



NetEye Conference 2026

AI & Human Insight: la coesistenza strategica per le IT Operations

Sviluppa il tuo Progetto con Atlassian Enterprise

Alice Rozzoni & Roberto Bacchini



Agenda

- Intro: Progetto di rollout per l'apertura di un negozio
- Gli ingredienti per la tua soluzione
- Knowledge Base come «Nutrimento per l'AI»
- La base per costruire il tuo progetto
- Da Knowledge a Pianificazione in un attimo
- Coinvolgi i Teams
- Hypercare: Supporto scalabile
- Chiudiamo il cerchio
- Panoramica completa delle soluzioni della Piattaforma
- Conclusioni

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Sviluppa il tuo Progetto

con WGS Atlassian Enterprise

Un framework strutturato per pianificare,
eseguire e governare i progetti.

Intro:

Progetto di rollout per l'apertura di un negozio

È arrivato il momento di aprire un altro negozio 🏪 Würth... 🤔 da che parte comincio?

Da questo modello...



a questo modello.

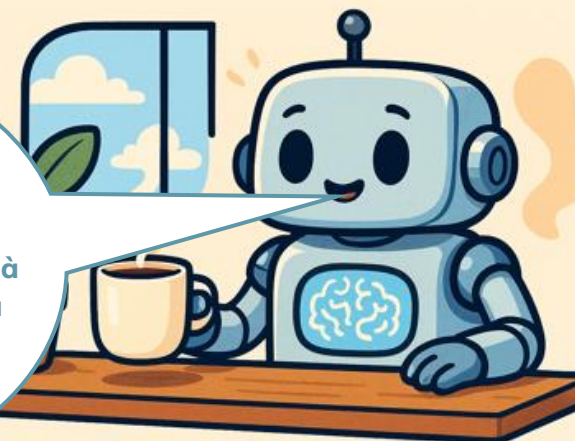


Gli ingredienti per la tua soluzione



-  **Confluence** è una piattaforma condivisa di documentazione e collaborazione che consente ai team di creare, organizzare e mantenere i contenuti in uno spazio centralizzato e facilmente consultabile tramite ricerca.
-  **Rovo AI** è un assistente intelligente che aiuta i team a trovare, comprendere e utilizzare le informazioni distribuite tra i diversi strumenti aziendali.
-  **Jira** aiuta i team a pianificare, tracciare, assegnare e monitorare i ticket, o work item, durante l'intero ciclo di vita di un progetto.

Tutto ciò che state per vedere è accurato...
...a meno che l'IA non si sia già migliorata durante la pausa caffè.



Knowledge Base come «Nutrimento per l'AI»

The screenshot shows a SharePoint interface. The top navigation bar includes a search bar, a '+ Create' button, and user information. The left sidebar contains navigation options like 'For you', 'Recent', 'Starred', 'Spaces', 'Apps', and a list of spaces including 'WIT Demo - Shop rollout'. The main content area displays a page titled 'Master Plan Activities' by 'Rozzoni, Alice', updated on May 28. The page lists various activities such as 'Shop Rollout — Delivery Roles & Teams', 'Partnership & Initial Approval', 'Business Setup & Legal Requirements', 'Store Location & Physical Setup', 'Core Systems & IT Integration', 'IT / Dev Operations Tasks', 'Inventory & Operations Setup', 'Training & Enablement', 'KPI Definition & Performance Monitoring', 'E2E Rollout Plan', 'Go-Live & Launch', 'Hypercare Period ("Running Things")', 'Support & Continuous Operations', and 'Ongoing Optimization'. A video player is embedded in the center, displaying the text 'Video non trovato' (Video not found). Below the main content, there is a 'Related content' section with three links: 'Inventory & Operations Setup', 'Partnership & Initial Approval', and 'Store Location & Physical Setup', all by 'Rozzoni, Alice'.

