

Jira Service Management User Job Aid

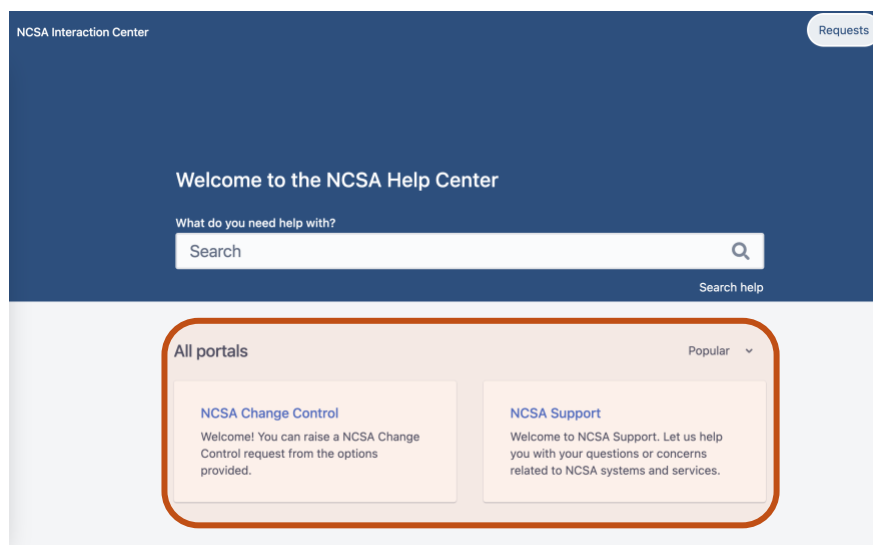
Introduction

Jira Service Management (JSM) provides a comprehensive platform for managing requests, incidents, problems, and changes. This job aid is designed to assist **Jira Users** at NCSA in effectively using JSM to create tickets and follow them.

