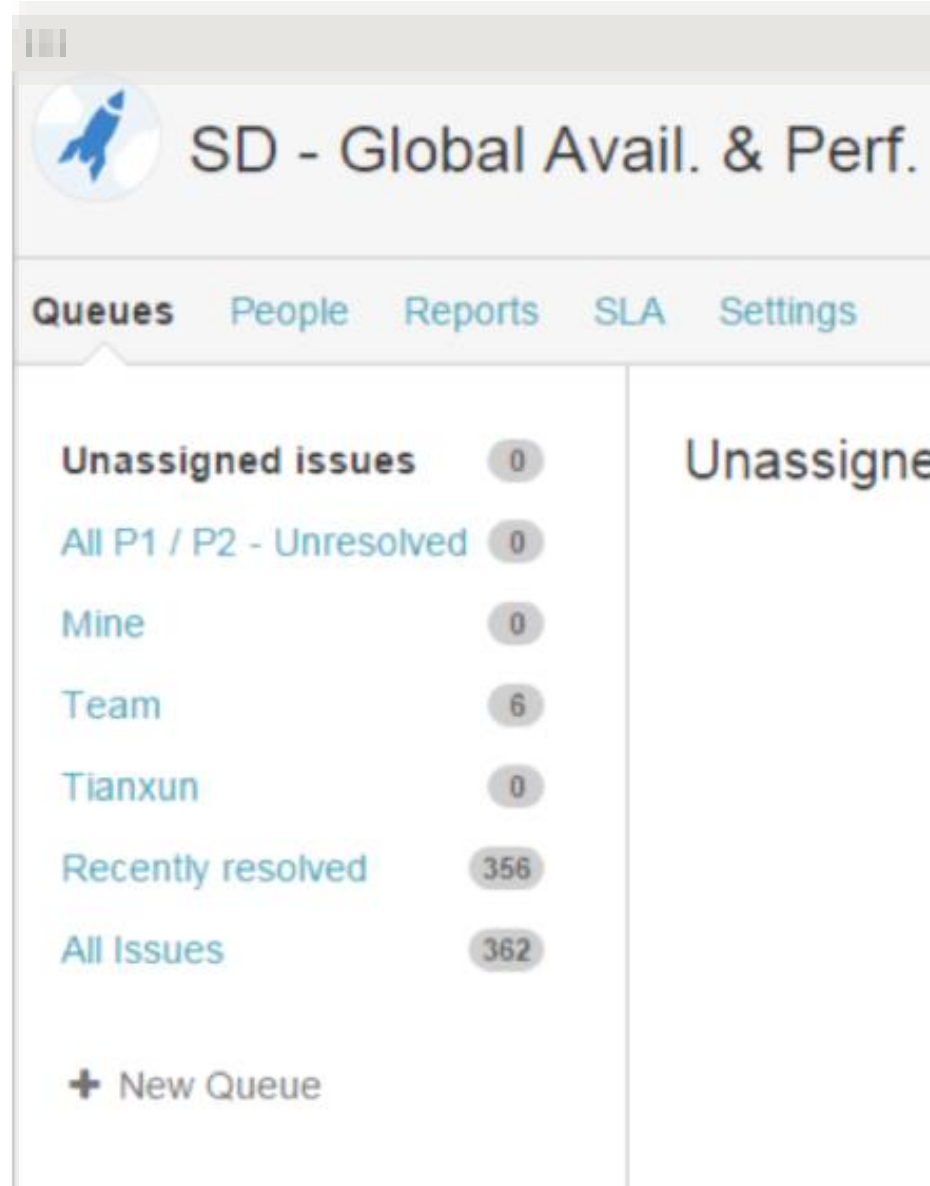
Each desk can set up their queues in a way that works for them