WURTH IT Confluence

Search your SharePoint documents and files

+ Create

Ask Rovo

Updated May 28

Edit

Share

Master Plan Activities

By Rozzoni, Alice 1 min Listen 2 Add a reaction

- Shop Rollout — Delivery Roles & Teams
- Partnership & Initial Approval
- Business Setup & Legal Requirements
- Store Location & Physical Setup
- Core Systems & IT Integration
- IT / Dev Operations Tasks
- Inventory & Operations Setup
- Training & Enablement
- KPI Definition & Performance Monitoring
- E2E Rollout Plan
- Go-Live & Launch
- Hypercare Period ("Running Things")
- Support & Continuous Operations
- Ongoing Optimization

Video non trovato

Related content

- Inventory & Operations Setup Rozzoni, Alice
- Partnership & Initial Approval Rozzoni, Alice
- Store Location & Physical Setup Rozzoni, Alice

Chiedi a Rovo

The screenshot shows a SharePoint interface with a sidebar on the left and a main content area. The sidebar contains a search bar and a list of items under 'Master Plan Activities'. The main content area displays the title 'Master Plan Activities' with a robot icon, followed by metadata (By Rozzoni, Alice, 1 min, Listen, 2 reactions) and a list of 15 activities. At the bottom, there is a 'Related content' section with three tiles.

Sidebar Navigation:

- Spaces
- Apps
- WIT Demo - Shop rollout
- Shortcuts
- Content
- Search by title
- Master Plan Activities
 - Shop Rollout — Delivery Roles & Teams
 - Partnership & Initial Approval
 - Business Setup & Legal Requirements
 - Store Location & Physical Setup
 - Core Systems & IT Integration
 - IT / Dev Operations Tasks
 - Knowledge Management & Tools
 - Project Management & Work Tracking
 - Inventory & Operations Setup
 - Training & Enablement
 - KPI Definition & Performance Monitoring
 - E2E Rollout Plan
 - Go-Live & Launch
 - Hypercare Period ("Running Things")
 - Support & Continuous Operations
 - Ongoing Optimization
 - Merged Plan
- Create
- Calendars
- Space apps
- draw.io Diagram

Main Content Area:

Master Plan Activities

By Rozzoni, Alice | 1 min | Listen | 2 | Add a reaction

- Shop Rollout — Delivery Roles & Teams
- Partnership & Initial Approval
- Business Setup & Legal Requirements
- Store Location & Physical Setup
- Core Systems & IT Integration
- IT / Dev Operations Tasks
- Knowledge Management & Tools
- Project Management & Work Tracking
- Inventory & Operations Setup
- Training & Enablement
- KPI Definition & Performance Monitoring
- E2E Rollout Plan
- Go-Live & Launch
- Hypercare Period ("Running Things")
- Support & Continuous Operations
- Ongoing Optimization

Related content:

- Inventory & Operations Setup (Rozzoni, Alice)
- Partnership & Initial Approval (Rozzoni, Alice)
- Store Location & Physical Setup (Rozzoni, Alice)

La base per il tuo progetto – Configura un Rovo agent

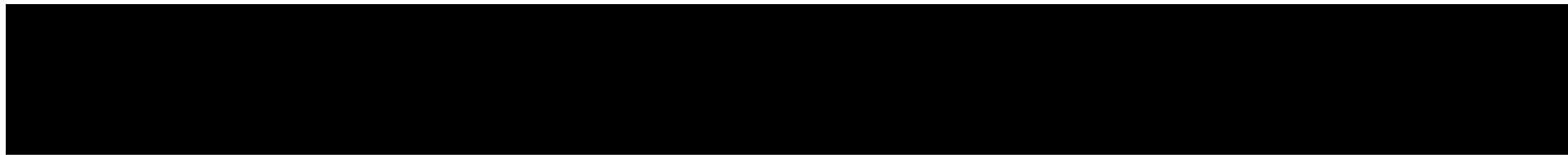
The screenshot shows the Rovo Agent configuration page for an agent named 'Page Merger'. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links: 'For you', 'Teams', 'People', 'Agents' (highlighted), and 'Kudos'.
- Top Bar:** Includes a search bar, a '+ Create' button, and an 'Ask Rovo' button with a notification badge showing '9+'.
- Agent Card:** Features a purple hexagonal icon with a document and arrow. The agent name 'Page Merger' is displayed with a star icon, followed by 'Rovo Agent by [Rozzoni, Alice](#)' and '☆ 1 user'. A 'Chat with Agent' button is present.
- Open chat:** A section with three chat prompts: 'Merge the tables of the pages that I'll paste below into a single page.', 'Tell me about yourself', and 'What can you help me with?'.
- Instructions:** A scrollable box containing two instructions:
 1. When the user writes "Merge the tables of the pages that I'll paste below into a single page." ask for the Confluence pages links.
 2. When the user provides you with the Confluence pages links, merge the tables included in all the Confluence pages indicated by the user into a unique page. Do not skip any page. Keep page titles between tables.
- Worked on:** A section titled 'There is no work to see here' with a subtext: 'Things Page Merger created, edited or commented on in the last 90 days.'
- Agent Details Panel:** Located below the agent card, it includes sections for 'About' (Rovo Agent), 'Knowledge' (All organizational knowledge), 'Skills' (No skills), 'Tools' (No tools), and 'Teams' (Add to a team).