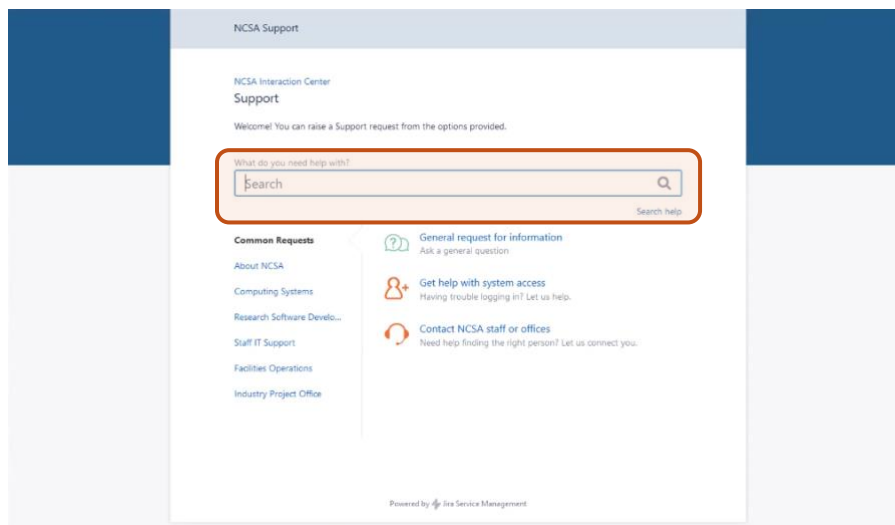
I. Creating a Ticket via the Portal

1. Access the Portal:

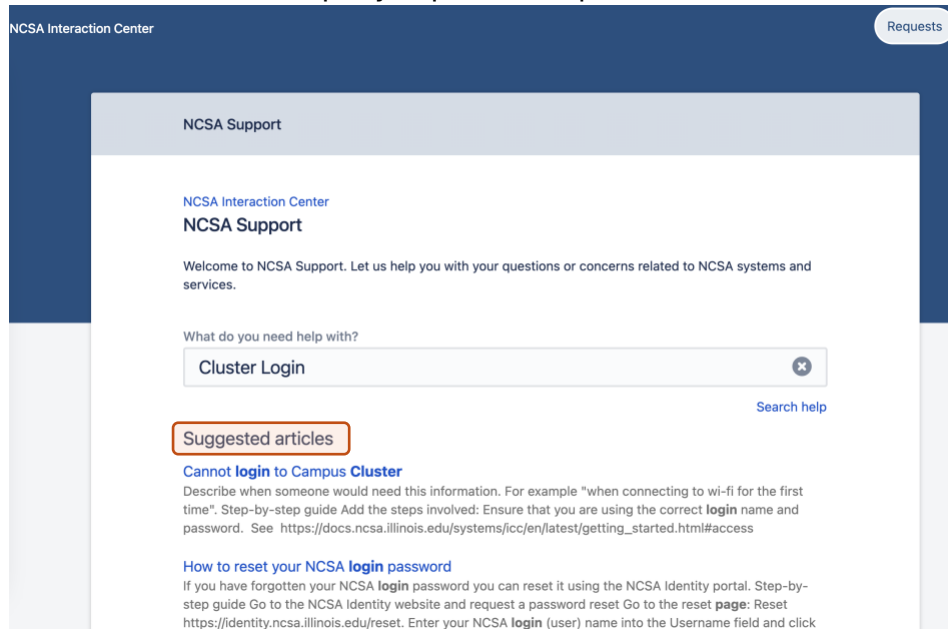
- Navigate to the Jira Service Management Customer portal, and log in using your NCSA credentials.
- Choose the appropriate portal from the list provided on the portal homepage.



- Enter your query or concern into the search bar.

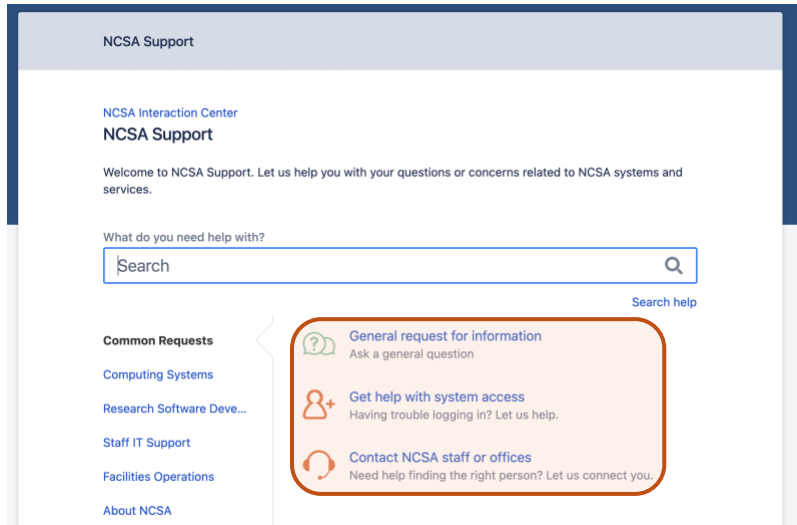


2. **Knowledge Base Check:** Before creating a ticket, JSM searches the internal wiki for information related to the query to prevent duplicate issues.



3. **Choose a Request Type:**

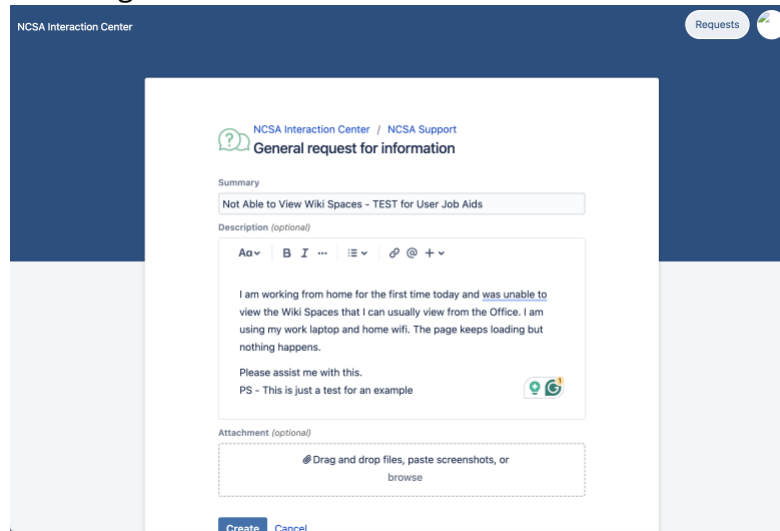
- If the issue is not resolved by the knowledge base, the user should proceed to specify their request. Navigate to the relevant category of the request on the left. Once a category is selected, the specific request types will be displayed on the right side.
- Using the search bar may also direct you to the most applicable request type automatically. The most accurate request types will be displayed as you type in your query
- Select the request type that best describes your issue or service needed. Each request type has a form specifically tailored to gather all necessary information.