Dynamic queues

GAP like to have one queue to show the current users tickets only

Easily update

Create, edit, reorder or remove queues in seconds



The screenshot shows a web interface for managing queues. At the top, there is a header with a rocket icon and the text 'SD - Global Avail. & Perf.'. Below the header is a navigation bar with tabs for 'Queues', 'People', 'Reports', 'SLA', and 'Settings'. The main content area displays a list of queues with their respective counts:

Queue Name	Count
Unassigned issues	0
All P1 / P2 - Unresolved	0
Mine	0
Team	6
Tianxun	0
Recently resolved	356
All Issues	362

At the bottom of the list, there is a '+ New Queue' button. To the right of the queue list, the text 'Unassigne' is partially visible.

Moving tickets from Service Desk to JIRA

The screenshot displays the Service Desk interface for a ticket titled "SDBTS-1193" with the subject "changes on L2". The ticket is currently in the "NEW" status and is "Unresolved". A dropdown menu is open from the "More" button, listing various actions such as "Log Work", "Agile Board", "Rank to Top", "Rank to Bottom", "Attach Files", "Attach Screenshot", "Add Drawio Diagram", "Add Vote", "Voters", "Stop Watching", "Watchers", "RemindMe", "Create Sub-Task", "Convert to Sub-Task", "Move", "Link", and "Clone". The "Move" option is highlighted in blue. The ticket description reads: "I may go mad but 2120, 2126 and 2127 are not working. Also, we have to move the area in front of Marrakech meeting room. We have 4 hotdesks and mobile pod and 4 hotdesks 2119, 2120, 2126 and 2127 that should be move from stand up area (next to server room) makes sense now 😊". The interface also shows a sidebar with navigation options like "Reports", "SLA", and "Settings", and a right-hand panel with "SLAs" (0:24), "People" (Assignee, Reporter, Request participants, Votes, Watchers), and "Service Desk request" details.