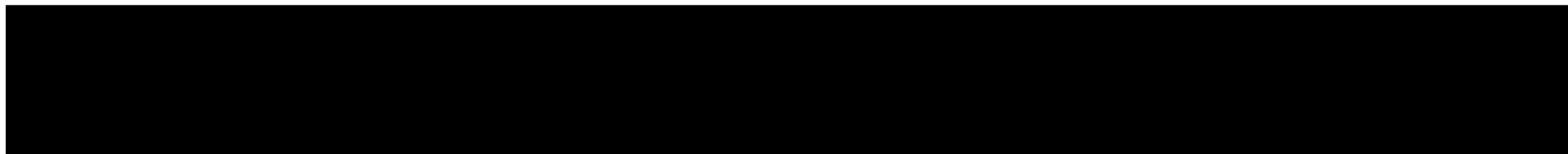
La base per il tuo progetto – Configura la tua KB

The screenshot displays a Confluence interface for a project titled 'WIT Demo - Shop rollout'. The left sidebar contains a navigation menu with various project activities, including 'Shop Rollout — Delivery Roles & T...', 'Partnership & Initial Approval', 'Business Setup & Legal Requirem...', 'Store Location & Physical Setup', 'Core Systems & IT Integration', 'IT / Dev Operations Tasks', 'Knowledge Management & Tools', 'Project Management & Work Trac...', 'Inventory & Operations Setup', 'Training & Enablement', 'KPI Definition & Performance Mon...', 'E2E Rollout Plan', 'Go-Live & Launch', 'Hypercare Period ("Running Thing...', 'Support & Continuous Operations', 'Ongoing Optimization', and 'Shop Rollout Hypercare Summary'. The 'Merged Plan' page is selected in the sidebar. The main content area shows the title 'Merged Plan' by 'Rozzoni, Alice', with options to 'Listen', 'Add a reaction', and 'Numbered Headings'. A large black box with the text 'Video non trovato' (Video not found) is overlaid on the page content. The top right of the page shows a search bar with 'wit demo shop', a '+ Create' button, and user avatars for 'Ask Rovo' and 'RA'. The bottom right corner features a vertical toolbar with icons for chat, info, and a video player.

Da Knowledge a Pianificazione, in un attimo



Video non trovato



Da Knowledge a Pianificazione, in un attimo

WIT Demo - Shop rollout

Updated 1d ago

Partnership & Initial Approval

By Rozzoni, Alice

1 min

Listen

2

Add a reaction

To establish a formal collaboration, you must follow the designated communication channels and documentation standards. This ensures all proposals are evaluated consistently against regional strategic goals.