E.g. Request types listed under the 'Common Requests' category

4. Fill Out the Form:

- Provide all requested details in the form fields. Be as specific as possible to ensure your issue is understood clearly.
- Attach any relevant files or screenshots that could help in diagnosing or resolving the issue.



5. Review and Submit:

- Review the information you have provided to ensure accuracy.
- Click 'Create' to create your ticket.

II. Creating a Ticket via Email

1. Send an Email:

- Address the email to help@ncsa.illinois.edu.
- Include as many helpful details as possible, such as the associated system, team, and a chronological clarification of the problem with all relevant information.

Bad Example: “Computer crashing when opening zoom.”

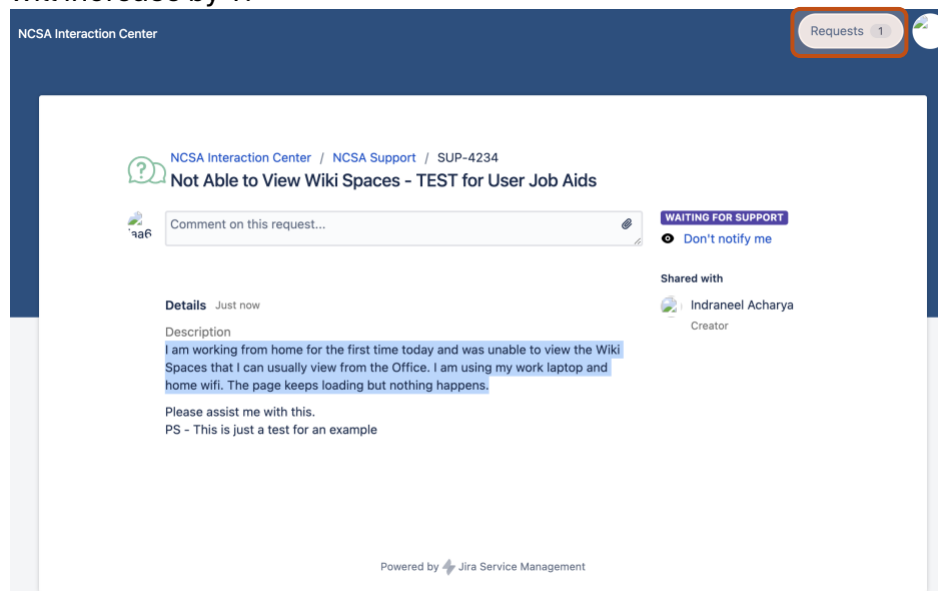
Good Example: “My MacBook Pro 2015 with Intel i5 crashes when I open Zoom. My Zoom version is 1.19.02..”

- This can help the TMG direct the ticket to the correct Tier 2 Team and, if they have encountered the problem before, immediately assist you, avoiding unnecessary back and forth.

III. How to Follow a Ticket

1. Ticket Confirmation:

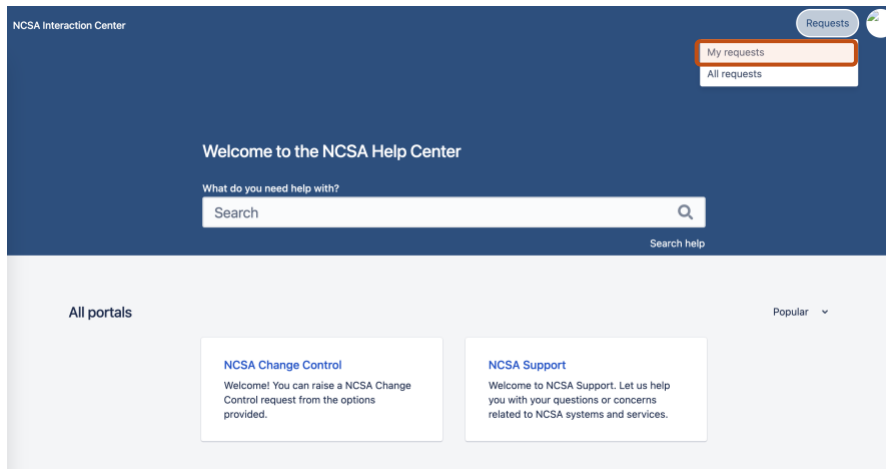
- On clicking create you will see a confirmation page. The number of requests will increase by 1.