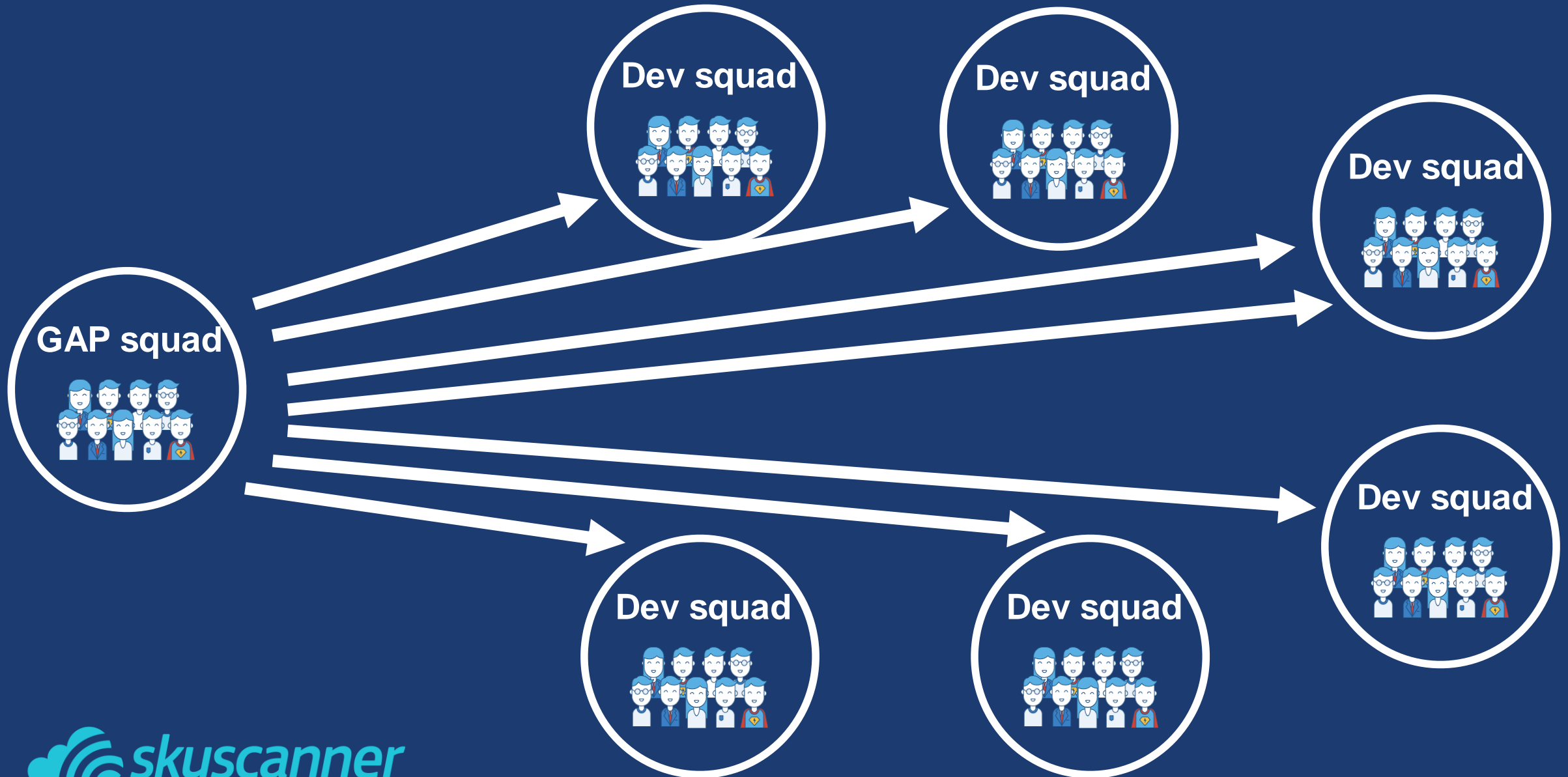


Benefits of triaging in JIRA



- Devs can see details in one place
- Devs can work it into their backlog

The Journey of a Bug

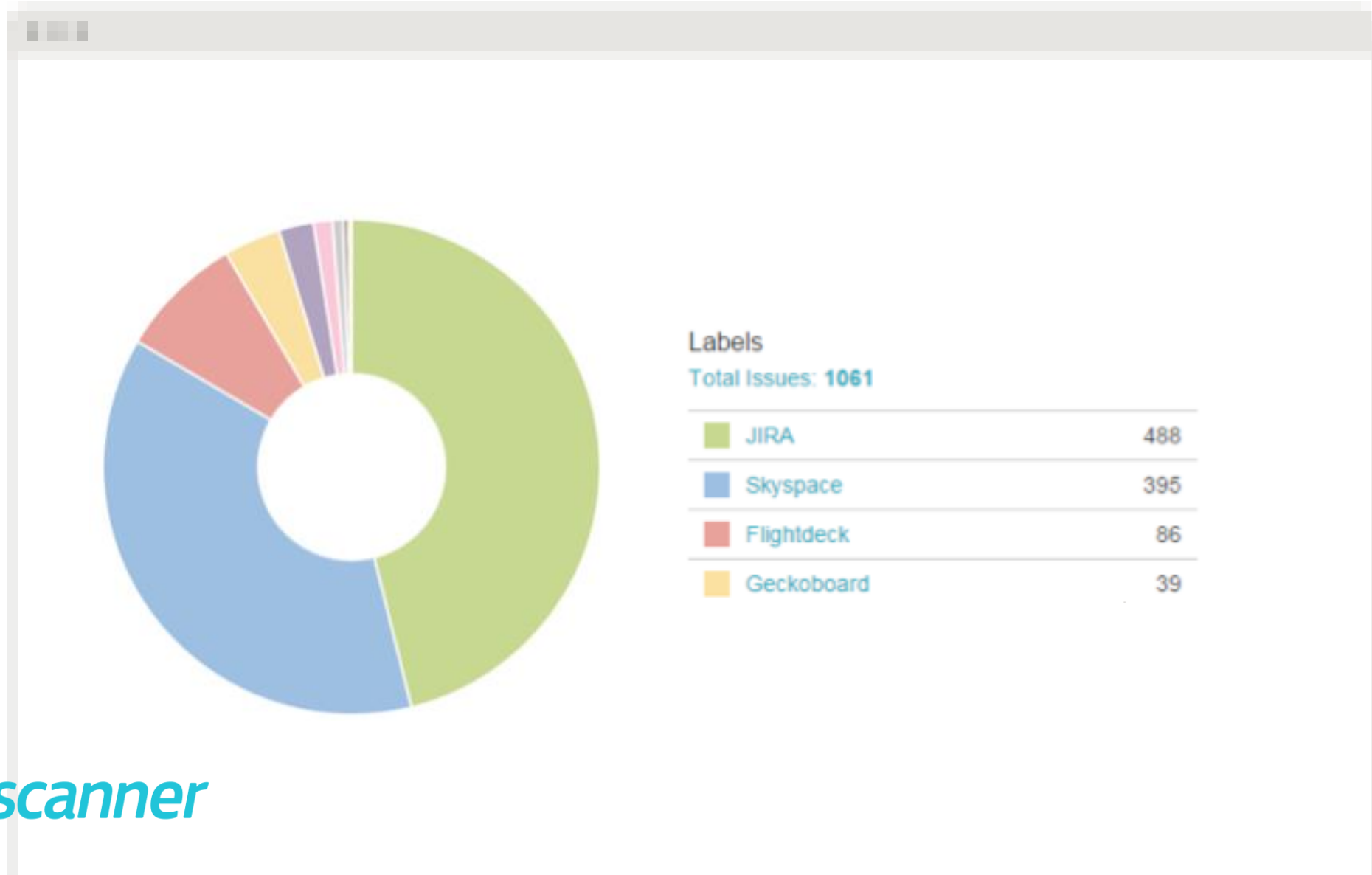


Reporting

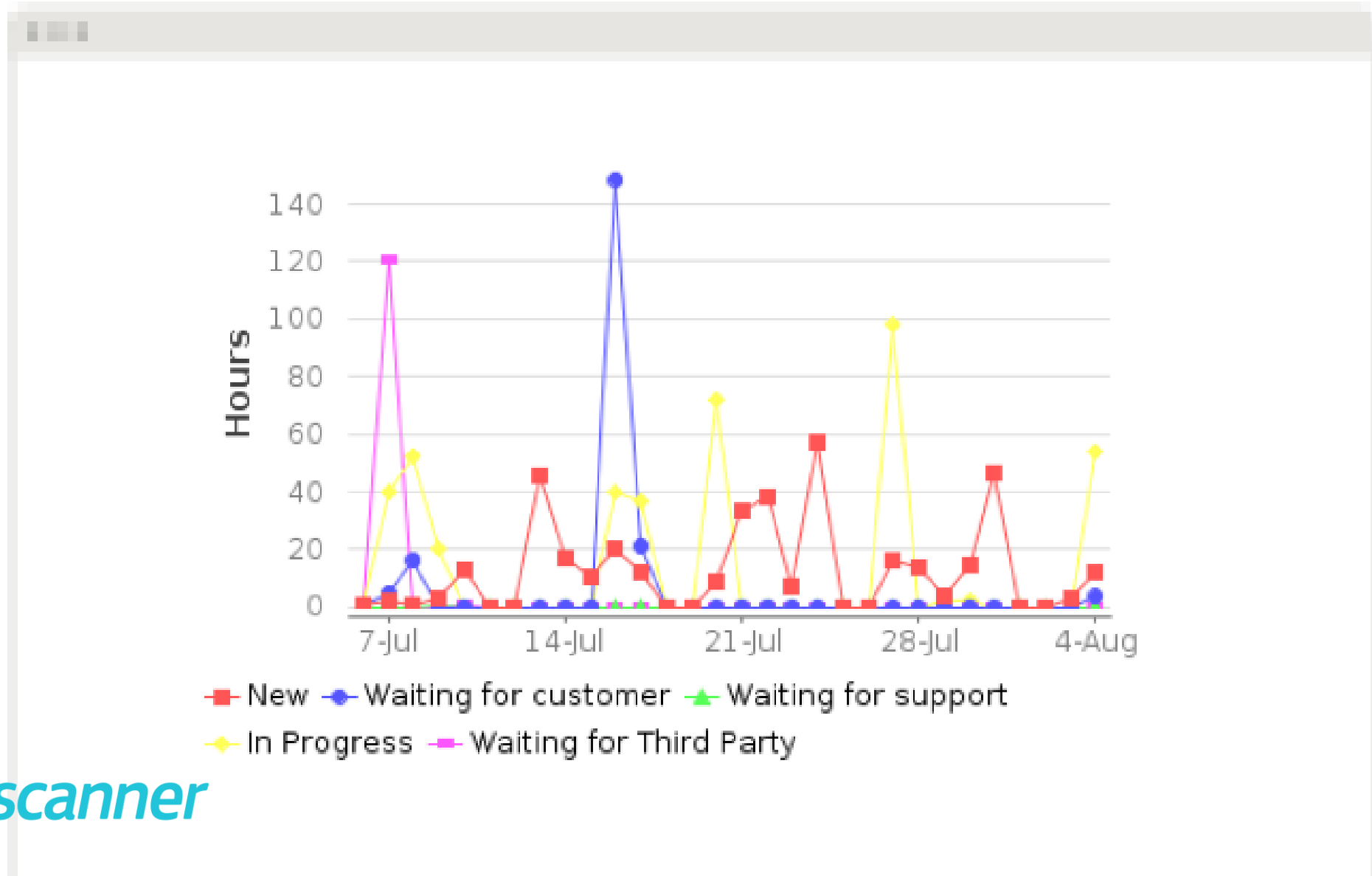
With JIRA dashboards.

A tool for optimizing process flow

Which service receives the most tickets



How much time is spent in each status



Our end-users benefit, too!



- Get email updates
- Updated when problems are fixed
- Understand their impact on product improvement







My Requests

Skyservices






My requests