Steps

- Identify Würth Contact Channel:** Reach out to the Regional Business Development Manager via the official partner portal.
- Prepare Structured Proposal:** Include a comprehensive market analysis and a 3-year financial projection.
- Manage Approval Lifecycle:** Monitor the status through the "Partner-Track" dashboard to ensure timely responses.
- Contact Würth Italy:** Direct all store activation inquiries to the **City Corporate Office** for initial screening.
- Submit Business Proposal:** Provide detailed site specifications, including square footage and local competitor mapping.
- Undergo Würth Evaluation:** The profile is assessed based on territory saturation, technical feasibility, and financial stability.
- Sign Commercial Agreement:** Finalize the partnership by executing the Standard Operational Framework (SOF) contract.

can you schedule the activities? the project starts on July 1st 2026

WITDEMOSR-185 Optimization Cycle (Turin)

Set start date to Sep 09, 2026

Set due date to Sep 13, 2026

WITDEMOSR-184 Setup Support Portal (Turin)

WITDEMOSR-183 Hypercare Management (Turin)

WITDEMOSR-182 Execute Go-Live (Turin)

WITDEMOSR-181 Build Rollout Plan (Turin)

WITDEMOSR-180 Staff Training (Turin)

WITDEMOSR-179 Initial Stock Planning (Turin)

WITDEMOSR-178 Define PM Framework (Turin)

WITDEMOSR-177 Configure Jira Kanban Board (Turin)

WITDEMOSR-176 Enable Store Knowledge Base (Turin)

WITDEMOSR-175 Setup Confluence Knowledge Base (Turin)

WITDEMOSR-174 Setup Product API Integration (Turin)

Set start date to Aug 04, 2026

Set due date to Aug 06, 2026

WITDEMOSR-173 WMS Integration (Turin)

WITDEMOSR-172 Product Catalog Integration (Turin)

WITDEMOSR-171 Execute Store Fit-Out (Turin)

WITDEMOSR-170 Identify Location (Turin)

CYJD App just leveled up! A fresh release has landed — packed with improvements, refinements, and shiny new goodness. Dive into the full release notes here.

WITDEMO - Shop Rollout Example

Summary

Timeline

Program

Calendar

Teams

Releases

Dependencies

Search timeline

Filter 1

Basic view

Group

Timeline

List

Work item

Create work

#

1

WITDEMOSR-147 Turin Shop - Partnership & In...

2

WITDEMOSR-148 Turin Shop - Business Setup ...

3

WITDEMOSR-149 Turin Shop - Store Location ...

4

WITDEMOSR-150 Turin Shop - Core Systems &...

WITDEMOSR-173 WMS Integration (Turin)

WITDEMOSR-172 Product Catalog Integrati...

5

WITDEMOSR-151 Turin Shop - IT / Dev Operati...

6

WITDEMOSR-152 Turin Shop - Knowledge Man...

7

WITDEMOSR-153 Turin Shop - Project Manage...

8

WITDEMOSR-154 Turin Shop - Inventory & Op...

9

WITDEMOSR-155 Turin Shop - Training & Enabl...