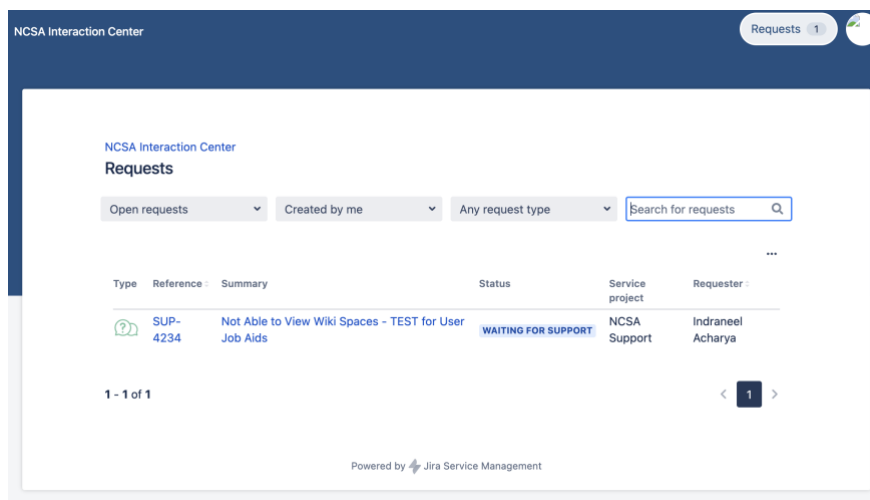
- You will also receive a confirmation email with your ticket number and a link to view the ticket in JSM.

2. Checking Status:

- Log into the JSM portal at any time to check the status of your ticket. You can find your ticket under the 'My Requests' section.



- Use the filters to see-
 1. Open or Closed Requests
 2. Created by You or Tickets you are a participant of.
 3. Request Type.



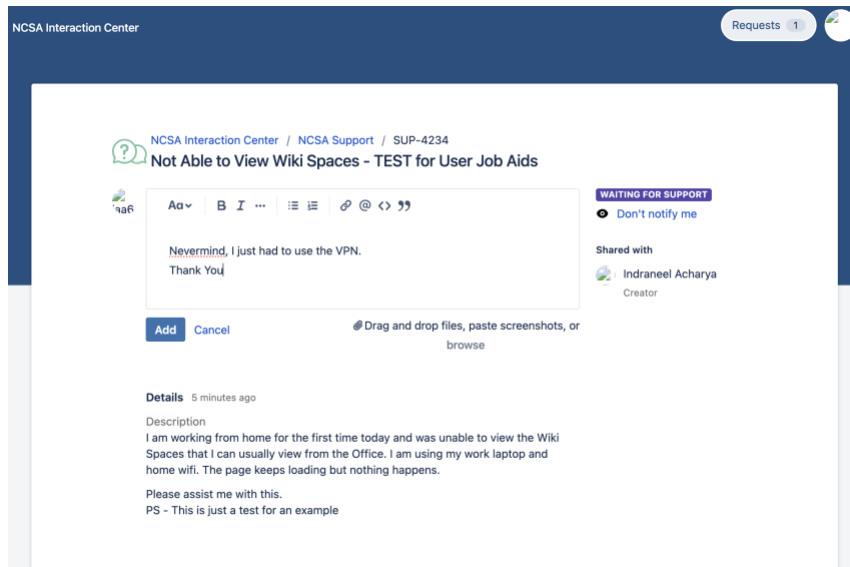
- This screen will tell you the status of your ticket and clicking on it will inform you of any new comments from the relevant support team.

3. Receiving Updates:

- Stay informed through automatic updates sent to your email whenever there is a change in the ticket status or additional information is required.

4. Adding Comments:

- You can add comments or provide additional information through the portal by navigating to your ticket (click on the hyperlinked Summary) and posting in the comments section.



5. Closing the Ticket:

- Once your issue is resolved, you will receive notification of the resolution. Review the solution provided, and if satisfactory, confirm the resolution through the portal, which will close the ticket.