Search for requests Search All requests ▾

Created by me

-  [Check the people in APAC Growth and Growth APAC RGT All Hands dist lists](#) in Office IT Request DONE
03/Aug/15 16:16 Comment by Michael Hall
-  [Password Reset Request](#) in Office IT Request DONE
03/Aug/15 09:10 Comment by Simon
-  [Canceled: Skyspace pages chat](#) in Business Tools DONE
30/Jul/15 14:44 Comment by Michael Hall
-  [Skyspace pages chat](#) in Business Tools DONE
30/Jul/15 14:41 Comment by Michael Hall
-  [Mac request with parallels](#) in Office IT Request DONE
27/Jul/15 15:52 Comment by Michael Hall
-  [BTS access to old wiki server](#) in Office IT Request DONE
14/Jul/15 14:11 Comment by Jonny

Created by others

-  [Set up initial monitoring \(Monitis\) for New Jobs Pages](#) WAITING FOR CUSTOMER
Created by Chris
03/Aug/15 10:50 Status changed to Waiting for customer
-  [Updates to Partner Engineering Mailing Lists](#) WAITING FOR REVIEW
Created by Douglas
31/Jul/15 13:43 Status changed to Waiting for review
-  [How to pull timelog from Jira](#) DONE
Created by Kacper
31/Jul/15 13:27 Comment by Michael Hall
-  [External User Request](#) DONE
Created by Leonid
24/Jul/15 11:31 Comment by Boris
-  [Create a development partners mailing list](#) DONE