10

WITDEMOSR-157 Turin Shop - E2E Rollout Plan



Coinvolgi i Team

WITDEMO - Shop Rollout Example

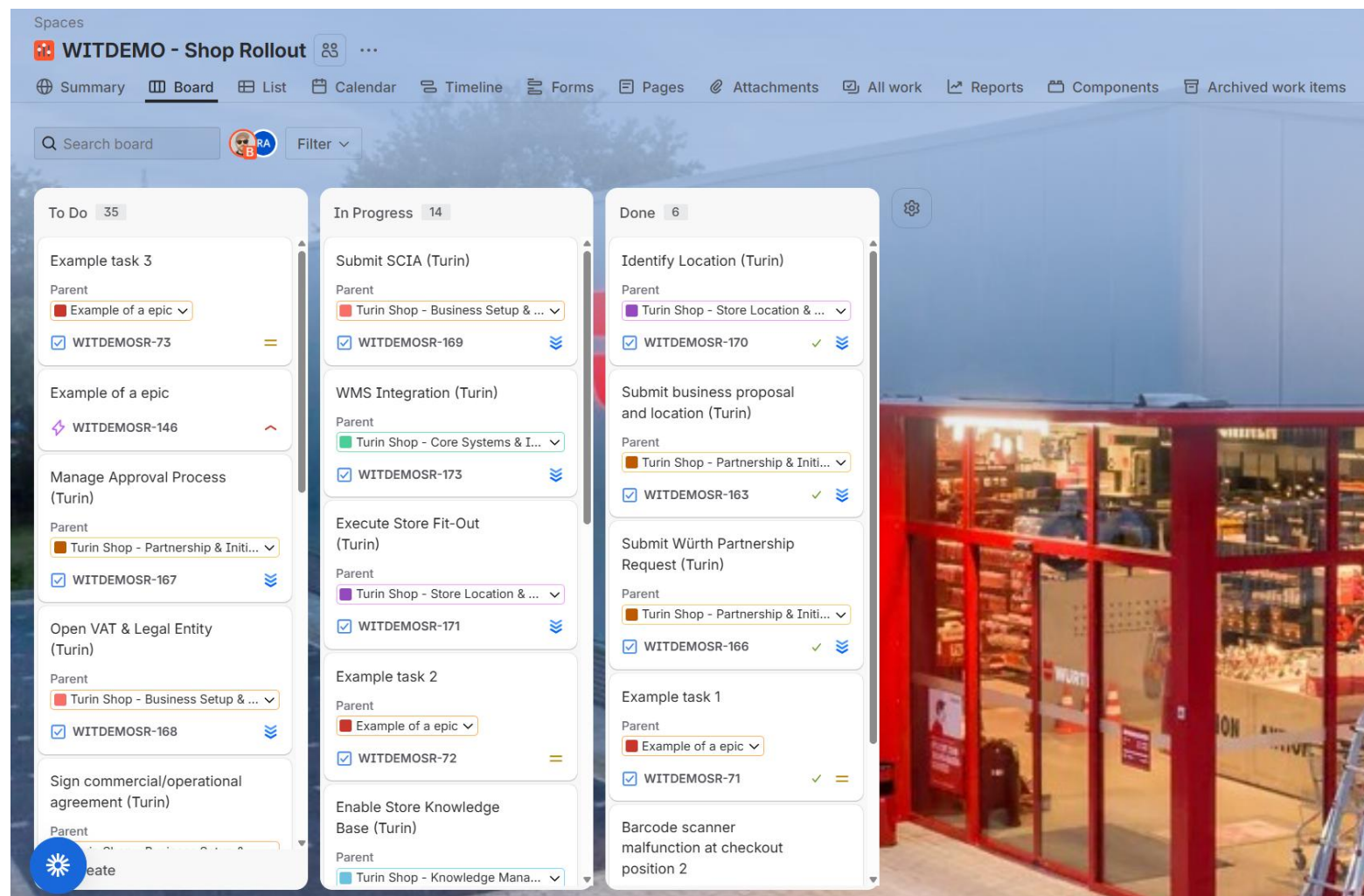
Summary Timeline Program Calendar Teams Releases Dependencies

Search timeline Filter Basic view

Work item	Status	Assignee	Start date	Due date	Team	Estimates (d)
1 > WITDEMO-SR-185 Turin Shop rollout	TO DO	Unassigned	Jul 01, 2026	Sep 13, 2026	WITDEMO - SR - Store launch, WITDEMO - SR - Tech & Integra...	84

