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Forrester Wave ' ' (21 4)

Forrester Research 21 4 ' (Service Management)' 15 . ' '!

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THE FORRESTER WAVE™

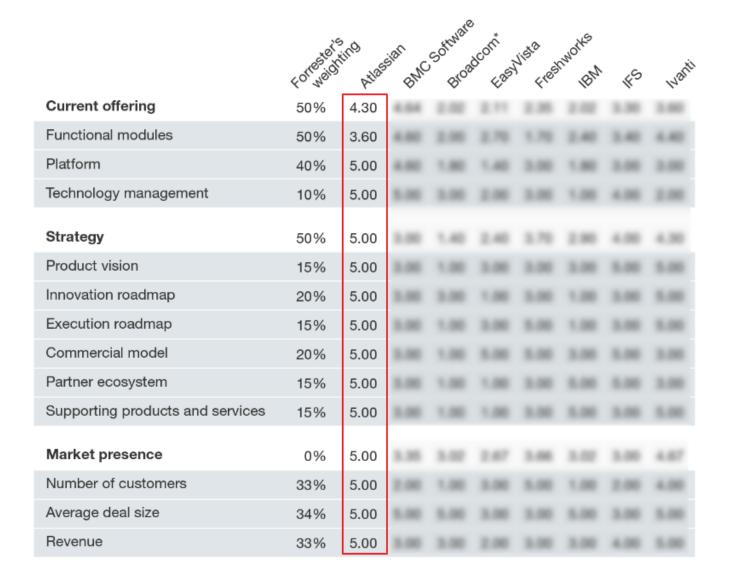
Enterprise Service Management

Q4 2021



Leaders, Strong Performers, Contenders, Challengers 4 Atlassian Leader . 2020 Jira Service Desk JSM(Jira Service Management) . , , (Jira Trello)

- , CI Bitbucket, Confluence, Jira Service Management
 - . Opsgenie Statuspage , Mindville ThinkTilt (CMDB) UI .



Jira Service Management ITSM

Atlassian Jira Service Management . Atlassian 'ITSM' High-Velocity: ITSM World Tour , IT 3 Jira Service Management .

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1.
Jira Service Management . ira Service Management .

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ITSM . Jira Service Management Jira Software , Marketplace 1,000 .

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