

Orchestrate Service Catalogue to DevOps Backlog

Route service requests to the right backlog, team and workflow automatically

THE CHALLENGE

Government agencies that have adopted agile delivery models face a persistent disconnect between their service management layer and their development backlogs. When an end user raises a request through the service catalogue — a laptop issue, a bug report, a support call, a change request — the outcome rarely stays within a single system.

The service desk captures the request, but the resolution may require a work item in Azure DevOps, a case in Pega, a task in Jira, or a combination of backend orchestrations across multiple teams. Today, this routing is manual. Service desk agents triage, classify and re-enter requests into downstream systems by hand, or worse, via CSV file transfers where systems lack API support.

The result is slow handoffs, inconsistent classification, and limited visibility into how service requests translate into development priorities. Agencies running ITSM platforms such as ServiceDesk Plus, Jira Service Management or ServiceNow all face the same structural gap between the service catalogue and the teams that fulfil its outcomes.

WHY THIS MATTERS

Manual triage slows resolution

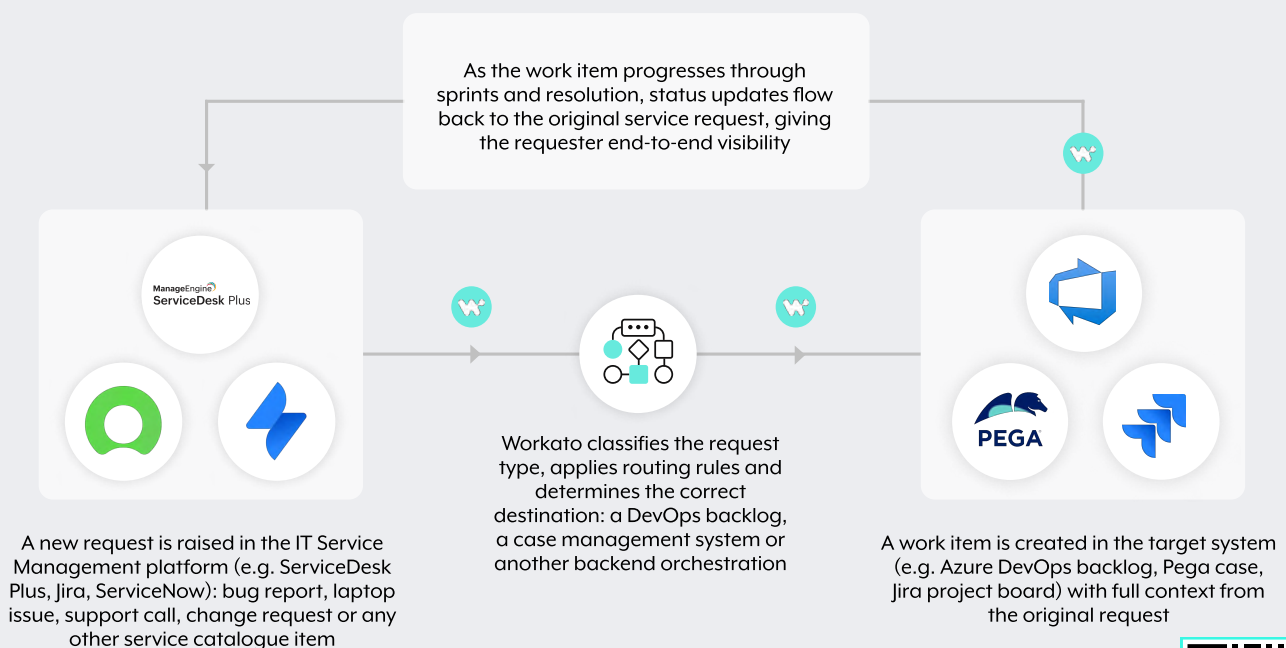
Every service request that requires manual re-entry into a DevOps board or case management system adds handling time. For high-volume service desks, this creates a queue of work that exists only because the systems are not connected.

Requests fall between systems

When the destination of a service catalogue item is not within the service desk itself — and it often is not — requests can stall, be misrouted or lose context in transit. The requester has no visibility into progress once the ticket leaves the service desk.

No end-to-end traceability

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Benefits of Automated Service-to-Backlog Orchestration

Eliminate manual re-entry

Service requests are automatically routed to the correct DevOps board or case management system with full context. No agent re-keying, no CSV transfers, no requests lost between systems.

Faster time to resolution

Automated classification and routing means development and support teams receive work items faster, with the right priority and context already attached. Less triage overhead, faster sprint intake.

End-to-end traceability

Every service request maintains a live link to its resulting work item. Reporting on resolution times, backlog health and service delivery performance no longer requires manual reconciliation.

Agentic-ready foundation

The same orchestration recipes that route and classify service requests today can be extended with agentic AI capabilities, by being exposed as Enterprise Model Context Protocol (MCP) tools. An agent that can triage incoming requests, resolve common issues autonomously and escalate intelligently builds directly on this integration foundation.

Who Should Care?

CIOs and delivery leads driving agile transformation in government. Service desk managers seeking to reduce manual triage and improve request throughput. DevOps and platform teams that need clean, contextualised work items flowing into their backlogs without manual handoffs.

“The level of reuse and how we get this done would not have been possible without an enterprise-grade platform.”

HEAD OF ARCHITECTURE
AUSTRALIAN FEDERAL GOVERNMENT AGENCY