Video non trovato

Coinvolgi i Team



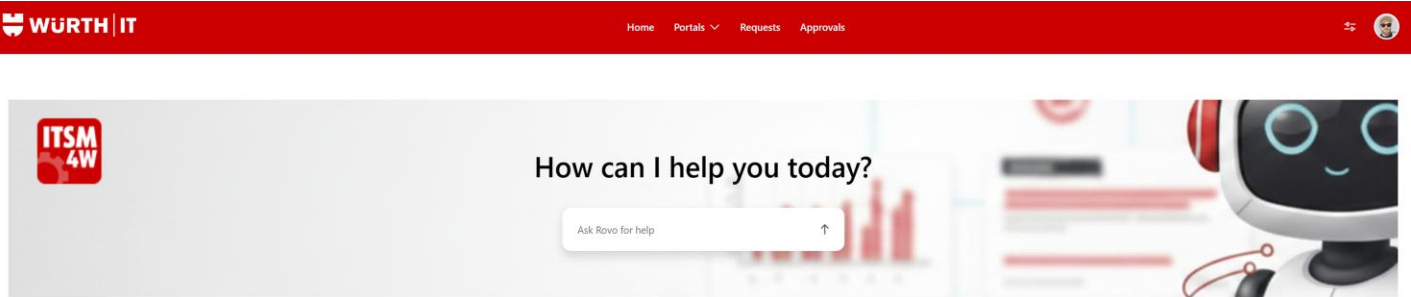
Le Board Jira Kanban offrono una 'casa' ad ogni Team per le loro task

Il lavoro diventa visibile

La convergenza diventa realtà



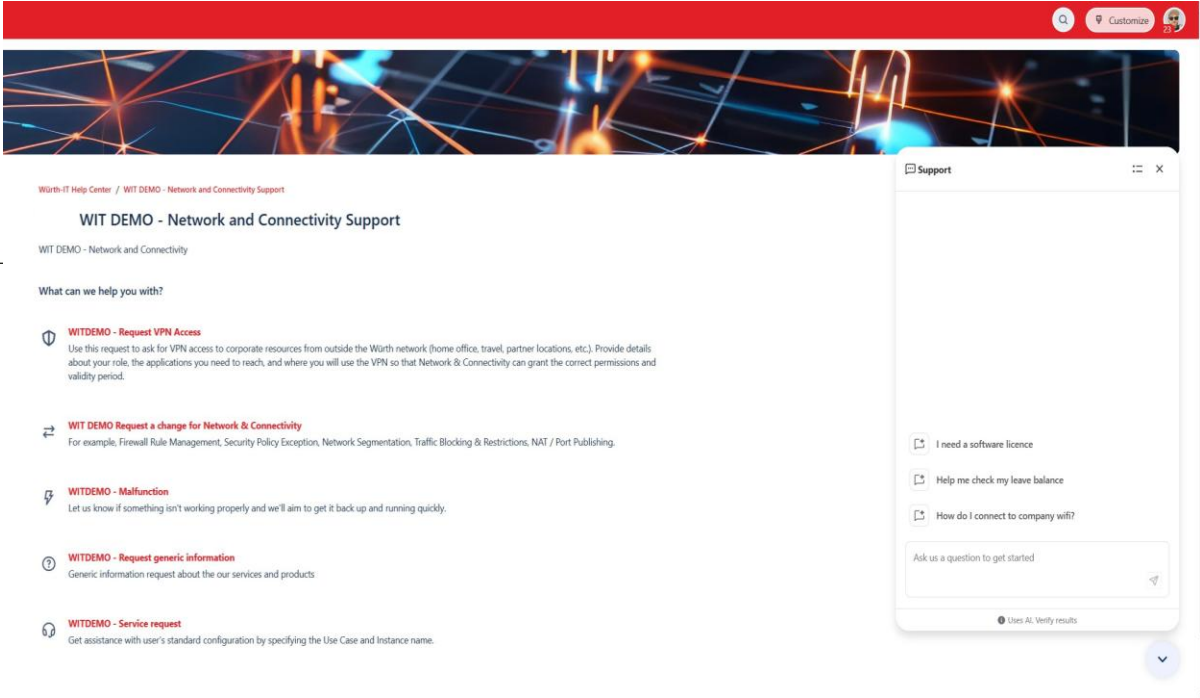
Hypercare: Supporto scalabile



Key User Service Desk

Report an issue
Something is not working? Report an issue here, such as a system error, login issue, or service outage.