800

happy employees
using
JIRA Service Desk



236%

Increase in tickets

50%

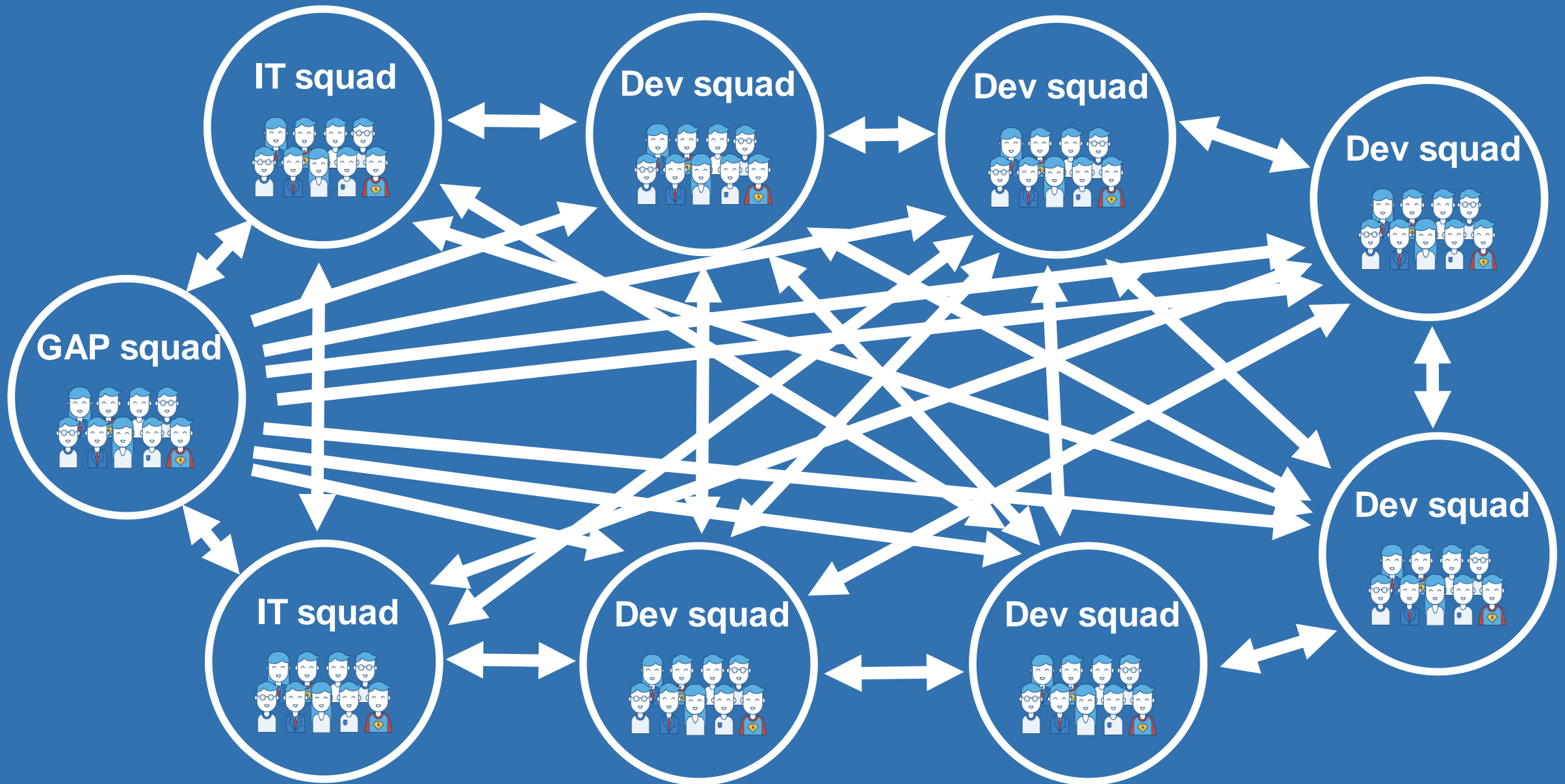
Ticket increase per person

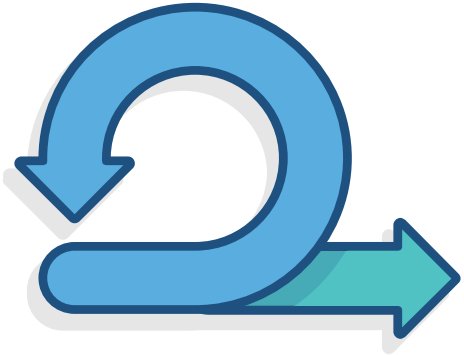
44%

More efficient

Stronger Collaboration

The Journey of a Bug





Standardised Post Mortems – for every user impacting incident (internal & external)

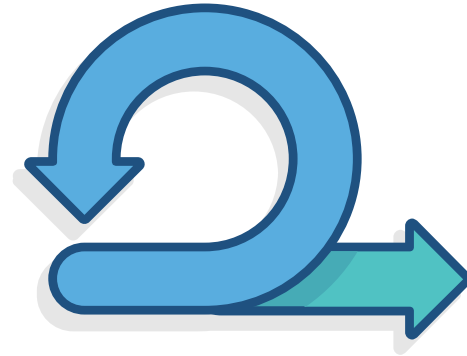


Engineering ProdOps reviews

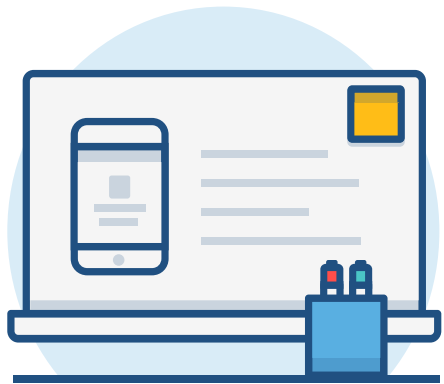


We can now focus on individuals and interactions and are no longer limited by tools

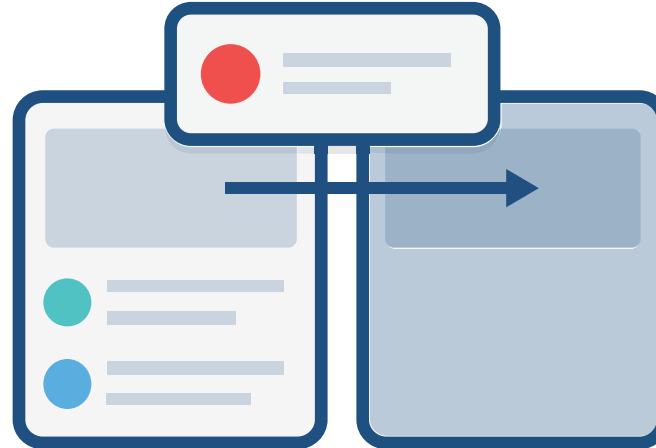
We improved collaboration across squads to make sure we are accomplishing the same goal



We are more focused on improving software, rather than documentation



We can now respond to change and continuously improve going forward



Key takeaways

JIRA Service Desk enabled Skyscanner to:

- Grow while staying agile
- Open up collaboration
- Enable a feedback-driven culture
- Define and optimize process flow
- Focus on delivering great products
- Reflective learning & blameless review





Laura Haines

Growth Operations Lead, Americas

LinkedIn: <https://www.linkedin.com/in/laurahaines1>

Twitter: @LauraJoHaines

Michael Hall

Business Tools Squad Lead

LinkedIn: [uk.linkedin.com/in/michaelhallskyscanner](https://www.linkedin.com/in/michaelhallskyscanner)

Medium: @MikeKHall

