



Service Management Solutions

AI-powered regulatory readiness for financial institutions

The challenge

Regulations such as DORA and the EU AI Act require financial services institutions to demonstrate operational resilience with audit-ready evidence across critical services, systems, suppliers, and their dependencies.

Common compliance hurdles

- **Fragmented asset**, service, application, infrastructure, and ownership data
- **Limited visibility** into service dependencies, third-party exposure, and change impact
- **Manual evidence gathering** for audits, regulatory reviews, and resilience reporting
- **Fragmented documentation** across teams and tools
- **Slow incident impact analysis** when critical services are disrupted
- **Unreliable service data** that limits safe, explainable AI adoption in ITSM

These issues can slow momentum, erode productivity, and impact customer service if not addressed strategically.

The opportunity

At Adaptavist, we help enterprises transform these challenges into strategic growth opportunities.



Regulatory evidence by design

create stronger traceability for audit readiness, resilience reporting, and internal governance.



Faster operational decisions

Improve incident impact analysis, change risk assessment, and service dependency visibility.



AI-ready service data

Give AI-enabled ITSM workflows a trusted, governed, and explainable service context.



Governance without manual drag

Use structured workflows, recertification, controlled updates, and automated evidence trails.

How can we drive success

Most CMDB initiatives fail for the same reason: the technology works, but the governance doesn't. Without clear ownership, processes, and accountability, service data quickly becomes outdated, dependencies lose trust, and audit readiness deteriorates.



That's where the combined strengths of Atlassian and Adaptavist come together.

Atlassian provides the connected platform

Jira Service Management and Atlassian Assets create a connected view of services, applications, infrastructure, suppliers, and their dependencies. This enables teams to:

- Understand service impact before making changes
- Connect incidents to affected critical services and third parties
- Automate approvals, governance, and recertification
- Generate audit evidence as part of day-to-day operations rather than during audit preparation

AI you can trust

With governed service data in place, Atlassian Rovo helps teams work faster while maintaining transparency and control. Examples include:

- Searching for trusted service and dependency information using natural language
- Identifying impacted services and dependencies during incidents
- Drafting incident summaries and audit evidence
- Supporting AI-assisted impact analysis with human oversight and audit trails

The outcome

Together, Atlassian and Adaptavist help financial institutions build:

- A governed, audit-ready CMDB
- Trusted service data for operational resilience
- Stronger regulatory evidence and audit readiness
- A secure foundation for AI-powered service management
- Long-term governance that keeps the CMDB accurate and valuable



What this solution delivers



1. Strategic advisory

- Assess CMDB maturity, service data quality, and governance gaps
- Define target-state service model, ownership model, and regulatory attributes
- Align CMDB outcomes to ITSM, resilience, risk, and platform priorities



2. Service and dependency modelling

- Map services, applications, infrastructure, suppliers, and critical dependencies
- Design CI classes, relationships, naming standards, and materiality fields
- Connect Assets data to incident, change, problem, and request workflows.



3. Governance workflows and automation

- Implement controlled updates, approvals, recertification, and audit trails
- Automate evidence capture and reduce manual CMDB maintenance
- Use structured workflows to keep service data current and accountable



4. Compliance and resilience enablement

- Support audit-ready evidence across services, risks, incidents, changes, and third parties
- Improve operational resilience reporting and dependency visibility
- Help teams prepare for DORA, NIS2, and related regulatory expectations



5. Training and change enablement

- Targeted training for users and admins
- Documentation and educational resources for continuous learning
- Support leadership in driving cultural alignment



Learn how Bank of Cyprus transformed service management to enable AI-powered regulatory readiness

For more than five years, Bank of Cyprus and Adaptavist have collaborated on the evolution of the bank's IT Service Management and Configuration Management Database capabilities using Jira-based technologies.

The result

A scalable, governance-focused service management capability that improves operational efficiency, strengthens visibility and traceability, and supports better-informed operational and risk management decision-making.

The platform supports the management of more than 80,000 configuration items and 80 critical applications. Its financial services data model incorporates materiality, regulatory classification, PCI scope, ownership, and accountability, supported by asset recertification, ownership validation, and controlled update workflows.

This foundation continues to support data quality, audit readiness, operational resilience, and regulatory alignment. Bank of Cyprus and Adaptavist are now exploring Jira Cloud, Atlassian Assets, automation, and Rovo AI capabilities to further improve data correctness and completeness, strengthen operational efficiency, and introduce additional intelligence and risk controls into the service management lifecycle.'

Ready to build a resilience-ready CMDB?

Speak to Adaptavist about how we can help you create a governed, audit-ready, AI-ready solution.

Speak to our experts