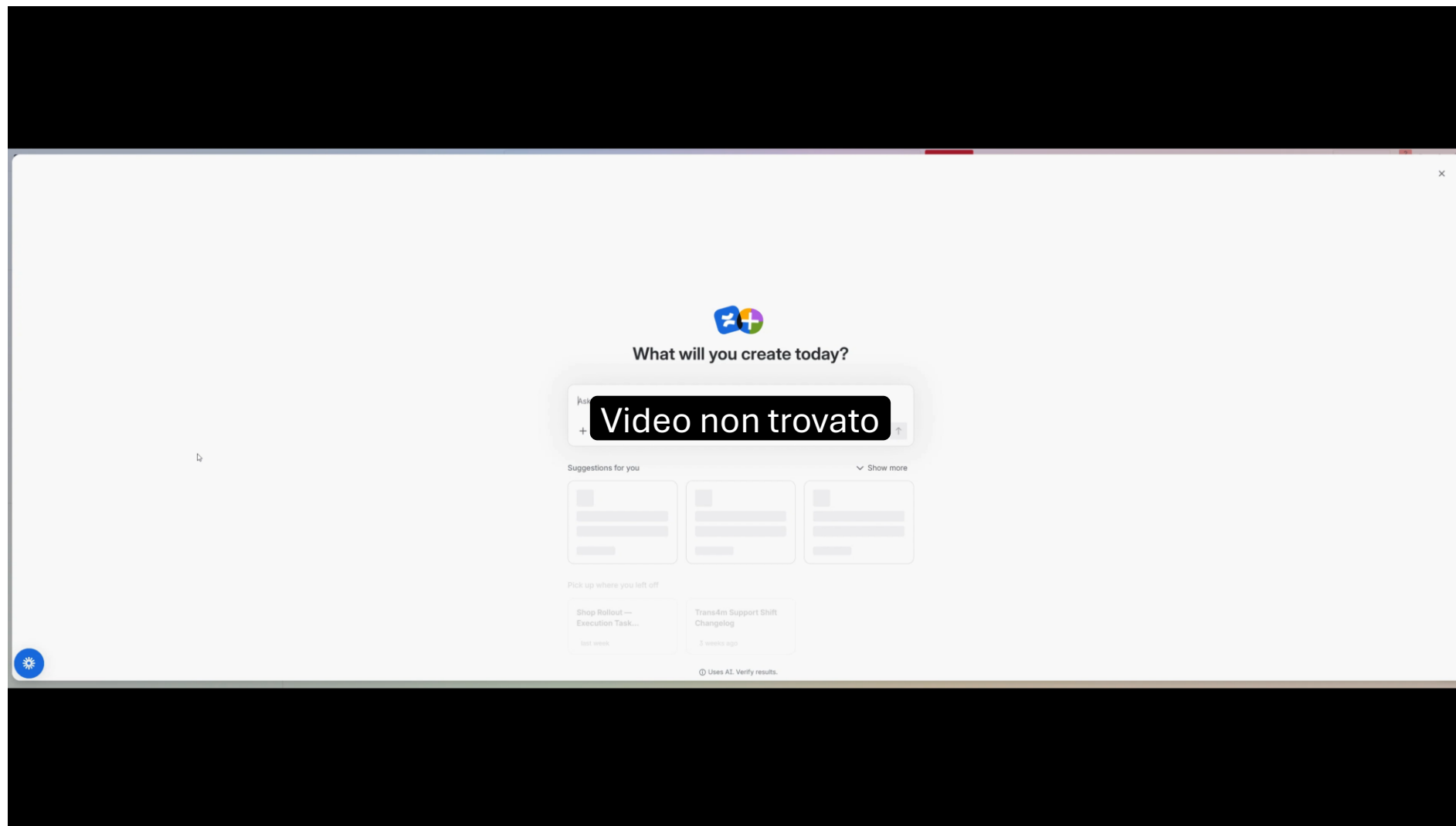
Submit a request
You need access, software, or another IT service? Submit your request here.



Jira Service Management permette di realizzare portali di supporto completi.

Service integrato con delivery

Chiudiamo il cerchio



Chiudiamo il cerchio

Delivery e Supporto



TRANS4M France Support - DEMO

Filter details

Search all apps

Apps

Share

AI

Basic

JQL

id in

(470709,470708,470706,470603,470599,470595,470590,470471,470372,470371,470242,470213,470156,470149,470056,470051,469917,469900,469797,469624,469599,469037,468970,468886,468873,468821,468725,468531,468490,468422,468394,

Clear filters

Copy filter

Work	Assignee	Reporter	Priority
IT3107SUP-24115 W4P - /WUE/BP_MK02 - impossible de créer le fournisseur 3072959 dans notre o...	Unassigned	Malarme, Delphine	Medium
IT3107SUP-24114 F4P - zwapii -taille des colonnes	Unassigned	Malarme, Delphine	Medium
IT3107SUP-24113 SAP WEB - taille des colonnes	Unassigned	Malarme, Delphine	Medium
IT3107SUP-24086 FACTURATION MASTERFLEET RESTANT BLOQUEE cde 41023003 client 107020...	Schmitt, Florent	Colney, Sebastien	Medium
IT3107SUP-24083 #11118399: Orders for PERS customers not possible - Compte WU inutilisable	Bodet, Jean-Sebastien	Py, Alexandre	Medium
IT3107SUP-24079 TR: message lors de la saisi d'une commande	Bodet, Jean-Sebastien	Lopez, Pierre	Medium
IT3107SUP-24076 #11129396: Facturation OM période 13 mai au 20 mai	Schaeffer, Emmanuel	Denner, Jerome	Medium
IT3107SUP-24041 S4HANA - icone de sauvegarde PDF grisée ???	Bodet, Jean-Sebastien	Bedeze, Patrick	Medium
IT3107SUP-24026 #11129403: Characteristic value ZZSAB WN00268962 - Commande bloquées su...	Bodet, Jean-Sebastien	Py, Alexandre	Medium
IT3107SUP-24025 #11129459: FC cannot be closed - dunning block - Incident W4P >>> Qm02 - FC...	Bodet, Jean-Sebastien	Rudolf, Audrey	Medium
IT3107SUP-23994 #11129403: Characteristic value ZZSAB WN00268962 - 1070584504	Bodet, Jean-Sebastien	Boubel, Laurine	Medium
IT3107SUP-23986 #11118399: Orders for PERS customers not possible - Saisie commande personn...	Bodet, Jean-Sebastien	Bohn, Simon	Medium
IT3107SUP-23980 Aucune information sur le dernier passage de l'appareil au SAV.	Unassigned	Batot, Herve	Medium

Rovo

That said, the support team (mainly **Bodet, Jean-Sebastien**, **Schmitt, Florent**, **Salvi, Paul**, and **Kahl, Francine**) is resolving ~70% of tickets, and the more critical Day-1 chaos (system crashes, mass login failures) has passed.

Ticket Volume Trend — Things are improving

TRANS4M Support Ticket Volume – Weekly Trend

Period	Tickets Created
May 4-6 (Pre-GoLive)	~10
May 17-23 (GoLive Week)	148
May 26-30 (Week 2)	67
Jun 1-4 (Week 3 partial)	40

Copy Link

- May 18 alone (go-live day) generated 58 tickets — mostly password resets, login issues, and first-contact breakages
- Week 1 (May 17-23): 148 tickets — absolute peak, dominated by access issues and "nothing works" reports
- Week 2 (May 26-30): 67 tickets — a 55% drop, though May 27 spiked to 34 tickets (accumulated weekend issues)
- Week 3 (Jun 1-4, partial): 40 tickets so far — the daily rate is lower, but new types of problems are still surfacing

Verdict: Volume is clearly decreasing, which is normal post-go-live. However, the nature of tickets is shifting from simple access issues to deeper functional problems (invoicing logic, data migration gaps, compliance checks).



Knowledge e KPIs



Considerazioni

-  **Struttura** - Jira ti fornisce le fondamenta
-  **Velocità**: Gli agenti di IA riducono drasticamente i tempi di pianificazione
- ∞ **Continuità**: Confluence e Rovo chiudono il ciclo di apprendimento

***"Non hai bisogno di un processo perfetto:
hai bisogno di una piattaforma che impari insieme a te."***



Grazie per l'attenzione!

Domande?

